

Topdanmark Capital Market Day 2007

Topdanmark's Investment Policy

by Lars Thykier

Managing Director of Topdanmark Asset Management

Investment policy

- Considerations

The Economist, Jan 1999:

”When world stock markets took a summer plunge, insurance shares dived twice as far. When equities recovered in the autumn, insurers also rose faster than the market. This amplification of movements helps to explain how shareholders really think of insurance companies as little more than highly leveraged investment trusts”

Investment policy

- Considerations

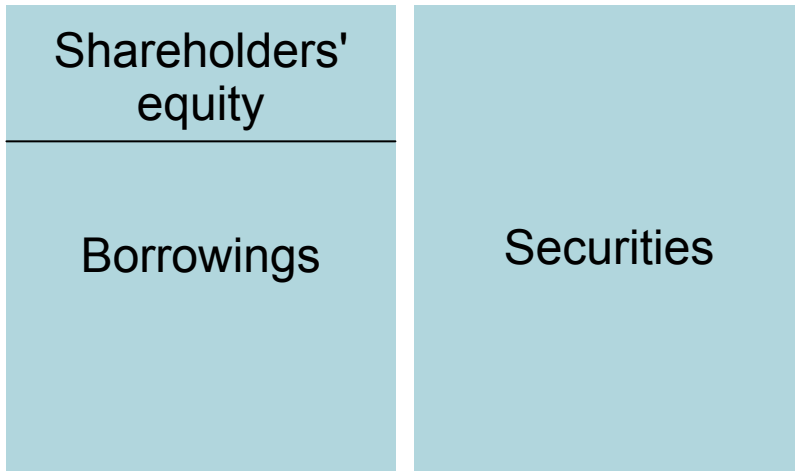
"Topdanmark is an insurance company, not a leveraged investment trust"

Topdanmark's Chairman

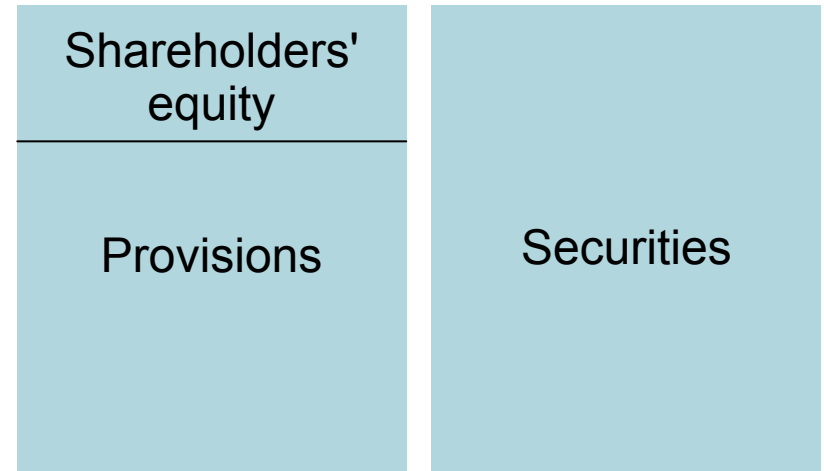
Investment policy

- Considerations

Leveraged investment trust



Insurance company



Investment policy

- Considerations

Leveraged investment trust

Transparent
Modest agent costs

Low-cost supervisory requirements

Look-through taxation

Funding cost at market price

Insurance company

Opaque
High agent costs

Risk of financial distress

Cost intensive supervisory requirements

Double taxation

Funding cost different from market price

Investment policy

- Considerations

Theory:

- Replacing one asset by another does not increase Topdanmark's value
- The value of a higher expected return by investing in more risky assets will be outbalanced by increased return requirements
- Investors themselves can take the investment risks they want
- Topdanmark should minimise financial risk

Investment policy

- Considerations

Practice:

- Investors not able to align their risk profiles with their investments in Topdanmark
- Investors must live with management's choices

Investment policy

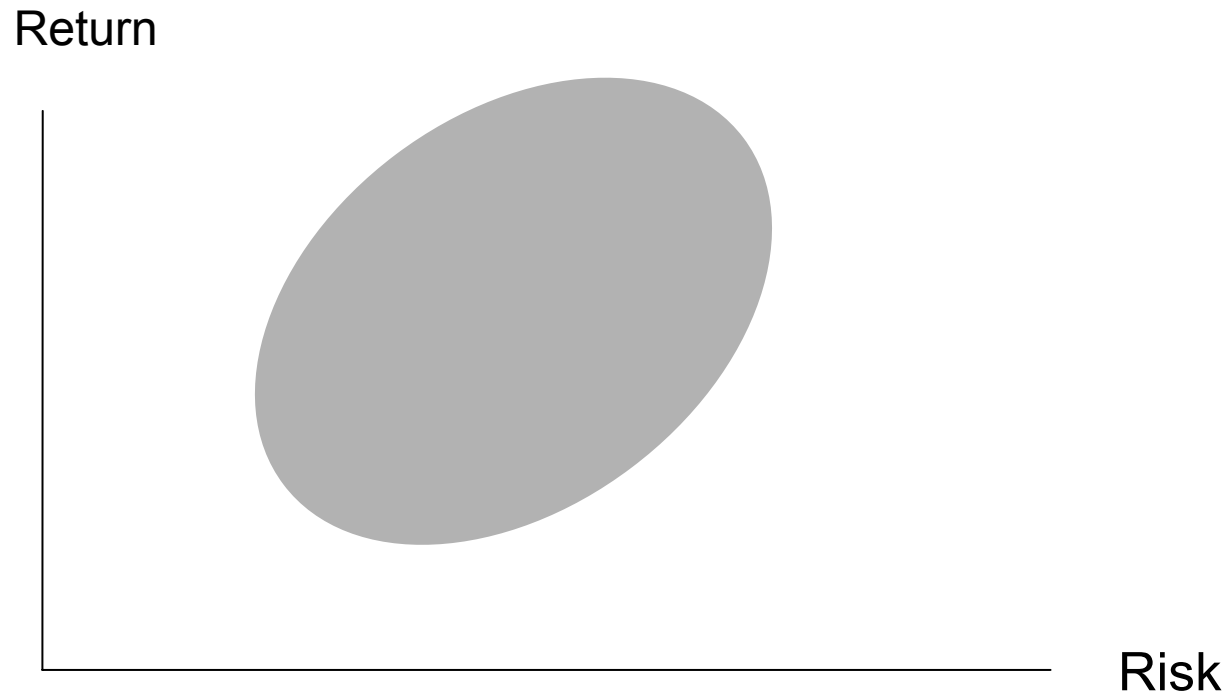
- Considerations

Important elements:

- Tax
- Liquidity position
- Staff and systems in place

Investment policy

- Considerations



Investment policy

- Considerations

Our choice:

Topdanmark wishes to make money by accepting financial risk but to generate the extra return at a risk level considered conservative by investors

Investment policy

- Considerations

Restriction:

The financial exposure must not be so high that a downturn in the financial markets could force the Company to change its overall decisions

Investment policy

- Considerations

Challenge:

- To increase the expected investment return without creating material additional risk
- To contribute to investors and policyholders judging Topdanmark's risk exposure to be low

Investment policy

- CDOs etc.

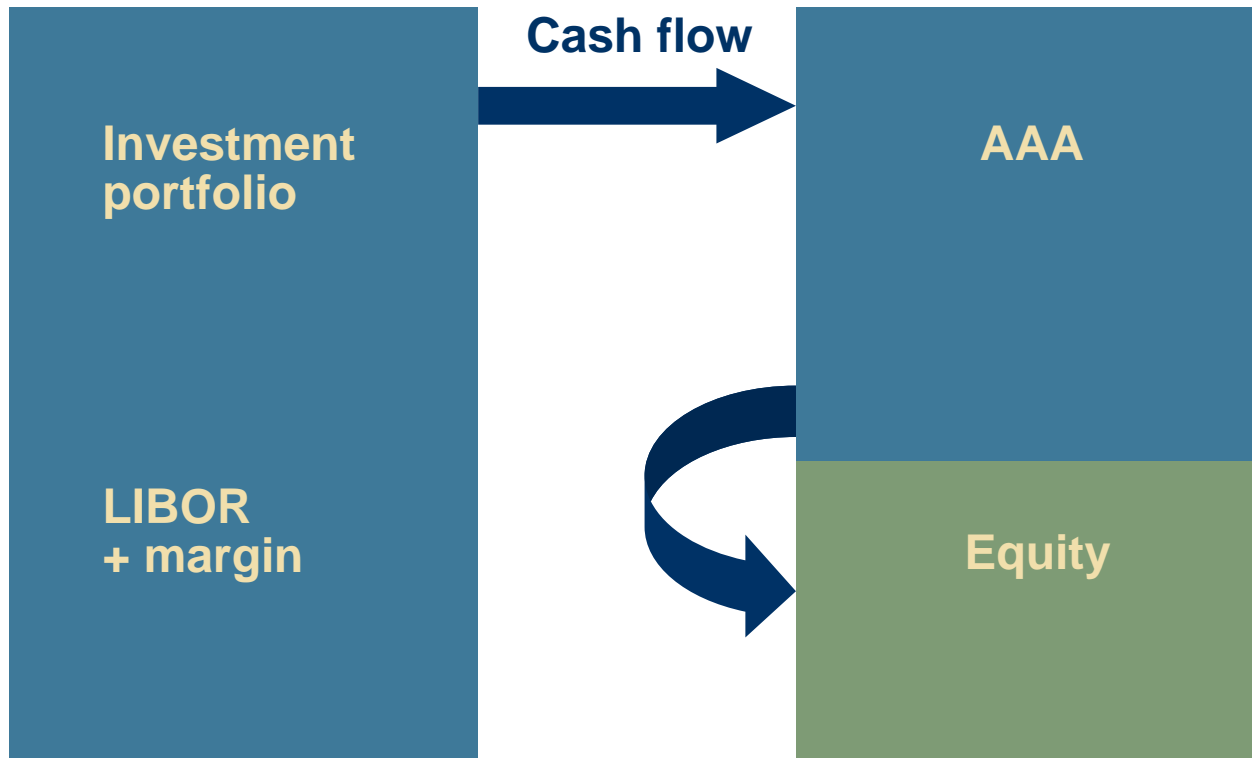
.... and in this country Topdanmark had to admit heavy losses after having experimented with these high-risk products ...

Peter Falk Sørensen, Berlingske Tidende, 7 September 2007

Investment policy

- CDOs etc.

Simple CDO balance



Investment policy

- CDOs etc.

The US mortgage market:

- Agencies: Prime
- Non-agency: Jumbos, Alt-A, Home equity

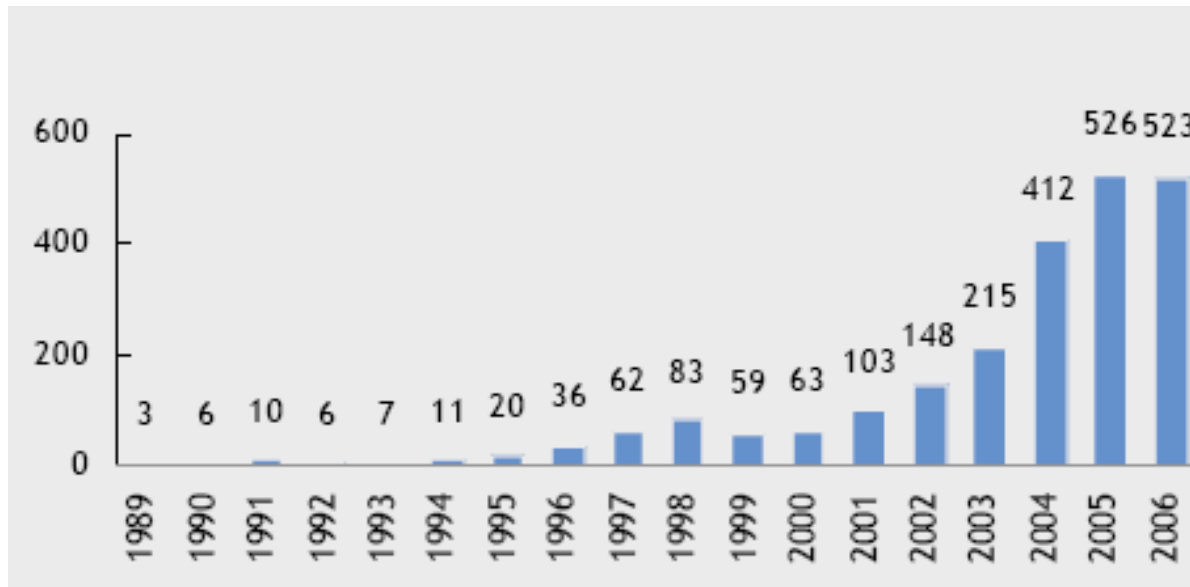
Home equity (subprime)

Typically minor loans, debtors have a low credit score, high loan to value (LTV), individual documentation and conditions, high margin due to credit risk

Investment policy

- CDOs etc.

Issue of US subprime 1989 - 2006, USDbn



Source: Standard and Poor's

Investment policy

- CDOs etc.

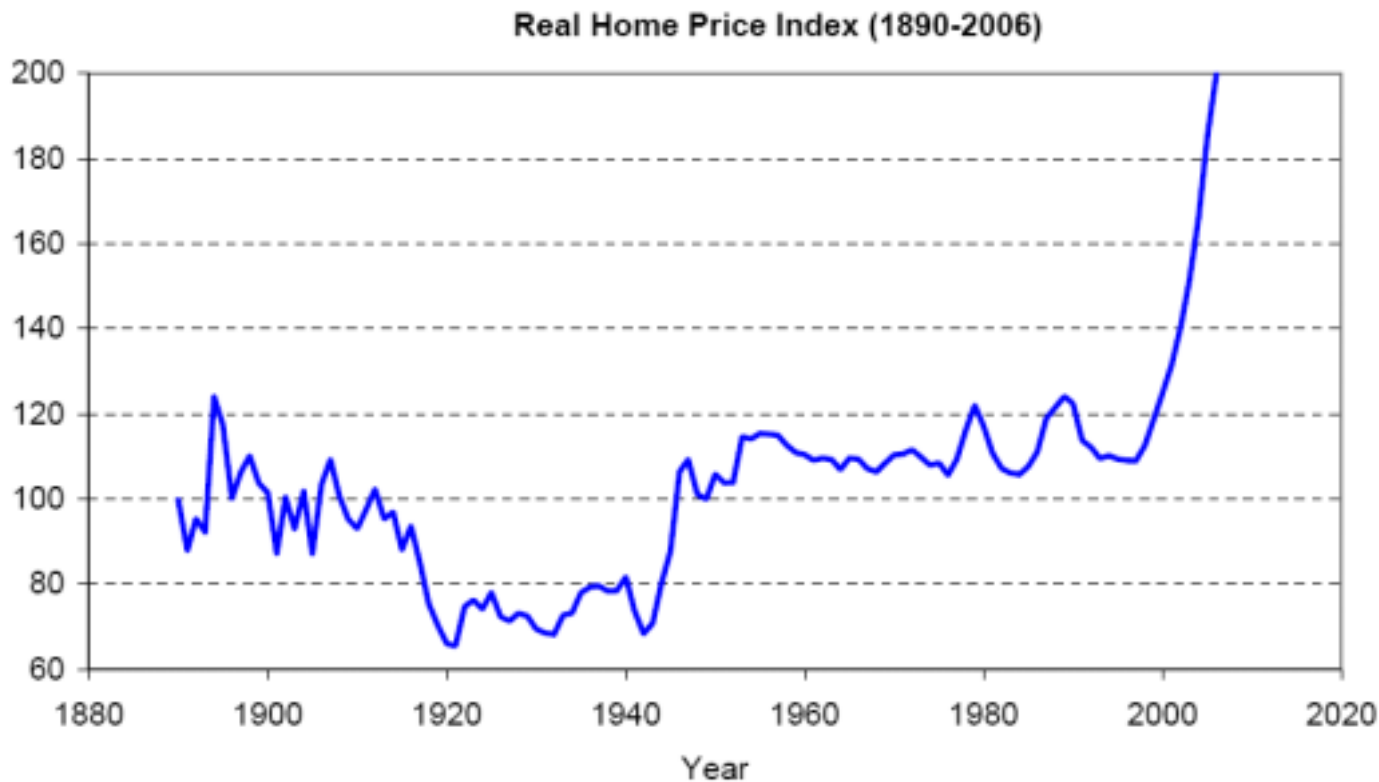
"Virtuous" mortgage / housing cycle drove HPA



Investment policy

- CDOs etc.

Greatest increase in real home prices in history



Source; Robert J. Shiller, Irrational Execuberance, 2nd edition

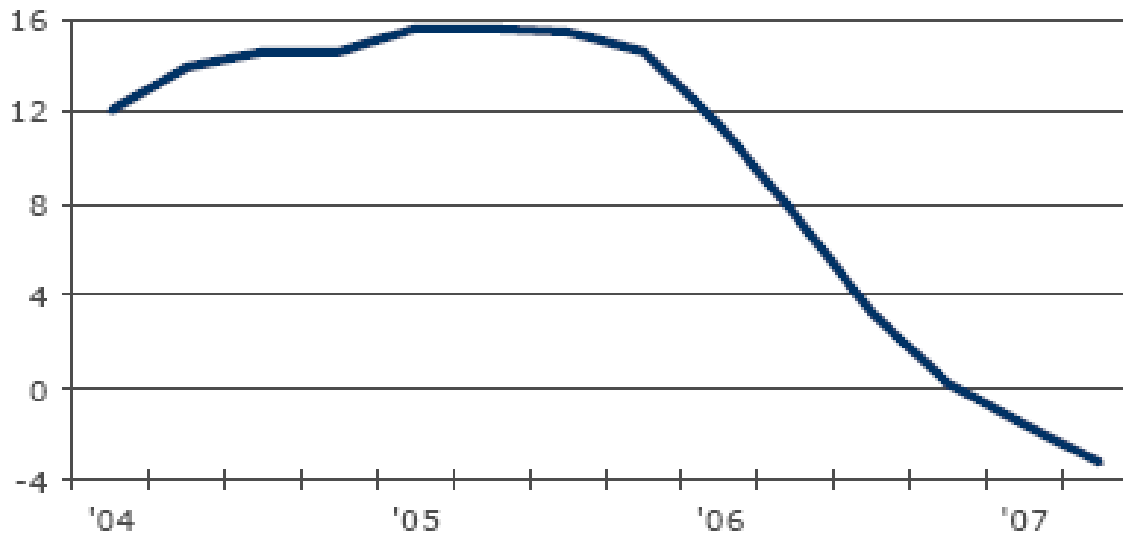
Investment policy

- CDOs etc.

Trend in US housing prices

Decelerating Home Prices

Existing House Price, Percent Change From 1 Year Ago

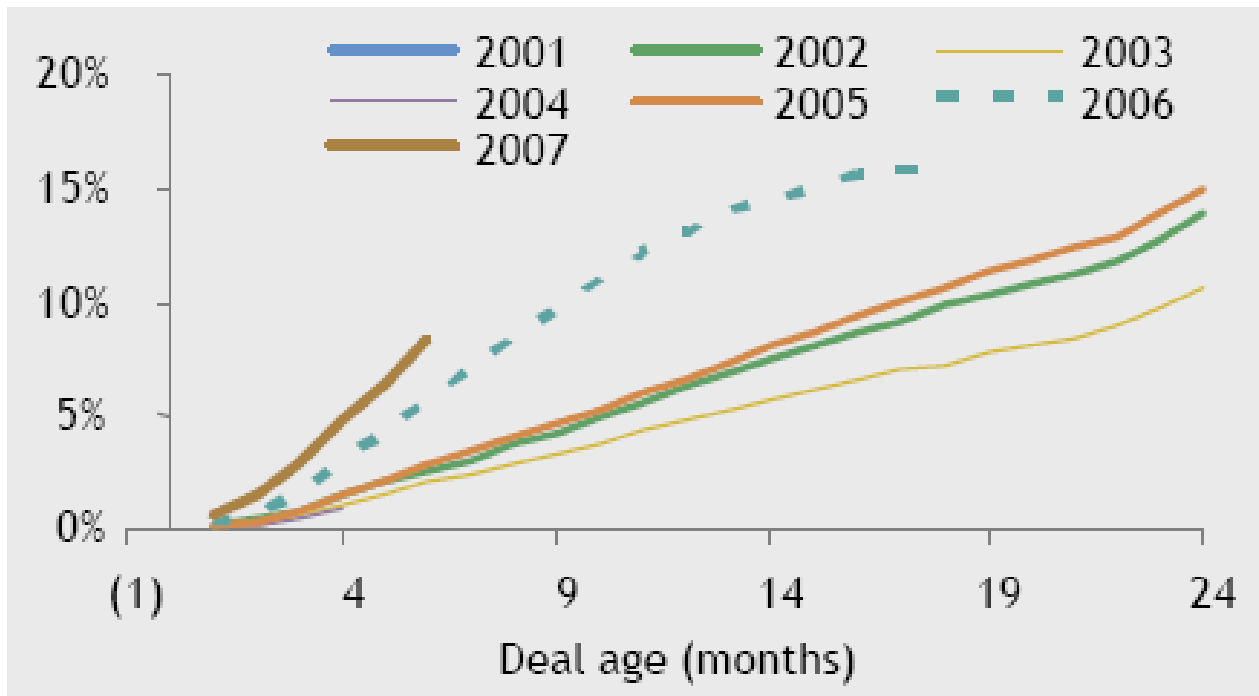


Sources: Fiserv Case Shiller, Moody's Economy.Com

Investment policy

- CDOs etc.

Share subprime loans with non-repayment 60 days after due date



Source: JPMorgan

Investment policy

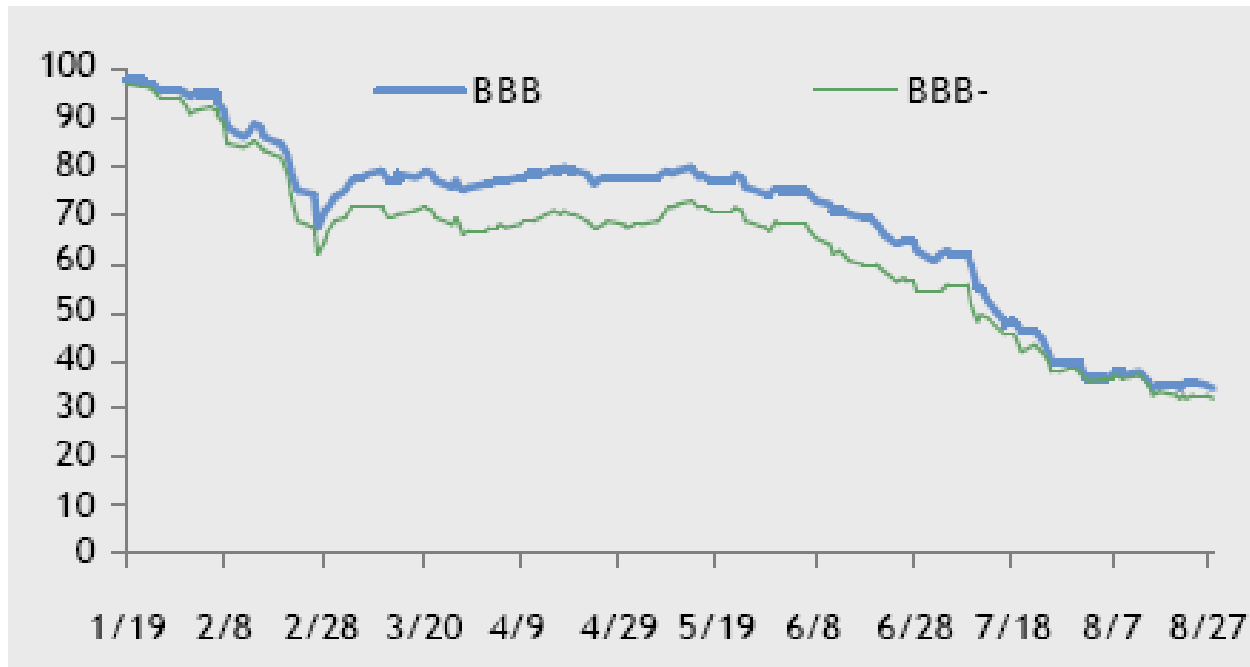
- CDOs etc.

- Subprime loans from 2006 and 2007 are performing far worse than those from 2005, even after adjusting for FICO/LTV/DOC TYPE and HPA
- Two possibilities:
 - 1) Main borrower/loan characteristics used to forecast defaults have been hopelessly compromised. FICO, LTV, stated income, etc. have been corrupted, either by borrowers who committed fraud, or by a general corruption of the underwriting process
 - 2) Lenders loosened underwriting of secondary criteria that is not reported to rating agencies or appear on collateral tapes. This might include such variable as time on job, length of time in residence, time since last bankruptcy, etc.

Investment policy

- CDOs etc.

BBB and BBB- ABX, movements 2007



Source: JPMorgan

Investment policy

- CDOs etc.

Topdanmark's CDO exposure

- Topdanmark's exposure to CDO tranches covered by CDO-VaR (tranches rated lower than AA)
 - Senior secured loans (CLOs) DKK 683m
 - ABS CDOs (subprime exposure) DKK 41m
 - Book value at 31 July 2007 DKK 724m

Topdanmark's H1 2007 results - roadshow

Investment policy

- CDOs etc.

Topdanmark's CDO exposure

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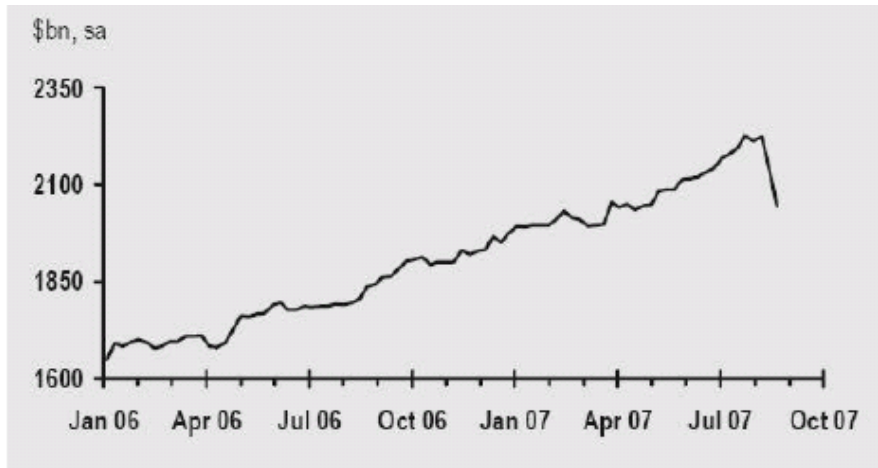
Topdanmark's H1 2007 results - roadshow

- Topdanmark's exposure to ABS CDOs not covered by CDO-VaR (tranches rated AAA and AA):
 - AAA ABS CDOs (subprime exposure) DKK 40m
 - AA ABS CDOs (subprime exposure) DKK 9m

Investment policy

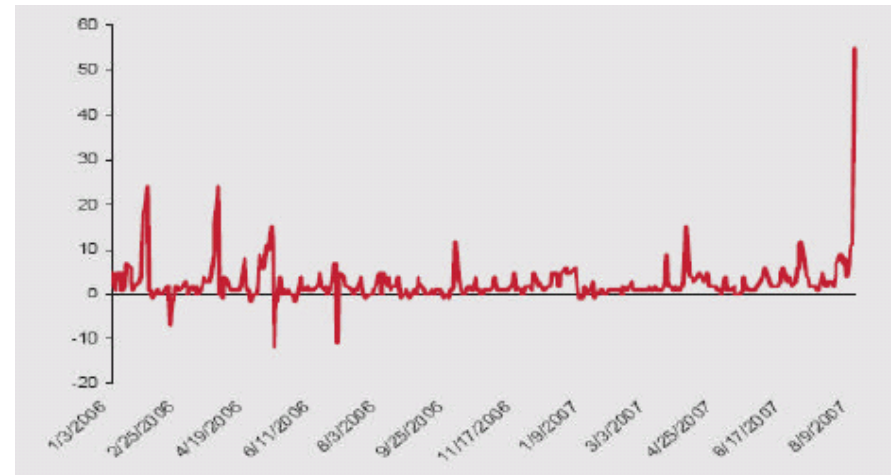
- CDOs etc.

Outstanding CP



Source: JPMorgan.

ABCP (A1/P1) day-to-day interest margin to fed funds

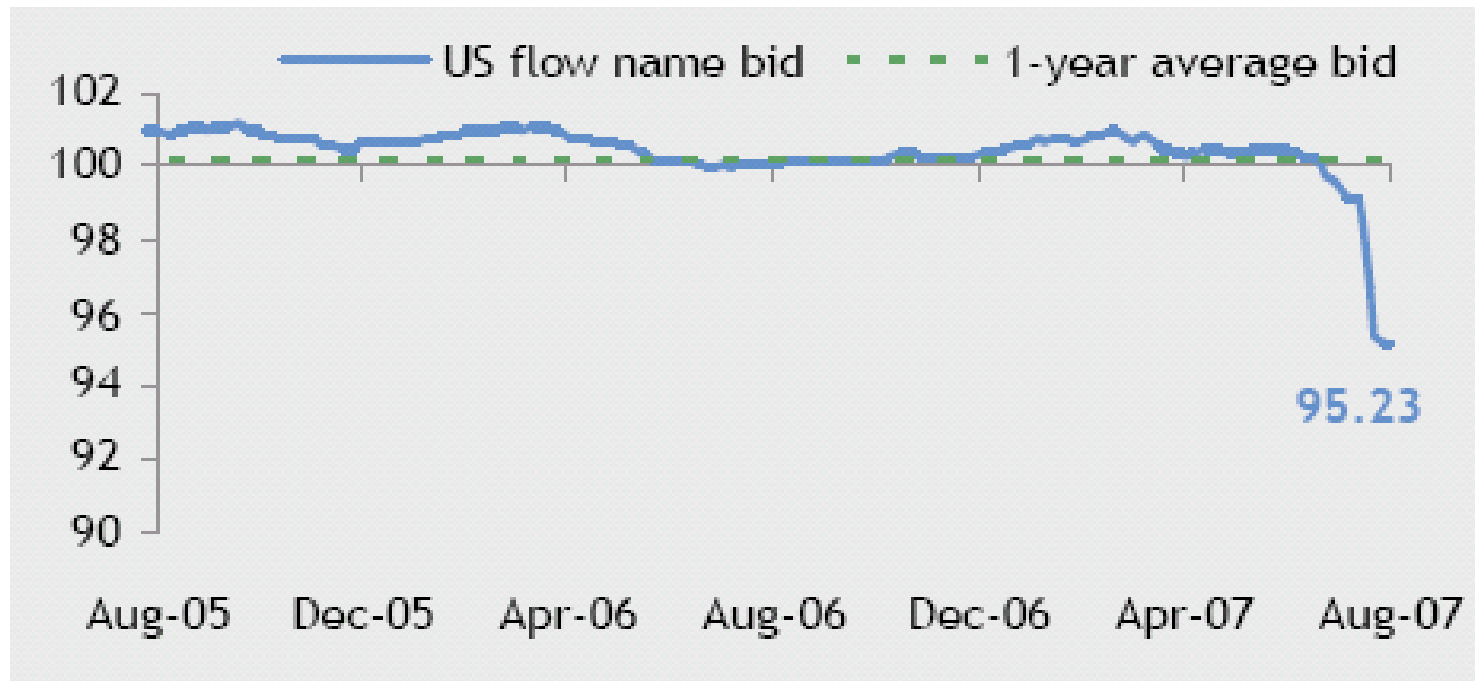


Source: Bloomberg.

Investment policy

- CDOs etc.

Bid prices senior secured loans

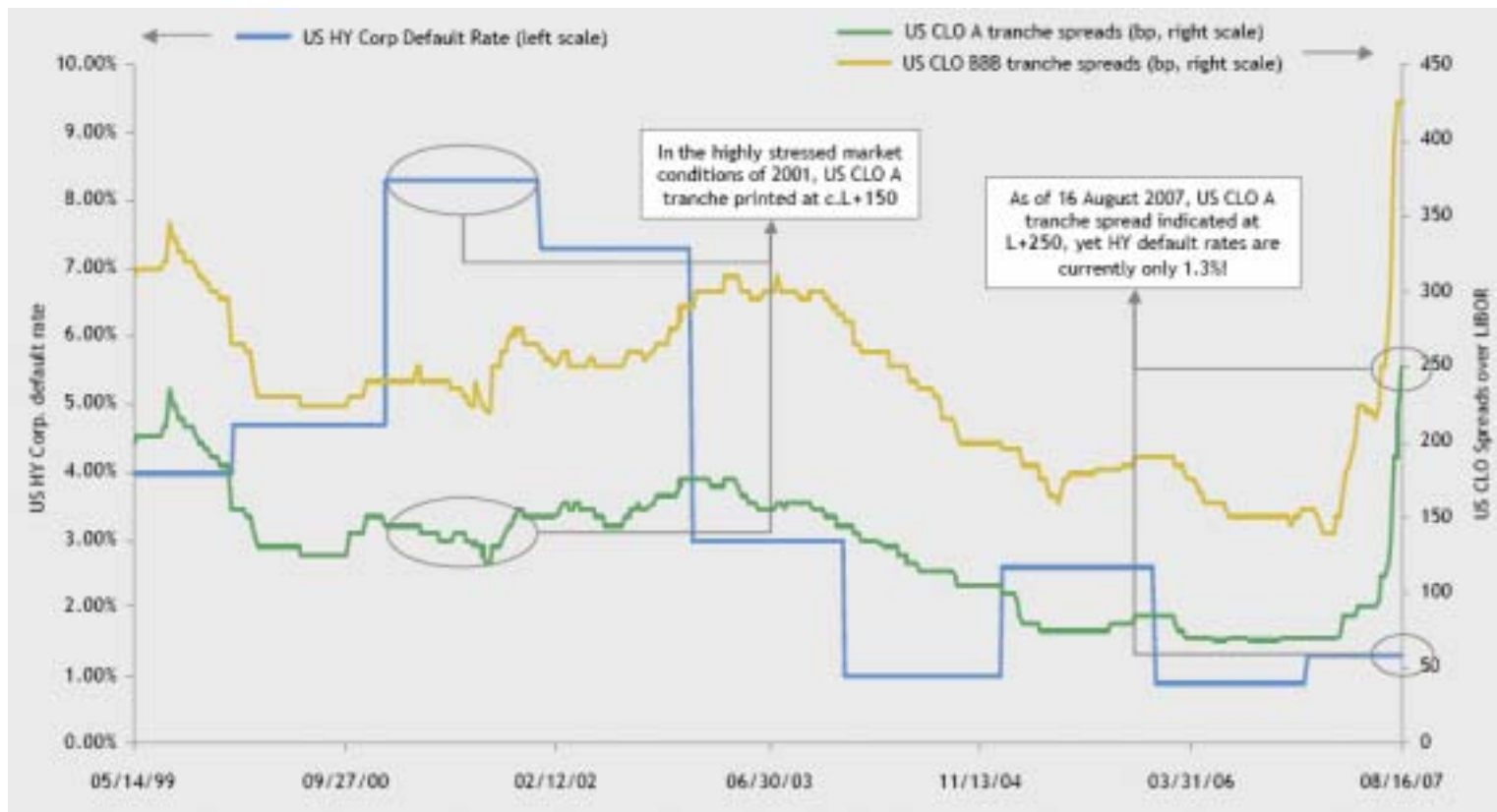


Source: S&P LCD as of 03/08/07.

Investment policy

- CDOs etc.

Return on CLO debt tranches

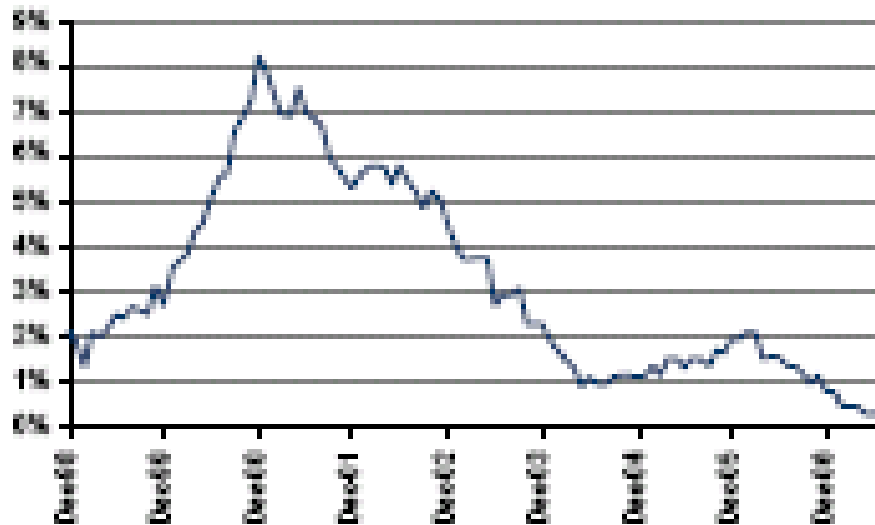


Source: JPMorgan

Investment policy

- CDOs etc.

Default rate Dec 1998 to Aug 2007, loans



Source: Bear Stearns

Investment policy

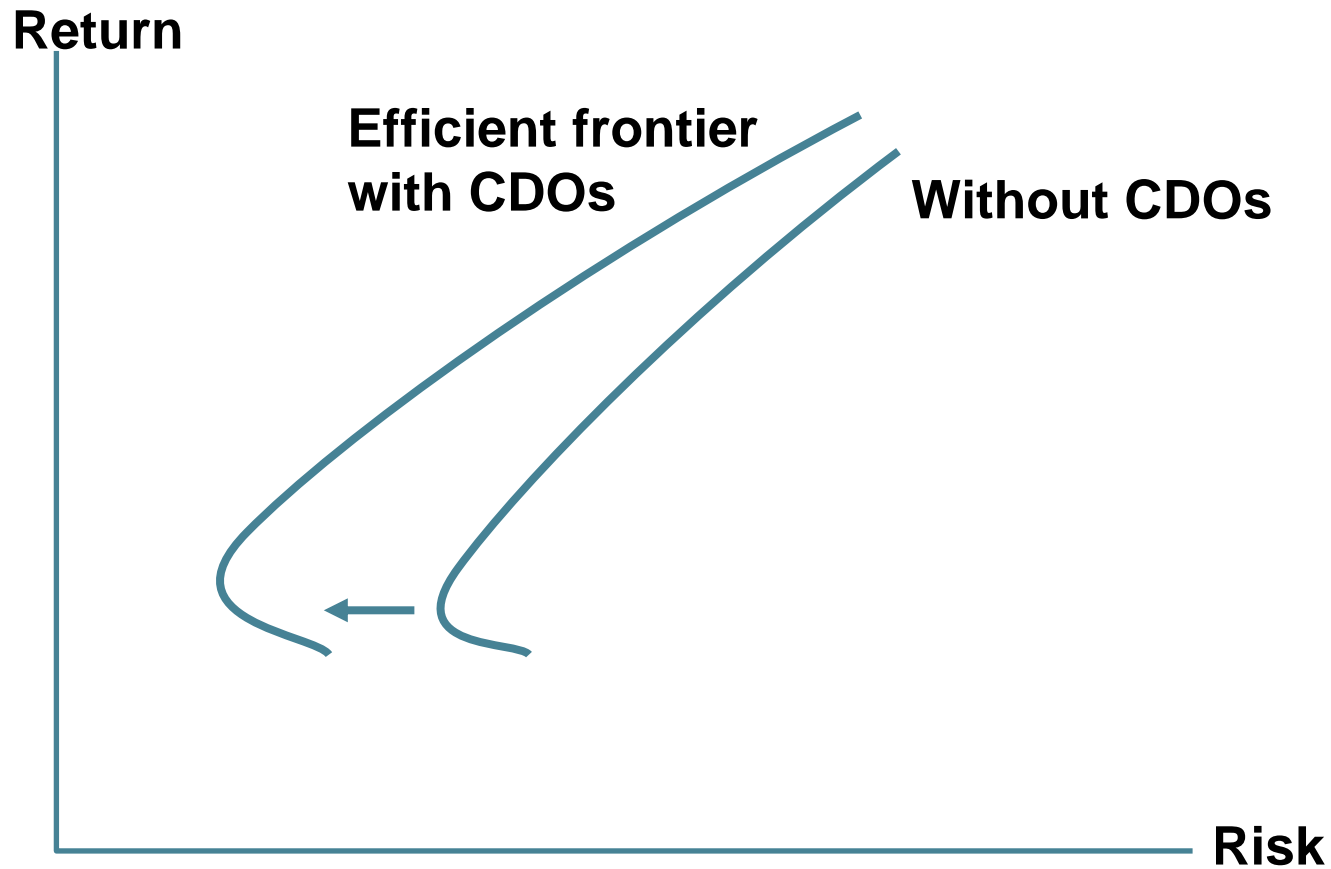
- CDOs etc.

Qualitative conclusion, CLOs:

Capital losses are due to imbalances between supply and demand. Recession might increase the frequency of defaults but it is believed that the mark-to-market write-downs could primarily be regarded as postponement of return

Investment policy

- CDOs etc.



Investment policy

- CDOs etc.

Investment portfolio late summer 2007

Estimated VaR, one per cent fractile of return distribution
One year horizon

	Investment	Running yield	Capital loss	Total return after tax	Total return less forecast* after tax	Running yield	QIS 3 restated to 100-year event
MM, inter comp. acc.	2,900	138	0	103	0	4.75%	Estimate
Low dur. mortgage bond, gov's	5,200	247	26	166	(49)	4.75%	Estimate
Callable mortgage bonds	4,900	257	196	46	(156)	5.25%	Estimate
Covered bonds	300	14	5	6	(6)	4.50%	Estimate
Credits							
AAA,AA	100	5	1	3	(1)	5.05%	QIS 3
A,BBB	300	17	11	4	(8)	5.55%	
<BBB	200	13	22	(6)	(15)	6.50%	
CDOs							
AAA,AA	800	44	14	23	(10)	5.50%	QIS 3
A,BBB	100	8	5	2	(2)	8.25%	
<BBB	100	11	4	6	2	11.25%	
Sub	600	101	130	(22)	(47)	16.75%	Model
Equities							
Danish	500	8	203	(197)	(232)	1.50%	QIS 3
Global	1,000	15	289	(276)	(346)	1.50%	
Hedge funds	400	0	40	(30)	(52)	0	Estimate
Properties	300	17	54	(28)	(45)	5.50%	QIS 3
Funding	(1,500)	(82)	0	(61)	0	5.45%	
	16,200	811					

*) Forecast return equity: 7,0% p.a.
Else: 5,5% p.a.

Investment policy

- CDOs etc.

Volatility of investment return, Topdanmark non-life

	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007*)</u>	Mean	SD	<u>2000</u>
CIBOR one year	5.4%	3.8%	2.9%	2.5%	2.4%	2.9%	4.2%	3.4%	1.1%	
Top	5.1%	3.3%	9.8%	7.5%	6.2%	7.7%	6.3%	6.5%	2.1%	17.9%
Surplus return Top	(0.3)%	(0.4)%	6.9%	5.1%	3.8%	4.8%	2.1%	3.1%	2.8%	

2005-2007 incl. mark-to-market of liabilities

*)H1 annualised

Investment policy

- Conclusion

- Topdanmark's risk profile is rather conservative. Financial risk is accepted but the aggregate portfolio risk is contained. Volatility is low
- Topdanmark's heaviest source of investment risk by far is the equity portfolio
- Topdanmark has suffered heavy mark-to-market losses on CDO's in 2007
 - Around half of the losses are due to a complete break-down in the US subprime market with losses unprecedentedly exceeding rating bureaus' expectations fifty-fold
 - Around half of the losses are due to imbalances between supply and demand in the CLO-market; senior secured loans perform very well and these losses will most likely be reversed before maturity of the CLO's
- 2007 will not shine but in 2008 we are back on track again!

Topdanmark Capital Market Day 2007

Review of the Impact of Solvency II (QIS 3) on Topdanmark
by Poul Almlund - CEO

Discount rate

- Capital base

Solvency II - Coming into force

- Expected to come into force in 2012
 - Will replace existing solvency rules
- QIS 3 test calculation made in summer of 2007
- A further QIS 4 test calculation planned to be made in summer of 2008

Discount rate

- Capital base

Solvency II - Basis of risk calculation

- Actual risks - and all material risks
- Market values
- A 200-year event
- Over a one-year term

Discount rate

- Capital base

Solvency II - Consequences in general

- Risk-based capital requirements
- Standard model or own risk models can be used
- Solvency requirement will increase for only a limited number of companies
- Good risk management lowers solvency requirement
- Use of own risk models lowers solvency requirement

Discount rate

- Capital base

Solvency II - Expected consequences for Topdanmark

- Confirmation of the sufficiency of Topdanmark's capital requirement
- More visible risk limits
- Use of own risk models (internal models) necessary as it lowers capital requirement significantly

Discount rate

- Capital base

Solvency II

- Significant factors of uncertainty in the remaining process

- Whether it will be possible to maintain market values and actual risks
- Good draft directive but EU Parliament consideration involves a political risk
- Companies to meet heavy demands in order to gain acceptance of their internal models
- Coverage of terror and other risks that are difficult to deal with

Discount rate

- Capital base

Solvency II - Calculation based on QIS 3 for Topdanmark Group

Solvency requirement - DKKm

	QIS 3 model	Partly internal model
Non-life insurance risks	2,883	1,200
Non-life market risks	776	776
Life insurance risks - adjusted QIS 3 model	10	10
Life market risks - adjusted QIS 3 model	240	240
Counterparty risks	75	75
	<u>3,984</u>	<u>2,301</u>
Non-life diversification effect	(527)	(428)
Life diversification effect	(130)	(81)
Operational risks	330	330
Group	<u>3,657</u>	<u>2,122</u>

Internal model used for non-life insurance risks

QIS3 model not suitable for Danish life business. Model has been adjusted

Discount rate

- Capital base

Solvency II - Calculation based on QIS 3 for Topdanmark Group

Capital base - DKKm

	QIS 3 model	Partly internal model
Shareholders' equity	3,977	3,977
Subordinated loan capital	249	249
Intangible assets	(579)	(579)
Tax asset	(66)	0
Change in provisions due to CoC	0	0
Total	3,581	3,647
Post-tax non-life result for the following year	503	1,100
Capital for solvency cover	4,084	4,747

CoC = Cost of Capital
The method of calculation is connected with some uncertainty

This item is connected with high uncertainty. Ought to equal the technical non-life result for the following year

Discount rate

- Capital base

Solvency II - Calculation based on QIS 3 for Topdanmark Group

Solvency requirement - DKKm

	Partly internal model
Non-life insurance risks	1,200
Non-life market risks	776
Life insurance risks - adjusted QIS 3 model	10
Life market risks - adjusted QIS 3 model	240
Counterparty risks	75
	<hr/>
	2,301
Non-life diversification effect	(428)
Life diversification effect	(81)
Operational risks	330
Group	<hr/>
	2,122

Capital base - DKKm

	Required capital base
Shareholders' equity	3,977
Subordinated loan capital	249
Intangible assets	(579)
Tax asset	0
Change in provisions due to CoC	0
	<hr/>
Total	3,647
Post-tax non-life result for the following year	1,100
Capital for solvency cover	<hr/>
	4,747
Estimated solvency ratio	224%

Discount rate

- Capital base

Solvency II - Conclusion

- In spite of some model uncertainty Topdanmark has significant excess capital over individual solvency requirements
- Not expected to reduce Topdanmark's level of capital

Topdanmark Capital Market Day 2007

**Value Creation in Topdanmark Livsforsikring
(Life and Pensions)**

by Christian Sagild
Group Managing Director

Sources for value creation

- Topdanmark Livsforsikring

Life and pensions

With profit, unit-linked, asset mgt.

Focus in presentation

Illness/Health

Included in non-life

Synergies

Currently around DKK 40m


- included in non-life

Sources for value creation

- Income generation – with profit

Included in non-life

Included in life and pensions



Disability	Critical illness	Health insurance	Death	Expenses	Savings – with profit		
Combined ratio			Risk and administrative result		Investment income	Asset management	Risk allowance
Investment income from reserves							
Shareholders' equity			Collective bonus reserve			Shareholders' equity	

Sources for value creation

- Income generation – unit linked

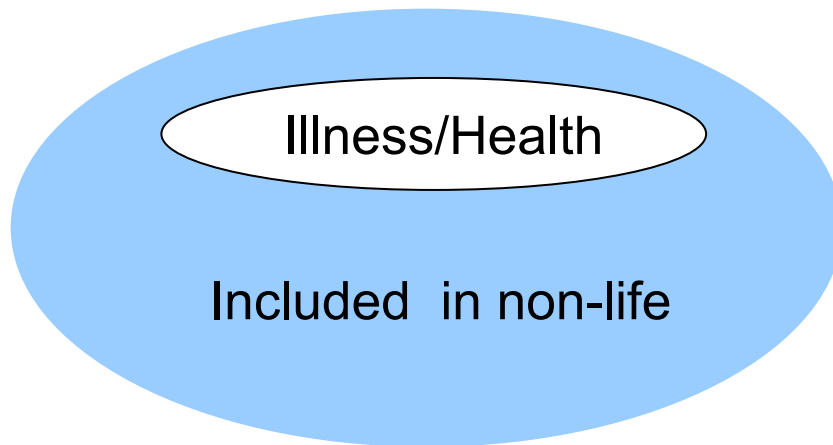
Included in non-life

Included in life and pensions

Included in non-life			Included in life and pensions			
Disability	Critical illness	Health insurance	Death	Expenses	Savings	
Combined ratio			Risk and administrative result		Investment income	Asset management
Investment income from reserves						
Shareholders' equity					Customers' savings	Shareholders' equity

A few characteristics

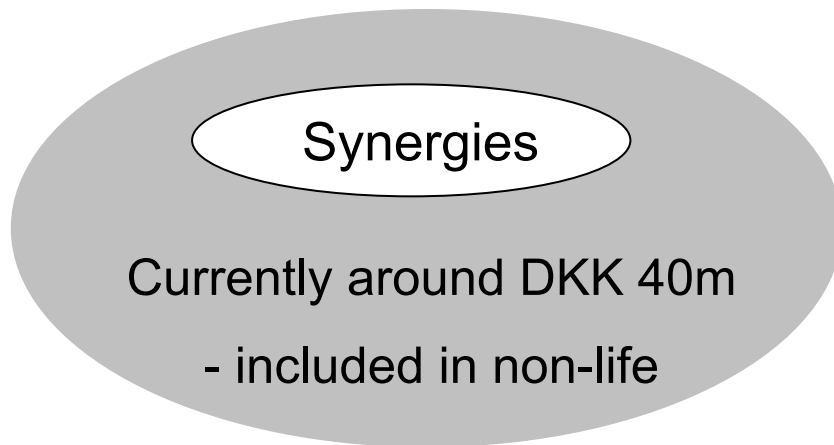
- Illness/Health insurance



- Premium income approaching 500m DKK
- Extreme competition in the market
- Growth market
- Low expense ratio
- Target combined ratio 95
- Included in non-life insurance

Sources for value creation

- Synergies



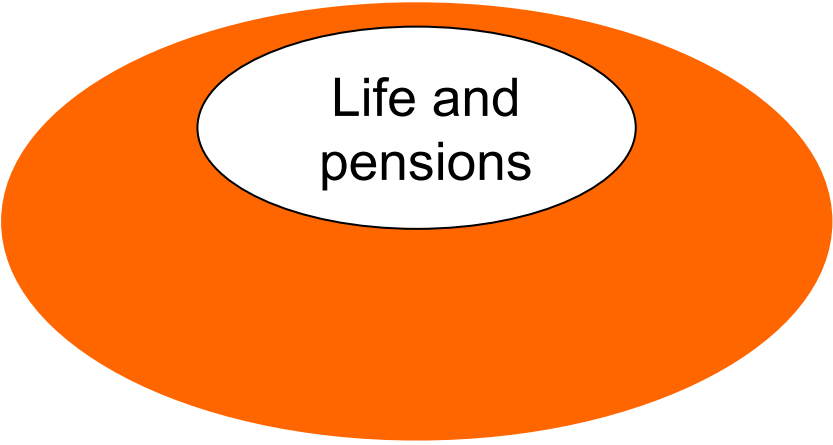
Types of synergies

- IT
- Branding and marketing
- Procurement
- Staff-departments
 - HR, Communication, Tax, Accounting etc.
- General management
- Head-office expenses

Reducing effect on expenses in non-life insurance

Sources for value creation

- Topdanmark Livsforsikring



Life and pensions

Liv I

- With profit
- Underwrites new business
- Mainly 1.5% guarantees

Liv V

- With profit
- Run-off portfolio
- 4.5% guarantees (hedged)

Link

- Unit-linked business
- Underwrites new business

Basic assumptions 1/2

- Financial figures

	Liv I	Liv V	Link
Minimum capital requirement (as percentage of solvency minimum)	120%	120%	120%
Solvency requirement (Solvency I)	4%	4%	1%
Pre-tax investment income shareholders' equity	5%	5%	5%
Risk allowance on customers' savings	0.5%	0.65%	0%
Earnings asset management	0.1%	0.1%	0.1%
Risk and administrative result	(0.01)%	0	0.15%
Bonus rate / earnings	5%	4.5%	6%
Discount ratio	9%	9%	9%

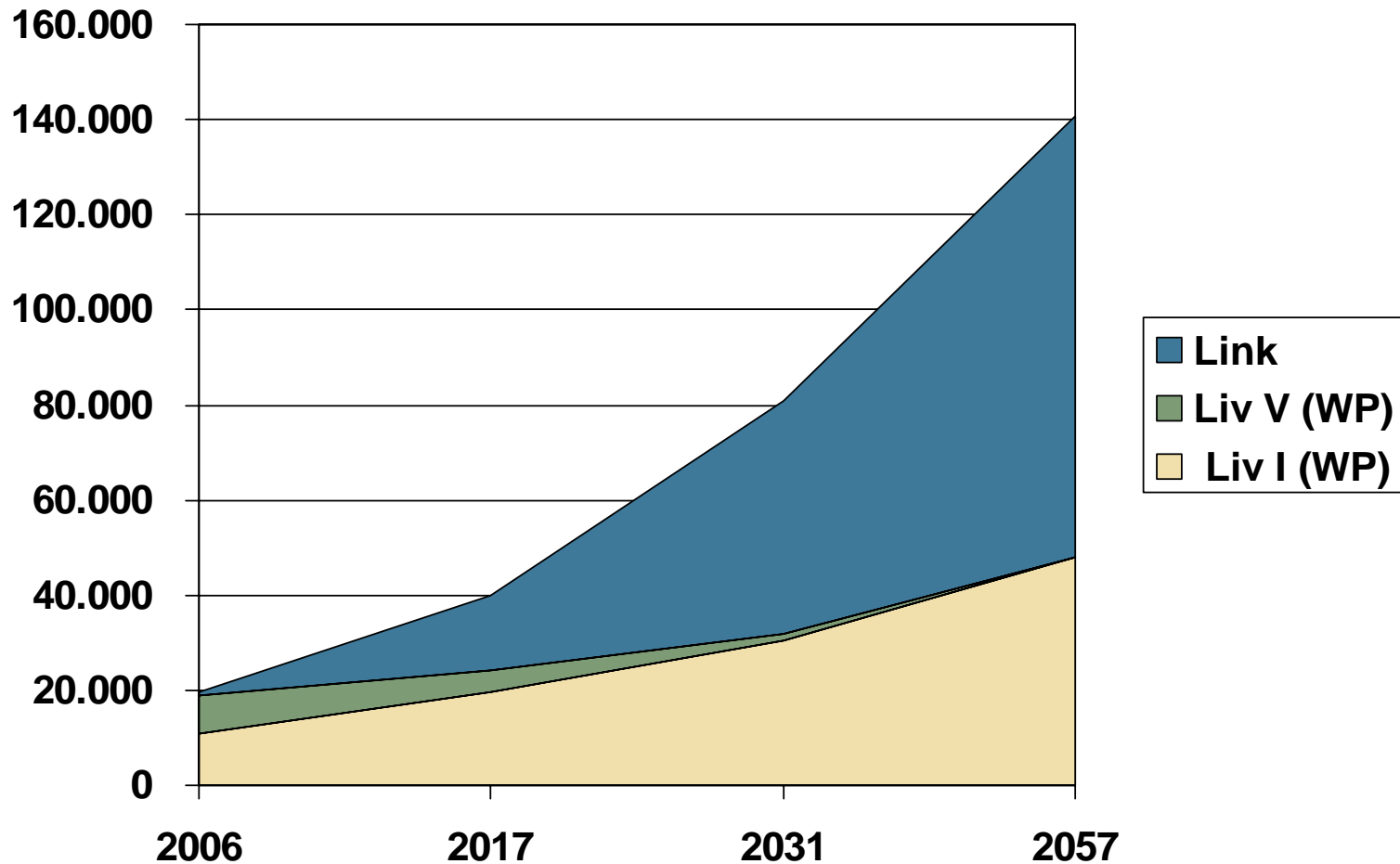
Basic assumptions 2/2

- Sales

	Liv I	Liv V	Link
Distribution of sales of new business	35%	0	65%
Yearly increase in sales of new business	5%	0	5%
Lapse ratio as percentage of portfolio	12%	10%	12%
Payouts as percentage of provisions year 1-24	10%	12%	10%
Payouts as percentage of provisions after year 25	25%	30%	25%

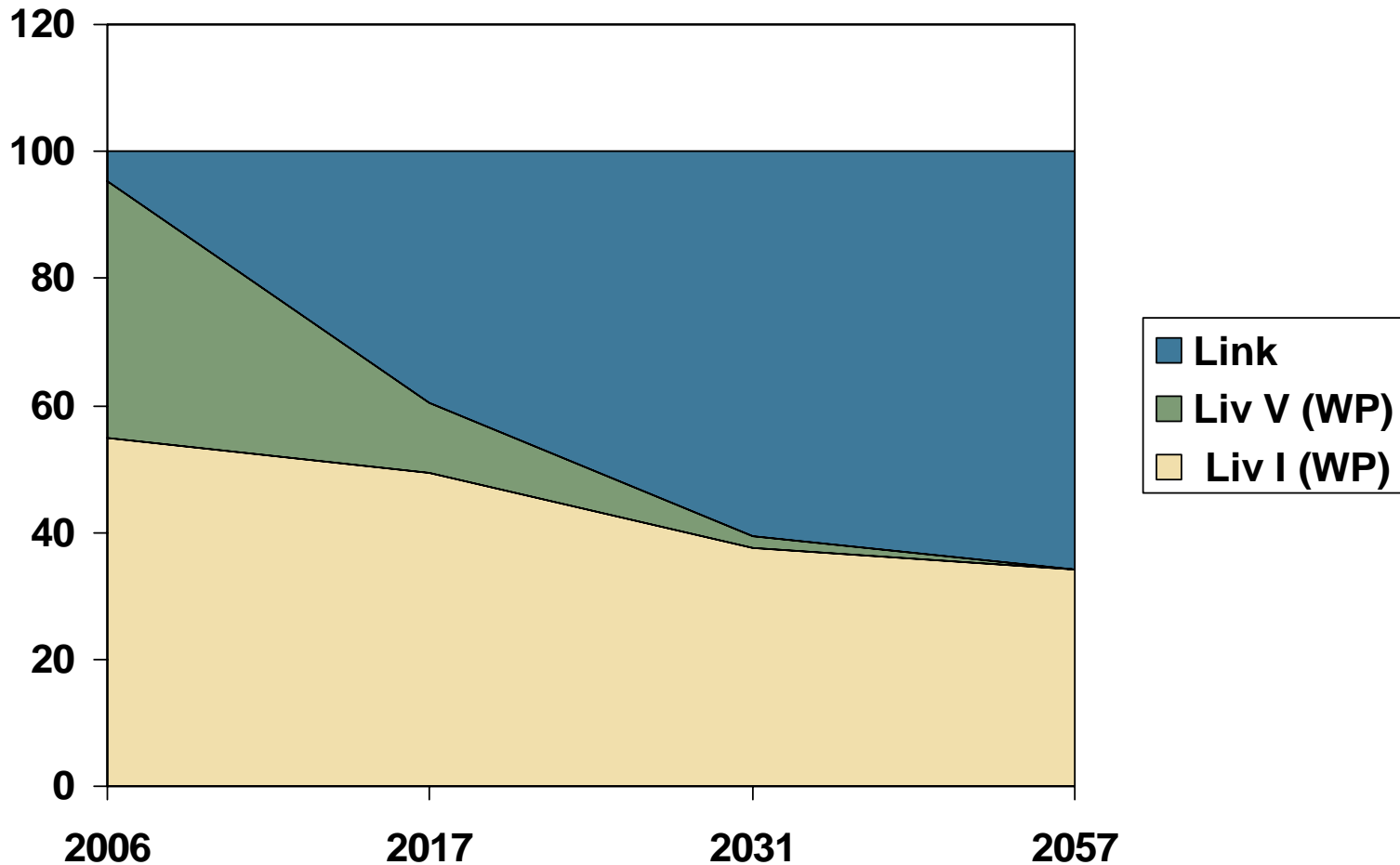
Development in provisions (customers' savings)

- Basic calculation



Development in allocation of provisions

- Basic calculation in percentage



NPV and goodwill (DKKkm)

- Basic calculation

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	954	597	278	1829
Goodwill	380	132	249	761

NPV and goodwill in (DKK)m

- Basic calculation including synergies

DKK 40m with a 2% yearly increase

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	1161	664	426	2251
Goodwill	587	199	397	1183
Goodwill – basic calculation	380	132	249	761

NPV and goodwill (DKK m)

- Increase in sales growth

6% increase per year instead of 5%

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	978	597	309	1884
Goodwill	404	132	280	816
Goodwill – basic calculation	380	132	249	761

NPV and goodwill (DKK m)

- Change in distribution of new business

20% with profit and 80% link instead of 35%/65%

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	877	597	332	1806
Goodwill	303	132	303	738
Goodwill – basic calculation	380	132	249	761

NPV and goodwill (DKKm)

- Change in discount factor

8% instead of 9%

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	1132	639	359	2130
Goodwill	558	174	330	1062
Goodwill – basic calculation	380	132	249	761

NPV and goodwill (DKK_m)

- Change in margin on asset management

0.2% instead of 0.1%

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	1128	644	423	2195
Goodwill	554	179	394	1127
Goodwill – basic calculation	380	132	249	761

NPV and goodwill (DKK_m)

- Change in investment income from shareholders' equity

6% instead of 5%

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	1034	621	294	1949
Goodwill	460	156	265	881
Goodwill – basic calculation	380	132	249	761

NPV and goodwill (DKK m)

- Change in risk and administrative result

Increase of 0.1% in all companies

	Liv I	Liv V	Link	Total
Capital requirement	574	465	29	1068
NPV free cash flow	954	597	423	1974
Goodwill	380	132	394	906
Goodwill – basic calculation	380	132	249	761

Summary

- Life produces substantial value for Topdanmark Group through:
 - Direct value in Life and Pensions
 - Direct value of non-life products sold through life
 - Synergies

TopPro

Capital Market Day 2007

By Sten Mejdahl Hansen
TopPro Programme Manager

Top for Topdanmark
Pro for Proactive
Pro for Professional
Pro for Problem solving

Agenda

➡ **TopPro project**

Claim vision

Deep dive

TopPro project

- The day we went live



TopPro project

- Purpose

- Define the Claim vision and business case
- Change management
- A new claim management and handling system
- Business redesign of claim processes
- Support systems for fraud, MIS, internet and others
- Replacement of 3 old claim handling systems



*TopPro
project*



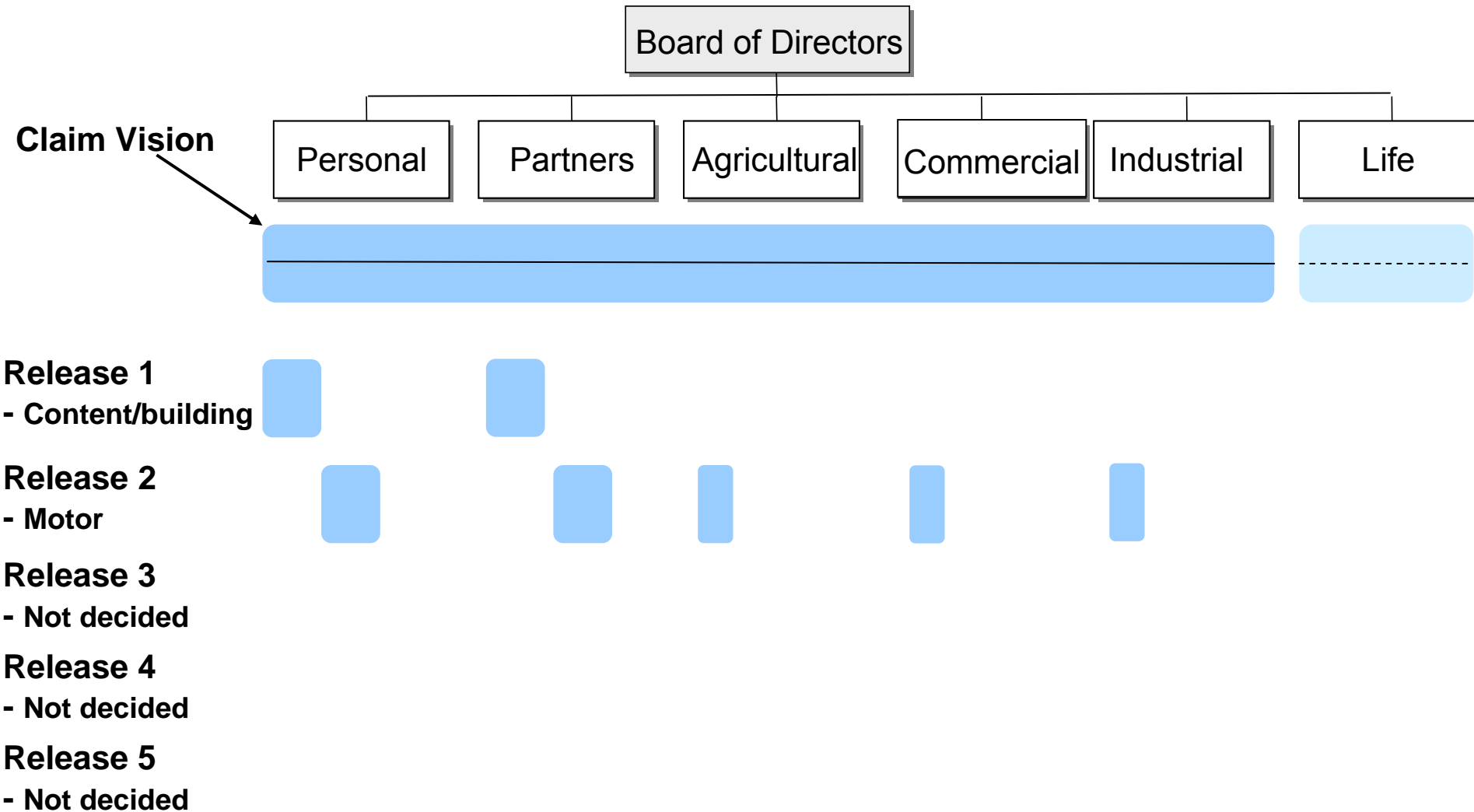
*TopPro
system*

*TopPro
Vision*

TopPro project

- Scope

Illustrative



Agenda

TopPro project



Claim vision

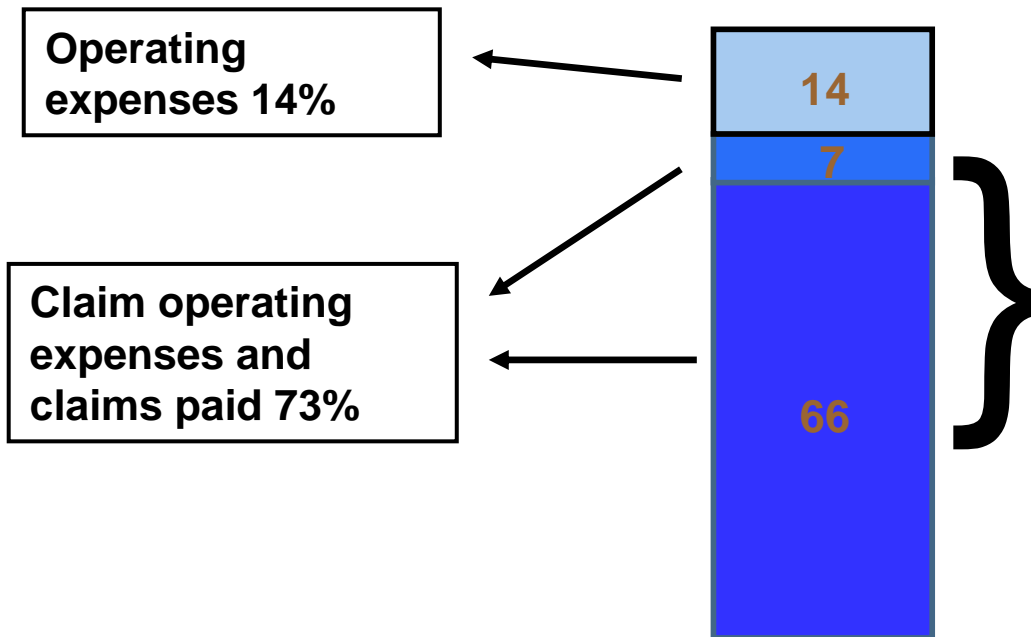
Deep dive

Claim vision

- Efficient claim management

Illustrative

Combined ratio



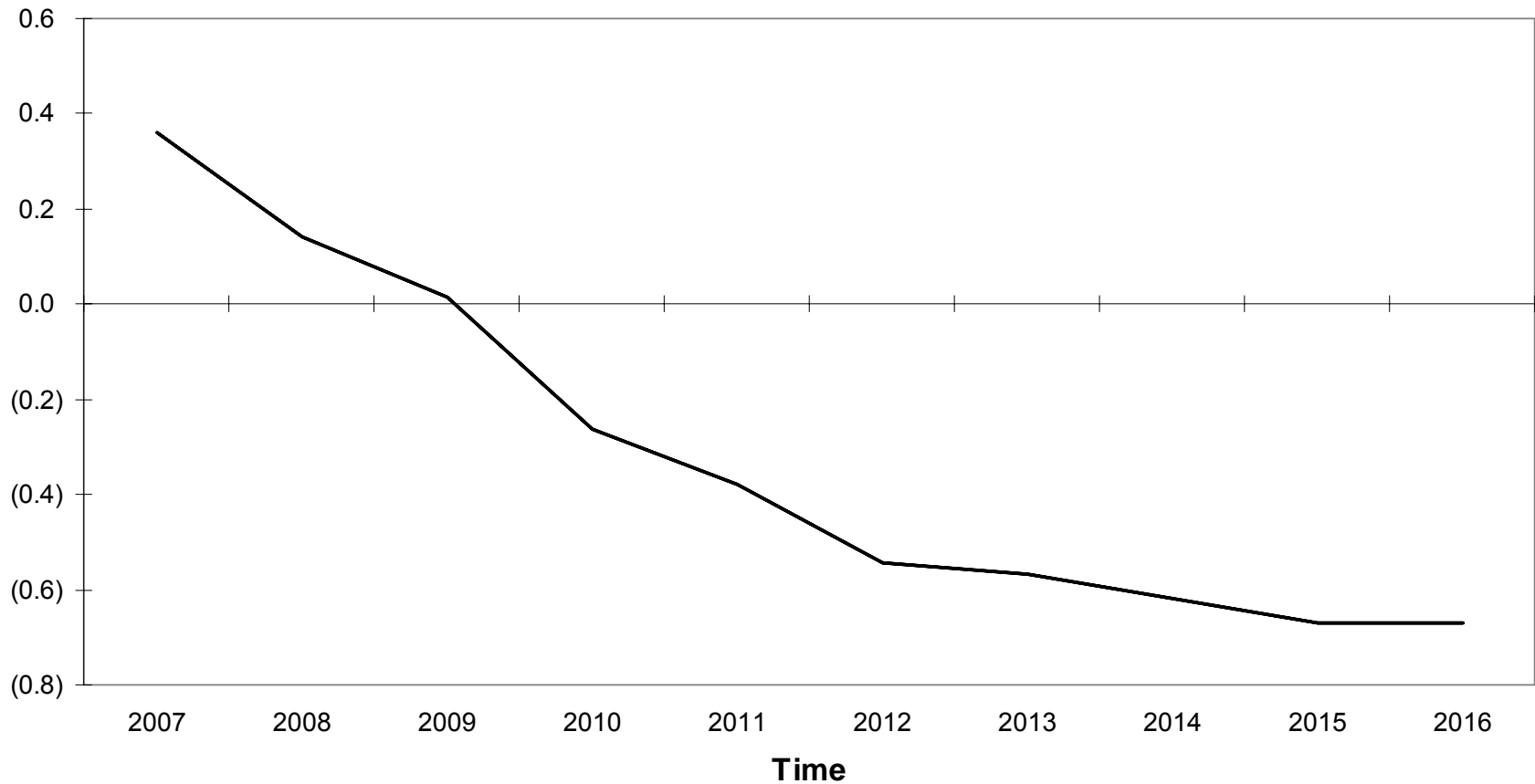
TopPro focus

Reduce total claim cost and still keep high customer satisfaction

Claim vision

- The business case

Expected effect on Claim Ratio (2006 basis)



Note: Non-IT initiatives and TopPro release 1+2

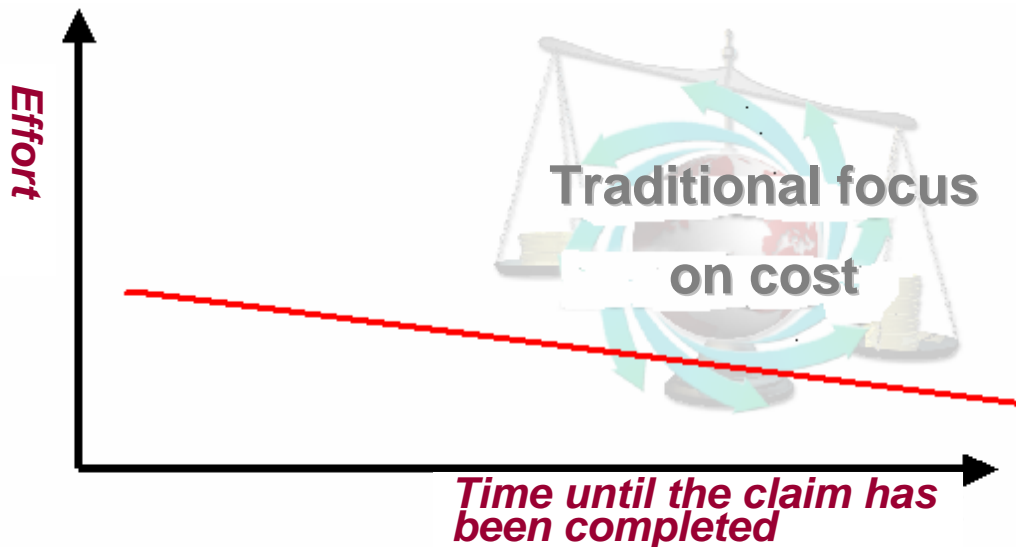
Claim vision

- Aspiration

- Be the market leader in designing and executing a claim process of great value to both customers and collaborators
- Our management of claims paid should be the most efficient in the market

Claim vision

- Historical claim handling

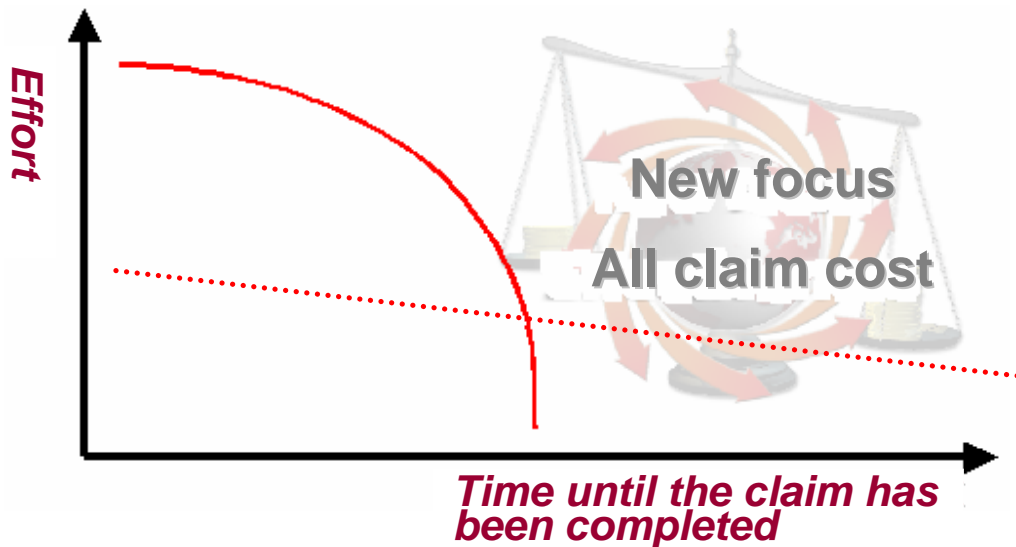


Characteristics

- Little effort on first day
- Based on paper
- Steps in process, which are not making value
- Many hands on the claim
- Reactive handling
- Limited description in case
- Initiative left in the hands of the customer
- Large number of incoming calls
- Focus on the number of employees
- Many manual processes

Claim vision

- New focus on claim management

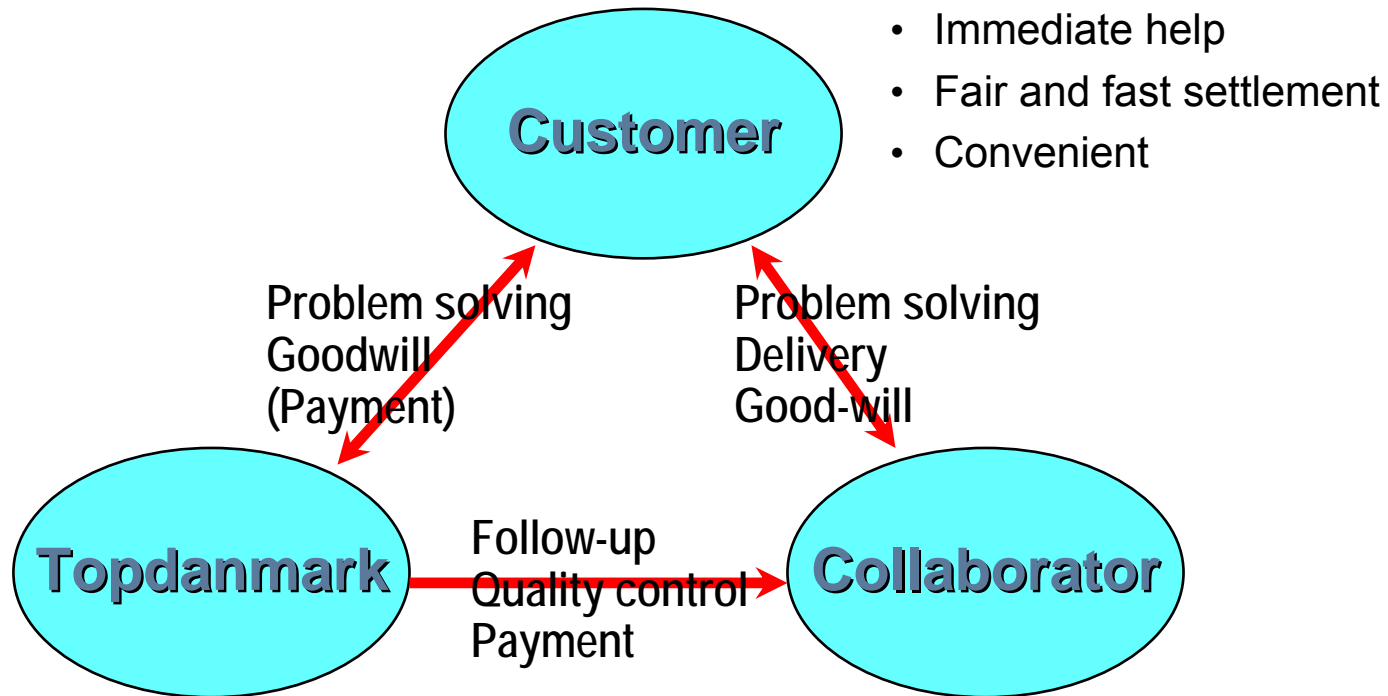


Characteristics

- Maximum effort on first contact
- Based on phone and internet
- Fewer steps in process and greater value of each single step
- Fewer hands on the claim
- Proactive handling
- Initiative by Topdanmark
- Adequate description of case
- Focus on efficient claim management, including discount agreements
- More outgoing calls
- Automated processes

Claim vision

- The triple win situation



- Immediate help
- Fair and fast settlement
- Convenient

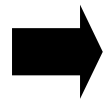
- Fair settlement
- Cost effective procedures
- More loyal customers

- More business volume
- Fair and long-term contract
- Cost effective 'production' and delivery
- Additional business opportunities

Agenda

TopPro project

Claim vision



Deep dive

Deep dive 1

- Quality control (insurance fraud)**

Deep dive 1

- Quality control indicators


Examples

- The insured has been checked previously x points
- The policy has been changed recently x points
 - Within the last x months
- Theft of much cash x points
 - More than DKK x,xxx
- The insured is young x points
 - Under xx years
- Former claim is rejected x points
 - Within x year - on all policies
- Cancellation but policies still in force x points

Deep dive 1

- Quality control

Examples



Quality Control Score

Risk Score

Basic Risk Level: Medium **Time Stamp:** 10/23/2007 3:48 PM

Basic Risk Indicators

- FT er ung
- Samme skadetype er anmeldt flere gange
- Tyveri eller hærværk er ikke anmeldt til politiet
- De(n) anmeldte genstand(e) er af en bestemt type
- Der er ikke dokumentation for mindst en genstand
- Mindst en genstand er købt for rydlig

Action: Claim is under investigation. Please contact Central Skade

Buttons: Register, New Score, Close

Annotations:

- Risk score →
- Indicators →
- Action →

Deep dive 2

- Correct claim handling**

Deep dive 2

- Correct claim handling

Mike Ravn, 5421252, Danske Forsikring - Microsoft Internet Explorer

First Notice of Loss

Participant List

Loss Details

Additional Loss Details

Policy Details

Cause of Loss Details

Contents

Discrepancy and Summary

Key Actions

Additional Loss Details

Service Unit	Partname	Policy Type	Content	Loss Type	Thet
What happened?	Stolen bike				
Who Caused the Damage:			Search		
Were the Police Contacted:	No				
Shared Deductible:			Search		
Shared Incident:			Search		
Catastrophe:			Search		
Claim File Type:	Normal				
Claim Sensitivity:	Standard				
Loss Description:					

Questions

Was the bike locked? Yes

Is the lock approved? Yes

[Go to Weather](#) [Back](#) [Save](#) [Save and Continue](#)

Deep dive 2

- Correct claim handling

Examples

Terms & Conditions →

Indexed amounts →

Claim policy →

Terms and Conditions  

Summary Full Text

Policy Data
Sum of Insurance: 258,000 DKK

Terms & Conditions Summary

Godkendt cykellås og stelnummer er et krav for dækning

Forudsætning for dækning ved simpelt tyveri er, at cyklen var låst med en DVN (Dansk Varefakta Nævn) godkendt lås samt at stelnummer kan oplyses. Begge forudsætninger skal være opfyldt for at der er dækning for tyveri.
Bemærk dog at børsecykler med hjul diameter under 12 tommer ikke betragtes som en cykel men som almindeligt indbo.

Hvis låsen har mærket DVN 5028:3 ved du, at den godkendt og opfylder følgende krav:

- minimumskrav til en cykellås
- tåler vind og vejr
- er svær at bryde op (undersøgt ved tekniske undersøgelser med opløsningsforsøg)

Indexed Amounts

Current values:	Maks. dækning cykler	=	11,000 DKK
	Maks. Dækning ved Cykeldækning 1	=	18,300 DKK
	Maks. Dækning ved Cykeldækning 2	=	36,600 DKK

Claim Policy

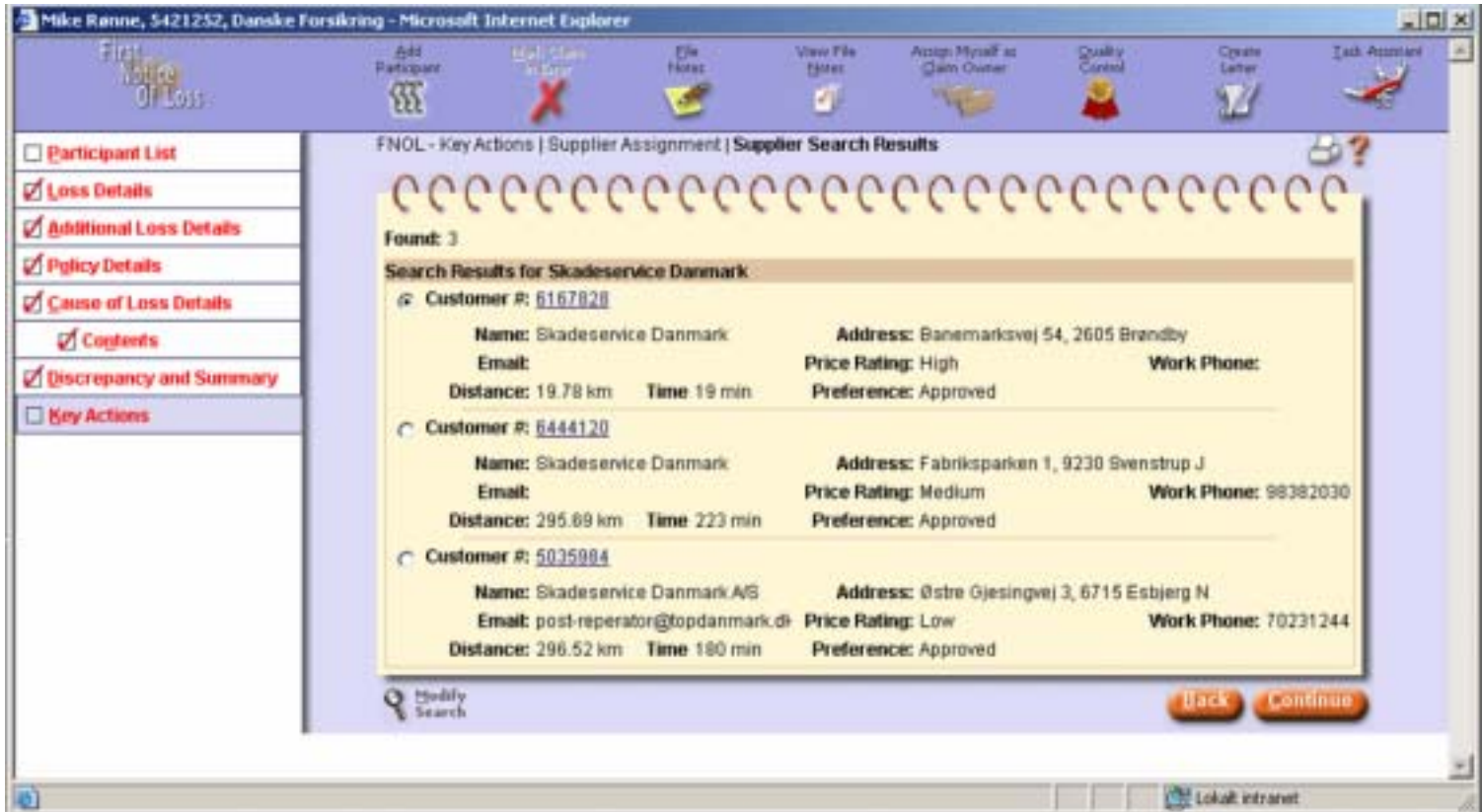
[SummaryText](#)

Deep dive 3

- Claim solutions and use of collaborators

Deep dive 3

- Supplier management / collaborators



The screenshot shows a web browser window titled "Mike Rønne, 5421252, Danske Forsikring - Microsoft Internet Explorer". The application interface includes a navigation menu on the left with options like "Participant List", "Loss Details", "Additional Loss Details", "Policy Details", "Cause of Loss Details", "Contents", "Discrepancy and Summary", and "Key Actions". The main content area displays "FNOL - Key Actions | Supplier Assignment | Supplier Search Results".

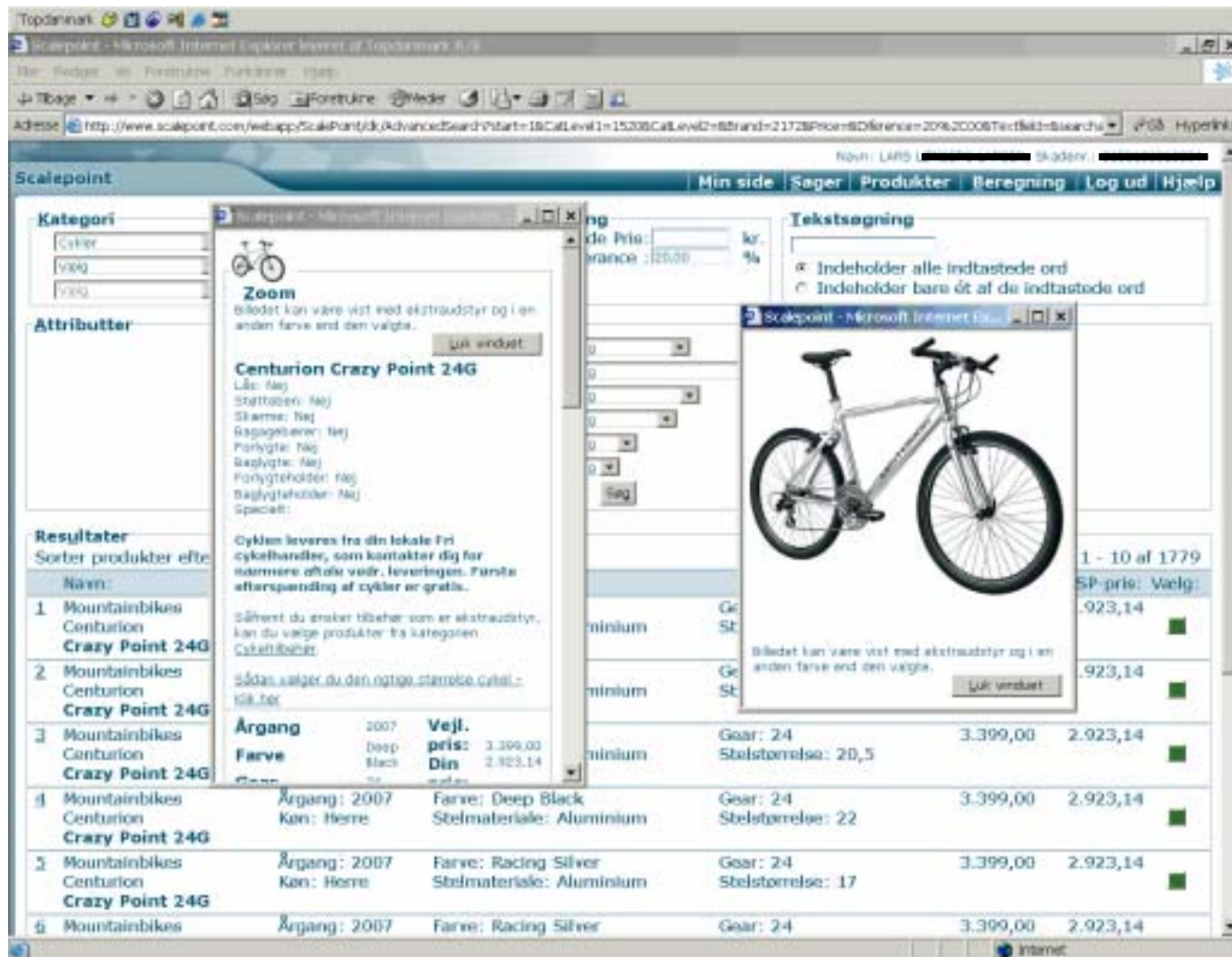
Search Results for Skadeservice Danmark:

Customer #	Name	Address	Price Rating	Work Phone
6167020	Skadeservice Danmark	Banemarksvej 54, 2605 Brøndby	High	
		Distance: 19.78 km	Time: 19 min	Preference: Approved
6444120	Skadeservice Danmark	Fabriksparken 1, 9230 Svenstrup J	Medium	98382030
		Distance: 295.69 km	Time: 223 min	Preference: Approved
5035084	Skadeservice Danmark A/S	Østre Gjesingvej 3, 6715 Esbjerg N	Low	70231244
		Distance: 296.52 km	Time: 180 min	Preference: Approved

At the bottom of the search results, there are "Back" and "Continue" buttons, and a "Modify Search" link.

Deep dive 3

- Scalepoint



The screenshot shows the Scalepoint website interface. The main content area displays a product listing for a bicycle, specifically the 'Centurion Crazy Point 24G'. The product details include a list of attributes (e.g., 'Lås: Nej', 'Støttstæbe: Nej') and a table of specifications. A zoomed-in image of the bicycle is also visible.

Årgang	Vejl. pris	Din pris
2007	3.399,00	2.923,14

Årgang	Køn	Farve	Stelmateriale	Gear	Stelstørrelse	Vejl. pris	Din pris
2007	Herre	Deep Black	Aluminium	24	20,5	3.399,00	2.923,14
2007	Herre	Racing Silver	Aluminium	24	22	3.399,00	2.923,14
2007	Herre	Racing Silver	Aluminium	24	17	3.399,00	2.923,14

Deep dive 4

- Internet Notification

Deep dive 4

- Internet Notification

www.topdanmark.dk

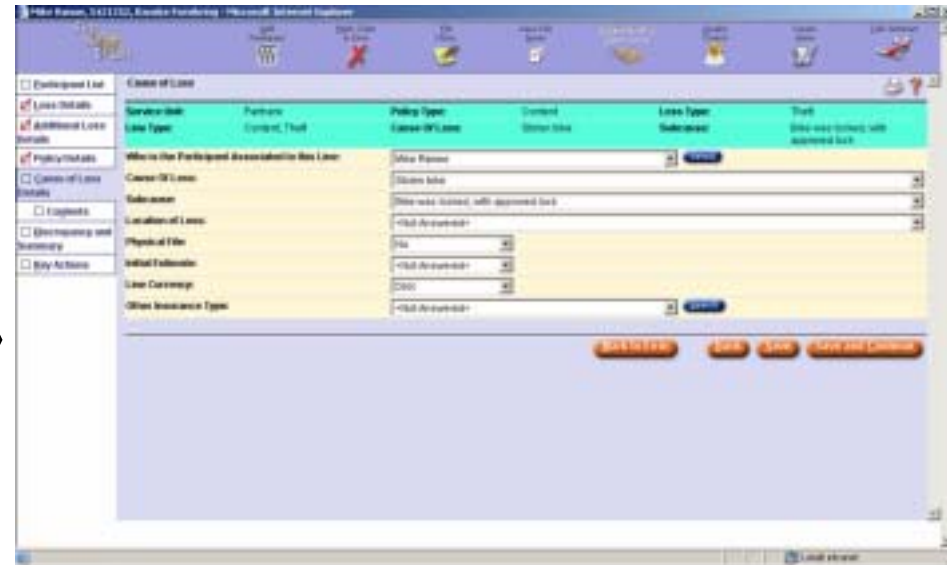


The screenshot shows the 'Dine ting i helårsbolig (Indboforsikring)' section of the Topdanmark website. It contains a form for reporting a bicycle theft. The form fields include:

- Forsikringsnummer:** A dropdown menu showing '123456789' (13 cifre).
- Hvornår skete skaden?:** A date field set to '22-10-2007'.
- Hvor skete skaden?:** Radio buttons for 'Derhjemme (forsikringsstedet)' and 'Et andet sted (udfyld detaljer)'. The first option is selected.
- Hvornår er årsag til skaden?:** Radio buttons for 'Jeg selv/ min familie', 'Anden privatperson (fx en væst)', 'Et firma (fx en reparatør)', and 'Ved ikke'. The first option is selected.
- Hvordan skete skaden?:** A series of dropdown menus for 'Hvad er der sket?' (Cyklet væk), 'Var cyklen låst?' (Ja), and 'Er cykellåsen godkendt?' (Ja).
- Beskriv skaden med dine egne ord (max. 256 tegn):** A text area containing the description: 'Min cykel var parkeret foran garagen, låst i går aften. Var væk i morgen, og nu være stjålet i løbet af natten.'



TopPro



The screenshot shows the TopPro software interface for a claim record. It features a table with columns for 'Service-til', 'Forsikring', 'Policy Type', 'Content', 'Loss Type', and 'Text'. The record details include:

- Policy Type:** Carver-til-til
- Content:** Stolen bike
- Loss Type:** Substrat
- Text:** Bike was stolen with approved lock
- Where the Participated Assessor Was Lost:** John Brown
- Case ID/ Loss:** 123456789
- Substrat:** Bike was stolen with approved lock
- Location of Loss:** 123456789
- Physical File:** No
- Initial Follow-up:** 123456789
- User Category:** C000
- Other Insurance Type:** 123456789

- Automated notification
- Automated assignment
- Prioritization
- Straight Through Processing

Deep dive

- More diving

A more flexible claim organisation

Higher data quality

More insight for micro-rating

Better management of claims in a catastrophe situation

Better customer service

Better input to provisioning models

Improved recovery

Better use of expert skills

A more attractive work environment

Less dependent on key resources

Time for questions



Disclaimer

These presentations include statements relating to the future. Such statements are uncertain and involve both general and specific risks.

Many factors may cause a significant deviation from the forecasts set out in the presentation. Such factors could be, for example, cyclical movements, changes in the financial markets, the financial effect of non-anticipated events like acts of terror or exceptional weather conditions, changes in Danish and EU rules, competitive factors in the insurance industry and trend in reinsurance market. Also see “Risk factors” on our website www.topdanmark.com → [Risk management](#) .

The above description of potential risks is not exhaustive. Investors and others, who may base decisions relating to Topdanmark on statements relating to the future, should make their own careful considerations on these and other factors of uncertainty.

Topdanmark’s statements relating to the future are solely based on information known at the time of the preparation of the H1 2007 report.

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