

# Accelerate, connect, deliver

To help people achieve a lifetime of financial security

Morgan Stanley Conference – March 15, 2016

**Darryl Button** 

Transform Tomorrow

CFO

#### **Story line**

# Achievements since 2010

- Transformed the profile of the company by focusing on fee business
- Substantially improved the strength of our balance sheet
- Doubled free cash flows after holding expenses

# Priorities going forward

- Broaden relationships with our customers throughout their financial lifecycles
- Expand in asset management, administration and guidance & advice
- Improve our performance by growing our business and reducing expenses
- Allocate capital to businesses that create value and cash flow growth

# Financial targets

- Achieve a return on equity of 10% by 2018
- Reduce annual operating expenses by EUR 200 million by 2018
- Increase capital return to shareholders: EUR 400 million share buyback and growing dividends





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# Changed profile of the company by executing on our strategy

# Addressed legacy issues

- ✓ Divested EUR 3.4bn non-core activities at >0.8x
   P/B on average
- ✓ Improved quality of our financial modeling
- Addressed several long-dated disputes

# Optimized value of backbook

- Realized material cost savings in established markets
- Significantly reduced size of run-off portfolio
- ✓ Freed up capital from legacy annuity businesses
- Optimized hedging of financial market and underwriting risks

# While growing our fee business

- ✓ Generated average annual sales growth of 12% since 2010
- ✓ Invested in digital business models
- Created highly successful asset manager
- Secured distribution deals and JVs with strong partners
- ✓ Grew our pension customer base from 6 to 11 million



# Maintained a strong capital position and returned capital

Solid group Solvency II ratio ~160% end-2015 Robust balance sheet **Strong ratings** S&P AA- financial strength rating **Operational free cash flow** growth Growing Doubled free cash flows since 2010 cash flows Reduced holding expenses EUR 1.4 billion cash dividends since **Growing cash dividends** Return 2010 of capital Significant deleveraging Over EUR 2 billion debt reduction



# **Aegon's strategic priorities**

Offer solutions throughout the lifecycle

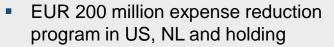


- Provide omni-channel distribution
- Expand guidance and advice capabilities
- Engage directly and connect digitally with our customers

 Allocate capital to businesses that create value and cash flow growth



- Enhance value of backbooks
- Achieve scale in New Markets
- Divest non-core businesses





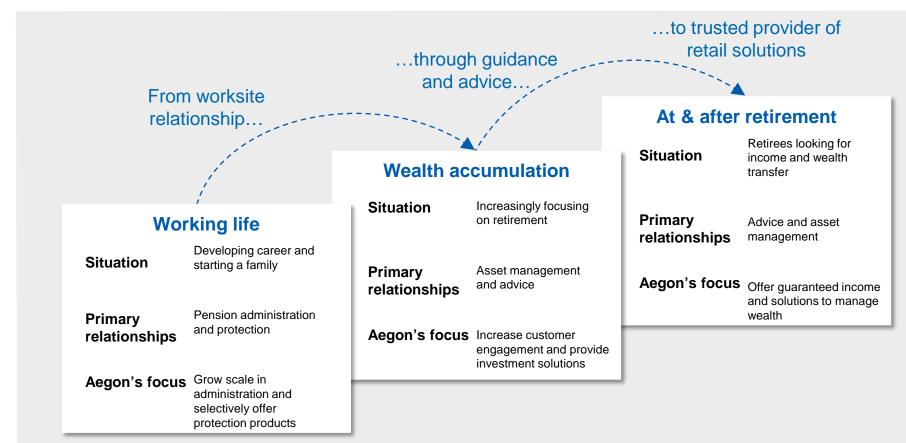
- Simplifying our business by digitizing processes and increasing self-service
- Grow scale in asset management, administration and advisory services
- Increase digital capabilities and expertise to support growth



- Focus leadership on advocating ownership, agility and customercentricity
- Additions to management board reflect key strategic priorities



# Opportunity to serve along customer lifecycles





## Reducing expenses by simplifying the business

# Strong expense track record 2010-2015

Additional cost savings in 2016-2018...

...by simplifying the business



Expenses up only 1% per year while growing sales by 8% per year\*

USD 150 million savings

Reduce complexity



Reduced expense base of insurance activities by ~20% or EUR 100 million

EUR 50 million savings

Taking out management layers



Expense base reduced by Stabilize cost at low level ~35% or GBP 100 million

- Straight-through processing
- Customer self-service
- Product simplification
- Outsourcing



since 2010

# Increasing amount of capital allocated to core businesses

#### **Optimized Portfolio**

#### **Divest non-core business**

- Exploring options for UK annuity book
- Considering options for mortgage book in Hungary
- Further reduce capital allocated to US run-off businesses
- Completed divestment of commercial line non-life business in the Netherlands

#### **Enhance backbook value**

- Operationally separate UK backbook from platform business
- Rationalize US
   Accident & Health portfolios
- Optimize longevity hedging in the Netherlands
- Continue variable annuity lump sum offering

#### **Optimize capital allocation**

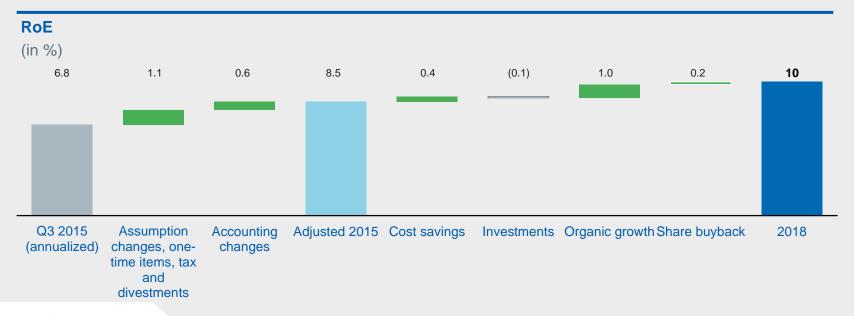
- Grow asset management earnings by another 20% by 2018
- Achieve scale in emerging markets
- Transition from DB to DC in the Netherlands
- Grow UK platform assets to GBP 30 billion by 2018





# RoE target of 10% in 2018

- Target to reach a RoE of 10% in 2018, from an adjusted base of 8.5% in 2015
- Achieved through organic growth, cost savings and capital return

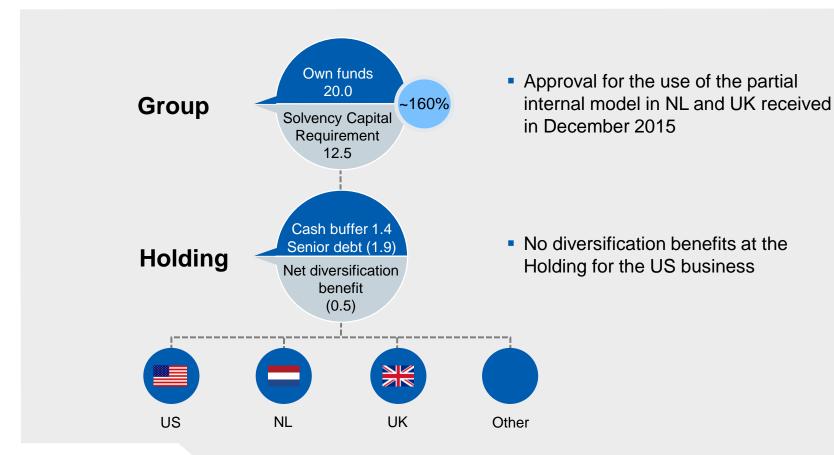






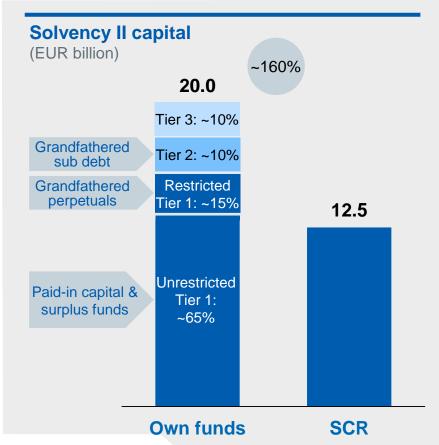
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# Solid capital position under Solvency II at year-end 2015





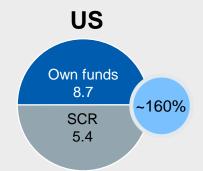
## **High quality capital structure**



- High quality capital structure, Tier 1 accounts for 80% of own funds
- No capital benefit for EUR 1.9 billion of senior bonds under Solvency II
  - EUR 500 million senior bond to mature in 2017;
     to be refinanced with Tier 2 debt
- Tier 3 capital mainly consists of US deferred tax assets



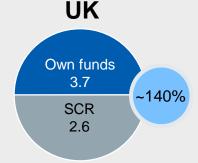
## Local units strongly capitalized



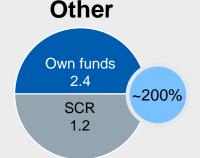
- SCR based on US RBC (at 250% CAL)
- No diversification benefits across US legal entities
- US employee pension plan on Solvency II basis



- SCR based on partial internal model
- No benefits from transitional measures
- Remaining uncertainty on loss absorbency of taxes (potential impact on NL ratio of -5% to +10% points)



- SCR based on partial internal model
- Transitional measures included
  - Annuity portfolio accounts for ~40% of SCR



- SCR based on standard formula and local regulatory frameworks
- Individual ratios of units vary



# Well diversified risk exposures

- Approximately 50% of required capital not regulated on a Solvency II basis
- Well diversified risk exposures, both under Solvency II and RBC
  - Aim to further reduce required capital due to improved ALM and additional longevity hedges in NL

#### US 100% RBC by risk type **SCR** by category **SCR** by risk type **EEA** units ■ Credit risk ■ Credit risk 13% 10% 27% Interest rate risk ■ VA market risk 6% ■ Equivalent Other market risks 41% ■ Equity risk SII PIM 11% 50% Longevity risk 45% Underwriting risk ■SILSE 8% ■ Lapse risk ■ Interest rate risk ■ Expense risk ■ Operational risk Other risks



## Low market sensitivities support capital framework

- Limited market sensitivities as a result of hedging of guarantees and geographical diversification
- Exposure to rising interest rates in the Americas is caused by RBC mismatch between assets, liabilities and hedges
- On an economic basis, rising interest rates are favorable for Aegon's US life business
- Dutch mortgage spread risk resulting from the mismatch with the volatility adjuster on the liabilities
- Shocks resulting from asset spread movements will be offset by higher (or lower) operational free cash flows going forward

#### **Solvency II sensitivities**

(in percentage points)

	Scenario	Group	US	NL	UK
Capital markets					
Equity markets	+20%	+2%	0%	+2%	+4%
Equity markets	-20%	-4%	-5%	-3%	-5%
Interest rates	+100 bps	-2%	-12%	-2%	+15%
Interest rates	-100 bps	-4%	+4%	+2%	-17%
Credit spreads	+100 bps	+3%	0%	+3%	+8%
US credit defaults*	~200 bps	-14%	-31%	-	-
Dutch mortgage spreads**	+50 bps	-3%	-	-10%	-
Ultimate Forward Rate	3.2%	-6%	-	-18%	-
Underwriting					
Longevity shock***	+10%	-9%	0%	-21%	-12%

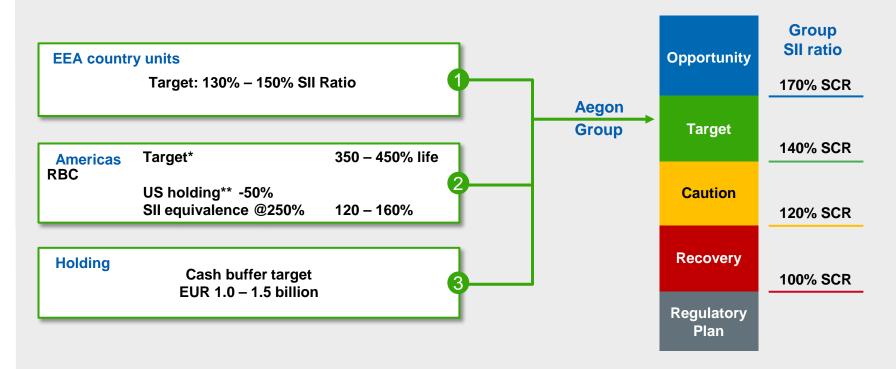


<sup>\*</sup> Additional defaults for 1 year including rating migration

<sup>\*\*</sup> Assumes no effect from the volatility adjuster
\*\*\* Reduction of annual mortality rate by 10%

# Capital management policy – group level

#### Low market sensitivities allow for 140-170% target Solvency II range at Group level





<sup>\*</sup> Could be lowered if interest rates rise or RBC asset factors are increased

<sup>\*\*</sup> Primarily impact of US holding companies, including US employee pension plan



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## Recalibrated cash flows to Solvency II framework

- Americas operational free cash flows expected to grow after 2018, as growth of the fee businesses more than offsets a lower contribution from fixed annuities and run-off businesses
- Netherlands remains stable despite shift from DB to DC
- Investments in new business in Asia to support growth

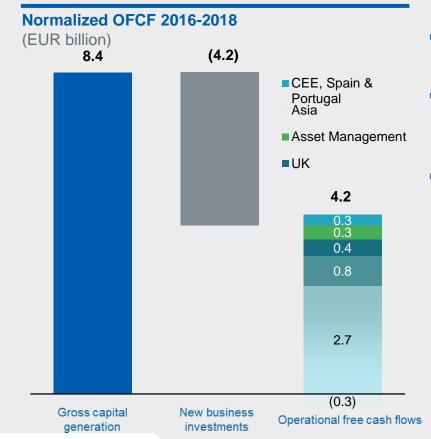
#### SII normalized operational free cash flows\*

(EUR million)

	2016	Direction
Americas	~900	Stable
Netherlands	~250	Stable
United Kingdom & Ireland	~100	Grow
Asset Management	~100	Grow
Central & Eastern Europe, Spain & Portugal	~50	Grow
Asia	~(100)	Improve
Total normalized operational free cash flow	~1,300	Grow



# Free cash flow generation mainly driven by the Americas



- Gross capital generation in the Americas and NL benefits from cost savings
- Rising contribution to free cash flow generation from UK, Asset Management, CEE and Spain & Portugal due to organic growth
- Investments in new business to drive
  - Earnings growth
  - Economic value (measured by MCVNB)
  - Future operational free cash flows



## Capital deployment strategy focused on capital return

- 70% of EUR 3.0 billion deployable capital allocated to dividends and share buyback
  - NL to start paying dividends to the holding of EUR 250 million in 2016
  - UK to start paying dividends to the holding in 2017, increasing to EUR 140 million in 2018
- Capital injections mainly in Asia to support growth









Strong Solvency II ratio 160%

Attractive capital return in form of dividends and share buyback



RoE driven by cost savings and organic growth

10%





## Record sales, solid capital position and increased final dividend

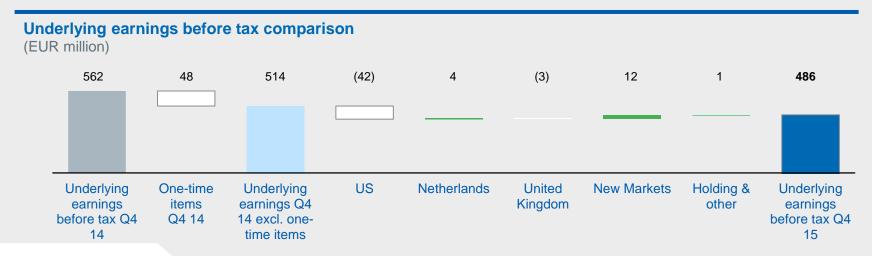
- Net income increased; underlying earnings impacted by lower US earnings and one-time items
- Record-high sales driven by growth of fee-based deposit businesses
- Strong start to 2016-2018 cost savings program
- Solvency II ratio at year-end 2015 reaffirmed at ~160%
- Share buyback program of EUR 400m on track and final 2015 dividend increased to EUR 0.13





#### Lower underlying earnings mainly driven by US and one-time items

- Lower earnings from US driven by the effect of Q3 assumption changes and model updates, adverse morbidity, lower annuities and retirement plans earnings and the divestment of Canada
- Earnings increased in NL as lower funding costs and a provision release more than offset lower non-life results
- UK earnings declined driven by adverse market movements and lower investment income
- Earnings growth in New Markets driven by higher earnings in Asia, CEE and asset management





## Strong start to USD 150 million cost savings program in the US

#### Restructure

- Eliminate divisional separation
- Create unified organization that is functionally aligned
- ONE Transamerica: internal & external alignment to a single brand

# Reduce complexity

- Management delayering via streamlining processes
- Restructure distribution network
- Improve procurement scale

#### Well on track

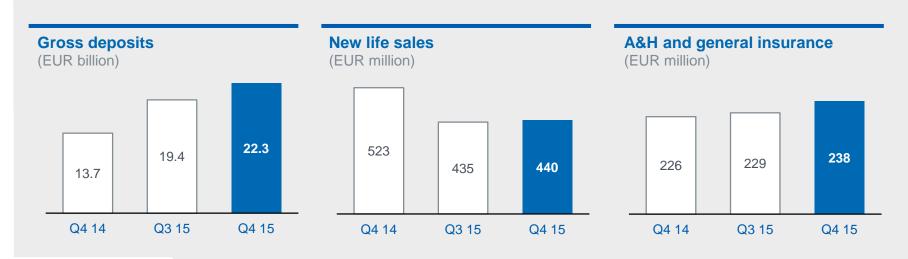
- Voluntary separation incentive plan for US employees fully rolled-out
- Announced additional position eliminations during the first quarter
- Well on track to achieve USD 40 million cost savings for 2016





## Record-high sales driven by strong increase in gross deposits

- Gross deposits increased 63%, driven by asset management and NL bank deposits
- New life sales declined as higher IUL sales in the US and favorable currency movements were more than offset by withdrawal of UL secondary guarantee product and lower sales in NL and UK
- Accident & health and general insurance sales increased 5% to EUR 238 million
- Market consistent value of new business of EUR 149 million impacted by lower interest rates

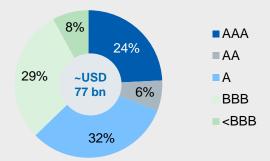




#### High-quality US fixed income portfolio – limited impairments expected

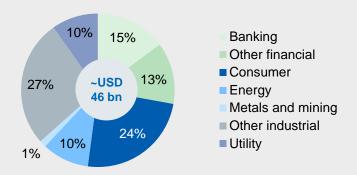
- Market volatility currently high, but risk of permanent loss limited
- Impairments expected to increase in 2016, but remain below long-term average of 28 basis points for US portfolio
- Relatively large US Treasury holdings support overall portfolio quality

# **US fixed income portfolio by credit rating\*** December 31, 2015



#### US corporate bond portfolio by sector

December 31, 2015



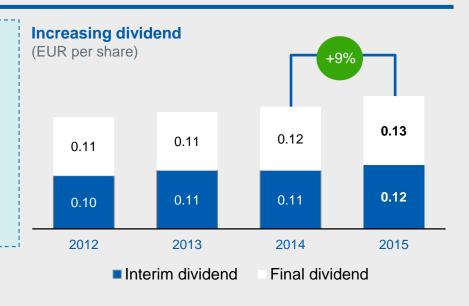


#### Strong capital position supports share buyback and increasing dividend

- Solvency II ratio at year-end 2015 reaffirmed at ~160%
- Excess capital of EUR 1.4 billion after redemption of USD 500 million senior debt in December
- Share buyback of EUR 400 million launched at the 2016 investor day on January 13
- Final dividend of EUR 0.13 per common share\*

#### **Share buyback well underway**

- First tranche of EUR 200 million will be completed by March 31, 2016
- 50% of the first tranche is completed as of February 17, 2016
- Average repurchase price of EUR 4.90
- ~1% of total shares outstanding repurchased





#### Delivering on strategic objectives will allow us to achieve ambitions



- Offer solutions throughout the customer lifecycle
- Engage directly and connect digitally with our customers



- Simplifying our business by digitizing processes and increasing self-service
- Grow scale in asset management, administration and advisory services



- Allocate capital to businesses that create value and cash flow growth
- Divest non-core businesses



- Increase digital capabilities and expertise to support growth
- Focus leadership on advocating ownership, agility and customer-centricity

Solvency II target range

140% - 170%

**Capital return of** 

€2.1bn by 2018

**RoE target** 

10% by 2018

**Annual cost savings** 

€200m by 2018





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# Leverage and fixed charge coverage strongly improved

- Gross financial leverage of 27% in lower half of 26-30% target range
  - Leverage cut by ~25% since 2011
- Fixed charge coverage of 6.7x well in the 6-8x target range
  - Fixed charges reduced by more than 40%
  - Preferred dividend eliminated

#### **Gross leverage**

(EUR billion, %)



#### **Funding costs**

(EUR million, fixed charge coverage)

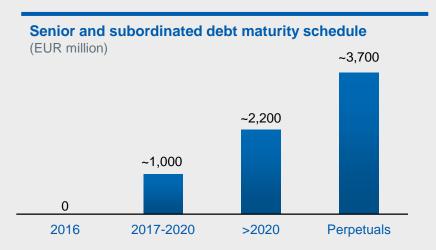




# Maturity schedule and Solvency II treatment of debt instruments

- Solvency II treatment of outstanding debt instruments
  - Perpetual securities are grandfathered as Tier 1 capital\*
  - Dated subordinated notes are grandfathered as Tier 2 capital
- Trust pass-through securities and senior debt instruments are treated as liabilities when calculating Solvency II capital (Own Funds)

# Solvency II treatment of debt instruments (in % of total debt instruments) 30% 53% 17% Grandfathered Tier 1 Grandfathered Tier 2





Senior debt and TRUPS

<sup>\*</sup> Aegon has committed to only call or amend these securities subject to prior approval by DNB

#### Ample access to money markets and capital markets

#### **Aegon NV & Aegon Funding Corp (debt)**

- USD 4.5 billion French, Euro and US commercial paper programs
- USD 6.0 billion MTN program
- European registration document
- US shelf registration (WKSI)

#### **Asset backed financing**

- EUR 5.0 billion Covered Bond Program
  - Aegon Bank
- SAECURE
  - Dutch residential mortgage funding program

#### **Liquidity facilities**

- EUR 2.0 billion revolving credit facility maturing in 2019
- EUR 2.6 billion Syndicated LOC
- Various types of bilateral liquidity

Share listings (equity)						
Aegon's ordinary shares		Aegon's New York Registry Shares				
Ticker symbol	AGN NA	Ticker symbol NYRS ISIN	AEG US US0079241032			
IŚIN	NL0000303709	NYRS SEDOL	2008411US			
SEDOL	5927375NL	Trading Platform	NYSE			
Trading	Euronext	Country	USA			
Platform Country	Amsterdam Netherlands	NYRS Transfer Agent	Citibank, N.A.			



#### Aegon at a glance

#### **Focus**



Life insurance, pensions & asset management for 30 million customers

#### **Underlying earnings before tax**



#### **History**



Our roots date back to the first half of the 19th century

#### **Revenue-generating investments**

(December 31, 2015)



EUR 707 billion

#### **Employees**



Over 31,500 employees
December 31, 2015

#### Paid out in claims and benefits

(2015)



EUR 43 billion



## Well positioned to benefit from global trends



Persistently low interest rates



Shift from state and corporate benefits to individual responsibility for financial security



Increased competition as a result of blurring boundaries in the financial services industry



Reduced accessibility to traditional advice for mass customer segments



Consumer demand shifting towards digital first, multi-channel access and personalized offerings



Customers expect transparent, simple, superior service and fair products



A tightened regulatory environment that increases complexity and reduces returns



## Responsible business embedded in our strategy

# Our commitment: "To act responsibly and to create positive impact for all our stakeholders"

## Putting our customers at the center of what we do

- Deliver products and services customers can trust (market conduct standards)
- Take value for the customer into account at every step of the product development process

# Having a responsible investments approach

- Extend Responsible Investment approach to externally managed assets where possible
- Investigate the risks represented by climate change, and adapt our investment strategy if required
- Investigate the investment opportunities in the transition to a low-carbon economy as part of the Impact Investment program

# **Empowering our employees**

- Invest in our workforce by providing training and development opportunities that align with the strategic direction of the company
- Create a positive, open working environment that stimulates diversity and inclusion

## Promoting retirement readiness

- Educate our customers, employees and society at large on issues surrounding retirement security, longevity and population aging
- Explore opportunities for products and services that improve our customers' Retirement Readiness and promote healthy aging.

Aegon's approach to sustainability is recognized externally

















## Simplified reporting as of Q1 2016 underlines focused approach

- Asset management to report separately as importance for the group increases
- Clear geographical reporting segments
- Continue to provide details of underlying earnings by lines of business

#### **Americas** Asia **Asset management** Europe Underlying earnings 2015: Underlying earnings 2015: Underlying earnings 2015: Underlying earnings 2015: EUR 1.200 million EUR 709 million EUR 170 million EUR 20 million **United States** Hong Kong & Singapore Netherlands **Americas** United Kingdom & Ireland Direct & Affinity Marketing Latin America **Netherlands** Central & Eastern Europe Strategic partnerships **United Kingdom** Spain & Portugal Rest of World Strategic partnerships



## Aligning accounting with inforce management

# Scope for UK DAC

Move from DAC recoverability testing on legal entity level to testing on portfolio level

# DAC policy for upgrading

- Upgrade to platform considered substantial modification of contract leading to DAC derecognition
- Allows for value-added upgrading of customers to platform without continued drag on returns

# Reinsurance accounting

- Immediately recognize gain or loss when entering reinsurance contracts as part of business exits
- Reflecting economic reality when using reinsurance as means to exit businesses (e.g. SCOR deal)

# Estimated group implications

- Implementation of amended accounting policies as of January 1, 2016
- No impact on operational free cash flows, local solvency ratios or group Solvency II ratio
- Gross financial leverage remains within target range

IFRS equity

**▼** EUR 1.3bn

**Underlying earnings** 

▲ EUR 20m

Return on equity

▲ 0.6%-pts

**Financial leverage** 

▲ 1.4%-pts



## **General account investments by geography**

<b>December 31, 2015</b>		an	nounts in EUR m	illions, except for the in	npairment dat
	Americas	Netherlands	United Kingdom	New Markets & Other	Total
Cash/Treasuries/Agencies	16,186	14,947	5,174	610	36,917
Investment grade corporates	39,598	5,088	5,139	3,367	53,192
High yield (and other ) corporates	2,639	103	122	120	2,984
Emerging markets debt	1,497	-	276	655	2,428
Commercial MBS	4,970	78	590	516	6,153
Residential MBS	4,326	757	21	62	5,167
Non-housing related ABS	3,181	2,396	2,018	309	7,905
Subtotal	72,398	23,370	13,341	5,639	114,748
Residential mortgage loans	26	24,994	-	232	25,252
Commercial mortgage loans	7,861	100	-	-	7,962
Total mortgages	7,888	25,094		232	33,214
Convertibles & preferred stock	314	-	-	2	316
Common equity & bond funds	424	343	475	193	1,436
Private equity & hedge funds	2,181	128	-	5	2,314
Total equity like	2,919	471	475	200	4,065
Real estate	1,381	1,148	-	2	2,530
Other	861	2,909	4	261	4,034
General account (excl. policy loans)	85,446	52,992	13,819	6,334	158,591
Policyholder loans	2,174	4	-	23	2,201
Investments general account	87,620	52,996	13,819	6,357	160,792
Impairments as bps (Q4 2015)	(9)	1		1	(4)



## Structured assets and corporate bonds by rating

<b>December 31, 2015</b>					an	nounts in El	JR millions
	AAA	AA	А	BBB	<bbb< th=""><th>NR</th><th>Total</th></bbb<>	NR	Total
Structured assets by rating							
Commercial MBS	4,481	1,039	322	165	147	-	6,153
Residential MBS	2,100	220	226	291	2,330	-	5,167
Non-housing related ABS	3,272	1,286	2,474	562	311	-	7,905
Total	9,852	2,544	3,023	1,017	2,788		19,225
Credits by rating							
IG Corporates	1,138	4,491	22,441	25,123	-	-	53,192
High yield corporate	-	-	3	3	2,979	-	2,984
Emerging markets debt	59	227	599	846	694	3	2,428
Total	1,198	4,718	23,042	25,972	3,673	3	58,605
Cash/Treasuries/Agencies							36,917
Total	11,050	7,262	26,065	26,990	6,461	3	114,748



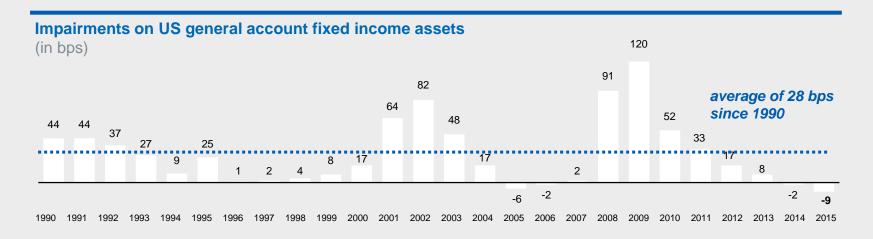
## US direct and indirect energy & commodity exposure

<b>December 31, 2015</b>					ar	nounts in	EUR million
	AAA	AA	А	ВВВ	<bbb nr<="" th=""><th>Total</th><th>Unrealized gain / (loss)</th></bbb>	Total	Unrealized gain / (loss)
Independent	-	71	278	766	86	1,201	(64)
Oil field services	-	42	190	133	65	431	(75)
Midstream		-	239	945	87	1,272	(79)
Integrated	153	589	430	295	121	1,587	41
Refining	-	-	-	86	49	134	(4)
Total energy related	153	701	1,137	2,225	407	4,626	(181)
Metals and mining	-	-	231	344	132	707	(157)
Total corporate bonds	153	701	1,368	2,571	539	5,332	(339)
EM Sovereign debt		-	-	-	2	2	-
Commercial paper	-	-	-	140		140	-
Real estate LP	-	-	-	-	-	189	-
Total general account exposure	153	701	1,368	2,711	540	5,662	(339)
				% of US	general account	6.5%	
CDS exposure (notional)	-	-	35	313	58	406	



## Through the cycle impairments average 28 basis points

- 2015 net recoveries in the US of 9 basis points
- Average credit losses in line with long-term expectations
- Impairments expected to trend up but remain below long-term average

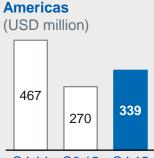


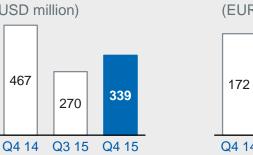


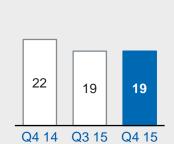
## Underlying earnings amounted to EUR 486 million

- Earnings in Americas impacted by annuities, retirement plans, the divestment of Canada and reduction in recurring earnings following assumption changes and model updates implemented in Q3 2015
- Earnings in the Netherlands declined, as Q4 2014 included a reserve release of EUR 45 million related to a new employee pension arrangement
- UK earnings declined due to adverse market movements and lower investment income due to risk reduction program
- Earnings in New Markets up 61%, mainly driven by higher earnings in asset management and CEE

### **Underlying earnings before tax**







**United Kingdom** 

(GBP million)



The Netherlands





## Fair value items impacted by hedge programs and investments

### Total of EUR (65) million

FV investments

EUR (5) million

FV hedging with accounting match

**EUR 63 million** 

Derivatives  $\Delta$ : EUR (573)m Liability  $\Delta$ : EUR (636)m

FV hedging without accounting match

EUR (105) million

Derivatives Δ: EUR (173)m Liability Δ: EUR 68m FV other

EUR (18) million

Other: (18)

• MTN credit spread (-)

Other FV items (-)

#### Americas: (36)

- Real estate (+)
- Alternative investments (-)

#### Netherlands: 31

Real estate (+)

#### **US GMWB: 49**

- Interest rates (+)
- Other (-)

#### Netherlands guarantees: 14

- Credit related hedges (-)
- Update lapse and mortgage prepayment (+)
- Other (+)

#### US macro hedging: (74)

- Equity (-)
- Option time value (-)
- Interest rate hedges (+)
- Other (+)

#### Netherlands: (16)

- Longevity swap (-)
- Interest rate hedges (-)

#### **Holding: 16**

Perpetual securities and LT debt (+)

#### **UK: (31)**

- Inflation hedge (+)
- Equity (-)



## **Gross deposits increased to EUR 22.3 billion**

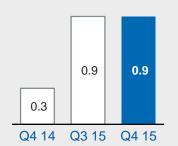
- Lower gross deposits in the Americas as growth in pensions was more than offset by lower deposits in VA
- Gross deposits in the Netherlands up due to continued strong performance from Knab and PPI
- Net platform deposits in the UK strongly increased, mainly driven by the upgrading of existing customers
- Growth in gross deposits in New Markets were primarily driven by asset management: Dutch mortgage fund, Chinese bond and equity funds and proportional inclusion of LBPAM

### **Gross deposits**

# Americas (USD billion)



# United Kingdom platform (Net inflows, GBP billion)



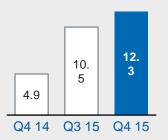
## The Netherlands





### **New Markets**

(EUR billion)





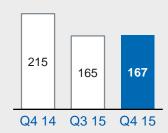
### New life sales amounted to EUR 440 million

- New life sales in the Americas decreased, as higher indexed UL sales were more than offset by the divestment of Canada, withdrawal of UL secondary guarantee product, and lower term life sales
- Lower new life sales in the Netherlands due to reduced pension buyout activity
- Lower new life sales in the UK as demand for traditional pension products declined
- New life sales in New Markets decreased, driven by Asia, CEE and Spain & Portugal

#### **New life sales**

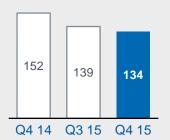
### **Americas**

(USD million)



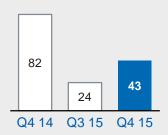
## **United Kingdom**

(GBP million)



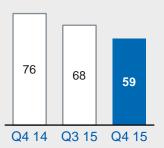
### The Netherlands

(EUR million)



#### **New Markets**

(EUR million)





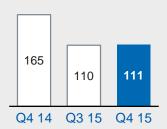
## MCVNB of EUR 149 million impacted by lower interest rates

- Lower MCVNB in the Americas mainly driven by the divestment of Canada and a lower contribution from VA, caused by lower interest rates
- MCVNB in the Netherlands decreased as a result of lower pension sales and a lower contribution from mortgages
- MCVNB in the UK improved, driven by higher margins on annuities and protection business
- Decrease of MCVNB in New Markets mainly the result of lower new life sales and lower interest rates

#### Market consistent value of new business

## Americas (USD million

(USD million)

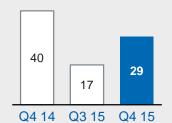


# **United Kingdom** (GBP million)



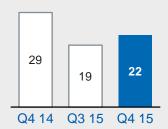
Q4 14 Q3 15 Q4 15

# The Netherlands (EUR million)



## New Markets

(EUR million)



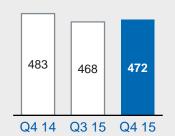


## Operating expenses amounted to EUR 997 million

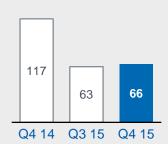
- Operating expenses in the Americas declined as lower expenses arising from divestment of Canada and employee incentive plans more than offset higher restructuring expenses
- Increase in NL operating expenses as a result of the reserve release of EUR 45 million booked in Q4 2014, one-time provisions and higher employee benefit expenses
- Decrease in UK operating expenses driven by reduction of business transformation costs, cost reduction programs and one-time items in Q4 2014
- Operating expenses in New Markets up due to unfavorable currency movements, business growth and acquisition of 25% stake in LBPAM

### **Operating expenses**

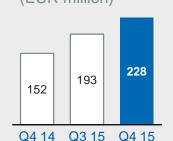
### Americas (USD million)



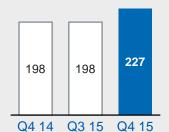
# United Kingdom (GBP million)



# The Netherlands (EUR million)



### New Markets (EUR million)





## Operational free cash flows and holding excess capital

- Operational free cash flows\* of EUR 377 million
  - One-time items of EUR (80) million were primarily related to negative impacts of non-economic assumptions in the Netherlands and asset adequacy reserve increases in the US
  - Negative market impacts of EUR (275) million were mainly driven by credit and interest rate mismatches in the Netherlands
- Holding excess capital amounted to EUR 1.4 billion after redemption of USD 500 million senior debt

### **Operational free cash flows**

(EUR million)

	Q4 14	Q3 15	Q4 15
Earnings on in-force	875	1,108	164
Return on free surplus	17	16	17
Release of required surplus	(223)	(554)	90
New business strain	(343)	(332)	(249)
Operational free cash flow	325	238	22
Market impacts & one-time items	(12)	(112)	(355)
Normalized operational free cash flow	338	350	377
Holding funding & operating expenses	(102)	(72)	(114)
Free cash flow	236	278	263

### **Holding excess capital development**

(EUR billion)

	Q3 15	Q4 15
Starting position	1.5	1.8
Net dividends received from units	0.0	0.2
Acquisitions & divestments	0.5	-
Common dividends	(0.3)	-
Funding & operating expenses	(0.1)	(0.1)
Leverage issuances/redemptions	-	(0.5)
Other	0.1	0.0
Ending position	1.8	1.4



<sup>\*</sup> Excluding market impacts and one-time items Note: Numbers may not add up due to rounding

## Capital allocated to run-off businesses further reduced in 2015

- Current capital allocated to run-off businesses of USD 1.7 billion
- Capital intensive run-off businesses negatively impact return on equity
  - Capital allocated to run-off businesses included in RoE calculations, but earnings are excluded
- Actively reviewing options to reduce USD 1 billion of capital allocated to run-off business by 2018

### Allocated capital to run-off businesses

(USD billion)

	2012	2013	2014	2015
Payout annuities	0.5	0.5	0.4	0.4
<ul> <li>Institutional spread-based business</li> </ul>	0.6	0.4	0.3	0.3
■ BOLI/COLI	0.5	0.5	0.6	0.4
Life reinsurance	1.1	0.7	0.6	0.6
	2.7	2.1	2.0	1.7



# **Main economic assumptions**

Overall assumptions		US	NL	UK
Exchange rate against Euro		1.10	N.a.	0.71
Annual gross equity market return (price appreciation + dividends)		8%	7%	7%
Main assumptions for financial	argets	US	NL	UK
10-year government bond yields		Develop ir	n line with forward curv	es per year-end 2015
Main assumptions for US DAC r	ecoverability			
10-year government bond yields	Grade to 4.25% i	in 10 year time		
Credit spreads	Grade from curre	Grade from current levels to 110 bps over two years		
Bond funds	Return 4% for 10 years and 6% thereafter			
Money market rates	Remain flat at 0.1% for two years followed by a 3-year grading to 3%			



## Earnings sensitivities to equity markets and reinvestment yields

- Protection of capital position main purpose of macro hedging program
- IFRS accounting mismatch between hedges and liabilities
  - GMIB liability carried at amortized cost (SOP 03-1)
  - Macro hedge carried at fair value

#### Macro hedge equity sensitivity estimates

Total equity return in quarter	Fair value items impact
-8%	~USD (10) million
+2% (base case)	~USD (60) million
+12%	~USD (140) million

- Limited reinvestment risk moderates impact on underlying earnings of low US interest rates
  - ~5% of general account assets reinvested per annum as a result of declining spread balances

## Estimated sensitivity for underlying earnings to flat reinvestment yields\*

2016:	~USD (10) million per quarter
2017:	~USD (15) million per quarter
2018:	~USD (25) million per quarter



## **Investing in Aegon**

- Aegon ordinary shares
  - Traded on Euronext Amsterdam since 1969 and quoted in euros
- Aegon New York Registry Shares (NYRS)
  - Traded on NYSE since 1991 and quoted in US dollars
  - One Aegon NYRS equals one Aegon Amsterdam-listed common share
  - Cost effective way to hold international securities

### **Aegon's ordinary shares**

Ticker symbol	AGN NA
ISIN	NL0000303709
SEDOL	5927375NL
Trading Platform	Euronext Amsterdam
Country	Netherlands

#### **Aegon's New York Registry Shares**

Ticker symbol	AEG US
NYRS ISIN	US0079241032
NYRS SEDOL	2008411US
Trading Platform	NYSE
Country	USA
NYRS Transfer Agent	Citibank, N.A.

#### **Aegon NYRS contact details**

#### **Broker contacts at Citibank:**

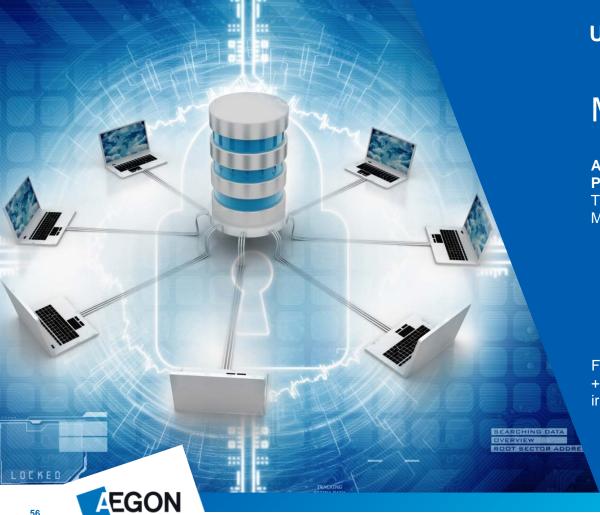
Telephone: New York: +1 212 723 5435

London: +44 207 500 2030

E-mail: citiadr@citi.com







## **Upcoming events**

## March

**Annual Report Publication** The Hague March 25, 2016

# May

**Q1 Results Publication** The Hague May 12, 2016

For Investor Relations please contact: +31 70 344 8305 ir@aegon.com

Transform Tomorrow

### **Disclaimer**

#### Cautionary note regarding non-IFRS measures

This document includes the following non-IFRS financial measures: underlying earnings before tax, income tax and income before tax. These non-IFRS measures are calculated by consolidating on a proportionate basis Aegon's joint ventures and associated companies. The reconcilitation of these measures to the most comparable IFRS measures, together with the IFRS information, provide meaningful information about the underlying operating results of Aegon's business including insight into the financial measures that senior management uses in managing the business.

#### Currency exchange rates

This document contains certain information about Aegon's results, financial condition and revenue generating investments presented in USD for the Americas and GBP for the United Kingdom, because those businesses operate and are managed primarily in those currencies. None of this information is a substitute for or superior to financial information about Aegon presented in EUR, which is the currency of Aegon's primary financial statements.

#### Forward-looking statements

The statements contained in this document that are not historical facts are forward-looking statements as defined in the US Private Securities Litigation Reform Act of 1995. The following are words that identify such forward-looking statements: aim, believe, estimate, target, intend, may, expect, anticipate, predict, project, counting on, plan, continue, want, forecast, goal, should, would, is confident, will, and similar expressions as they relate to Aegon. These statements are not guarantees of future performance and involve risks, uncertainties and assumptions that are difficult to predict. Aegon undertakes no obligation to publicly update or revise any forward-looking statements. Readers are cautioned not to place undue reliance on these forward-looking statements, which merely reflect company expectations at the time of writing. Actual results may differ materially from expectations conveved in forward-looking statements due to chances caused by various risks and uncertainties include but are not limited to the following:

- Changes in general economic conditions, particularly in the United States, the Netherlands and the United Kingdom;
- Changes in the performance of financial markets, including emerging markets, such as with regard to:
  - The frequency and severity of defaults by issuers in Aegon's fixed income investment portfolios;
  - The effects of corporate bankruptcies and/or accounting restatements on the financial markets and the resulting decline in the value of equity and debt securities Aegon holds; and
  - The effects of declining creditworthiness of certain private sector securities and the resulting decline in the value of sovereign exposure that Aegon holds;
- Changes in the performance of Aegon's investment portfolio and decline in ratings of Aegon's counterparties:
- Consequences of a potential (partial) break-up of the euro or the potential exit of the United Kingdom from the European Union;
- The frequency and severity of insured loss events:
- Changes affecting longevity, mortality, morbidity, persistence and other factors that may impact the profitability of Aegon's insurance products;
- Reinsurers to whom Aegon has ceded significant underwriting risks may fail to meet their obligations:
- Changes affecting interest rate levels and continuing low or rapidly changing interest rate levels:
- Changes affecting currency exchange rates, in particular the EUR/USD and EUR/GBP exchange rates;
- Changes in the availability of, and costs associated with, liquidity sources such as bank and capital markets funding, as well as conditions in the credit markets in general such as changes in borrower and counterparty creditworthiness;
- Increasing levels of competition in the United States, the Netherlands, the United Kingdom and emerging markets;
- Changes in laws and regulations, particularly those affecting Aegon's operations' ability to hire and retain key personnel, the products Aegon sells, and the attractiveness of certain products to its consumers;
- Regulatory changes relating to the pensions, investment, and insurance industries in the jurisdictions in which Aegon operates;
- Standard setting initiatives of supranational standard setting bodies such as the Financial Stability Board and the International Association of Insurance Supervisors or changes to such standards that may have an impact on regional (such as EU), national or US federal or state level financial regulation or the application thereof to Aegon, including the designation of Aegon by the Financial Stability Board as a Global Systemically Important Insurer (G-SII).
- Changes in customer behavior and public opinion in general related to, among other things, the type of products also Aegon sells, including legal, regulatory or commercial necessity to meet changing customer expectations;
- Acts of God, acts of terrorism, acts of war and pandemics;
- Changes in the policies of central banks and/or governments:
- Lowering of one or more of Aegon's debt ratings issued by recognized rating organizations and the adverse impact such action may have on Aegon's ability to raise capital and on its liquidity and financial condition;
- Lowering of one or more of insurer financial strength ratings of Aegon's insurance subsidiaries and the adverse impact such action may have on the premium writings, policy retention, profitability and liquidity of its insurance subsidiaries:
- The effect of the European Union's Solvency II requirements and other regulations in other jurisdictions affecting the capital Aegon is required to maintain;
- Litigation or regulatory action that could require Aegon to pay significant damages or change the way Aegon does business;
- As Aegon's operations support complex transactions and are highly dependent on the proper functioning of information technology, a computer system failure or security breach may disrupt Aegon's business, damage its reputation and adversely affect its results of operations, financial condition and cash flows:
- Customer responsiveness to both new products and distribution channels:
- Competitive, legal, regulatory, or tax changes that affect profitability, the distribution cost of or demand for Aegon's products;
- Changes in accounting regulations and policies or a change by Aegon in applying such regulations and policies, voluntarily or otherwise, which may affect Aegon's reported results and shareholders' equity;
- The impact of acquisitions and divestitures, restructurings, product withdrawals and other unusual items, including Aegon's ability to integrate acquisitions and to obtain the anticipated results and synergies from acquisitions;
- Catastrophic events, either manmade or by nature, could result in material losses and significantly interrupt Aegon's business; and
- Aegon's failure to achieve anticipated levels of earnings or operational efficiencies as well as other cost saving and excess capital and leverage ratio management initiatives.

Further details of potential risks and uncertainties affecting Aegon are described in its filings with the Netherlands Authority for the Financial Markets and the US Securities and Exchange Commission, including the Annual Report. These forward-looking statements speak only as of the date of this document. Except as required by any applicable law or regulation, Aegon expressly disclaims any obligation or undertaking to release publicly any updates or revisions to any forward-looking statements contained herein to reflect any change in Aegon's expectations with repard thereto or any change in events. conditions or circumstances on which any such statement is based.

