



# Interim report Q1 2019



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## Teleconference

Tryg is hosting a teleconference on 10 April 2019 at 10.00 CET. View the audio webcast at [tryg.com](http://tryg.com). Financial analysts and investors may participate on tel. +44 (0) 203 194 0545 or +45 35 44 55 83, where questions can be asked. The teleconference will be held in English and can subsequently be viewed at [tryg.com](http://tryg.com).

# Highlights

Premium growth of 19.2%, or 6.0% excluding Alka (2.2% in Q1 2018). Technical result of DKK 626m (DKK 563m), negatively impacted by a high level of large claims and positively impacted by Alka synergies, and investment income of DKK 353m (DKK 9m) driven primarily by strong equity markets. Profit before tax of DKK 930m (DKK 553m). Quarterly dividend of 1.70 per share, supporting TryghedsGruppen's member bonus. Solvency ratio of 168.

## Financial highlights Q1 2019

- Premium growth of 19.2% or 6.0% (2.2%) excluding Alka in local currencies
- Technical result of DKK 626m (DKK 563m), large claims of DKK 181m (DKK 44m) and Alka synergies of DKK 21m. Combined ratio of 88.0 (87.1)
- Underlying claims ratio (Private and Group) improved by 0.5 and 0.5 when adjusting for Alka in Q1 2018
- Expense ratio of 14.0 (14.0)
- Return on free investments portfolio of DKK 373m
- Total investment return of DKK 353m (DKK 9m)
- Profit before tax of DKK 930m (DKK 553m)
- Q1 dividend of DKK 1.70 per share and solvency ratio of 168

## Customer highlights Q1 2019

- Transactional Net Promotor Score (TNPS) of 67 (62)
- Number of products per customer increased to 3.8 (3.6)
- TryghedsGruppen has approved the payment of an 8% member bonus for the fourth year in a row

## 2020 targets



### Earnings

Technical result  
**DKK 3.3bn**

Combined ratio  
**≤86**

Expense ratio  
**~14**

RoE  
**≥21%**



### Customers

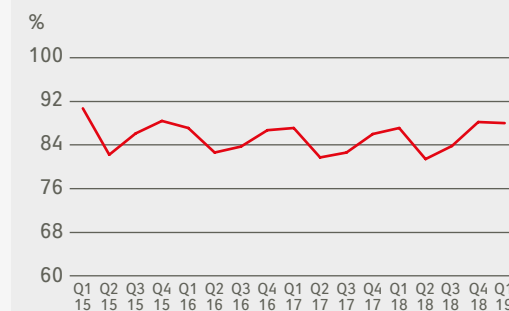
TNPS  
**70**

Number of products  
per customer  
**+10%**

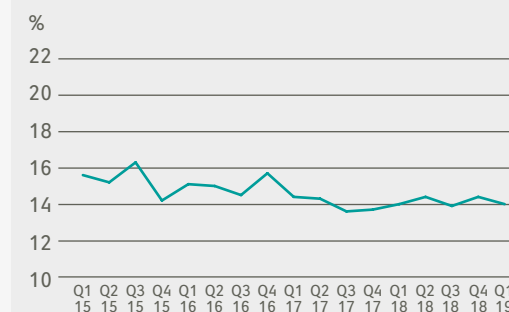
# Income overview

DKKm	Q1 2019	Q1 2018	2018
<b>Gross premium income</b>	<b>5,228</b>	<b>4,420</b>	<b>18,740</b>
Gross claims	-3,755	-3,069	-12,636
Total insurance operating costs	-734	-620	-2,704
Profit/loss on gross business	739	731	3,400
Profit/loss on ceded business	-114	-165	-624
Insurance technical interest, net of reinsurance	1	-3	-10
<b>Technical result</b>	<b>626</b>	<b>563</b>	<b>2,766</b>
Investment return after insurance technical interest	353	9	-332
Other income and costs	-49	-19	-172
<b>Profit/loss before tax</b>	<b>930</b>	<b>553</b>	<b>2,262</b>
Tax	-173	-127	-529
Profit/loss on continuing business	757	426	1,733
Profit/loss on discontinued and divested business after tax	0	0	-2
<b>Profit/loss</b>	<b>757</b>	<b>426</b>	<b>1,731</b>
Run-off gains/losses, net of reinsurance	372	293	1,221
<b>Key figures</b>			
Total equity	11,585	11,582	11,334
Return on equity after tax (%)	26.7	13.4	14.9
Number of shares, end of period (1,000)	302,065	302,102	301,743
Earnings per share	2.51	1.41	5.73
Ordinary dividend per share (DKK)	1.70	1.65	6.60
Premium growth in local currencies	19.2	2.2	6.3
Gross claims ratio	71.8	69.4	67.4
Net reinsurance ratio	2.2	3.7	3.3
Claims ratio, net of reinsurance	74.0	73.1	70.7
Gross expense ratio	14.0	14.0	14.4
<b>Combined ratio</b>	<b>88.0</b>	<b>87.1</b>	<b>85.1</b>
Run-off, net of reinsurance (%)	-7.1	-6.6	-6.5
Large claims, net of reinsurance (%)	3.5	1.0	2.6
Weather claims, net of reinsurance (%)	2.5	3.3	2.0
<b>Combined ratio on business areas</b>			
Private	86.1	88.6	81.6
Commercial	89.4	82.0	80.3
Corporate	90.8	87.4	95.6
Sweden	92.4	93.5	86.0

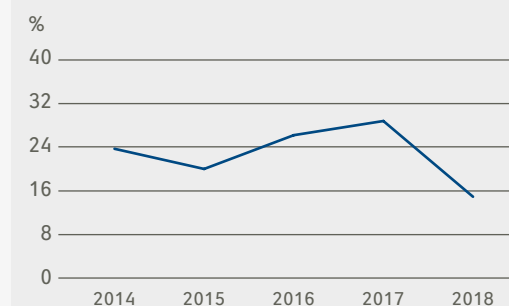
Combined ratio



Expense ratio



Return on equity



# Tryg's results

Tryg reported a technical result of DKK 626m (DKK 563m) driven by solid developments in the core business, the inclusion of Alka but also a DKK 137m increase in large claims compared to the prior-year period. The underlying claims ratio for Private improved by 0.5% and for the Group by 0.5%. The combined ratio was 88.0 (87.1). The investment return was DKK 353m (DKK 9m) as both equity and fixed-income markets rebounded strongly after a sharp correction in Q4 2018. Tryg will pay a quarterly dividend of DKK 1.70 per share based on aggregate results, Tryg's dividend policy and a solvency ratio of 168.

## Results

The profit before tax for Q1 2019 was impacted by a higher volatility than normal for both the technical result and the investment income. The technical result was impacted by a higher level of large claims than what is expected in a normal quarter, while investment income was well above the normalised level.

Premium growth was 19.2% in local currencies or 6.0% adjusting for Alka. The combined ratio was 88.0 (87.1 excluding Alka in Q1 2018). Large claims were DKK 137m higher compared to Q1 2018, while weather claims were slightly lower, and the run-off result was DKK 372m (DKK 293m) or 7.1% on the combined ratio. A substantial amount of the overall DKK 181m large claims in Q1 came from the Norwegian portfolio, therefore impacting the Norwegian technical result sharply, however underlying developments in Norway remain positive. The Private underlying claims ratio, adjusted for weather claims and large claims, run-off and discount rate (to discount the claims provisions), was 0.5% better than in Q1 2018, showing that underlying profitability continues to improve. The Group's underlying claims ratio improved also by 0.5% compared to Q1 2018, whereas profitability in Corporate remains

under pressure. Tryg is actively reducing exposure to unprofitable segments and expects an improved underlying claims ratio for the full year 2019. Synergies from the Alka transaction were DKK 21m in Q1 of which DKK 11m stemmed from lower costs and DKK 10m from claims and revenue initiatives.

The investment return totalled DKK 353m (DKK 9m) in the first three months of 2019. The free portfolio benefitted from strong returns from both equities and fixed-income asset classes. Equities were up 11% in Q1 2019 after a drop of 15% in Q4 2018. The match portfolio also produced a positive result driven by its 'performance' component as Nordic covered-bonds spreads narrowed. Overall, it is important to note that investment income was extremely high in Q1 2019 as virtually all assets classes produced strong returns in the period, reversing the highly negative result seen in Q4 2018. Tryg continues to pursue a low-risk investment strategy, which seems adapt in a period of high volatility. It should also be noted that Tryg marks to market both assets and liabilities (following Danish Financial Supervisory Authority rules), resulting in P&L volatility in turbulent times, while other Nordic and European companies hold to maturity large parts of their fixed-income

portfolios or book towards shareholders' equity most of the asset moves. The asset allocation remained broadly unchanged in the period.

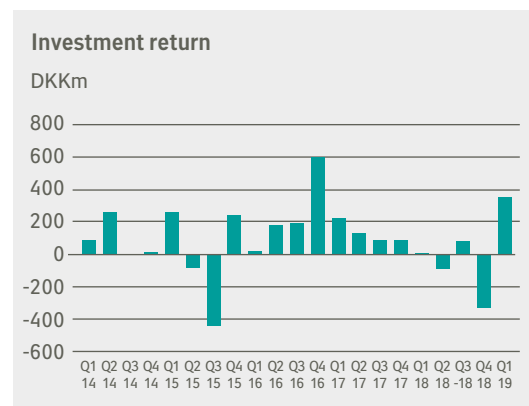
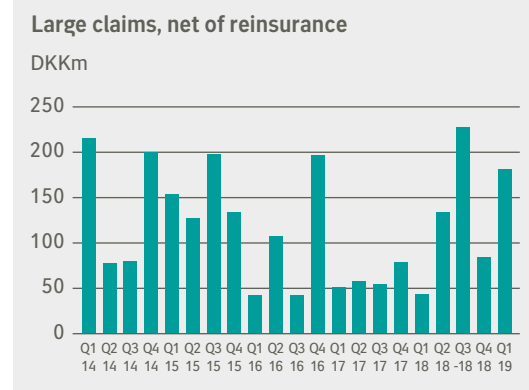
The Transactional Net Promoter Score (TNPS) improved from 62 in Q1 2018 to 67 in Q1 2019, a positive development driven by Tryg's strong customer focus. The number of products per customer increased by approximately 5% in Q1 2019.

For the fourth consecutive year, Trygheds-Gruppen, Tryg's majority shareholder, announced a member bonus for 2019 of up to DKK 925m, equivalent to 8% of premiums paid for 2018.

The member bonus includes Alka's customers, as previously communicated. The bonus should be seen in conjunction with Tryg's dividend and will be paid to Tryg's Danish customers on 12 June 2019. Awareness of the member bonus continues to increase.

## Premiums

Gross premium income totalled DKK 5,228m (DKK 4,420m), corresponding to growth of 19.2% in local currencies, or 6.0%, when adjusted for Alka.





Tryg will pay a quarterly dividend of DKK 1.70 per share on 15 April 2019.

The Private segment grew by 7.1% (adjusting for Alka) driven by positive developments in the recently acquired portfolios (FDM in Denmark and OBOS in Norway). Commercial was up 5.1% (adjusting for Alka) due to high sales and improved retention, but also because of a low premium income in Q1 2018 due to regulations for some accounts in Commercial Norway.

Corporate reported a flat top-line development based on a loss of unprofitable customers in Norway due to price initiatives and positive renewal rates in the Danish part of Corporate. In Norway, price increases of approximately 10% have been pushed through to improve profitability and prune the portfolio.

### Claims

The claims ratio, net of ceded business, was 74.0% (73.1%). The Private underlying claims ratio, exclusive of run-offs, large claims, weather claims and discounting, was 74.3%, which was 0.5% better when adjusting for Alka in Q1 2018, than the same quarter in 2018. The Group's underlying claims ratio was 76.0%, also 0.5% better when adjusting for Alka in Q1 2018, than the prior-year quarter. To meet the financial targets for 2020, Tryg expects an improvement in the underlying claims ratio

going forward. In Norway, prices for motor insurance were adjusted to mitigate claims inflation.

In Scandinavia, the winter weather has been slightly milder than in 2018 and better than a normal winter characterised by seasonal storms that can be harsh at times. The winter was particularly mild in Denmark, while it was largely normal in Norway. Weather claims were DKK 131m or 2.5% (3.3%) of the claims ratio. Large claims impacted the claims ratio negatively by 3.5% (1.0%), which is one of the highest levels seen in the past five years, while the level of large claims was approximately DKK 45m higher than in a normal quarter. Tryg's assumptions for the year are based on DKK 550m for large claims (with no seasonality) and DKK 600m for weather claims (mostly in Q1 and Q4).

### Expenses

The expense ratio was 14.0% (14.0%). At its most recent CMD, Tryg announced an expense ratio target for 2020 of around 14% as IT investments and an increase in employee numbers (especially in the short term) will be broadly offset by continuous efficiency improvements, driven primarily by lower distribution costs. Cost synergies of DKK 11m from the Alka transaction helped the expense ratio slightly.

### Investment return

Investment income was DKK 353m (DKK 9m) as both equity and fixed-income markets rebounded sharply after the negative Q4 2018 developments. Tryg's equity portfolio returned 11% in Q1 2019 against -0.8% in Q1 2018. This swing alone explains a delta in Tryg's investment income of close to DKK 250m. Additionally, virtually every fixed-income category produced positive returns. The free portfolio posted a result of DKK 373m (DKK 54m), while the match portfolio posted a result of DKK 51m (DKK 30m). Other financial income and expenses were DKK -71m (DKK -75m).

### Profit before and after tax

Profit before tax was DKK 930m (DKK 553m), while the profit after tax and discontinued activities

was DKK 757m (DKK 426m). The overall tax bill was DKK 173m (DKK 127m), equating to a tax rate of 18.6%

### Dividend and capital

Tryg will pay a quarterly dividend of DKK 1.70 per share, or DKK 514m in total. The dividend is driven by the overall results, the ambition to grow the annual nominal dividend and a solvency ratio of 168. The solvency capital requirement (SCR) was roughly flat in the period as an increase in the market risk charge was broadly offset by a slightly lower health risk charge, while own funds developed positively driven by the difference between the reported net profit and the dividend.

### Customer targets

	Q1 2019	Q1 2018	Target 2020
Transactional Net Promoter Score (TNPS)	67	62	70
Products per customer (%)	3.8	3.6	4 (+10%)

# Follow-up on strategic initiatives

## supporting the CMD targets for 2020

Tryg has defined four strategic initiatives for reaching its financial targets for 2020. In connection with the acquisition of Alka, the financial targets were updated, and the CMD initiatives therefore include the Alka synergies.

### Claims excellence

As part of the Alka integration, more than 700 contracts with claims repair suppliers have been analysed with the purpose of improvements and extension of these due to the increased scale.

Claims excellence is the most important driver for improving the technical results, and in Q1 2019 Tryg saw continuous improvements from this initiative.

In Denmark, a platform for workers' tools was developed in cooperation with one of our vendors. The platform was developed to control claims-costs related to the theft of tools. Furthermore, Tryg will optimise the process for customers with a speedier process and without customers having to pay for the tools that should be acquired. In total, the agreement with the vendor is expected to realise benefits for more than DKK 5m in 2020.

In Norway, Tryg saw good results from a claims repair agreement for electronic products. The process is fully automated, and by repairing electron-

ics significant savings are realised. We expect the number of repaired electronic products to increase by at least 10%. The customer reports the claim online and can then go to the nearest repair shop with which Tryg has an agreement. If it is not possible to repair a mobile phone, data will be transferred to a new mobile phone.

In Sweden, our network of car repair shops saw a very fast ramp-up in compliance due to the successful launch of our web-based management tool for claim handlers and customers in combination with a successful sourcing process, which has meant that competitive prices and high customer satisfaction levels have been achieved. The initiative is expected to realise savings of approximately SEK 10m in 2020.

### Digital empowerment of customers

Tryg has a strong focus on the digital empowerment of customers, underpinned by the fact that customers prefer digital communication.

The number of log-ins to Tryg's digital universe continues to increase. In Q1 2019, the number of customer log-ins stood at more than 900,000, which corresponds to an increase of 50% compared to same period previous year. In Q1 2019, approximately 60% of customers used our online self-service solutions. Almost 40% of claims were

reported online, and straight-through claims handling accounted for 20% of claims.

We saw a very positive development in the Danish part of Commercial, where the number of logins to 'My Company' increased by more than 70% compared to same prior-year period. The development is explained by the continued development of our online solutions, and in Q1 2019 a new feature was launched which makes it possible for customers to test how well they are covered. The test includes recommendations for insurance products and cover.

### Product & service innovation

Tryg has a strong focus on developing and selling new products and services. The portfolio of new products and services has increased by approximately DKK 350m compared to same prior-year period.

During fall 2018, Tryg launched a new personal insurance product, which upgrades accident insurance to include health and dental insurance. This product is a good illustration of how Tryg is expanding existing products and simultaneously grow the market of insurance. Sales of this product have been very satisfactory, and the portfolio now exceeds DKK 50m.

In Q3 2018, Private Denmark launched a new house insurance product, which includes a rat blocker in the 'super package', and which has been very well received by customers. In Q1 2019, 42% of customers chose the super package.

The rat blocker is an important claims prevention initiative from Tryg and prevents rats from entering private houses from the sewers and damaging properties, pipes etc.

Tryg continues to see a strong interest for innovative motor insurance products in all the Nordic markets, and the development in health-related products has been very promising.

In Q1 2019, a number of new products were developed for Commercial in Denmark: a company car insurance product with updated covers tailored to the increase in numbers of leased company cars and a new board insurance product can that also be distributed through digital channels.

### Distribution efficiency

Distribution efficiency is of immense importance for Tryg as distribution costs in isolation account for the largest share of overall expenses in Tryg. The savings realised will, to a large extent, be used to finance the further development of digital solutions.

In the Danish Private market, Tryg has started using independent sales agents selling exclusively for Tryg. Numbers of sales meetings are much higher than from traditional sales channels, and the TNPS for these meetings are above 80%. Tryg will continue to develop this sales channel. Commercial in Denmark has started up a similar activity.

Commercial in Norway has developed an online sales platform, which has proven to be an efficient way of generating leads for small commercial customers. In Denmark, Commercial also saw a positive impact from the improved 'My page', leading to an almost threefold increase in the number of online leads. In general, Tryg believes that online distribution will be very important for the profitable small commercial customer segment.

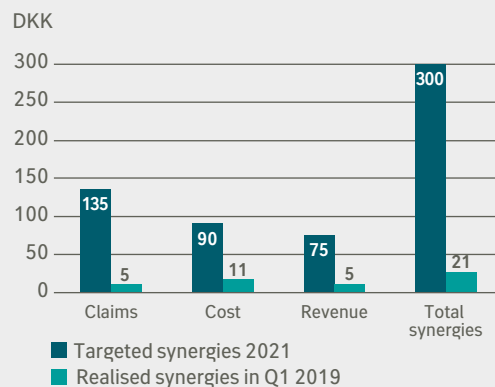
### Alka synergies

In connection with the acquisition of Alka, Tryg communicated expected synergies of DKK 300m to the market. The planned synergies are being realised, with total synergies for Q1 2019 of DKK 21m, out of DKK 75m expected for the FY 2019. The synergies split remains unchanged with 45% of these coming from claims, 30% from costs and 25% from revenues optimization and commercial best practice. In Q1 2019 (and generally during the first phase of the integration), most of the synergies have come from the costs component

following the adoption of a careful integration plan in 2018, while some of the claims synergies will positively impact P&L at a later stage.

Tryg has been working for many years with procurement and especially in the motor segment there is a big potential in using Tryg procurement agreements' on the Alka portfolio. Tryg on average reports an 8% lower average cost of claim in Motor insurance (in Denmark) compared to Alka, this should drive further savings as Alka customers are included in Tryg's garage repair network.

Follow-up on Alka synergies



In December, Private Denmark launched a new loyalty concept called 'Tryg Overskud'. Tryg Overskud is a cashback programme that rewards customers each time they make a purchase from one of the more than 350 retail stores included. Customers receive a discount of up to 15% as a cashback from each purchase that can either be used to pay insurances from Tryg or be donated to charity.



# Customer highlights

## Member bonus

Awareness of the member bonus increased slightly among customers, from 66% in Q1 2018 to 69% in Q1 2019. Awareness among non-customers remained unchanged at 20%.

## Customer targets for 2020

As part of our 2020 strategy, Tryg maintains a strong focus on customer targets. The Transactional Net Promoter Score (TNPS) improved from 62 in Q1 2018 to 67 in Q1 2019. Also, the number of products per customer increased to 3.8 (3.6), which was a satisfactory development.

## Tryg Invest

Tryg has established a new unit, Tryg Invest, with the aim of offering asset management services to large customers and insurance partners. Mirroring the asset exposure of Tryg's free portfolio with external customers, Tryg Invest will be investing on behalf of the customers in the same asset mix. It is important to highlight that this initiative will not alter in any way Tryg's overall investment philosophy or approach to risk. The performance (and Net Asset Value development) of Tryg Invest will be available on its website and via a link on Tryg.com, thereby increasing transparency on the most volatile part of Tryg's investment income.

For the fourth year running, Trygheds-Gruppen, Tryg's majority shareholder, announced a member bonus for 2019 of up to DKK 925m, equivalent to 8% of premiums paid for 2018. The bonus will be paid to Tryg's customers in Denmark on 12 June 2019.



# Private

## Results

Private posted a technical result of DKK 406m (DKK 253m) and a combined ratio of 86.1 (88.6). The results were impacted by the inclusion of the Alka business, an improvement in the underlying claims ratio, and a lower level of weather claims compared with Q1 2018.

## Premiums

Gross premium income rose by 30.9 (3.8%) when measured in local currencies. The very high growth was primarily impacted by the inclusion of the Alka business and to a lesser extent by the inclusion of Troll in Norway. Excluding Alka, Private realised a growth of 7.1%. The positive development continued in the Danish part of Private with premium growth of 5.6% (excluding Alka) based on high sales levels as well as high retention levels supported by TryghedsGruppen's member bonus. Growth in Private Norway was 9.4% in local currencies and was positively impacted by strong sales to OBOS customers, increased retention and a positive start of the new NITO agreement.

The retention rate developed positively and was 91.4 (90.5) for the Danish part of the business. In Norway, we also saw a positive development with a retention rate of 86.7 (86.3).

## Claims

The claims ratio, net of ceded business, was 72.3 (74.6) and was influenced by a lower level of weather claims. The underlying claims level improved by 0.5 percentage points. The primary reasons for the improved development compared to previous quarters were the impact of claims prevention initiatives and pricing adjustments. The Alka portfolio had a slightly positive impact on the underlying claims level.

## Expenses

The expense ratio for Private was 13.8 (14.0), which was supported by synergies related to the Alka acquisition and effective distribution to FDM and OBOS customers. The number of employees totalled 1,341 at the end of the quarter against 1,329 at the end of 2018 and was impacted by an increase in the number of employees in Alka. With the planned physical integration of Tryg and Alka at Tryg's domicile, Tryg expects a higher turnover in the Alka organisation than normalised level.

**Private** encompasses the sale of insurance products to private individuals in Denmark and Norway. Sales are distributed via call centres, the Internet, Tryg's own agents, Alka (Denmark), franchisees (Norway), interest organisations, car dealers, estate agents and Nordea branches.

The business area accounts for 56% of the Group's total premium income.

## Financial highlights Q1 2019

Technical result  
**DKK 406m**  
(DKK 253m)

Combined ratio  
**86.1**  
(88.6)

Premium growth  
(local currencies)  
**30.9% (3.8%)**  
or **7.1%**  
(adjusting for Alka)

## Key figures – Private

DKKm	Q1 2019	Q1 2018	2018
<b>Gross premium income</b>	<b>2,897</b>	<b>2,221</b>	<b>9,466</b>
Gross claims	-2,047	-1,608	-6,198
Gross expenses	-400	-311	-1,309
Profit/loss on gross business	450	302	1,959
Profit/loss on ceded business	-45	-48	-220
Insurance technical interest, net of reinsurance	1	-1	-5
<b>Technical result</b>	<b>406</b>	<b>253</b>	<b>1,734</b>
Run-off gains/losses, net of reinsurance	107	84	394
<b>Key ratios</b>			
Premium growth in local currency (%)	30.9	3.8	1.1
Gross claims ratio	70.7	72.4	65.5
Net reinsurance ratio	1.6	2.2	2.3
Claims ratio, net of reinsurance	72.3	74.6	67.8
Gross expense ratio	13.8	14.0	13.8
<b>Combined ratio</b>	<b>86.1</b>	<b>88.6</b>	<b>81.6</b>
Combined ratio exclusive of run-off	89.8	92.4	85.8
Run-off, net of reinsurance (%)	-3.7	-3.8	-4.2
Large claims, net of reinsurance (%)	0.0	0.0	0.0
Weather claims, net of reinsurance (%)	2.0	3.9	2.4

# Commercial

## Results

Commercial posted a technical result of DKK 111m (DKK 171m) and a combined ratio of 89.4 (82.0). The results are impacted by a significantly higher level of large claims compared to Q1 2018.

## Premiums

Gross premium income totalled DKK 1,050m (DKK 955m), which represents a 10.3% increase when measured in local currencies. The growth was significantly impacted by the inclusion of Alka's commercial business. Excluding Alka, the Danish part of Commercial reported growth of 3.7%, while the Norwegian Commercial business reported growth of 8.9% excluding Troll, which was mainly ascribable to a very low premium income in Q1 2018 due to regulations for some larger accounts. Profitability initiatives targeting large Commercial customers led to an almost unchanged number of customers in this segment.

The retention rate for Denmark developed positively and was 88.1 (87.8), which primarily can be ascribed to the member bonus. In Norway, the retention rate was 87.9 (87.8).

## Claims

The claims ratio, net of ceded business, was 71.6 (65.5). The increase is primarily attributable to a high level of large claims in the Norwegian business. The claims level was positively affected by claims prevention initiatives and price adjustments, but initiatives aimed at improving profitability for large Commercial customers, especially in Norway will be of paramount importance in 2019.

## Expenses

The expense ratio was 17.8 (16.5), not reflecting any specific trends, but normal volatility between the quarters.

At the end of Q1 2019, Commercial had 535 employees, which represented an increase from the end of Q4 2018 primarily due to a strengthening of the underwriting units.

**Commercial** encompasses the sale of insurance products to small and medium-sized businesses in Denmark and Norway. Sales are distributed via Tryg's own sales force, brokers, Alka (Denmark), franchisees (Norway), customer centres as well as group agreements.

The business area accounts for 20% of the Group's total premium income.

## Financial highlights Q1 2019

Technical result  
**DKK 111m**  
(DKK 171m)

Combined ratio  
**89.4**  
(82.0)

Premium growth  
(local currencies)  
**10.3%** (1.0%)  
or **5.1%**  
(adjusting for Alka)

## Key figures – Commercial

DKK m	Q1 2019	Q1 2018	2018
<b>Gross premium income</b>	<b>1,050</b>	<b>955</b>	<b>3,971</b>
Gross claims	-710	-591	-2,326
Gross expenses	-187	-158	-696
Profit/loss on gross business	153	206	949
Profit/loss on ceded business	-42	-34	-165
Insurance technical interest, net of reinsurance	0	-1	0
<b>Technical result</b>	<b>111</b>	<b>171</b>	<b>784</b>
Run-off gains/losses, net of reinsurance	95	72	434
<b>Key ratios</b>			
Premium growth in local currency (%)	10.3	1.0	-0.7
Gross claims ratio	67.6	61.9	58.6
Net reinsurance ratio	4.0	3.6	4.2
Claims ratio, net of reinsurance	71.6	65.5	62.8
Gross expense ratio	17.8	16.5	17.5
<b>Combined ratio</b>	<b>89.4</b>	<b>82.0</b>	<b>80.3</b>
Combined ratio exclusive of run-off	98.4	89.5	91.2
Run-off, net of reinsurance (%)	-9.0	-7.5	-10.9
Large claims, net of reinsurance (%)	5.4	0.0	1.6
Weather claims, net of reinsurance (%)	4.2	3.6	2.3

# Corporate

## Results

The technical result amounted to DKK 89m (DKK 118m) with a combined ratio of 90.8 (87.4). The lower technical result is due to a substantial increase in the level of large claims.

## Premiums

Gross premium income totalled DKK 966m (DKK 942m), representing a modest increase in premium income in local currencies. The development is attributable to a good renewal process in Denmark, where customers appreciate Trygheds-Gruppen's member bonus model. Corporate was also positively impacted by very positive premium developments in the profitable credit and surety product area, which supported growth in Corporate Denmark. In Norway, a consistent focus on improving profitability was reflected in average price increases of approximately 10% for customers renewing their policies on 1 January, leading to a loss of some clients – but more important improving the underlying profitability.

## Claims

The claims ratio, net of ceded business, was 81.2 (77.1) due to a higher level of large claims, particularly in Norway. The underlying claims ratio for Corporate improved as a result of the implemented price hikes.

## Expenses

The expense ratio was 9.6 (10.3), reflecting a generally lower expense ratio in Corporate (compared to Private and Commercial) supported by the fact that customers are paying the fees for broker assistance and also helped by commissions from fronting agreements. The number of employees in Corporate stood at 276 against 265 at the end of 2018 and was impacted by the building-up of an organisation for the Guarantee business in Germany.

**Corporate** sells insurance products to corporate customers under the brands 'Tryg' in Denmark and Norway, 'Moderna' in Sweden and 'Tryg Garanti'. Sales are distributed both via Tryg's own sales force and via insurance brokers. Moreover, customers with international insurance needs are served by Corporate through its cooperation with the AXA Group.

The business area accounts for 18% of the Group's total premium income.

## Financial highlights Q1 2019

Technical result  
**DKK 89m**  
(DKK 118m)

Combined ratio  
**90.8**  
(87.4)

Premium growth  
(local currencies)  
**0.5%**  
(0.8%)

## Key figures – Corporate

DKKm	Q1 2019	Q1 2018	2018
<b>Gross premium income</b>	<b>966</b>	<b>942</b>	<b>3,897</b>
Gross claims	-734	-666	-3,114
Gross expenses	-93	-97	-385
Profit/loss on gross business	139	179	398
Profit/loss on ceded business	-50	-60	-225
Insurance technical interest, net of reinsurance	0	-1	0
<b>Technical result</b>	<b>89</b>	<b>118</b>	<b>173</b>
Run-off gains/losses, net of reinsurance	140	122	271
<b>Key ratios</b>			
Premium growth in local currency (%)	0.5	0.8	2.1
Gross claims ratio	76.0	70.7	79.9
Net reinsurance ratio	5.2	6.4	5.8
Claims ratio, net of reinsurance	81.2	77.1	85.7
Gross expense ratio	9.6	10.3	9.9
<b>Combined ratio</b>	<b>90.8</b>	<b>87.4</b>	<b>95.6</b>
Combined ratio exclusive of run-off	105.3	100.4	102.6
Run-off, net of reinsurance (%)	-14.5	-13.0	-7.0
Large claims, net of reinsurance (%)	12.8	4.7	11.0
Weather claims, net of reinsurance (%)	2.1	2.0	1.4

# Sweden

## Results

Sweden posted a technical result of DKK 26m (DKK 21m) and a combined ratio of 92.4 (93.5). The improved result is attributable to strong premium growth, higher run-offs and a reduced expense ratio.

## Premiums

Premium income totalled DKK 343m (DKK 324m), equating to an increase of 10.2% when measured in local currencies. Growth was driven primarily by low premium income in Q1 2018 due to unexpired risk provision, but Tryg also saw a positive development for motor and pet insurance.

## Claims

The claims ratio, net of ceded business, was 76.7 (76.8). The lower claims ratio was driven by a higher level of run-off.

## Expenses

The expense ratio was 15.7 (16.7), which is positive, considering the size of the Private business in Sweden.

The number of employees was 371 at the end of the quarter, corresponding to an increase of 17 employees from year-end 2018 primarily in the claims area.

**Sweden** comprises the sale of insurance products to private customers under the 'Moderna' brand. Moreover, insurance is sold under the brands Atlantica, Bilsport & MC and Moderna Djurförsäkringar. Sales take place through its own sales force, call centres, partners and online.

The business area accounts for 6% of the Group's total premium income.

## Financial highlights Q1 2019

Technical result  
**DKK 26m**  
(DKK 21m)

Combined ratio  
**92.4**  
(93.5)

Premium growth  
(local currencies)  
**10.2%**  
(1.8%)

## Key figures – Sweden

DKK m	Q1 2019	Q1 2018	2018
<b>Gross premium income</b>	<b>343</b>	<b>324</b>	<b>1,471</b>
Gross claims	-262	-248	-1,024
Gross expenses	-54	-54	-237
Profit/loss on gross business	27	22	210
Profit/loss on ceded business	-1	-1	-4
Insurance technical interest, net of reinsurance	0	0	-5
<b>Technical result</b>	<b>26</b>	<b>21</b>	<b>201</b>
Run-off gains/losses, net of reinsurance	36	15	122
<b>Key ratios</b>			
Premium growth in local currency (%)	10.2	1.8	12.5
Gross claims ratio	76.4	76.5	69.6
Net reinsurance ratio	0.3	0.3	0.3
Claims ratio, net of reinsurance	76.7	76.8	69.9
Gross expense ratio	15.7	16.7	16.1
<b>Combined ratio</b>	<b>92.4</b>	<b>93.5</b>	<b>86.0</b>
Combined ratio exclusive of run-off	102.9	98.1	94.3
Run-off, net of reinsurance (%)	-10.5	-4.6	-8.3
Large claims, net of reinsurance (%)	0.0	0.0	0.0
Weather claims, net of reinsurance (%)	2.6	1.9	0.5

# Investment activities

Investment income totalled DKK 353m (DKK 9m) in Q1 2019, driven by a return of DKK 373m (DKK 54m) on the free portfolio, a return of DKK 51m (DKK 30m) on the match portfolio and other financial income and expenses of DKK -71m (DKK -75m).

The total market value of Tryg's investment portfolio was DKK 43bn (DKK 44bn) at 31 March 2019. The investment portfolio consists of a match portfolio of DKK 32bn and a free portfolio of DKK 11bn. The match portfolio is represented by low-risk fixed-income assets that mirror the Group's insurance liabilities, and fluctuations resulting from interest rate changes are therefore offset to the greatest possible extent. The free portfolio is the Group's capital, which is predominantly invested in fixed-income securities with a short duration, but also in equities and properties.

## Free portfolio

In Q1, financial markets were characterised by a sharp upturn in equity markets (following the Q4 2018 downturn) as trade tensions have eased somewhat and the Federal Reserve has indicated that interest rates will not be raised further.

Government bonds in many large economies have fallen year to date between 20 and 40 basis points. The CBOE Volatility Index (VIX), a key measure of market expectations of near-term volatility in equity markets, remained at very low levels.

Tryg's equity portfolio posted a return of DKK 209m (DKK -17m) or 11.0%, while the free portfolio was also positively impacted by falling rates and narrowing credit spreads in most fixed-income asset classes. Corporate bonds (both investment grades and high-yield) and emerging markets debt produced exceptionally high returns, it is important to remember that these remain small asset classes for Tryg. The return on the investment property portfolio was DKK 17m (DKK 107m). In Q1 2018, the return on the property portfolio was helped by a revaluation of certain properties which helped the results with DKK 80m. The overall return of the free portfolio was 3.5% (0.5%).

## 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.

## Financial highlights Q1 2019

Investment return  
**DKK 353m**  
(DKK 9m)

Free portfolio result  
**DKK 373m**  
(DKK 54m)

Match portfolio  
**DKK 51m**  
(DKK 30m)

## Key figures – investments

DKKm	Q1 2019	Q1 2018	2018
Free portfolio, gross return	373	54	-33
Match portfolio, regulatory deviation and performance	51	30	-2
Other financial income and expenses	-71	-75	-297
<b>Total investment return</b>	<b>353</b>	<b>9</b>	<b>-332</b>

## Return – match portfolio

DKKm	Q1 2019	Q1 2018	2018
Return, match portfolio	305	-17	200
Value adjustments, changed discount rate	-202	98	7
Transferred to insurance technical interest	-52	-51	-209
<b>Match, regulatory deviation and performance</b>	<b>51</b>	<b>30</b>	<b>-2</b>
Hereof:			
Match, regulatory deviation	-1	-4	-2
Match, performance	52	34	0

The result can be split into a 'regulatory deviation' and a 'performance result'.

The 'regulatory deviation' reported a small negative contribution of DKK -1m (DKK -4m). The 'performance' result made a positive contribution of DKK 52m (DKK 34m) as Nordic covered-bond spreads narrowed approximately 50 basis points against the swap curve.

#### Other financial income and expenses

Other financial income and expenses totalled DKK -71m (DKK -75m) in Q1 2019. This item consists of a number of elements, 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 investments management team.

#### Return – free portfolio

DKKm	Q1 2019	Q1 2019 (%)	Q1 2018	Q1 2018 (%)	Investment assets	
					31.03.2019	31.12.2018
Government bonds	7	3.6	-1	-0.4	192	259
Covered bonds	24	0.7	14	0.3	3,688	3,615
Inflation linked bonds	11	2.2	-2	-0.4	506	545
Investment grade credit	43	5.1	-18	-2.6	874	668
Emerging market bonds	21	3.7	-12	-1.9	584	484
High-yield bonds	36	4.1	3	0.3	911	879
Other	5		-20	-11.4	148	142
<b>Interest rate and credit exposure</b>	<b>147</b>	<b>2.2</b>	<b>-36</b>	<b>-0.4</b>	<b>6,903</b>	<b>6,592</b>
<b>Equity exposure</b>	<b>209</b>	<b>11.0</b>	<b>-17</b>	<b>-0.8</b>	<b>1,924</b>	<b>2,070</b>
<b>Investment property</b>	<b>17</b>	<b>0.8</b>	<b>107</b>	<b>5.7</b>	<b>2,008</b>	<b>1,984</b>
<b>Total gross return</b>	<b>373</b>	<b>3.5</b>	<b>54</b>	<b>0.5</b>	<b>10,835</b>	<b>10,646</b>



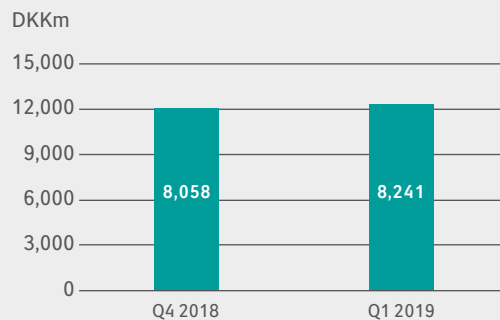
# Solvency and dividend

The solvency ratio (based on Tryg's partial internal model) was 168 at the end of Q1 2019, just above the 165 reported at year-end 2018. Tryg will pay a Q1 dividend of 1.70 per share on 15 April 2019. Tryg has a policy of paying flat quarterly dividends.

## Own funds

Own funds totalled DKK 8,241 m at the end of Q1 (DKK 8,058 m at the end of 2018). Own funds were positively impacted by the net profit for the quarter and negatively impacted by the announced quarterly dividend. Tryg's own funds are predominantly made up of shareholders' equity and subordinated loans. Own funds include the DKK 4bn equity

## Own funds



raised for the acquisition of Alka, but at the same time the intangibles that come with the acquisition are deducted from the equity base when calculating Own funds.

## Solvency capital requirement

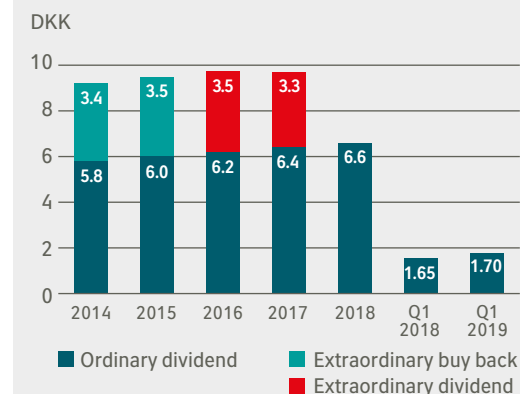
Tryg calculates its individual solvency capital requirement based on a partial internal model in accordance with the Danish Financial Supervisory Authority's Executive Order on Solvency and Operating Plans for Insurance Companies. The model is based on the structure of the standard model. Tryg uses an internal model to evaluate insurance risks, while other risks are calculated using standard model components.

The solvency capital requirement, calculated using the partial internal model, was DKK 4,914 m (DKK 4,892 m at the end of 2018). The modest increase since the end of 2018 was primarily driven by an increased market risk charge following the positive development in equity markets in Q1 2019, this has been almost entirely offset by a lower capital charge for health risk. The solvency capital requirement based on the standard formula was DKK 6,069 m in Q1 2019 against DKK 5,980 m at the end of 2018.

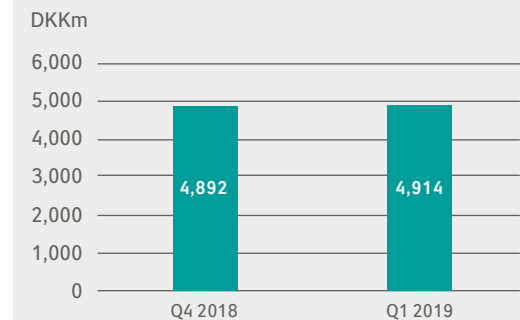
## Rating

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 Alka acquisition.

## Shareholder remuneration



## Solvency capital requirement





# Financial outlook

The general macroeconomic outlook remains relatively positive in Scandinavia, especially compared to the Euro zone. Government indebtedness is low, unemployment rates are expected to be below 4% both in Denmark and Norway, while GDP growth is expected to be close to 2%.

Tryg's growth is expected to be broadly in line with GDP in a normal year. During 2019, portfolio acquisitions and selected price adjustments will push top-line growth above the GDP.

Exposure to the corporate segment is likely to be reduced, driven by an increased focus on profitability.

Tryg's reserves position remains strong. At the CMD in November 2017, it was announced that run-off gains are expected to be between 3% and 5% in 2020. Tryg's systematic claims-reserving approach continues to include a margin of approximately 3.0% based on best estimate.

In 2019, weather claims net of reinsurance and large claims are expected to be DKK 550m and DKK 600m, respectively. The expected level of weather claims now includes the Alka portfolio.

The interest rate used to discount Tryg's technical provisions is historically low. An interest rate increase will have a positive effect on Tryg's results. An interest rate increase of 1 percentage point will increase the pre-tax result by around DKK 300m, and vice versa.

The investment portfolio is divided into a match portfolio corresponding to the technical provisions, and a free portfolio. The objective is for the return on the match portfolio to be approximately zero as capital gains and losses on the assets side should be mirrored by corresponding developments on the liabilities side. The free portfolio is invested in different asset classes with a view to obtaining the best risk-adjusted return.

The return on bonds in the free portfolio (approximately 65% of the free portfolio) will vary, but given current interest rate levels, a very low return is expected. For shares, the expected return is around 7% with the MSCI World Index as benchmark, while the expected return for property is around 5%. The investment return in the income statement also includes the cost of managing investments, the cost of currency hedges, interest expenses on subordinated loans and other minor items.

In the past few years, corporate tax rates have been lowered throughout Scandinavia. In Denmark, the rate will remain at 22% in 2019, while it is 25% in Norway and 22% in Sweden. Capital gains and losses on equities are not taxed in Norway, which reduces the expected tax payable for an average year to 22-23%.

Alka has produced a stand-alone technical result of approximately DKK 300m in the past few years. Synergies are expected to be realised in the amounts of DKK 75m in 2019, DKK 150m in 2020 and DKK 300m in 2021. Following the approval of the acquisition, Tryg will book an annual depreciation charge of DKK 127m pertaining to the DKK 1.4bn value of customer relations and branding.

## Financial targets 2020



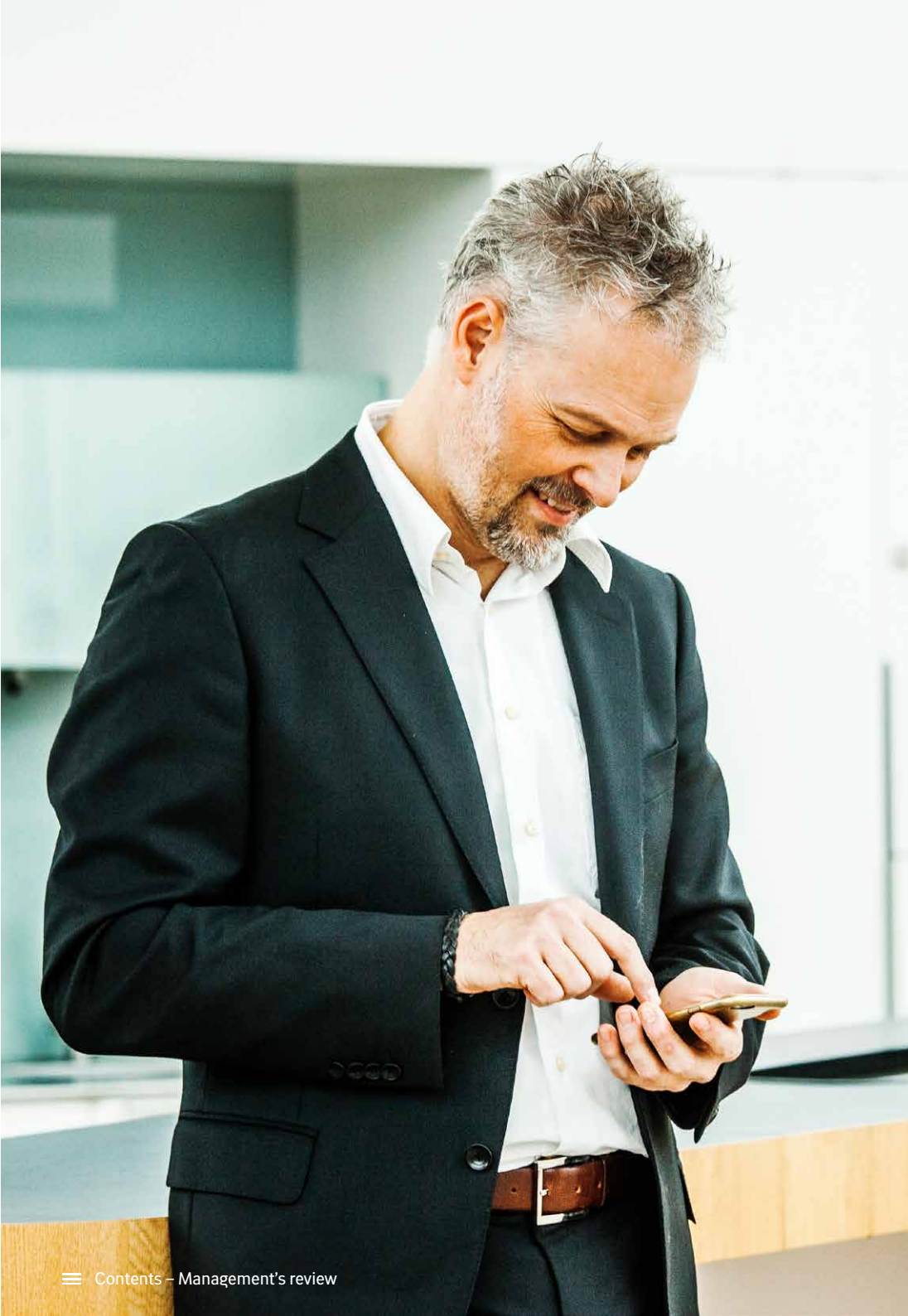
### Earnings

Technical result  
**DKK 3.3bn**

Combined ratio  
**≤86**

Expense ratio  
**~14**

RoE  
**≥21%**



# Financial calendar 2019

11 Apr. 2019	Tryg shares are traded ex-dividend
15 Apr. 2019	Payment of Q1 dividend
10 July 2019	Interim report Q2 and H1
11 July 2019	Tryg shares are traded ex-dividend
15 July 2019	Payment of Q2 dividend
10 Oct. 2019	Interim report Q3 and Q1-Q3
11 Oct. 2019	Tryg shares are traded ex-dividend
15 Oct. 2019	Payment of Q3 dividend

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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 2019 for 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 2019 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 report 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 faces.

**Ballerup, 10 April 2019**

## **Executive Board**

Morten Hübbe  
Group CEO

Barbara Plucnar Jensen  
Group CFO

Lars Bonde  
Group COO

Johan Kirstein Brammer  
Group CCO

## **Supervisory Board**

Jukka Pertola  
Chairman

Torben Nielsen  
Deputy Chairman

Elias Bakk

Tom Eileng

Lone Hansen

Karen Bladt

Claus Wistoft

Ida Sofie Jensen

Lene Skole

Tina Snebjerg

Mari Thjørmøe

Carl-Viggo Östlund

# Financial highlights

	Q1 2019	Q1 2018	2018
<b>DKKm</b>			
NOK/DKK, average rate for the period	76.25	77.02	77.53
SEK/DKK, average rate for the period	71.93	75.22	72.67
<b>Gross premium income</b>	<b>5,228</b>	<b>4,420</b>	<b>18,740</b>
Gross claims	-3,755	-3,069	-12,636
Total insurance operating costs	-734	-620	-2,704
Profit/loss on gross business	739	731	3,400
Profit/loss on ceded business	-114	-165	-624
Insurance technical interest, net of reinsurance	1	-3	-10
<b>Technical result</b>	<b>626</b>	<b>563</b>	<b>2,766</b>
Investment return after insurance technical interest	353	9	-332
Other income and costs	-49	-19	-172
<b>Profit/loss before tax</b>	<b>930</b>	<b>553</b>	<b>2,262</b>
Tax	-173	-127	-529
<b>Profit/loss, continuing business</b>	<b>757</b>	<b>426</b>	<b>1,733</b>
Profit/loss on discontinued and divested business after tax	0	0	-2
<b>Profit/loss for the period</b>	<b>757</b>	<b>426</b>	<b>1,731</b>
<b>Other comprehensive income</b>			
Other comprehensive income which cannot subsequently be reclassified as profit or loss	-14	46	-4
Other comprehensive income which can subsequently be reclassified as profit or loss	18	3	-12
<b>Other comprehensive income</b>	<b>4</b>	<b>49</b>	<b>-16</b>
<b>Comprehensive income</b>	<b>761</b>	<b>475</b>	<b>1,715</b>
Run-off gains/losses, net of reinsurance	372	293	1,221
<b>Statement of financial position</b>			
Total provisions for insurance contracts	34,658	32,055	31,948
Total reinsurers' share of provisions for insurance contracts	1,747	1,765	1,415
Total equity	11,585	11,582	11,334
Total assets	58,226	52,749	56,545
<b>Key ratios</b>			
Gross claims ratio	71.8	69.4	67.4
Net reinsurance ratio	2.2	3.7	3.3
Claims ratio, net of reinsurance	74.0	73.1	70.7
Gross expense ratio	14.0	14.0	14.4
<b>Combined ratio</b>	<b>88.0</b>	<b>87.1</b>	<b>85.1</b>

Key ratios are calculated in accordance with 'Recommendations & Financial Ratios' issued by the Danish Society of Financial Analysts.

# Income statement

DKKm	Q1 2019	Q1 2018	2018	
Notes	<b>General insurance</b>			
Gross premiums written	7,673	6,507	18,999	
Ceded insurance premiums	-642	-600	-1,362	
Change in premium provisions	-2,292	-2,009	85	
Change in reinsurers' share of premium provisions	381	306	-47	
<b>2</b>	<b>Premium income, net of reinsurance</b>	<b>5,120</b>	<b>4,204</b>	<b>17,675</b>
<b>3</b>	<b>Insurance technical interest, net of reinsurance</b>	<b>1</b>	<b>-3</b>	<b>-10</b>
Claims paid	-3,737	-3,071	-13,294	
Reinsurance cover received	170	106	466	
Change in claims provisions	-18	2	658	
Change in the reinsurers' share of claims provisions	-61	-10	125	
<b>4</b>	<b>Claims, net of reinsurance</b>	<b>-3,646</b>	<b>-2,973</b>	<b>-12,045</b>
	<b>Bonus and premium discounts</b>	<b>-153</b>	<b>-78</b>	<b>-344</b>
Acquisition costs	-567	-477	-2,104	
Administration expenses	-167	-143	-600	
Acquisition costs and administration expenses	-734	-620	-2,704	
Reinsurance commissions and profit participation from reinsurers	38	33	194	
	<b>Insurance operating costs, net of reinsurance</b>	<b>-696</b>	<b>-587</b>	<b>-2,510</b>
<b>1</b>	<b>Technical result</b>	<b>626</b>	<b>563</b>	<b>2,766</b>

DKKm	Q1 2019	Q1 2018	2018	
Notes	<b>Investment activities</b>			
Income from associates	0	4	22	
Income from investment property	8	15	46	
Interest income and dividends	137	148	580	
5	Value adjustments	314	-61	-537
Interest expenses	-36	-24	-140	
Administration expenses in connection with investment activities	-18	-22	-94	
	<b>Total investment return</b>	<b>405</b>	<b>60</b>	<b>-123</b>
<b>3</b>	<b>Return on insurance provisions</b>	<b>-52</b>	<b>-51</b>	<b>-209</b>
	<b>Total investment return after insurance technical interest</b>	<b>353</b>	<b>9</b>	<b>-332</b>
Other income	36	35	128	
Other costs	-85	-54	-300	
	<b>Profit/loss before tax</b>	<b>930</b>	<b>553</b>	<b>2,262</b>
Tax	-173	-127	-529	
	<b>Profit/loss on continuing business</b>	<b>757</b>	<b>426</b>	<b>1,733</b>
Profit/loss on discontinued and divested business	0	0	-2	
	<b>Profit/loss for the period</b>	<b>757</b>	<b>426</b>	<b>1,731</b>
Earnings/ diluted earnings per share	2.51	1.41	5.73	

# Statement of comprehensive income

DKKm	Q1 2019	Q1 2018	2018
<b>Profit/loss for the period</b>	<b>757</b>	<b>426</b>	<b>1,731</b>
<b>Other comprehensive income</b>			
<b>Other comprehensive income which cannot subsequently be reclassified as profit or loss</b>			
Actuarial gains/losses on defined-benefit pension plans	-18	62	-5
Tax on actuarial gains/losses on defined-benefit pension plans	4	-16	1
	-14	46	-4
<b>Other comprehensive income which can subsequently be reclassified as profit or loss</b>			
Exchange rate adjustments of foreign entities	59	12	-50
Hedging of currency risk in foreign entities	-53	-12	49
Tax on hedging of currency risk in foreign entities	12	3	-11
	18	3	-12
<b>Total other comprehensive income</b>	<b>4</b>	<b>49</b>	<b>-16</b>
<b>Comprehensive income</b>	<b>761</b>	<b>475</b>	<b>1,715</b>

# Statement of financial position

DKKm	31.03.2019	31.03.2018	31.12.2018
<b>Notes</b>			
<b>Assets</b>			
<b>Intangible assets</b>	<b>7,227</b>	<b>1,402</b>	<b>7,236</b>
Operating equipment	153	109	145
Group-occupied property	813	719	790
<b>Total property, plant and equipment</b>	<b>966</b>	<b>828</b>	<b>935</b>
<b>Investment property</b>	<b>844</b>	<b>1,413</b>	<b>1,345</b>
Equity investments in associates	0	229	242
<b>Total investments in associates</b>	<b>0</b>	<b>229</b>	<b>242</b>
Equity investments	1,608	357	1,149
Unit trust units	1,840	4,338	1,663
Bonds	39,042	36,771	38,042
Derivative financial instruments	986	885	899
<b>Total other financial investment assets</b>	<b>43,476</b>	<b>42,351</b>	<b>41,753</b>
<b>Total investment assets</b>	<b>44,320</b>	<b>43,993</b>	<b>43,340</b>
Reinsurers' share of premium provisions	564	593	181
Reinsurers' share of claims provisions	1,183	1,172	1,234
<b>Total reinsurers' share of provisions for insurance contracts</b>	<b>1,747</b>	<b>1,765</b>	<b>1,415</b>
Receivables from policyholders	2,168	1,976	1,476
Total receivables in connection with direct insurance contracts	2,168	1,976	1,476
Receivables from insurance enterprises	128	396	144
Other receivables	575	1,117	803
<b>Total receivables</b>	<b>2,871</b>	<b>3,489</b>	<b>2,423</b>
Current tax assets	58	0	0
Cash at bank and in hand	451	742	627
<b>Total other assets</b>	<b>509</b>	<b>742</b>	<b>627</b>
Interest and rent receivable	181	197	169
Other prepayments and accrued income	405	333	400
<b>Total prepayments and accrued income</b>	<b>586</b>	<b>530</b>	<b>569</b>
<b>Total assets</b>	<b>58,226</b>	<b>52,749</b>	<b>56,545</b>

DKKm	31.03.2019	31.03.2018	31.12.2018
<b>Notes</b>			
<b>Equity and liabilities</b>			
<b>Equity</b>	<b>11,585</b>	<b>11,582</b>	<b>11,334</b>
<b>Subordinated loan capital</b>	<b>2,910</b>	<b>2,422</b>	<b>2,868</b>
Premium provisions	8,212	7,633	5,861
Claims provisions	25,353	23,968	24,847
Provisions for bonuses and premium discounts	1,093	454	1,240
<b>Total provisions for insurance contracts</b>	<b>34,658</b>	<b>32,055</b>	<b>31,948</b>
Pensions and similar liabilities	284	190	277
Deferred tax liability	899	686	912
Other provisions	105	111	111
<b>Total provisions</b>	<b>1,288</b>	<b>987</b>	<b>1,300</b>
Debt relating to direct insurance	549	495	614
Debt relating to reinsurance	497	816	169
Amounts owed to credit institutions	499	350	494
Debt relating to unsettled funds transactions and repos	1,741	724	3,408
Derivative financial instruments	700	653	740
Debt to Group undertakings	316	0	313
Current tax liabilities	60	84	118
Other debt	3,357	2,552	3,202
<b>Total debt</b>	<b>7,719</b>	<b>5,674</b>	<b>9,058</b>
<b>Accruals and deferred income</b>	<b>66</b>	<b>29</b>	<b>37</b>
<b>Total equity and liabilities</b>	<b>58,226</b>	<b>52,749</b>	<b>56,545</b>
<b>6 Related parties</b>			
<b>7 Contingent Liabilities</b>			
<b>8 Accounting policies</b>			



# Statement of changes in equity

DKKm	Share capital	Reserve for exchange rate adjustment	Other reserves <sup>a)</sup>	Retained earnings	Proposed dividend	Total
<b>Equity at 31 December 2018</b>	<b>1,511</b>	<b>-41</b>	<b>801</b>	<b>8,564</b>	<b>499</b>	<b>11,334</b>
<b>Q1 2019</b>						
Profit/loss for the period			34	209	514	757
Other comprehensive income		17		-13		4
Total comprehensive income	0	17	34	196	514	761
Dividend paid					-499	-499
Dividend, own shares				1		1
Purchase and sale of own shares				-17		-17
Issue of conditional shares and matching shares				5		5
<b>Total changes in equity in Q1 2019</b>	<b>0</b>	<b>17</b>	<b>34</b>	<b>185</b>	<b>15</b>	<b>251</b>
<b>Equity at 31 March 2019</b>	<b>1,511</b>	<b>-24</b>	<b>835</b>	<b>8,749</b>	<b>514</b>	<b>11,585</b>
The possible payment of dividend is influenced by contingency fund provisions of DKK 1,649m (DKK 1,617m as at 31 December 2018). The contingency fund provisions can be used to cover losses in connection with the settlement of insurance provisions or otherwise for the benefit of the insured.						
<b>Equity at 31 December 2017</b>	<b>1,511</b>	<b>-29</b>	<b>783</b>	<b>8,868</b>	<b>1,483</b>	<b>12,616</b>
<b>Q1 2018</b>						
Profit/loss for the period			16	-89	499	426
Other comprehensive income		3		46		49
Total comprehensive income	0	3	16	-43	499	475
Dividend paid					-1,483	-1,483
Purchase and sale of own shares				-27		-27
Issue of conditional shares and matching shares				1		1
<b>Total changes in equity in Q1 2018</b>	<b>0</b>	<b>3</b>	<b>16</b>	<b>-69</b>	<b>-984</b>	<b>-1,034</b>
<b>Equity at 31 March 2018</b>	<b>1,511</b>	<b>-26</b>	<b>799</b>	<b>8,799</b>	<b>499</b>	<b>11,582</b>

a) Other reserves contains Norwegian Natural Perils Pool.

# Statement of changes in equity

DKKm	Share capital	Reserve for exchange rate adjustment	Other reserves <sup>a)</sup>	Retained earnings	Proposed dividend	Total
<b>Equity at 31 December 2017</b>	<b>1,511</b>	<b>-29</b>	<b>783</b>	<b>8,868</b>	<b>1,483</b>	<b>12,616</b>
<b>2018</b>						
Profit/loss for the year			18	-283	1,996	1,731
Other comprehensive income		-12		-4		-16
Total comprehensive income	0	-12	18	-287	1,996	1,715
Dividend paid					-2,980	-2,980
Purchase and sale of own shares				-27		-27
Issue of conditional shares and matching shares				10		10
<b>Total changes in equity in 2018</b>	<b>0</b>	<b>-12</b>	<b>18</b>	<b>-304</b>	<b>-984</b>	<b>-1,282</b>
<b>Equity at 31 December 2018</b>	<b>1,511</b>	<b>-41</b>	<b>801</b>	<b>8,564</b>	<b>499</b>	<b>11,334</b>

a) Other reserves contains Norwegian Natural Perils Pool.

# Cash flow statement

DKKm	Q1	Q1	2018
	2019	2018	
<b>Cash from operating activities</b>			
Premiums	6,765	5,869	18,712
Claims	-3,365	-2,933	-13,473
Ceded business	-98	-245	-725
Costs	-726	-917	-3,165
Change in other debt and other amounts receivable	266	268	1,927
<b>Cash flow from insurance activities</b>	<b>2,842</b>	<b>2,042</b>	<b>3,276</b>
Interest income	109	136	546
Interest expenses	-36	-24	-138
Dividend received	4	5	12
Taxes	-129	-189	-639
Other income and costs	-48	-19	-174
<b>Cash from operating activities, continuing business</b>	<b>2,742</b>	<b>1,951</b>	<b>2,883</b>
Cash from operating activities, discontinued and divested business	0	-1	0
<b>Total cash flow from operating activities</b>	<b>2,742</b>	<b>1,950</b>	<b>2,883</b>
<b>Investments</b>			
Acquisition and refurbishment of real property	0	-2	-2
Sale of real property	0	0	117
Acquisition and sale of equity investments and unit trust units (net)	-43	196	1,540
Purchase/sale of bonds (net)	-2,308	-699	3,268
Deposits with credit institutions	0	250	250
Purchase/sale of operating equipment (net)	-25	-3	-61
Acquisition of intangible assets	0	0	-5,671
Hedging of currency risk	4	-12	49
<b>Total investments</b>	<b>-2,372</b>	<b>-270</b>	<b>-510</b>

DKKm	Q1	Q1	2018
	2019	2018	
<b>Financing</b>			
Exercise of share options/purchase of treasury shares (net)	-17	-26	-17
Subordinated loan capital	0	0	502
Dividend paid	-499	-1,483	-2,980
Change in lease liabilities	-37	-25	-135
Change in amounts owed to credit institutions	5	44	188
<b>Total financing</b>	<b>-548</b>	<b>-1,490</b>	<b>-2,442</b>
Change in cash and cash equivalents, net	-178	190	-69
Additions relating to purchase of subsidiary	0	41	186
Exchange rate adjustment of cash and cash equivalents, 1 January	2	2	1
<b>Change in cash and cash equivalents, gross</b>	<b>-176</b>	<b>233</b>	<b>118</b>
Cash and cash equivalents, beginning of year	627	509	509
<b>Cash and cash equivalents, end of period</b>	<b>451</b>	<b>742</b>	<b>627</b>

# Notes

DKKm	Private	Commercial	Corporate	Sweden	Other <sup>a)</sup>	Group
<b>1 Operating segments</b>						
<b>Q1 2019</b>						
<b>Gross premium income</b>	<b>2,897</b>	<b>1,050</b>	<b>966</b>	<b>343</b>	<b>-28</b>	<b>5,228</b>
Gross claims	-2,047	-710	-734	-262	-2	-3,755
Gross operating expenses	-400	-187	-93	-54		-734
Profit/loss on ceded business	-45	-42	-50	-1	24	-114
Insurance technical interest, net of reinsurance	1					1
<b>Technical result</b>	<b>406</b>	<b>111</b>	<b>89</b>	<b>26</b>	<b>-6</b>	<b>626</b>
Other items					131	131
<b>Profit</b>						<b>757</b>
Run-off gains/losses, net of reinsurance	107	95	140	36	-6	372
Intangible assets	1,663	90		542	4,932	7,227
Reinsurers' share of premium provisions	123	76	361	4		564
Reinsurers' share of claims provisions	65	117	993	8		1,183
Other assets					49,252	49,252
<b>Total assets</b>						<b>58,226</b>
Premium provisions	3,184	2,229	1,911	888		8,212
Claims provisions	6,282	6,739	9,503	2,829		25,353
Provisions for bonuses and premium discounts	952	96	29	16		1,093
Other liabilities					11,983	11,983
<b>Total liabilities</b>						<b>46,641</b>

a) Amounts relating to eliminations and one-off items are included under 'Other'. Other assets and liabilities are managed at Group level and are not allocated to the individual segments but are included under 'Other'.

Costs are allocated according to specific keys, which are believed to provide the best estimate of assessed resource consumption.

# Notes

DKKm	Private	Commercial	Corporate	Sweden	Other <sup>a)</sup>	Group
<b>1 Operating segments</b>						
<b>Q1 2018</b>						
<b>Gross premium income</b>	<b>2,221</b>	<b>955</b>	<b>942</b>	<b>324</b>	<b>-22</b>	<b>4,420</b>
Gross claims	-1,608	-591	-666	-248	44	-3,069
Gross operating expenses	-311	-158	-97	-54		-620
Profit/loss on ceded business	-48	-34	-60	-1	-22	-165
Insurance technical interest, net of reinsurance	-1	-1	-1			-3
<b>Technical result</b>	<b>253</b>	<b>171</b>	<b>118</b>	<b>21</b>		<b>563</b>
Other items					-137	-137
<b>Profit</b>						<b>426</b>
Run-off gains/losses, net of reinsurance	84	72	122	15		293
Intangible assets		97		550	755	1,402
Equity investments in associates					229	229
Reinsurers' share of premium provisions	147	96	348	2		593
Reinsurers' share of claims provisions	65	160	920	27		1,172
Other assets					49,353	49,353
<b>Total assets</b>						<b>52,749</b>
Premium provisions	2,823	2,012	1,912	886		7,633
Claims provisions	5,335	6,514	9,320	2,799		23,968
Provisions for bonuses and premium discounts	340	70	35	9		454
Other liabilities					9,112	9,112
<b>Total liabilities</b>						<b>41,167</b>

a) Amounts relating to eliminations and one-off items are included under 'Other'. Other assets and liabilities are managed at Group level and are not allocated to the individual segments but are included under 'Other'.

Costs are allocated according to specific keys, which are believed to provide the best estimate of assessed resource consumption.

# Notes

DKKm	Private	Commercial	Corporate	Sweden	Other <sup>a)</sup>	Group
<b>1 Operating segments</b>						
<b>2018</b>						
<b>Gross premium income</b>	<b>9,466</b>	<b>3,971</b>	<b>3,897</b>	<b>1,471</b>	<b>-65</b>	<b>18,740</b>
Gross claims	-6,198	-2,326	-3,114	-1,024	26	-12,636
Gross operating expenses	-1,309	-696	-385	-237	-77	-2,704
Profit/loss on ceded business	-220	-165	-225	-4	-10	-624
Insurance technical interest, net of reinsurance	-5			-5		-10
<b>Technical result</b>	<b>1,734</b>	<b>784</b>	<b>173</b>	<b>201</b>	<b>-126</b>	<b>2,766</b>
Other items						-1,035
<b>Profit</b>						<b>1,731</b>
Run-off gains/losses, net of reinsurance	394	434	271	122		1,221
Intangible assets	1,694	89		534	4,919	7,236
Equity investments in associates					242	242
Reinsurers' share of premium provisions	47	3	131			181
Reinsurers' share of claims provisions	53	118	1,036	27		1,234
Other assets					47,652	47,652
<b>Total assets</b>						<b>56,545</b>
Premium provisions	2,672	1,326	947	916		5,861
Claims provisions	6,259	6,425	9,352	2,811		24,847
Provisions for bonuses and premium discounts	1,036	164	26	14		1,240
Other liabilities					13,263	13,263
<b>Total liabilities</b>						<b>45,211</b>

a) Amounts relating to eliminations and one-off items are included under 'Other'. Other assets and liabilities are managed at Group level and are not allocated to the individual segments but are included under 'Other'.

Costs are allocated according to specific keys, which are believed to provide the best estimate of assessed resource consumption.

# Notes

DKKm	Q1 2019	Q1 2018	2018
<b>1 Geographical segments</b>			
<b>Danish general insurance<sup>a)</sup></b>			
<b>Gross premium income</b>	<b>3,212</b>	<b>2,492</b>	<b>10,430</b>
Technical result	729	428	2,007
Run-off gains/losses, net of reinsurance	291	114	710
<b>Key ratios</b>			
Gross claims ratio	62.8	65.5	61.2
Net reinsurance ratio	0.3	4.0	5.5
Claims ratio, net of reinsurance	63.1	69.5	66.7
Gross expense ratio	14.1	13.1	13.9
<b>Combined ratio</b>	<b>77.2</b>	<b>82.6</b>	<b>80.6</b>
Run-off, net of reinsurance (%)	-9.1	-4.6	-6.8
Number of full-time employees, end of period	2,570	1,935	2,520
<b>Norwegian general insurance</b>			
<b>Gross premium income</b>	<b>1,557</b>	<b>1,471</b>	<b>6,302</b>
Technical result	-65	93	791
Run-off gains/losses, net of reinsurance	70	126	520
<b>Key ratios</b>			
Gross claims ratio	84.7	75.9	72.6
Net reinsurance ratio	5.8	3.0	1.2
Claims ratio, net of reinsurance	90.5	78.9	73.8
Gross expense ratio	14.0	15.0	13.9
<b>Combined ratio</b>	<b>104.5</b>	<b>93.9</b>	<b>87.7</b>
Run-off, net of reinsurance (%)	-4.5	-8.6	-8.3
Number of full-time employees, end of period	1,105	1,052	1,105

a) Comprises Danish general insurance, Finnish and German guarantee insurance.

# Notes

DKKm	Q1 2019	Q1 2018	2018
<b>1 Geographical segments</b>			
<b>Swedish general insurance</b>			
<b>Gross premium income</b>	<b>487</b>	<b>479</b>	<b>2,073</b>
Technical result	-32	42	94
Run-off gains/losses, net of reinsurance	17	53	-9
<b>Key ratios</b>			
Gross claims ratio	85.6	76.0	82.3
Net reinsurance ratio	8.0	0.0	-1.7
Claims ratio, net of reinsurance	93.6	76.0	80.6
Gross expense ratio	12.9	15.0	14.6
<b>Combined ratio</b>	<b>106.5</b>	<b>91.0</b>	<b>95.2</b>
Run-off, net of reinsurance (%)	-3.5	-11.1	0.4
Number of full-time employees, end of period	419	395	402
<b>Other <sup>a)</sup></b>			
<b>Gross premium income</b>	<b>-28</b>	<b>-22</b>	<b>-65</b>
Technical result	-6	0	-126
<b>Tryg</b>			
<b>Gross premium income</b>	<b>5,228</b>	<b>4,420</b>	<b>18,740</b>
Technical result	626	563	2,766
Investment return activities	353	9	-332
Other income and costs	-49	-19	-172
Profit/loss before tax	930	553	2,262
Run-off gains/losses, net of reinsurance	372	293	1,221
<b>Key ratios</b>			
Gross claims ratio	71.8	69.4	67.4
Net reinsurance ratio	2.2	3.7	3.3
Claims ratio, net of reinsurance	74.0	73.1	70.7
Gross expense ratio	14.0	14.0	14.4
<b>Combined ratio</b>	<b>88.0</b>	<b>87.1</b>	<b>85.1</b>
Run-off, net of reinsurance (%)	-7.1	-6.6	-6.5
Number of full-time employees, end of period	4,094	3,382	4,027

a) Amounts relating to eliminations and one-off items.



# Notes

DKKm	Q1 2019	Q1 2018	2018
<b>2 Premium income, net of reinsurance</b>			
Direct insurance	5,365	4,494	19,037
Indirect insurance	13	11	50
	5,378	4,505	19,087
Unexpired risk provision	3	-7	-3
	5,381	4,498	19,084
Ceded direct insurance	-261	-294	-1,409
	<b>5,120</b>	<b>4,204</b>	<b>17,675</b>
<b>3 Insurance technical interest, net of reinsurance</b>			
Return on insurance provisions	52	51	209
Discounting transferred from claims provisions	-51	-54	-219
	<b>1</b>	<b>-3</b>	<b>-10</b>
<b>4 Claims, net of reinsurance</b>			
Claims	-4,084	-3,338	-13,872
Run-off gains/losses, gross	328	269	1,236
	-3,756	-3,069	-12,636
Reinsurance cover received	66	72	606
Run-off gains/losses, reinsurers' share	44	24	-15
	<b>-3,646</b>	<b>-2,973</b>	<b>-12,045</b>

DKKm	Q1 2019	Q1 2018	2018
<b>5 Value adjustments</b>			
<i>Value adjustments concerning financial assets or liabilities at fair value with value adjustment in the income statement:</i>			
Equity investments	249	-1	-64
Unit trust units	40	-44	-224
Share derivatives	-2	-1	12
Bonds	91	-101	-364
Interest derivatives	186	-70	-38
	564	-217	-678
<i>Value adjustments concerning assets or liabilities that cannot be attributed to IAS 39:</i>			
Investment property	5	80	147
Owner-occupied property	0	0	-1
Discounting	-202	98	5
Other statement of financial position items	-53	-22	-10
	-250	156	141
	<b>314</b>	<b>-61</b>	<b>-537</b>

# Notes

DKKm

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**6 Related parties**

In Q1 2019 Tryg Forsikring A/S paid Tryg A/S DKK 499m and Tryg A/S paid TryghedsGruppen smba DKK 299m in dividends.

There have been no other material transactions with related parties.

**7 Contingent Liabilities**

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 2019.

**8 Accounting policies**

Tryg's interim report for Q1 2019 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**

There have been no changes to the accounting policies or accounting estimates in Q1 2019.

# Quarterly outline

DKKm	Q1 2019	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Q4 2017	Q3 2017	Q2 2017	Q1 2017
<b>Private</b>									
<b>Gross premium income</b>	<b>2,897</b>	<b>2,679</b>	<b>2,309</b>	<b>2,257</b>	<b>2,221</b>	<b>2,203</b>	<b>2,211</b>	<b>2,178</b>	<b>2,206</b>
Technical result	406	531	467	483	253	394	463	440	268
<b>Key ratios</b>									
Gross claims ratio	70.7	64.2	63.5	62.2	72.4	65.7	62.7	63.8	71.8
Net reinsurance ratio	1.6	2.4	2.2	2.5	2.2	2.6	3.1	2.0	1.9
Claims ratio, net of reinsurance	72.3	66.6	65.7	64.7	74.6	68.3	65.8	65.8	73.7
Gross expense ratio	13.8	13.5	13.9	13.9	14.0	13.7	13.2	13.9	14.2
<b>Combined ratio</b>	<b>86.1</b>	<b>80.1</b>	<b>79.6</b>	<b>78.6</b>	<b>88.6</b>	<b>82.0</b>	<b>79.0</b>	<b>79.7</b>	<b>87.9</b>
Combined ratio exclusive of run-off	89.8	83.0	84.9	83.5	92.4	84.2	82.6	83.3	92.4
<b>Commercial</b>									
<b>Gross premium income</b>	<b>1,050</b>	<b>1,044</b>	<b>994</b>	<b>978</b>	<b>955</b>	<b>977</b>	<b>971</b>	<b>949</b>	<b>965</b>
Technical result	111	270	174	169	171	138	175	171	183
<b>Key ratios</b>									
Gross claims ratio	67.6	52.2	61.0	59.7	61.9	66.3	61.1	62.9	60.6
Net reinsurance ratio	4.0	4.5	4.3	4.2	3.6	3.7	3.2	1.4	2.7
Claims ratio, net of reinsurance	71.6	56.7	65.3	63.9	65.5	70.0	64.3	64.3	63.3
Gross expense ratio	17.8	17.5	17.2	18.8	16.5	15.9	17.7	17.6	17.7
<b>Combined ratio</b>	<b>89.4</b>	<b>74.2</b>	<b>82.5</b>	<b>82.7</b>	<b>82.0</b>	<b>85.9</b>	<b>82.0</b>	<b>81.9</b>	<b>81.0</b>
Combined ratio exclusive of run-off	98.4	89.6	93.3	92.3	89.5	94.9	92.4	88.0	89.5
<b>Corporate</b>									
<b>Gross premium income</b>	<b>966</b>	<b>987</b>	<b>991</b>	<b>977</b>	<b>942</b>	<b>965</b>	<b>975</b>	<b>942</b>	<b>970</b>
Technical result	89	-117	63	109	118	60	91	156	79
<b>Key ratios</b>									
Gross claims ratio	76.0	92.7	96.8	58.8	70.7	74.6	69.3	59.2	67.2
Net reinsurance ratio	5.2	8.8	-12.3	20.5	6.4	9.1	11.1	13.9	14.4
Claims ratio, net of reinsurance	81.2	101.5	84.5	79.3	77.1	83.7	80.4	73.1	81.6
Gross expense ratio	9.6	10.3	9.3	9.6	10.3	10.1	10.1	10.5	10.1
<b>Combined ratio</b>	<b>90.8</b>	<b>111.8</b>	<b>93.8</b>	<b>88.9</b>	<b>87.4</b>	<b>93.8</b>	<b>90.5</b>	<b>83.6</b>	<b>91.7</b>
Combined ratio exclusive of run-off	105.3	106.3	108.2	95.0	100.4	100.2	94.1	91.5	98.7

A further detailed version of the presentation can be downloaded from [tryg.com/uk>investor>Downloads>tables](http://tryg.com/uk>investor>Downloads>tables)

# Quarterly outline

DKKm	Q1 2019	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Q4 2017	Q3 2017	Q2 2017	Q1 2017
<b>Sweden</b>									
<b>Gross premium income</b>	<b>343</b>	<b>361</b>	<b>411</b>	<b>375</b>	<b>324</b>	<b>355</b>	<b>420</b>	<b>383</b>	<b>329</b>
Technical result	26	38	57	85	21	30	60	43	38
<b>Key ratios</b>									
Gross claims ratio	76.4	71.7	69.6	61.6	76.5	73.0	70.7	70.5	69.6
Net reinsurance ratio	0.3	0.3	0.2	0.3	0.3	0.6	0.0	0.8	0.0
Claims ratio, net of reinsurance	76.7	72.0	69.8	61.9	76.8	73.6	70.7	71.3	69.6
Gross expense ratio	15.7	17.2	16.1	14.7	16.7	17.7	14.8	17.0	18.5
<b>Combined ratio</b>	<b>92.4</b>	<b>89.2</b>	<b>85.9</b>	<b>76.6</b>	<b>93.5</b>	<b>91.3</b>	<b>85.5</b>	<b>88.3</b>	<b>88.1</b>
Combined ratio exclusive of run-off	102.9	95.3	94.7	89.7	98.1	97.2	92.9	90.6	99.3
<b>Other<sup>a)</sup></b>									
<b>Gross premium income</b>	<b>-28</b>	<b>-18</b>	<b>-9</b>	<b>-16</b>	<b>-22</b>	<b>-12</b>	<b>-1</b>	<b>-11</b>	<b>-12</b>
Technical result	-6	-126	0	0	0	0	0	0	0
<b>Tryg</b>									
<b>Gross premium income</b>	<b>5,228</b>	<b>5,053</b>	<b>4,696</b>	<b>4,571</b>	<b>4,420</b>	<b>4,488</b>	<b>4,576</b>	<b>4,441</b>	<b>4,458</b>
Technical result	626	596	761	846	563	622	789	810	568
Investment return	353	-330	79	-90	9	86	87	131	223
Profit/loss before tax	930	149	825	735	553	685	860	915	779
Profit/loss	757	110	627	568	426	527	671	714	605
<b>Key ratios</b>									
Gross claims ratio	71.8	69.0	69.9	61.3	69.4	68.5	64.4	63.4	67.9
Net reinsurance ratio	2.2	3.6	0.0	6.0	3.7	3.8	4.6	4.0	5.0
Claims ratio, net of reinsurance	74.0	72.6	69.9	67.3	73.1	72.3	69.0	67.4	72.9
Gross expense ratio	14.0	15.6	13.9	14.1	14.0	13.7	13.6	14.3	14.4
<b>Combined ratio</b>	<b>88.0</b>	<b>88.2</b>	<b>83.8</b>	<b>81.4</b>	<b>87.1</b>	<b>86.0</b>	<b>82.6</b>	<b>81.7</b>	<b>87.3</b>
Combined ratio exclusive of run-off	95.1	92.3	92.5	88.2	93.7	90.9	88.0	86.7	93.7

a) Amounts relating to eliminations and one-off items are included under 'Other'.

# Disclaimer

Certain statements in this annual 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 annual 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 under-

lying 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.

**i** [Read more in the chapter Capital and risk management on pages 31-32, and in Note 1 on page 60 in the Annual report 2018, for a description of some of the factors which may affect the Group's performance or the insurance industry.](#)

