



Annual Review 2013

LÄNSFÖRSÄKRINGAR ALLIANCE

Customer-owned regional insurance companies with local presence

Non-life insurance

Leader in Swedish non-life insurance



Länsförsäkringar has insured Swedes for more than 200 years, and today, about 2.8 million people are insurance customers of the local regional insurance companies. Confidence is equally high among companies in Sweden – the market share is slightly more than 35%. More than 70% of agricultural customers have selected Länsförsäkringar. Local claims adjustment, with quick and competent management close to customers is a hallmark of Länsförsäkringar.

Bank

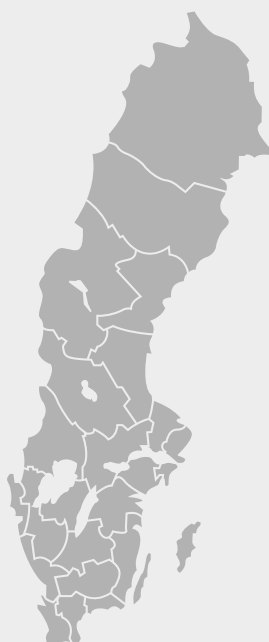
The fifth largest retail bank close to customers



Länsförsäkringar is Sweden's fifth largest retail bank. The banking operations are conducted only in Sweden and business volumes have grown on a broad front in all areas. The strategy is to offer banking services to the Länsförsäkringar Alliance's customers and leverage Länsförsäkringar's strong brand and local presence through the customer-owned regional insurance companies. The primary target group is retail and agricultural customers and small businesses.

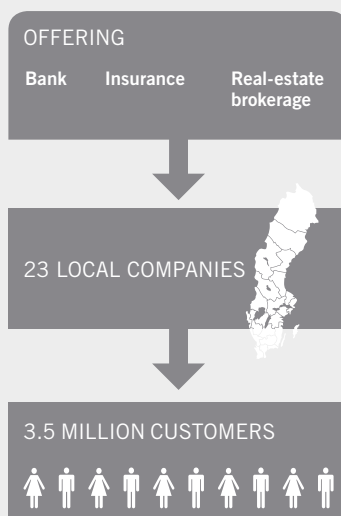
Closeness in all customer meetings

Länsförsäkringar works in all channels and in all customer meetings with a brand promise based on closeness. The perception of greater closeness and less distance in a relationship with Länsförsäkringar is the guiding principle for everything – from product development to a personal customer meeting. The principle of closeness is based on a number of types of closeness, for example, geographic proximity, closeness of attitude and closeness in terms of decision-making.



Complete security

Customers are provided with a complete offering of banking, insurance and real-estate brokerage services from their respective regional insurance company. A comprehensive approach to customer meetings characterises the entire operation. Regardless of whether they occur in person, on the telephone or via digital channels, customer meetings are to be based on the customer's needs and the breadth of Länsförsäkringar's offering. This holistic approach is taken into consideration in the development and offering of non-life insurance, life assurance, pension insurance, banking services and real-estate brokerage.



Life assurance and pension insurance

Best pension partner for customers



In life assurance and pension insurance, Länsförsäkringar focuses on long-term savings and insurance coverage and offers occupational pensions in both fund management and guarantee management. Together with the regional insurance companies and external brokers, Länsförsäkringar strives to work to ensure that its customers receive a higher pension for their money and have a better understanding of their pension.

Real-estate brokerage

Comprehensive real-estate brokerage



In addition to assistance from experienced and knowledgeable brokers, Länsförsäkringar Fastighetsförmedling's comprehensive real-estate brokerage also provides home-buyers and home-sellers with access to a broad range of banking and insurance services, financial advisory services, legal advice and extensive claims prevention expertise. Länsförsäkringar Fastighetsförmedling always has a local base, as part of the regional insurance companies' offering.

Customers are our only principal

Long-term respect for customers' security is fundamental to Länsförsäkringar, since customers are both the principal and owner. The approach is always characterised by the view that Länsförsäkringar is handling its customers' money, not its own, regardless of whether the company is dealing with insurance, pension savings or banking services.

Strong brand and satisfied customers

Länsförsäkringar's local method of working close to its customers and owners is highly appreciated, as can be seen in regular customer satisfaction and reputation surveys. The brand is very strong compared with competitors in the banking and insurance industry. Nordic Brand Academy's 2013 Reputability Barometer showed that Länsförsäkringar has the highest reputation among companies in the industry. Länsförsäkringar has long held a top ranking in the customer satisfaction survey performed by the Swedish Quality Index, which measures how satisfied customers are with their bank and insurance company.

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2013 in brief



Almost half a billion back to customers

Profit for non-life insurance was stable, despite large storm-related claims towards the end of the year. Very strong investment income contributed to operating profit amounting to almost SEK 4 billion. Based on profit for 2013, the regional insurance companies will pay back a total of SEK 488 M in bonuses and discounts.

Exceeded SEK 20 billion in premiums

For the first time, the Länsförsäkringar Alliance surpassed SEK 20 billion in premiums earned in non-life insurance. Volumes increased almost 4%.

High volume growth in unit-linked insurance

Growth in Länsförsäkringar's unit-linked life assurance company was high and insurance capital increased 24% to SEK 77.5 billion. Higher volumes led to improved profitability.

Bank gaining ground

Business volumes in the banking operations increased 11% to SEK 314 billion (283). The number of customers rose 4% till 879,000. Länsförsäkringar is Sweden's fifth largest retail bank.

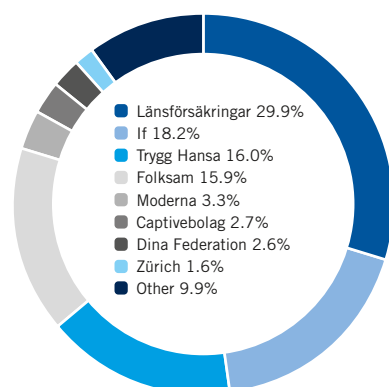
Positive reception for new traditional management

At the end of May, the first offers were sent to customers inviting them to change the conditions of their insurance product to New Trad. Lower guarantee levels and lower fees allow for a changed investment mix with a higher expected return. The offer was positively received and slightly more than 13,000 positive responses had been received by year-end 2013. The offer will continue to be sent out in 2014 and 2015.

Capital strength

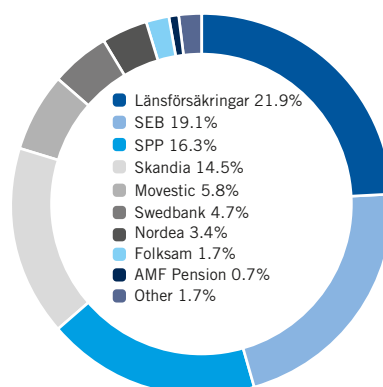
The Länsförsäkringar Alliance continues to have favourable capital strength in relation to the risks in the operations. Solvency capital strengthened by SEK 4,721 M in 2013 to SEK 40,458 M and the solvency margin amounted to 206% (182).

Market shares of non-life insurance, share of premiums paid



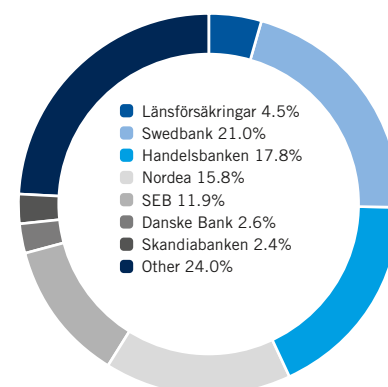
Länsförsäkringar maintained its leading position in the non-life insurance market, with a market share of 29.9%.

Market shares of premium income in fund management, occupational pensions excl. collective agreements



Länsförsäkringar's share of the non-collectively agreed occupational pensions market in fund management was 21.9%.

Market shares of bank, deposits in retail market



The market position in deposits from households strengthened during the year from 4.3% to 4.5%.

Five-year summary

Länsförsäkringar Alliance

	2013	2012	2011	2010	2009
Total capital, SEK M	41,518	36,681	33,215	35,038	32,077
Länsförsäkringar Alliance's non-life insurance					
Solvency capital, SEK M	40,458	35,737	32,709	34,724	31,747
Solvency margin, %	206	182	171	190	174
Return on equity, %	10	8	-5	8	18
Premiums earned after ceded reinsurance, SEK M	20,067	19,363	18,756	18,184	17,828
Technical result, SEK M	1,247	1,439	856	529	1,688
Operating profit/loss, SEK M	3,863	3,013	-2,273	2,552	5,449
Combined ratio	98	97	100	102	96

Länsförsäkringar AB, Group¹⁾

	2013	2012	2011	2010	2009
Operating profit, SEK M	923	819	287	536	693
Solvency capital, SEK M	18,031	15,590	14,800	10,613	8,710
Total assets, SEK M	322,550	290,994	253,223	173,835	157,005
Return on equity, %	5	5	2	6 ²⁾	7

¹⁾ Excluding the life-assurance operations, which are conducted with a prohibition against issuing dividends.

²⁾ Excludes new share issue.

Länsförsäkringar Sak, Group

	2013	2012	2011	2010	2009
Premiums earned after ceded reinsurance, SEK M	4,122	4,024	4,003	3,769	3,524
Technical result, SEK M	434	304	159	193	460
Operating profit, SEK M	427	486	88	313	635

Länsförsäkringar Bank, Group

	2013	2012	2011	2010	2009
Deposits from the public, SEK M	69,220	62,396	49,610	41,590	37,365
Loans to the public, SEK M	162,003	149,942	134,011	117,910	99,582
Operating profit, SEK M	647	555	385	345	258
Return on equity, %	7	6	5	5	4
Tier 1 ratio, Basel II, %	15	14	12	12	12

Länsförsäkringar Fondliv

	2013	2012	2011	2010	2009
Premium income, SEK M ¹⁾	9,473	8,713	6,518	6,345	5,794
Net profit for the year, SEK M	246	128	297	132	20
Managed assets, SEK M	77,517	62,944	52,165	54,032	45,951
Solvency ratio, %	1.7	2.2	2.7	2.0	1.3

¹⁾ In accordance with Insurance Sweden's definition, measured as rolling 12-month figures.

Länsförsäkringar Liv, Group

	2013	2012	2011	2010	2009
Premium income, SEK M ¹⁾	3,388	4,319	13,048	12,893	11,879
Net profit/loss for the year, SEK M	5,174	4,872	-13,063	3,716	18,106
Collective consolidation, %	107	111	109	107	107
Solvency ratio, %	118	113	111	141	137

¹⁾ In accordance with Insurance Sweden's definition, measured as rolling 12-month figures.

Result for the regional insurance companies

SEK M	Technical result ¹⁾		Operating profit ¹⁾	
	2013	2012	2013	2012
Länsförsäkringar Norrbotten	66	21	125	92
Länsförsäkringar Västerbotten	49	65	268	217
Länsförsäkringar Jämtland	27	14	103	73
Länsförsäkringar Västernorrland	24	25	40	44
Länsförsäkringar Gävleborg	0	38	16	66
Dalarnas Försäkringsbolag	147	100	446	337
Länsförsäkringar Värmland	50	46	112	92
Länsförsäkringar Uppsala	37	63	121	132
Länsförsäkringar Bergslagen	-44	77	219	260
Länsförsäkringar Stockholm	-41	39	30	100
Länsförsäkringar Södermanland	-9	16	152	129
Länsförsäkringar Göteborg och Bohuslän	122	42	446	290
Länsförsäkringar Skaraborg	28	50	68	86
Länsförsäkringar Östgöta	6	132	352	335
Länsförsäkringar Älvsborg	82	103	479	250
Länsförsäkringar Gotland	20	16	80	55
Länsförsäkringar Jönköping	28	88	250	253
Länsförsäkringar Halland	16	51	128	107
Länsförsäkring Kronoberg	31	42	124	100
Länsförsäkringar Kalmar län	113	66	270	170
Länsförsäkringar Blekinge	17	28	62	57
Länsförsäkringar Göinge-Kristianstad	40	33	175	126
Länsförsäkringar Skåne	4	23	480	377

¹⁾ Before bonuses and discounts.

Credit rating

Company	Agency	Long-term rating	Short-term rating
Länsförsäkringar AB	Standard & Poor's	A-/Stable	-
Länsförsäkringar AB	Moody's	A3/Stable	-
Länsförsäkringar Bank	Standard & Poor's	A/Stable	A-1(K-1)
Länsförsäkringar Bank	Moody's	A3/Stable	P-2
Länsförsäkringar Hypotek ¹⁾	Standard & Poor's	AAA/Stable	-
Länsförsäkringar Hypotek ¹⁾	Moody's	Aaa	-
Länsförsäkringar Sak	Standard & Poor's	A/Stable	-
Länsförsäkringar Sak	Moody's	A2/Stable	-
Agria Djurförsäkring	Standard & Poor's	A-/pi ²⁾	-

¹⁾ Pertains to the company's covered bonds.

²⁾ pi ratings are ratings that do not involve forecasts but that are based on public information, such as annual reports.

We are developing our offering – close to the customers

COMMENTS

The Länsförsäkringar Alliance developed strongly in 2013. Despite extensive storm-related claims, earnings are stable, volume growth has been healthy, particularly for Agria and Business Area Health, and we have jointly conducted a number of forward-looking projects. Based on net profit for the year, the regional insurance companies will pay a total of SEK 400 M in bonuses and discounts to their customers.



We look back on a year of significant fluctuations in both the stock markets and fixed-income markets. Several central banks continued to pursue a highly expansive monetary policy, while the underlying financial performance was weak. Interest rates were low at the start of the year but rose following expectations that the Federal Reserve would reduce its bond-buying stimulus. Positive signals in Europe and higher growth in the US contributed to 2013, rather pleasingly, turning into a strong year on the stock markets. 18 of Länsförsäkringar's best funds in its range increased more than 20%. We foresee a continually slow recovery of

the world economy however monetary policy will remain expansive during 2014.

The customers security is our sole task

Respect for the customers' security is Länsförsäkringar's only task, since the customers are also the principal and the owner. This is, and has always been, one of Länsförsäkringar's fundamental principles that also lays the basis for view on the relationship between Länsförsäkringar and our customers. Tradition and values are rooted in always ensuring what is best for customers based on their daily lives. Being customer-owned creates the basis for being close, providing the best service and having a local presence. Länsförsäkringar works in all channels and in all customer meetings with a brand promise based on closeness. The perception of greater closeness and less distance in the relationship with Länsförsäkringar is the guiding principle for everything we do – from the product development to the personal customer meeting.

Strong earnings

2013 was a successful year for the Länsförsäkringar Alliance. Although the year ended with a number of large storm-related claims and fires that had a major impact on several regional insurance companies, the Alliance reported a stable technical result. Premium volumes in non-life insurance

increased almost 4% and we surpassed SEK 20 billion in premiums earned. Very strong investment income contributed to operating profit amounting to almost SEK 4 billion. Based on net profit for the year, the regional insurance companies will pay a total of more than SEK 400 M in bonuses and discounts to their customers. In the banking operations, business volumes rose SEK 31 billion and profit increased 16%. Managed assets in the unit-linked life assurance company rose SEK 15 billion and, in line with volumes rising, our profitability is improving.

The ongoing work to enhance efficiency and keep costs low is continuing. When we in 2013 outsourced parts of the joint IT operations that was one step. However, not all of the measures that we are taking should be seen as cost savings; but just as much as offensive ventures that are laying the foundation for future growth. The long-term objective is to achieve higher business volumes with unchanged fixed costs.

Adjustments to new regulations

Adjustments to stricter and more detailed banking and insurance regulations are continuing. In insurance, the forthcoming Solvency II rules entail significant adjustment requirements. We are continuously making the necessary adjustments to the rules to further strengthen our internal governance and control. Over the past five years, we have successively strengthened our risk control, regulatory compliance and internal audit functions.

The changed regulations mean stricter capital requirements for both banking and insurance. The 23 regional insurance companies, have a very high level of capitalisation which they have had for a long time. This provides great security for the Alliance

in this time of stricter capital requirements. The jointly owned Länsförsäkringar AB Group on its part needs sufficiently strong capitalisation. In January 2013, the owners – the regional insurance companies – decided to contribute SEK 500 M to strengthen Länsförsäkringar AB's financial basis. This capital contribution has primarily been used to strengthen the bank's capital base in order to meet the new capital adequacy requirements that are being imposed on Swedish banks.

The work on making adjustments to the new rules continues to require significant resources. I essentially have a positive view of measures that will result in a healthier financial sector. However, I would like to see a more long-term approach in order for us to have a clear understanding of which rules apply so that we can take action that will result in what the rules are ultimately intended for – that is, increased customer value. The rules for different business operations in the financial systems should also be coordinated and harmonised with each other.

Challenges ahead

The Länsförsäkringar Alliance is jointly carrying out a number of forward-looking development projects, for example, we are continuing to successfully develop our mobile services. Customers demand for leading-edge mobile services are increasing at a rapid pace and in this we are at the very forefront, for which we have received several accolades. The digital development is one of our most important issues for the future and is naturally governed by changes in needs and behaviour. And the development of mobile services is the most rapid. We now have more mobile logins than Internet bank logins; each month there are 4.5 million logins to our app, which is 1 million more than logins to the Internet

bank. 25% of all fund trading takes place via the app and a customer logs in to the app 30 times a month on average. Continuing the development of our mobile services is fully in line with our promise of always being close to the customer – and you cannot get much closer to customers than being in their pockets.

We are continuing our extensive efforts in the life-assurance and pension market, where we will significantly raise our profile in the future and where we have an offering that is highly competitive. Based on a unique approach to advisory services, we are now further developing our future life-assurance and pension offering to corporate customers and private individuals. We have a strong unit-linked life assurance offering and our existing traditional-management customers have the offer of changing the conditions of their insurance to New Trad. In brief, this offering involves lower guaran-

tee levels combined with lower fees, which allows a changed investment mix with higher expected returns and improved opportunities for future increases in the value of savings. The transition will take a few years, but I am convinced that we will succeed – that is how attractive this offer is. The banking operations are continuing to develop at a controlled rate, with profitability strengthening as an increasing number of customers are choosing more banking products from our broad range.

Stockholm, March 2014
On behalf of the 23 regional insurance companies



STEN DUNÉR
President, Länsförsäkringar AB



This is Länsförsäkringar

ABOUT LÄNSFÖRSÄKRINGAR The Länsförsäkringar Alliance is unique in the Swedish financial service market. The 23 customer-owned regional insurance companies cooperate and combine the ability of a small company to understand customers with the advantages of economies of scale generated by an alliance. The brand promise in all channels and in all customer meetings is based on closeness. The perception of greater closeness and less distance in a relationship with Länsförsäkringar is the guiding principle for everything – from product development to the personal customer meeting.

Under a single brand, customers are provided with a complete offering of banking, insurance and real-estate brokerage services through 23 independent and customer-owned regional insurance companies. Over two centuries, mutuality, closeness and local decision-making authority have built up the success of the non-life insurance operations and been translated into the financial and real-estate brokerage services. The leading position in the non-life insurance market has been strengthened. The life-assurance operations have a distinct focus on being the best pension partner for corporate customers and private individuals over the entire savings period and also when payments begin. The banking operations are growing and the foundation has been laid for becoming a first choice in banking, particularly for existing insurance customers. Real-estate brokerage has gone from zero to the third largest brokerage in Sweden in only a few years. This is an example of the strength of the brand and the customer advantages in combining all elements of a reliable mortgage transaction in one company. The healthcare area is another strong growth market for the Länsförsäkringar Alliance.

Closeness in all customer meetings

Länsförsäkringar works in all channels and in all customer meetings with a brand

promise based on closeness. The perception of greater closeness and less distance in a relationship with Länsförsäkringar is the guiding principle for everything – from product development to a personal customer meeting. The principle of closeness is based on a number of types of closeness, for example, geographic proximity, closeness of attitude and closeness in terms of decision-making. Understanding and a commitment from the entire Länsförsäkringar Alliance is required to succeed in creating clarity in the market about what the brand stands for. It is not enough for only employees in customer-facing roles in the regional insurance companies to know what the brand promise is; all employees at the jointly owned Länsförsäkringar AB need to have such understanding since the mission is to create conditions for the regional insurance companies to succeed in their local customer meetings.

Our sole task is customer security

Respect for customers' security is Länsförsäkringar's only task, since customers are also the principal and the owner. Each regional insurance company is owned by its non-life insurance customers, which means that profit is distributed to customers in the form of bonuses and no profit is distributed to shareholders in the same way as in a limited liability company. This is one of Läns-

försäkringar's fundamental principles and lays the basis for its view of customer relationships. Traditions and values are rooted in always ensuring what is best for customers in their daily lives. Being customer-owned creates the basis for being close, providing the best service and having a local presence.

To fully succeed in living up to the customer-oriented approach, which is the very foundation of Länsförsäkringar's operations, customers must perceive it be natural and advantageous to combine their banking and insurance commitments in their local regional insurance companies. This approach characterises the entire business. All customer meetings are based on the customer's needs regardless of whether they occur in person or via the telephone or Internet.

Balance between local and shared

Together, the Länsförsäkringar Alliance has developed a balance between the small and the large-scale. Cooperation between the regional insurance companies through Länsförsäkringar AB has emerged from a decentralised perspective, not the other way round. The local companies decided to cooperate together to achieve economies of scale and to concentrate on the most important issue: meetings with customers and developing close customer relations. Certain elements of the Länsförsäkringar Alliance are conducted on a large-scale to generate economies of scale, for example, the development of products and IT systems. Other areas are better suited to being conducted on a smaller scale, such as customer meetings. Success is found in balancing these elements. The basis for cooperation in the Länsförsäkringar Alliance is that as much of the operations as possible are conducted by the local companies and essentially all customer contact is to take place with them. For Länsförsäkringar, the core

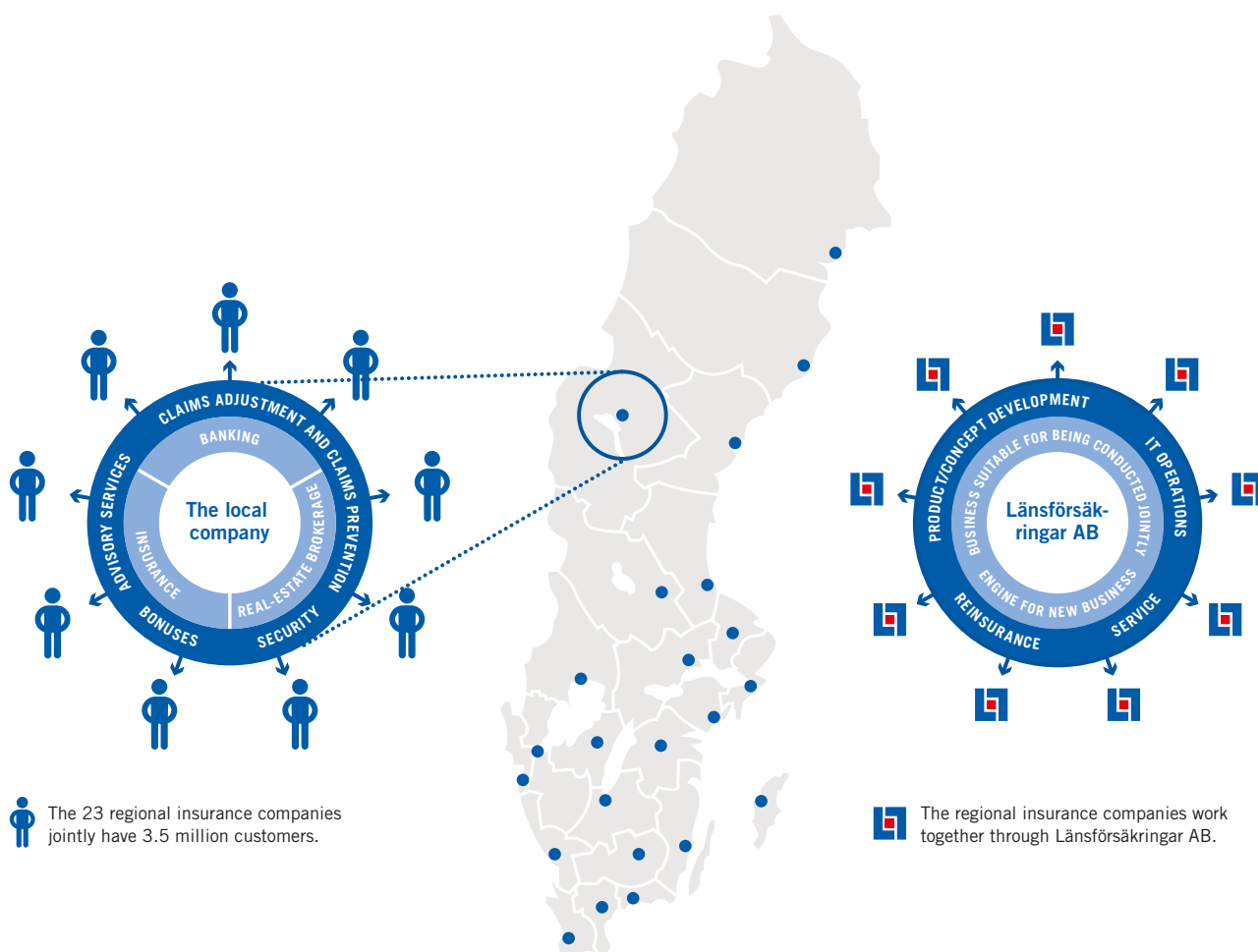
concept is to meet and know customers, and this is best achieved on a small scale. This is how closeness can be built up in customer meetings. Local presence is an area that Länsförsäkringar does not compromise on. But this does not mean that the development of a large-scale format will not continue in other areas. The ultimate goal of the large-scale approach is to strengthen customer value. Economies of scale arise in the cooperation between the regional insurance companies. Cooperation takes place through the jointly owned Länsförsäkringar AB and its subsidiaries. Länsförsäkringar AB's task is to create the necessary prerequisites for

the regional insurance companies to be successful in their respective markets by conducting business, service and development operations, and to assume responsibility for the Länsförsäkringar Alliance's joint strategies.

Strong brand and satisfied customers

The regional insurance companies meet their customers under a single brand, regardless of whether they are providing insurance, pension savings or banking services. It demonstrates the strength of the brand, which is the result of consistent and long-term work on brand and values. The

brand is a way of living and acting when in contact with customers and the community in general. The brand remains extremely strong compared with its competitors in the banking, insurance and pension industry. Nordic Brand Academy's 2013 Reputability Barometer showed that Länsförsäkringar has the highest reputation among banking and insurance companies. Länsförsäkringar has long held a top ranking in the Swedish Quality Index survey, which measures how satisfied customers are with their bank and insurance company.



Owner control

OWNER CONTROL Internal owner control in the Länsförsäkringar Alliance is part of a multi-faceted interaction between the regional insurance companies. The regional insurance companies are simultaneously members of the federation, clients and users of Länsförsäkringar AB's services, distributors of Länsförsäkringar AB's products and owners of Länsförsäkringar AB.

In the interaction between the regional insurance companies, owner control not only involves controlling the joint operations, but also ensuring that all regional insurance companies assume their share of the responsibility for the development of the operations in which they have jointly decided to invest in. The development of the joint business and growth plans in recent years has made the regional insurance companies owner control vis-à-vis

Länsförsäkringar AB a greater focal point. Owner control has become an increasingly important element of the interaction between the regional insurance companies.

Foundations of owner control

Länsförsäkringar AB is a limited liability company and the parent company of a financial group, with shares owned individually in various holdings by the 23 regional insurance companies and 16 local

insurance companies. Each of the regional insurance companies, as an owner, is responsible for ensuring that well-functioning owner control is in place vis-à-vis Länsförsäkringar AB. The boards of directors of the regional insurance companies are formally responsible for owner control.

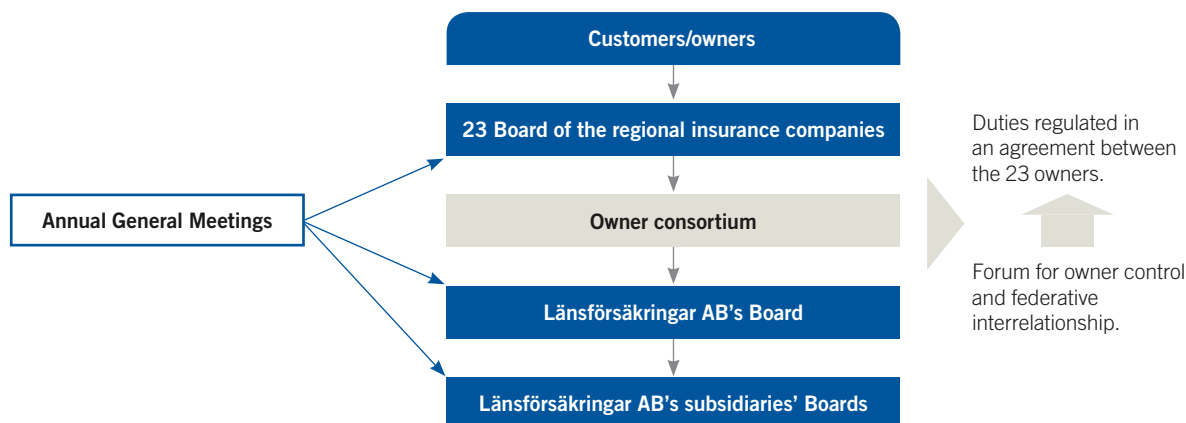
Based on the federal organisation and purpose of the ownership of Länsförsäkringar AB, the regional insurance companies have created joint forms of owner control. Forms that comply with the requirements usually imposed on owner control and that at the same time take into account the federal conditions of the cooperation between the companies.

Owner control at Länsförsäkringar AB has clear advantages compared with that of many larger financial groups. This is because all the regional insurance compa-



Owner control in the Länsförsäkringar Alliance

Owner control mainly concerns the relationship between the Boards of the regional insurance companies, Länsförsäkringar AB's Annual General Meeting, and the regional insurance companies' owner consortium and Länsförsäkringar AB's Board of Directors. The owner consortium is not a legal entity but has a central role in this interrelationship.



nies have the same ownership purpose are active and collectively have the financial capacity to ensure long-term ownership.

Owner-control logic

The logic behind owner control centres mainly on the relationship between the boards of the regional insurance companies, Länsförsäkringar AB's Annual General Meeting, the regional insurance companies' owner consortium and Länsförsäkringar AB's Board of Directors. Formal owner control takes place through the Annual General Meeting, how ever the regional insurance companies' owner consortium and their representation on Länsförsäkringar AB's Board are also important components. The duties of the Annual General Meeting are formally governed by law and the Articles of Association. The duties of the consortium are governed in the regional insurance companies' consortium agreement.

Länsförsäkringar AB's Board is elected by the General Meeting, which consists of representatives of all shareholders. The Board is elected based on a process controlled by the owners through a Nomination

Committee appointed by the General Meeting. The Nomination Committee's composition, mandate period and so forth are governed by the Articles of Association. The Chairman of the consortium is responsible for the process of renewing the Nomination Committee.

The primary task of the Nomination Committee is to propose the election of members to the Board of Directors of Länsförsäkringar AB. Accordingly, the Nomination Committee lays the foundation for control of Länsförsäkringar AB's operations. As part of its role, the Nomination Committee represents the owners and their intentions with Länsförsäkringar AB, and ensures that Länsförsäkringar AB's Board is staffed with the right expertise.

The task delegated by the owners' to the Nomination Committee is documented in a separate instruction adopted by the General Meeting. It is important that there is a clear boundary between the Nomination Committee and the Board. The Nomination Committee works independently from the Board on behalf of the owners. At the same time, interplay between the Nomination

Committee and the Chairman of the Board is important to maintain process quality and avoid polarisation. One example is the Board's annual evaluation of its own work. The evaluation is documented and provided to the Nomination Committee and thereby also comprises the basis of the Nomination Committee's evaluation of the Board.

Länsförsäkringar AB's Board serves as the representative of the owners within the framework of the owners' intentions. Länsförsäkringar AB's Board pursues the strategies and targets agreed on by the owners, thus executing the owners' assignments. At the same time, Länsförsäkringar AB's Board has a major responsibility for safeguarding the capital invested in Länsförsäkringar AB by the regional insurance companies. The regional insurance companies' assignment to Länsförsäkringar AB's Board is decided by the consortium and is documented in the Länsförsäkringar Alliance's governance documents. Länsförsäkringar AB's Board decides on the direction and scope of the operations based on its assignment from the owners.

Sustainability at Länsförsäkringar

Background

Financial, environmental and social sustainability issues have always been a natural part of Länsförsäkringar's operations rather than a chosen strategy. 23 customer-owned companies that jointly own Länsförsäkringar AB – the entire operations, with the single purpose of creating security for its customers and owners. Security involves more than preventing non-life insurance claims – it is just as much a question of financial security in the event of property damage or loss and respect for household financing for bank customers' personal finances, and a the quality of life and comfortable retirement of life-assurance and pension-insurance customers. A great commitment has thus emerged, with the additional goal of reducing risks and creating security in the environments where these people live and work. Länsförsäkringar has a history of commitment that does not always demand something in return. Local efforts are not only designed to benefit local customers, but also the community at large. ■

About the 2013 Sustainability Report
For more information about sustainability and environmental activities, see Länsförsäkringar AB's Annual Report, which contains a GRI sustainability report.



A customer-owned corporation provides a long-term approach

The only principal of the regional insurance companies is their customers. Central concepts such as respect and the customer first have always been natural implications of what the regional insurance companies are: Customer-owned companies with the sole purpose of creating individual security for their customers and owners. Customer value is always the guiding principle. The operations are based on a genuine

customer focus, combined with sound business practice. The regional insurance companies also have a history where commitment and respect do not always require something in return, but where the aim is to benefit society at large. Being a stable and secure player is therefore natural. None of Länsförsäkringar AB's companies received any government support in 2013. ■

Sustainability at Länsförsäkringar

“Being close to our customers and taking a long-term approach to working together with the local community on sustainability issues form a natural part of our operations. It is not merely a chosen strategy for the local customer-owned, regional insurance companies and jointly owned Länsförsäkringar AB – it is an expression of who we are.”

STEN DUNÉR, President of Länsförsäkringar AB, the Alliance's jointly owned company



Social responsibility

Respect for customers' money

Everyday commitment comprises the entire operations from non-life insurance to pension savings and banking services. With 700,000 non-life insurance operations divided between three million customers, claims prevention is one of Länsförsäkringar's most important tasks. The objective is always the same: to provide financial security for individuals and companies. The regional insurance companies work closely with their own customers and Länsförsäkringar AB to create the right conditions.

Claims prevention efforts show respect for customers' money

The Länsförsäkringar Alliance devotes substantial effort to claims prevention. This is a natural consequence of what Länsförsäkringar represents. Examples include road safety and health promotion efforts, and active environmental and climate initia-

tives at both local and national levels that reduce both claims costs and carbon emissions. By reducing claims costs, premiums can be kept to a minimum. Claims prevention efforts have been conducted for many years in the areas of fire and water by the regional insurance companies and jointly through Länsförsäkringar AB. Joint efforts are aimed at lobbying authorities and professional associations to formulate building regulations to increase fire and water-damage safety. Länsförsäkringar AB works in a similar manner with road safety. Preventing damage also plays an important role in environmental practices.

Mitigating financial crime

Security for Länsförsäkringar AB is an explicit priority and comprises information security, IT security, operational risk, continuity planning and physical security. All

employees in the operations must comply with clearly defined laws, regulations and procedures. They undergo training, primarily through e-learning and the intranet, but also in the form of targeted training periods. Länsförsäkringar conducts continuous training programmes in security and money laundering to raise awareness of financial crime risks and how to manage them.

Länsförsäkringar Bank conducts extensive work to minimise the banking operations' risk of exposure to, or being exploited for, financial crime. The banking operations analyse risks in this area on a regular basis. Transactions are monitored actively to detect money laundering and the funding of terrorist activities. Other types of attempted fraud, such as credit card fraud, are also monitored. Employees report non-compliance or deviations via a joint reporting system.

Länsförsäkringar Bank participates in the Swedish branch of ECPAT, which aims to monitor and stop payments for child pornography via the Swedish payment system. ■

Community engagement

Regional insurance companies have been firmly committed to the development and growth of local communities for many years. All regional insurance companies assist and work actively with organisations, clubs, associations, sports clubs and the business sector. Our long-held aim is to create individual security by offering insurance. Yet at the same time, an important part of our work has also involved minimising risks and creating security where people live and work. Efforts that benefit not only Länsförsäkringar's customers, but also society as a whole. In addition, active prevention work is conducted in the community with the purpose of creating the best possible living conditions for the people in the county. Respect for the local community is also demonstrated by the long-term respect for pension savers' money and the local adaptation of the banking offering. Long-term efforts are also being made to contribute to research that aims to increase personal security and reduce risks in society. ■

Responsible investment

Through its funds, Länsförsäkringar's fund company is invested in a large number of companies all over the world. The conviction is that those companies with operations integrated with finance, the environment and social issues will be the best investments over time. Länsförsäkringar Fondförvaltning has signed the United Nations Principles for Responsible Investment (UNPRI).

Working with responsible investments is based on the same core values adopted by the Swedish government in the international conventions signed by Sweden in such areas as the environment, human rights, child labour, labour laws, corruption and inhumane weapons. The aim of this work is, based on dialogue, to exert an influence on companies that breach internationally accepted conventions and guidelines. If this dialogue is unsuccessful, the companies are excluded from Länsförsäkringar's funds.

Länsförsäkringar Fondförvaltning works together with an external analysis

firm in this work on responsible investment. The firm's analysis process is used to identify companies that according to public documentation conduct their operations in contravention of well-established international norms. A total of 50 international norms and conventions are included in the model. The fund company continuously monitors invested companies to ensure that none contravene these international norms and subsequently initiates a dialogue with these companies on Länsförsäkringar Fondförvaltning's behalf to change their actions. Resources will be increased in 2014 to take further steps towards integrating sustainability issues into asset management. ■



Employees

Attractive employer in insurance, banking and real-estate brokerage

Human Resources issues are handled individually by each company in the Länsförsäkringar Alliance, while development and coordination in certain issues take place jointly between the regional insurance companies and Länsförsäkringar AB. A shared ambition has long been to advance Länsförsäkringar's positions as an attractive employer.

Accolades as an attractive employer

University graduates ranked Länsförsäkringar among the top 100 companies that they would like to work for in the category of "Ideal Employer" in Universum's Career Barometer survey. According to the survey, economics students associate the following with Länsförsäkringar as an employer: attractive products and services, success in its market, professional training and development and respect for employees. Such associations also correspond to an internal survey in this subject.

For the eleventh consecutive year, Länsförsäkringar received the award of "The Insurance Industry's Most Attractive Employer" by economics students who took part in the Corporate Barometer survey. Länsförsäkringar's banking operations came fifth in the same survey and the real-estate brokerage third.

Di.se/Din karriär annually assesses the most exciting companies in Sweden for a career. After having been nominated and evaluated from among 300 companies, Länsförsäkringar was named a Career Company 2013. The jury's description of a Career Company is "a company that is committed in its work to be an attractive employer and offers unique challenges and particularly interesting career progression opportunities."

In addition to participating in labour market days at universities and colleges, a variety of activities were conducted within the Länsförsäkringar Alliance to strengthen the employer brand in the recruitment market, for example:

- Partnership with Mitt Liv ("My Life"), an organisation that mainly helps women with foreign backgrounds, who are often highly educated, enter the Swedish labour market.
- A principal in Drivhuset's competition for students. Drivhuset helps new entrepreneurs to start and run their own company or in other ways put their ideas into practice.
- Recruiting for student pools during term time and for summer work, and offers of internships. Employees who act as mentors for students.
- Recruitment of university graduates for more skilled summer placements.

Internal labour market

23 independent regional insurance companies that jointly own Länsförsäkringar AB

provides a large internal labour market and development opportunities for employees in a diversity of professions. During the year, about 500 vacant positions were advertised internally in the Länsförsäkringar Alliance.

Broad training activities

Länsförsäkringar invests in training and skills development for its employees. These opportunities are available in the local regional insurance company and through joint training activities at Länsförsäkringar AB, which primarily offers diplomaed business training in life-assurance, banking and non-life insurance.

These diploma courses focus on giving employees the skills needed in a business context to offer customers products and solutions that meet their requirements.

Leadership courses are offered internally as part of company's own training activities and by Eurapco (European Alliance Partners Company). Senior-level managers and specialists are nominated for these training programmes every year.

Working environment and health

In the areas of working environment and health, the regional insurance companies offer their employees' health care insurance and work professionally with rehabilitation through rehabilitation insurance or through their own arrangements. Exercise and preventive healthcare are subsidised and many companies have their own exercise premises.



Employee statistics

	Permanent employees on December 31			
	2013		2012	
	Women	Men	Women	Men
23 länsförsäkringsbolag	2,283	1,959	2,284	1,971
Länsförsäkringar AB	876	659	837	673
Mäklarservice	78	43	79	45
Total number of permanent employees	5,898		5,889	

	Permanent employees recruited during the year		Permanent employees who have left and now work at another company in the Länsförsäkringar Alliance		Permanent employees who left during the year	
	2013		2013		2013	
	2013	2012	2013	2012	2013	2012
23 regional insurance companies, including Mäklarservice	205	287	42	29	174	188
Länsförsäkringar AB	140	111	8	11	102	115

Age range, all employees	23 regional insurance companies*		Länsförsäkringar AB	
	2013	2012	2013	2012
0–30 years of age	413	456	126	129
31–40 years of age	1,091	1,163	423	418
41–50 years of age	1,428	1,471	545	515
51–60 years of age	1,148	1,135	383	374
61 years of age and above	269	278	58	74
Average age, women	44	44	44	44
Average age, men	45	45	45	45

Age range, managers	23 regional insurance companies*			
	2013		2012	
	Female managers	Male managers	Female managers	Male managers
0–30 years of age	3	12	1	2
31–40 years of age	28	58	32	52
41–50 years of age	91	107	93	117
51–60 years of age	63	102	43	102
61 years of age and above	3	17	3	26
Total	188	296	172	299
Total	484		471	

Age range, managers	Länsförsäkringar AB			
	2013		2012	
	Female managers	Male managers	Female managers	Male managers
0–30 years of age	1	3	2	1
31–40 years of age	21	27	19	25
41–50 years of age	38	48	35	40
51–60 years of age	15	32	19	31
61 years of age and above	3	3	2	4
Total	78	113	77	101
Total	191		178	

* All statistics for the 23 regional insurance companies include Länsförsäkringar Mäklarservice AB.

Average age, managers	23 regional insurance companies*		Länsförsäkringar AB	
	2013	2012	2013	2012
Women	47	47	45	46
Men	47	48	46	46

Gender distribution among management and Board	23 regional insurance companies*		Länsförsäkringar AB	
	2013		2012	
	Women	Men	Women	Men
President	6	18	7	18
Management teams ¹⁾	78	111	71	122
Board members ²⁾	96	135	92	147
Assembly of representatives ³⁾	433	838	398	885

Gender distribution among management and Board	Länsförsäkringar AB		Länsförsäkringar AB	
	2013		2012	
	Women	Men	Women	Men
President	3	7	3	8
Management teams ¹⁾	21	42	20	41
Board members ²⁾	24	50	19	53

¹⁾ Includes union representatives

²⁾ Regular members including union representatives

³⁾ Regular members

Sickness absence, %	23 regional insurance companies*		Länsförsäkringar AB	
	2013	2012	2013	2012
Total sickness absence as a percentage of ordinary working hours	2.9	2.7	2.7	2.7
Percentage of total sickness absence pertaining to absence during a consecutive period of absence of 60 days or more	36.4	33.6	34.5	36.3

Environmental considerations, towards a sustainable society

Länsförsäkringar's work to reduce the number of claims and reduce the effects of damage that has already incurred has generated major positive environmental effects. A key role is to share this knowledge with customers and describe the other actions Länsförsäkringar is taking to help reduce its impact on the environment. Commitment to environmental issues contributes to a more ecologically sustainable society.

Insurance product for a non-toxic environment

Länsförsäkringar has developed and provided recycling insurance for agricultural customers for several years. This insurance reduces the amount of environmentally harmful waste and scrap generated by agriculture. In 2013, 427 tonnes of hazardous waste, which also includes medicines, and 5,726 tonnes of scrap, plastic and tires/rubber from agricultural and rural properties were recycled.

Emissions of environmentally harmful substances

Any form of damage to the environment that can be avoided is important. Every case of damage impacts the environment in the form of energy consumption, decontamination, transport, material use and waste. According to Länsförsäkringar's calculations, a water damage result in 300 kg of carbon dioxide emissions. Transport accounts for 80 kg, dehumidification for 10 kg and the manufacturing and handling of materials for 210 kg. Accordingly, helping customers to avoid damage is an important environmental measure. Länsförsäkringar has calculated that approximately 25 tonnes of carbon dioxide are emitted when a house burns down. In addition to atmospheric emissions from the fire, environmentally hazardous substances are released into soil and nearby watercourses from the firewater used to extinguish the blaze. Länsförsäkringar AB conducts joint damage prevention efforts. The purpose is to strengthen Länsförsäkringar's role in a sustainable society

and contribute to the development of the local community through greater security and less damage.

Länsförsäkringar invests responsibly

Through Länsförsäkringar Fonder, Länsförsäkringar invests in a large number of companies all over the world. Those companies with operations that are integrated with finance, the environment and social issues will prove the best investments over time. Working with responsible investments is based on the same core values adopted by the Swedish government in the international conventions signed by Sweden in such areas as the environment, human rights, child labour, labour laws, corruption and inhumane weapons. In this responsible investment work, the fund company cooperates with an external analysis firm. If companies that are subject to lobbying do not respond or the case does not move in a desirable direction, the company is divested and placed on the fund company's black list. Accordingly, all external managers engaged by the fund company must observe the black list when managing the fund company's funds, which means that they are not permitted to invest in blacklisted companies. Companies remain blacklisted until they can prove that breaches of conventions have ceased and that the company has introduced sufficiently strong policy. Another option is to immediately divest the holding without engaging in any dialogue. The fund company has signed the United Nations Principles for Responsible Investment (UN PRI). Resources will be increased in 2014

to take further steps towards integrating sustainability issues into asset management.

Environmental impact of travel

Business travel results in emissions of carbon dioxide, a greenhouse gas that contributes to the existing greenhouse effect. To reduce this environmental impact, employees travelling on business are increasingly switching to train travel in accordance with the travel guidelines for each company. Many of the regional insurance companies have their own environmentally friendly cars for business purposes, such as damage inspections. For employees who drive for business purposes, several companies offer Eco-Driving courses for advice about fuel efficiency and green driving techniques. Telephone or video conference meetings save both the environment and working hours.

Reduced paper-based communication

As an insurance company and bank, Länsförsäkringar is a major consumer of paper. More than 72 million sheets of paper are sent to customers each year. A joint target is to increase the percentage of digital documents. The expected reduction in paper consumption corresponds to the same amount of carbon dioxide emitted by 1,650 flights between Stockholm and Gothenburg. The use of printing chemicals was also reduced by 15 tonnes.

Good Environmental Choice electricity

Many branches in Sweden use electricity with the Good Environmental Choice designation. In most cases, the branches are heated with locally generated district heating. Many properties hold certification from the LEED, Green Building and Environmentally Classified Building systems.

Supporting research

The Foundation for Regional Insurance Companies' Research Fund provides finan-

cial assistance for scientific research into everyday security. Since the early 1990s, the Research Fund has financed almost 160 research projects for a combined total of about SEK 90 M, in such areas as road safety, crime prevention, health and welfare, climate, the environment, fire, forests, agriculture and product recycling.

Long-term and sustainable environmental efforts

The regional insurance companies have been ISO 14001-certified for many years. The companies in the Länsförsäkringar Alliance follow a joint model that guides their environmental work. General issues are addressed in joint decision forums and local environmental decisions are made by the company itself. This structure provides a guarantee for systematic and long-term environmental efforts with a local touch. Environmental audits of all regional insurance companies are conducted annually. Regular audits of environmental practices ensure that these efforts are continuously developed.

Activities throughout Sweden

Länsförsäkringar Göinge-Kristianstad established an environment prize that is awarded to someone who has made a valuable contribution to improving the environment. The prizes can be given to private individuals, associations, sports clubs or school class. This is also the second consecutive year that Länsförsäkringar Göinge-Kristianstad is awarding the Claims Preventer of the Year. The prize is given to a private individual, person, association, sports club or school class, who has made exemplary efforts for human life and well-being or who has prevented major financial losses, displayed tremendous consideration or moral courage.

Länsförsäkringar Stockholm teaches school classes about environmental toxins and pollution in the Baltic Sea together with the brig Tre Kronor.

Länsförsäkringar Västerbotten works at various levels to raise the lowest level of fire protection in homes. These efforts involve dialogue with authorities, newsletters sent directly to customers and films posted on YouTube, such as Elda lagom.

Through its active involvement in the Climate Council (on the initiative of the County Governor), Länsförsäkringar Jönköping has, for example, held an elec-

tricity cycle event in Värnamo, purchased an electricity cycle for each office, arranged a climate conference for the tenth time and sponsored the municipality of Vaggeryd with flooding barriers for garage ramps. Länsförsäkringar Jönköping was awarded a diploma by the Climate Council: "Länsförsäkringar Jönköping is awarded a commendation for the positive development of its climate adaptation efforts in the county. Länsförsäkringar Jönköping is spreading knowledge about the importance of envi-

ronmental activities and due to these efforts is increasing the diversity of environmental work in our county."

Länsförsäkringar Skåne awards the prize of Car Repair Garage of the Year, based on how quickly cars are repaired and the skill of the staff in making repairs with a minimum of damage to the environment. The work of the garage is judged and graded both during and after repairs are made, in order to encourage partners to provide customers with the best service.

GOOD EXAMPLES



Partnership with energy advisors

Customers who need advice or have questions about energy in the home can receive assistance from an energy advisor at the regional insurance companies. Two examples of what an energy advisor can help with are understanding energy declarations and discussing options for heating single-family homes.

Recycling insurance

In partnership with Keep Sweden Tidy, agricultural customers are offered collection of their hazardous waste and scrap.



Partnership with Godsintösen

Under the partnership with Godsintösen, all damaged goods are recycled or reused following consistent procedures. For customers, it means that their damaged goods are quickly taken care of and for Länsförsäkringar it means lower claims costs and environmentally sound handling.



Environmental requirements in contracting claims services

Länsförsäkringar Skåne works actively to encourage more of its partners to review their environmental work and introduce an environmental policy. Today, no new agreements are signed with partners if they are unable to present an environmental policy.

Länsförsäkringar is continuing to strengthen its position

NON-LIFE INSURANCE Stable earnings despite large storm-related claims and healthy volume growth summarise the past year. Premiums earned surpassed SEK 20 billion and the market share further strengthened.

Most of the Länsförsäkringar Alliance's non-life insurance business is underwritten by the respective regional insurance companies. However, some non-life insurance business, for example, animal and health insurance are underwritten by the jointly owned Länsförsäkringar AB's subsidiaries. Of the Länsförsäkringar Alliance's total premiums earned in non-life insurance of SEK 20 billion, SEK 16 billion is in the 23 regional insurance companies and the remainder in Länsförsäkringar AB Group.

have now become an attractive target group to cultivate. Internet usage is continuing to increase and customers can choose to receive electronic documents instead of letters in the post. Customers handle their insurance business themselves when they have time and when they want to. Increasingly strict regulatory requirements combined with more intense competition continue to impose demands on efficiency enhancements to reduce operating expenses. Efficiency has been enhanced and person-

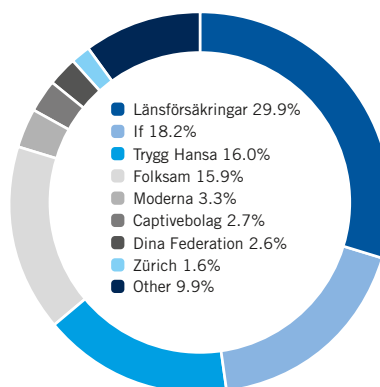
nel reductions have been made for a long time by and several large insurance companies are working on efficiency by replacing many old insurance systems. While simpler work duties are disappearing through streamlining and automation, the need and competition for highly educated employees with specialist expertise, such as actuaries, is intensifying.

In the long term, the issues of the future structure of the social insurance system and the potential privatisation of parts of the system are central to the non-life insurance industry. Growing concern that social insurance in Sweden is insufficient has led to more people taking out private insurance in all areas that provide compensation in the event of illness, unemployment, accidents, death and retirement. The rising indebtedness of households also increases the need for these types of insurance. Company owners also want to ensure that neither they nor their employees go on long periods of sick leave and health care insurance can thus provide greater security. The accident and health insurance market is expanding, as is the health care insurance market. Competition is fierce, particularly in health care insurance where Länsförsäkringar is expanding and remains the market leader.

The non-life insurance market

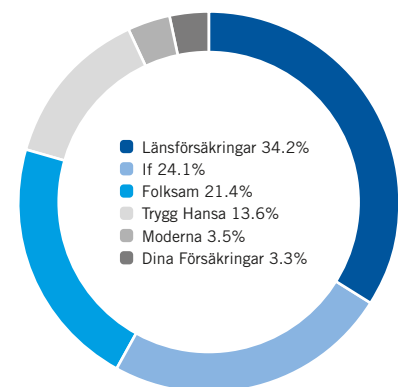
The non-life insurance market is expanding steadily and, measured in premiums paid, reached about SEK 66 billion in 2013, representing an increase of SEK 30 billion over the past ten years. Demand for security is increasing in Sweden and this is reflected in the highest growth taking place in health insurance and that customers are insuring their pets to a greater extent. The number of insured households, single-family homes and vacation homes is relatively stable, while the number of passenger-car insurance policies continues to increase. A previously clear trend in the Swedish non-life insurance market regarding collaborations between banks, companies and other organisations is continuing in new constellations. The role of insurance brokers is also continuing to strengthen and private customers

Market shares of non-life insurance, share of premiums paid



Länsförsäkringar maintained its position as a leader in the non-life insurance market, with a market share of 29.9%.

Market shares of passenger-car insurance, share of number of policies



The market share of passenger-car insurance rose to 34.2%. Both Länsförsäkringar's premium portfolio and the number of policies increased.

Market position

Länsförsäkringar is strengthening its market-leader position in essentially all areas in the growing non-life insurance market and is also particularly strong in the growth segments of health care insurance and animal insurance. The market share amounted to 29.9% (29.5) measured in premiums paid. Both premiums earned and the number of policies rose during the year. Länsförsäkringar continued to increase from a very strong position in commercial insurance, with a market share of 36.5% (36.3). Through its local presence, Länsförsäkringar meets the needs and situation of companies, which is one of the reasons that its position strengthened in most of Sweden. Accordingly, Länsförsäkringar remains a market leader in property and casualty, homeowner, motor third-party liability and motor hull and animal insurance, measured in premium volumes. The number of insurance policies in passenger-car insurance rose, and the market share increased to 34.2% (33.3), while the market share for homeowner insurance increased to 39.9% (39.4). Competition is also fierce in animal insurance and many companies have promoted animal insurance as part of their full-service offering. The market is continuing

to grow and through Agria Djurförsäkring Länsförsäkringar held its leading position with a market share of 59.2% (57.7).

Brokered business

Länsförsäkringar Mäklarservice enables Länsförsäkringar to reach customers who choose to be represented by insurance brokers. The Länsförsäkringar Alliance's brokered non-life insurance premiums amounted to SEK 1,477 M (1,399) at year-end 2013.

The Länsförsäkringar Alliance's brokered non-life insurance business amounted to 28% of the total non-life insurance portfolio for commercial insurance. Demand for health and health care insurance is rising sharply. The Länsförsäkringar Alliance's brokered Group and Health businesses amounted to SEK 210 M at year-end 2013.

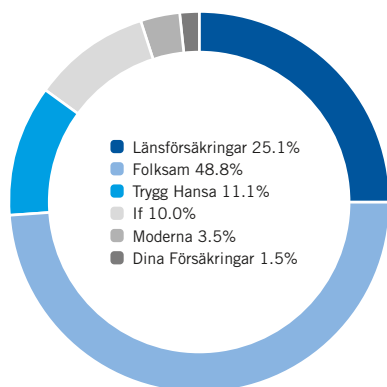
During the year, Länsförsäkringar secured two important group life assurance procurements, UIG Gruppliv via Max Matthiessen and GU1 via Mercer.

In addition to sales efforts, Länsförsäkringar continued to develop automated services in brokered business, to improve and make the insurance brokers' self-service easier.

2013 IN BRIEF

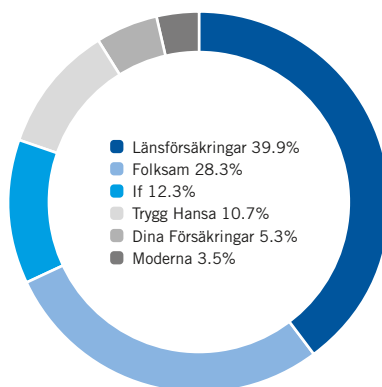
- Leading market position retained and market share strengthened to 29.9% (29.5).
- Premium volumes increased almost 4% and the Länsförsäkringar Alliance surpassed SEK 20 billion in premiums earned.
- Solvency strengthened and the solvency margin was 206% (182).
- The technical result declined to SEK 1,247 (1,439), primarily attributable to higher costs from storms and fires.
- The combined ratio weakened to 98% (97).

Market shares of household insurance, number of policies



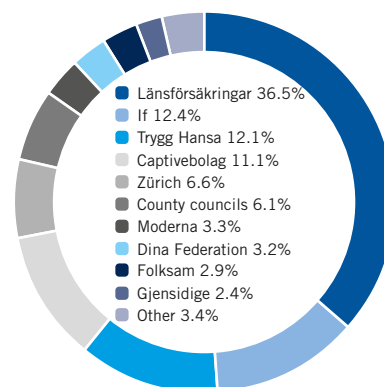
The market share of household insurance was stable at about 25%. The number of household insurance policies rose during the year.

Market shares of homeowner insurance, number of policies



Länsförsäkringar remains a market leader in homeowner insurance, with a market share of 39.9%.

Market shares of commercial lines, share of premiums paid



Länsförsäkringar maintained a strong position in its commercial lines with a market share of 36.5%.

Capital and investments

The local regional insurance companies and the jointly owned non-life insurance companies in Länsförsäkringar AB strive to retain a strong solvency margin to maintain uniform premium pricing over time. Länsförsäkringar endeavours to achieve a balance between risk and available surplus capital and prioritises the safeguarding of key figures. In line with the investment strategies, a percentage of assets is invested in low-risk interest-bearing securities to ensure the commitments of the non-life insurance operations. At the same time, the strong solvency margin provides the Länsförsäkringar Alliance with a substantial buffer of capital, allowing a certain portion to be invested in assets with higher anticipated returns, such as equities.

Insurance lines



Motor hull

Länsförsäkringar further strengthened its position in the motor insurance market during the year. The motor market reported a normal rate of increase but Länsförsäkringar's motor insurance portfolio increased considerably more than this level. Länsförsäkringar increases both in the number of insured passenger cars and in other types of vehicles. The market share for motor third-party liability insurance is now at more than 35%, measured for all vehicles. There are several reasons for the strengthened position. Continuous work on risk adjustment in pricing makes it possible to keep prices competitive. The regional insurance companies also had enhanced sales focus on motor hull insurance. The Länsförsäkringar Alliance launched a "try out" insurance via the car dealer channel on a broader front during the year, which strengthened the offering.

Claims costs for passenger-car insurance rose slightly in 2013 compared with the preceding year. This was seen particularly in glass damage, engine damage, fire and salvaging.

MOTOR	2013	2012
Premiums earned, gross, SEK M	6,660	6,566
Passenger cars, number of policies	1,504,000	1,452,000
Passenger cars, market share, %	34.2	33.3
Other vehicles, number of policies	1,297,000	1,266,000
Other vehicles, market share, %	48.5	4.7

Home

The market for home insurance grew 3.8% during the year, measured in premium income. During the same period, Länsförsäkringar increased its premium income in home insurance by 5.3% and remains the market leader with 29.2% of the entire home-insurance market. Länsförsäkringar is the largest company in homeowner insurance, with a market share of 39.8% (39.4). Länsförsäkringar is also the market leader in the vacation-home insurance, with a market share of 41.2%. The market share for household insurance amounted to 25.1%. Tough competition is continuing in the home-insurance market in which many insurance companies and banks work together to strengthen their customer offering. Partnership agreements are in place with such players as the retail sector and trade unions that offer insurance to their customers and members.

Claims costs for home insurance increased 10% during the year. The main reason was the effect of several storms in northern and southern Sweden in the autumn that caused extensive damage. Several large fires also impacted claims costs. Costs for water claims declined but remain the largest expense item.

HOME	2013	2012
Premiums earned, gross, SEK M	3,708	3,424
Households, number of policies	770,100	757,700
Market share, households, %	25.1	24.9
Homeowners + home content, number of policies	677,800	661,300
Market share, Homeowners + home content, %	39.8	39.4
Vacation homes, number of policies	238,300	238,700
Market share, vacation homes, %	41.2	41.2



Yacht

The Swedish yacht industry has suffered considerably from declining sales for several consecutive years and the stock of yachts is continuously decreasing. Länsförsäkringar is a member of Sweboat, the Swedish Marine Industries Federation, and through the federation, works on a targeted campaign "Discover boating" which aims to reach new target groups. This campaign was featured at boat trade fairs, in social media and in film clips on the Internet. More than 50,000 unique visitors were registered. Specialist yacht-insurance companies are continuing their work on brand insurance and in many cases offer insurance as part of a boat purchase. Länsförsäkringar has retained the number of insured yachts despite the fierce competition and the decline in the total yacht stock. The market share rose to 29.1% (28.9) and premiums earned increased 2.7% in 2013. Theft, primarily involving newer types of outboard engines remain a cause for concern. New claims-prevention discounts were introduced in 2013 to reward claims-prevention measures and to counteract the negative claims trend. The insurance companies, together with Larmtjänst and the marine police, also launched "Båtsamverkan," which is similar to the Neighbourhood Watch scheme, and the scheme has quickly taken off throughout Sweden.

YACHT	2013	2012
Premiums earned, gross, SEK M	165	159
Yachts, number of policies	81,400	81,500
Market share, percentage of policies, %	29.1	29.0



Commercial

Länsförsäkringar retained its dominant position in the commercial lines market. The market share rose to 36.3% (36.5). A new model for premium pricing was introduced for property insurance. The purpose is to better risk adjust the price and thereby increase fairness for the various customer groups.

Länsförsäkringar Sak supplements the regional insurance companies' offering to corporate customers with specialised casualty, cargo, motor hull and property insurance solutions. The commercial lines market is sensitive to economic trends, with premiums that in many cases are governed by company sales and that remain at relatively low levels. The price pressure in cargo insurance stagnated slightly, although there are no indications that premiums are starting to rise. The number of players in the market rose again and further price pressure can thus be expected in the future. Länsförsäkringar's market share in cargo insurance stalled slightly during 2013.

Competition in casualty insurance has further intensified with companies that previously focused only on large companies now also cultivating the same market segments as Länsförsäkringar Sak.

The interests of the Länsförsäkringar Alliance's corporate customers in Sweden are increasingly international and demand for commercial insurance solutions is increasing among both new and existing customers. Through the International Network of Insurance (INI), Länsförsäkringar can offer customised and local insurance solutions in more than 100 countries at competitive prices.

COMMERCIAL	2013	2012
Premiums earned, gross, SEK M	3,678	3,554
Number of policies	233,500	233,100
Market share, Commercial lines, %	36.5	36.3



Agriculture

Länsförsäkringar remained the market leader in insurance cover for agricultural customers. The premium volume rose slightly more than 4% in 2013. Business is now in a better balance after several years of weaker claims outcome. During the year, customers were the focus in development of insurance products. Extensive work was carried out to increase clarity in the formulation of a selection of insurance terms and conditions, where both the structure and language were simplified. New insurance cover was also introduced for agricultural companies, for example a business travel policy that is now included in the basic cover.

Fires remain a problem area and the regional insurance companies are working actively both locally and jointly to help customers minimise fire risks. Another distinctive feature of the year was a sharp rise in theft of tractors and agricultural machines.

AGRICULTURE	2013	2012
Premiums earned, gross, SEK M	1,582	1,522
Agricultural insurance, number of policies	189,350	190,500
Tractor insurance, number of policies	266,100	255,400



Agria Djurförsäkring

Agria Djurförsäkring (animal insurance) is a market leader in Sweden, with a market share of 58.7% (57.7).

The business area for dogs, cats and other pet insurance continued to grow and had a successful year. While the sales trend during the year was highly favourable, claims payments for dog and cat insurance, increased alarmingly quickly during the spring months, making an additional premium adjustment necessary in August. Veterinary care is being restructured, and measures are being taken in claims adjustment, the results of which started to be noticeable during the year. Fewer and larger players are influencing the direction, availability and costs in veterinary care. Horse insurance is Agria's market that is most sensitive to economic fluctuations, with a slightly declining portfolio, although Agria is capturing shares in the segment in this declining market. Horse insurance reported favourable earnings, largely due to a major focus on operating expenses and a stable claims cost level.

The international business continued to grow in Norway and Denmark. Agria Dyreförsäkring is now a leader in animal insurance in Norway. The Norwegian market also faced rapidly rising costs for veterinary care in 2013, which had a negative impact on earnings. The measures carried out in the UK branch in 2012 and 2013 improved earnings, resulting in profit for the year and contributed to more robust conditions for stable further profitability.

AGRIA	2013	2012
Premiums earned after ceded reinsurance, SEK M	2,043	1,999
Market share, %	58.7	57.7



Health

Länsförsäkringar is increasing both premium volumes and the number of policies in personal-risk insurance. The accident and health insurance market is expanding, and increased by more than SEK 0.5 billion to SEK 7.6 billion during the year, up almost 8%. Länsförsäkringar's market share in accident and health insurance declined slightly but has been relatively stable in the past few years at slightly more than 19%. The health care insurance market also continues to expand, and Länsförsäkringar remains a market leader. At year-end 2013, 573,000 individuals had health care insurance, most of which is taken out and paid by the employer.

The introduction of a new generation of group insurance policies in health insurance started to generate results. In 2013, the market positively received modernised products that provide sound financial basic security for companies and employees. The aim has been to create insurance policies that are better tailored to current society.

Brokered sales continue to perform well. Länsförsäkringar both renewed existing and underwrote new brokered agreements during the year, resulting in an increase in the portfolio of brokered insurance. A more comprehensive health care insurance was launched in 2013. The already popular health care insurance was expanded to include preventive health services in the

form of a health profile, a self-help programme and personal counselling for managers and employees. Work-oriented rehabilitation and treatment for addiction and substance abuse is also included in the insurance policy. This health care insurance supports employees in their efforts to achieve better health and helps companies reduce sickness absence rates.

HEALTH	2013	2012
Premiums earned, gross, SEK M	1,830	1,575
Market share, accident and health insurance, premiums paid, %	19.4	19.4
Health care insurance, number of insured parties	118,000	111,000



Reinsurance

Business Area Reinsurance in Länsförsäkringar Sak manages the Länsförsäkringar Alliance's joint reinsurance cover, consisting of internal Alliance reinsurance with a number of pool solutions and assumed international reinsurance. The internal reinsurance and the reinsurance jointly procured for the Alliance is a major asset for Länsförsäkringar and its customers. The system ensures a stable solution at low cost by distributing risk within the Länsförsäkringar Alliance and procuring external cover for large claims.

The reinsurance market suffered from several major claims in 2013. The most costly were the hailstorms in Germany in the summer and the floods in the Czech Republic, Germany and Austria. There were also several major risk claims and during the fourth quarter of the year Northern Europe experienced four storms: the St. Jude storm, Cyclone Hilde, Cyclone Xaver and Storm Ivar. Earnings for Länsförsäkringar Sak's assumed reinsurance business were affected by these claims. Typhoon Haiyan that hit the Philippines in November was an enormous humanitarian disaster, but did not have a major financial impact on the reinsurance market.

Despite these claims, prices in the reinsurance market declined slightly since reinsurance companies could report healthy profits and new players entered the market, such as hedge funds that underwrite assumed reinsurance.

The regional insurance companies were also affected by claims resulting from the St. Jude storm, Cyclone Hilde and Cyclone Xaver and the claims costs from St. Jude storm are expected to amount to about SEK 280 M. In 2013, the Länsförsäkringar

Alliance also experienced a large number of fires that impacted earnings for internal reinsurance. Some of these claims were reinsured on the basis of external annual aggregate cover.

The Länsförsäkringar Alliance's reinsurance cover was renewed without any major changes and at a slightly lower price. The assumed, international reinsurance business was also renewed without any major changes. Contracts that incurred claims were subject to varying price increases, while prices were reduced in those without claims.

Claims adjustment

Each individual regional insurance company offers a wide range of non-life insurance products for private, agricultural and corporate customers and has its own claims-adjustment specialists who provide claims services in close proximity to customers. The combination of local strength and the ability to jointly utilise resources and expertise results in high-quality customer service for all types of claim incidents. The local concept ensures swift processing by skilled employees located close to customers. 1,100 people in the Länsförsäkringar Alliance work in the area of claims adjustment and the international network of partners also guarantees service outside Sweden.

Claims adjustment is an important means of delivering the product purchased by the customer and should be characterised by active customer service. Claims are adjusted in cooperation with the customer as soon as possible after the claims have arisen. A guiding rule is that the adjustment

of claims must be consistent, uniform and fair. For example, language difficulties or disabilities may affect the customer's comprehension or ability to take action, which is why it is important that Länsförsäkringar provides individually adapted service. The goal is for Länsförsäkringar's claims service to be perceived as flexible and adapted to customers' individual needs. Länsförsäkringar always strives to take measures and decisions to ensure that customers are well-informed of their rights and obligations.

In 2013, claims valued at slightly more than SEK 10.6 billion were adjusted, of which about 38% was motor hull insurance claims.

Autumn storms

There were many more claims related to natural catastrophes in the autumn of 2013 compared with previous years. The combination of the four storms, St. Jude storm, Cyclone Hilde, Cyclone Xaver and Storm Ivar, resulted in claims costs of more than SEK 500 M, related to damage to both buildings and forests. These storms caused high workloads at the claims departments and the most severely affected regional insurance companies received assistance from other companies through the regional insurance companies' major claims programme in order to be able to process applications, carry out inspections and adjust the many claims submitted.

At the time of writing, the work on processing storm-related claims was fully under way, and with the excellent work based on the extensive expertise and long experience of the claims adjustment personnel of the relevant regional insurance companies, Länsförsäkringar's customers



can once again feel satisfied with their choice of insurance company.

Claims-prevention activities

Claims-prevention activities are a vital part of the operations and the regional insurance companies act as important local players in their respective markets. At the same time, essential joint activities are conducted, and the focus areas of these joint claims-prevention activities are road traffic environments and fire and water damage.

Environmental impact is a large and key component of all focus areas. Every case of damage impacts the environment in the form of decontamination, waste, transport, material use and energy consumption. For example, a decrease in the number of fires contributes to a reduction in carbon emissions. The greatest impact on the environment from water damage is through carbon emissions from transport and the buildings materials needed for demolishing and replacing.

Länsförsäkringar has a major commitment to raising awareness of road traffic claims and information was provided in a number of areas during the year. Use of map functions to analyse traffic environments increased during the year and many initiatives are in place that analyse traffic environments and produce improvement plans.

Contractors are offered certification under a quality development programme and further training to maintain a high quality level and to receive information about new findings. Länsförsäkringar also follows up that the correct construction methods are used to ensure safe buildings, which will reduce claims in the long term and imposes demands on contractors to have quality and environmental plans in place.

Claims-prevention work has a broad focus, including constructive and positive dialogues with government authorities and industry organisations regarding such matters as construction and industry rules, in which Länsförsäkringar's expertise in the area of building damage claims is highly sought after. Twitter started to be used as a step in further circulating Länsförsäkringar's claims prevention expertise.

Disaster claims

Major claims require special resources. The Länsförsäkringar Alliance has prepared an emergency plan for managing large claims, and the regional insurance companies also continuously monitor the risks in their local areas. As part of this work, the Alliance's competencies in specific subject areas and the requirements arising in connection with mass-claims handling are catalogued.

The primary purpose of the emergency plan is to establish a state of preparedness within the local regional insurance companies, and also to coordinate existing resources. Local cataloguing makes it easier to organise assistance from other regional insurance companies. The results are documented and the emergency plans that are drawn up contain checklists, descriptions of procedures and a division of responsibility for the work related to major claims. As a result of all of these preparations, the Länsförsäkringar Alliance is well-equipped and prepared for any major claim that may occur. The emergency plans have been extremely helpful to the regional insurance companies in their claims work following the tsunami in Southeast Asia, hurricanes that have hit Sweden and other cases of extensive damage in Sweden. The plans are continuously developed and improved by adding experiences.

CLAIMS	Approx. no. of	Claims cost, SEK M
Commercial	41,000	2,659
Agriculture	32,000	1,255
Home	265,000	2,785
Accident and health	35,000	300
Yacht	3,000	65
Private automotive	291,000	2,685
Commercial automotive	75,000	1,369
Total	742,000	11,118

Service outside Sweden

Meeting customer needs across borders

Increased travel requires that claims-adjustment services be expanded to provide rapid assistance abroad. For emergency claims, special resources are required. Accordingly, the Länsförsäkringar Alliance has been a major shareholder in SOS International since 2003, with a 12% interest. SOS assists customers through both travel and vehicle insurance. For example, SOS helps with breakdown services, referrals to car repair garages, baggage delays and medical assistance when customers suddenly fall seriously ill or are involved in an accident. SOS International processes nearly 10,000 cases for the Länsförsäkringar Alliance every year.

Comments on the financial results, Länsförsäkringar Alliance's non-life insurance

The Länsförsäkringar Alliance's earnings and key figures for non-life insurance comprise the sum of the earnings of the 23 independent regional insurance companies. The Länsförsäkringar Alliance's operating profit strengthened to SEK 3,863 (3,013), mainly as the result of strong investment income. Investment income amounted to SEK 4,441 M (3,282). The highly favourable trend in the stock markets in 2013, combined with declining interest rates, contributed to the improvement in investment income.

The technical result amounted to SEK 1,247 (1,439), which was slightly weaker mainly due to higher claims costs. Claims costs rose to SEK 15,589 M (14,549), mainly due to the storms that afflicted parts of Sweden at the end of the year and a rising number of fire-damage claims in the first half of the year. Gross claims payments before reinsurance for storm and natural catastrophes increased by just under SEK 430 M and for fire-damage claims by just under SEK 400 M. Despite extensive dam-

age in the wake of the storms, claims costs were limited through solid external reinsurance cover. Cost of recovery from the storms and fire-damage claims amounted to just under SEK 400 M.

The combined ratio for the year amounted to 98 (97), of which the claims ratio amounted to 79% (76) and the expense ratio to 19% (21). The increase in the claims ratio was primarily due to the higher costs related to the storms and fires. The claims trend was more favourable in the areas of burglary, theft, robbery and water damage, where claims costs have declined compared to 2012.

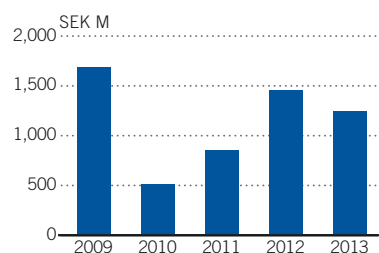
The Länsförsäkringar Alliance's solvency capital remained strong in relation to operating risk. Solvency capital strengthened by SEK 4,721 M in 2013 to SEK 40,458 M (35,737) and the solvency margin amounted to 206% (182). Premiums earned increased 3.6% to SEK 20,067 (19,363). The increase was due to both portfolio increases and higher premiums. The largest

increase was in household and homeowner insurance, which rose 7% and 8%, respectively, although premium growth in Commercial insurance was strong, particular in small businesses where the increase totalled 5%. For motor hull insurance, premiums earned rose approximately 5%, primarily attributable to portfolio increases in both motor third-party liability and motor hull insurance. The number of insured vehicles amounted to 2.8 million on December 31 and premium income measured in annual premiums totalled more than SEK 7 billion. The Swedish operations in Agria performed strongly and the premium volume increased almost 12%, while premium volumes in Agria's international operations declined slightly since parts of the UK business are being discontinued.



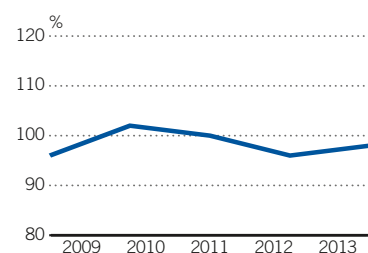
NON-LIFE INSURANCE	2013	2012	2011	2010	2009
Premiums earned after ceded reinsurance, SEK M	20,067	19,363	18,756	18,184	17,828
Technical result before bonuses, SEK M	1,247	1,439	856	529	1,688
Operating profit/loss, SEK M	3,863	3,013	-2,273	2,552	5,449
Expense ratio	19	21	21	22	22
Claims ratio	79	76	79	80	74
Combined ratio	98	97	100	102	96
Technical result as a percentage of premiums earned after ceded reinsurance	6	7	5	3	9
Solvency capital, SEK M	40,458	35,737	32,709	34,724	31,747
Solvency margin, %	206	182	171	190	174
Return on equity, %	10	8	-5	8	18

Technical result



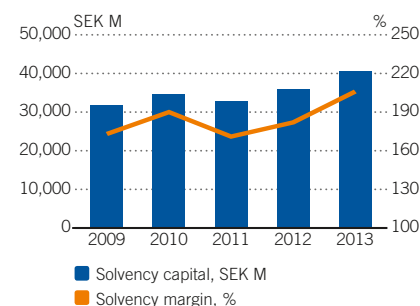
The weaker technical result for 2013 was mainly due to higher claims costs.

Combined ratio



The combined ratio declined during the year, mainly as a result of higher claims costs for storms and fires.

Solvency



The Länsförsäkringar Alliance has a strong level of solvency. Solvency capital amounted to SEK 40,458 M and the solvency margin to 206% at year-end 2013.

Fifth largest Swedish retail bank

BANK Länsförsäkringar Bank is one of Sweden's largest banks and has favourable growth and very satisfied retail customers. The banking operations are conducted only in Sweden and business volumes have grown on a broad front in all areas.

Economic environment and market

In 2013, several of the large economies in the world implemented significant austerity measures, particularly eurozone countries and the US, which kept demand down and emerging markets experienced an economic downturn. However, monetary policy remained highly expansive, which contributed to an improvement in growth and the value of most classes of assets rose pending both the future recovery of the real economy and a favourable liquidity situation. The stock markets experienced major fluctuations during the year. Performance was affected by the highly expansive monetary policies of several central banks, while economic trends remained weak. Global

growth was hampered by debt reduction in both the public sector and among households. Several countries pursued an austere fiscal policy, while private consumption was held back by high savings. The purchase of government and mortgage bonds by the Federal Reserve continued to impact the market. Bond rates were low at the start of the year and subsequently rose gradually, in line with, for example, expectations that the Federal Reserve would reduce its bond-buying stimulus, which they also did from January 2014. Improved economic indicators from the US, and also from Europe, lent support to rising interest rates. However, short-term market interest rates remained low as a result of low key interest

rates and also promises from central banks that monetary policy will be kept expansive for a long period of time.

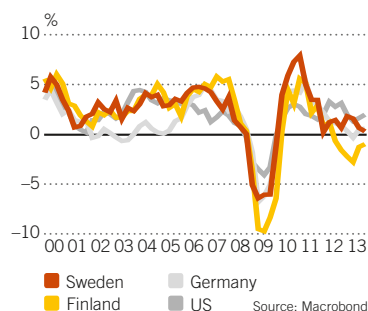
Leading global stock markets posted a strong performance during the year. The Swedish stock market also displayed a strong trend, while the performance of the stock markets in emerging economies was considerably weaker and more volatile. The difference between government bond rates and the interest rate for mortgage bonds and other loans declined during the year.

Strategy and market position

Länsförsäkringar Bank is the fifth largest retail bank in Sweden with a business volume of SEK 314 billion. The banking operations are conducted only in Sweden and business volumes have grown on a broad front in all areas.

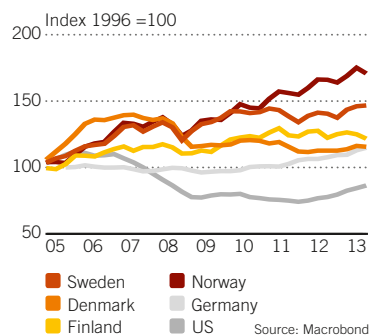
The strategy is to offer banking services to the Länsförsäkringar Alliance's customers and leverage Länsförsäkringar's strong brand and local presence through the customer-owned regional insurance companies. Länsförsäkringar has great potential to offer banking services to the 3.5 million customers of the Länsförsäkringar Alliance based on its already strong customer relationships. The main target groups are the 2.9 million retail customers, of which 1.8 million are home-insurance and agricultural customers and small businesses. The aim is, based on low risk, to continue

GDP growth



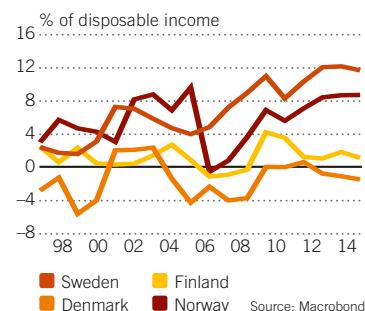
The Swedish economy displayed a weaker performance during the year.

Housing-price trends



Swedish housing prices increased in 2013, which was largely due to rising prices of tenant-owned apartments.

Household savings



Swedish households' savings are high in relation to their disposable incomes.

to have growth in volumes and profitability, have the most satisfied customers and increase the share of customers who have both banking and insurance with Länsförsäkringar.

For eight of the past ten years, Länsförsäkringar Bank has had Sweden's most satisfied retail customers and has more satisfied customers than its four main competitors, the major banks, according to the 2013 Swedish Quality Index. With a comprehensive banking and insurance offering at Länsförsäkringar, customers receive a secure commitment for their private finances.

2013 IN BRIEF

- Operating profit rose to SEK 647 M (555) due to higher net interest income and increased commission income.
- The cost/income ratio improved to 0.63 (0.66).
- Business volumes increased 11% to SEK 314 billion (283).
- The number of customers rose 4% to 879,000, the number of bank cards increased 12% to 388,000.
- Credit losses remained low and amounted to SEK 126 M (91), net, corresponding to loan losses of 0.08% (0.06).

Offering

Savings provide security

The bank is growing broadly in the savings area and offers a range of different products. These products include fund savings in various funds, Investment Savings Accounts (ISK) that simplify savings in shares, funds and other types of securities, equities savings, equity-linked bonds and various deposit products.

The advisory services strive to ensure that customers have balanced private finances in which savings and repayments comprise a key element.

The largest portion of the bank's deposits, totalling a market share of 4.5%, comprises household deposits and has risen stably in recent years. The bank's percentage of market growth in household deposits was 8% in 2013.

Fund and securities savings

Länsförsäkringar has a market share of 3.9% of the fund market and the fund offering includes some 80 funds, of which more than 30 are under Länsförsäkringar's own brand. The average return for funds during the year amounted to 17%. Valuations are carried out continuously to further enhance the attractiveness of the funds.

Länsförsäkringar is to be a leader while maintaining high quality in sustainable investments and Länsförsäkringar Fondförvaltning has several partnerships for consistently working on these issues.

Trading in equities and other securities is growing steadily among customers and the number of deposits rose during the year. Structured products are also offered, such as equity-linked bonds. The Investment Savings Account (ISK) displayed healthy growth during the year, as did Individual Pension Savings (IPS).

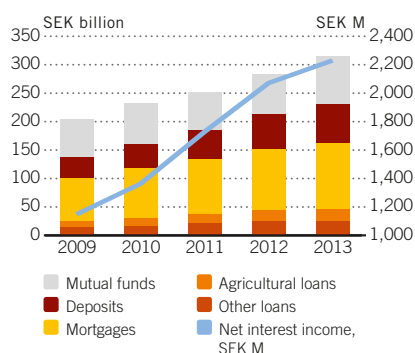
Lending

The bank continues to have favourable growth in lending and loans are granted at low risk. The market share for household lending amounted to 5.0%.

The largest product is retail mortgages, which comprises 71% of the loan portfolio. Retail mortgages are mostly granted by Länsförsäkringar Hypotek, which offers mortgages up to 75% of the market value on the granting date, and other mortgages are offered by Länsförsäkringar Bank. The bank also offers loans to tenant-owners' associations and to multi-family housing.

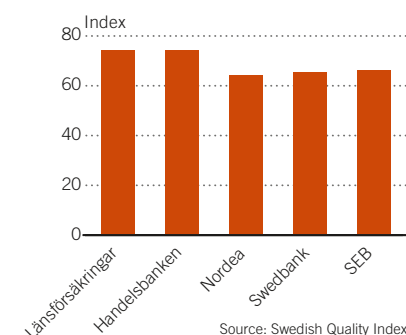
Länsförsäkringar is the fourth largest provider of agricultural loans in Sweden. The bank's agricultural loans are primarily targeted to family-owned agricultural operations that are insurance customers with Länsförsäkringar. The percentage of agricultural customers that have both banking and insurance with Länsförsäkringar was 97% at year-end. On average, agricultural lending has small commitments and the percentage of first-lien mortgages amounted to 89%.

Business volumes and net interest income



Business volumes have grown on a broad front and at an average of 11% over the past five years. Net interest income has risen at an average of 14% per year over the past five years.

Customer satisfaction, retail banking



Länsförsäkringar has very satisfied bank customers according to the Swedish Quality Index.

Wasa Kredit offers leasing, hire purchase and unsecured loans and the growth in lending for the year was favourable in a fiercely competitive market.

Small-business offering

The offering to small businesses performed well, particularly due to strong growth in deposits. Deposits from small businesses rose 15% to SEK 8.6 billion during the year and loans to small businesses increased 6% to SEK 1.7 billion.

Bank cards and payments

The number of bank cards increased 12% to 388,000 and the card business displayed a healthy trend during the year. The number of payment transactions increased 16% to 24 million and the number of in-store bank card transactions rose 22% to 15 million. Income from payment mediation continued to increase during the year.

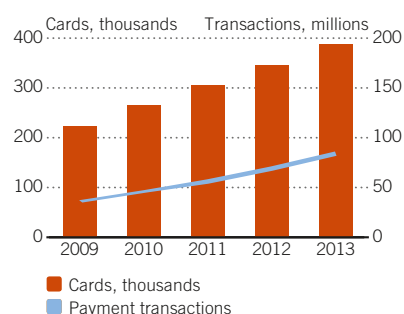
The Swish service performed well during the year. Länsförsäkringar Bank, which is one of the drivers of the Swish partner-

ship, owns 10% of the company that manages and develops the service.

Attractive offering to young people

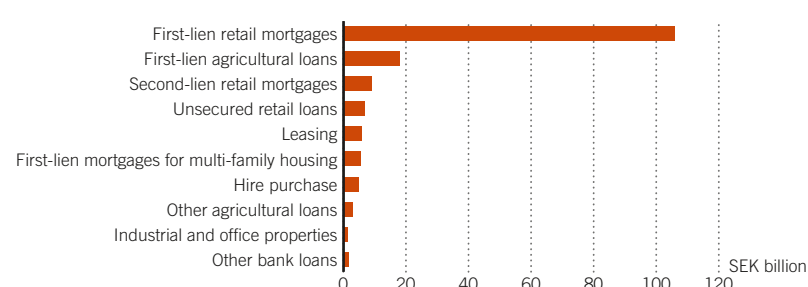
The bank's offering to young people is highly competitive and one of the best in the Swedish market. The card and payment service offered to young people from the age of 16, comprising a young person's account including a bank card, Internet and telephone banking and digital services – performed well during the year.

Bank cards and payment transactions



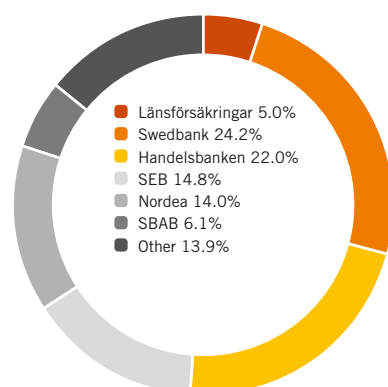
The number of bank cards and in-store transactions is steadily increasing.

Loans, product distribution



Nearly 88% of the loan portfolio comprises first-lien mortgages for private housing, agriculture, multi-family housing and industrial and office properties.

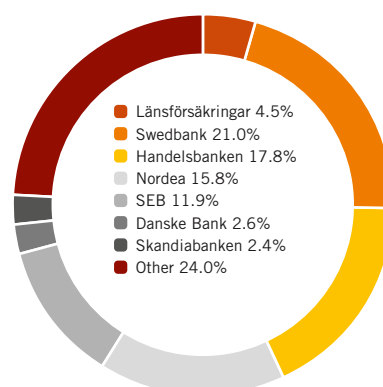
Market shares of household lending



The market position in household and retail mortgages strengthened from 4.9% to 5.0% during the year.

Source: Statistics Sweden

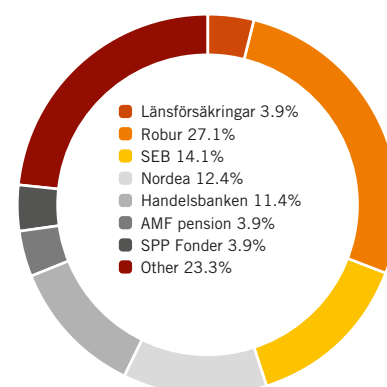
Market shares of deposits in retail market



The market position in retail deposits strengthened from 4.3% to 4.5% during the year.

Source: SCB

Market shares of fund volumes



Länsförsäkringar holds a 3.9% market share of Swedish fund volumes.

Source: Moneygate

Loans and credit quality

Credit process

All loans are granted in Sweden, in SEK and have a well-diversified geographic distribution. Loan origination is primarily directed towards retail mortgages for private individuals and small-scale family-owned agricultural operations with a low risk level. Loans are granted based on standardised and stringent credit regulations, and the credit scoring process has integrated system support. In the business model between Länsförsäkringar Bank and the regional insurance companies, there is a strong incentive to maintain excellent credit quality.

The system support for credit regulations and loan origination, combined with the local customer and market knowledge of the advisors, provides favourable conditions for consistent loan origination and a loan portfolio that maintains high credit quality. The credit regulations impose strict requirements on customers' repayment capacity and the quality of collateral. In connection with credit scoring, the repayment capacity of borrowers and households is stress tested and the quality of the loan portfolio and borrowers' repayment capacity are continuously monitored and reviewed. The bank has amortisation requirements on second-lien mortgages and advises customers to amortise on their first-lien mortgages.

Mortgages for private individuals

Retail mortgages for private individuals'

housing comprises 71% of the loan portfolio. First-lien mortgages with loan-to-value ratios of up to 75% of the market value account for 92% of retail mortgages. A total of 79% of the collateral for retail mortgages comprises single-family homes and 21% tenant-owned apartments. The average loan for each borrower is low at SEK 1 million per borrower and 72% of borrowers have a loan commitment of up to SEK 2 million. The weighted average LTV is 67%. Market-value analyses of the collateral in retail mortgages are performed continuously and a market-value update is performed at least once per year for all single-family homes and tenant-owned apartments.

First-lien mortgages for multi-family housing, primarily to tenant-owners' associations, amounted to slightly less than 3.5% of the loan portfolio.

First-lien mortgages to agricultural operations

A total of 89% of loans to the agricultural segment, which accounts for 13% of the loan portfolio, comprises first-lien mortgages. Other agricultural loans pertain to second-lien mortgages and operating credits. Family-owned agricultural operations account for 95% of agricultural lending. The average commitment for each borrower is low at SEK 1.8 million per borrower. Länsförsäkringar's growth in agricultural loans slowed slightly during the year.

Leasing, hire purchase and unsecured loans

Leasing, hire purchase and unsecured loan products account for 11.5% of the Group's loan portfolio. Leasing and hire purchase are offered by Wasa Kredit and unsecured loans are offered by both Wasa Kredit and the bank.

Loans to small businesses

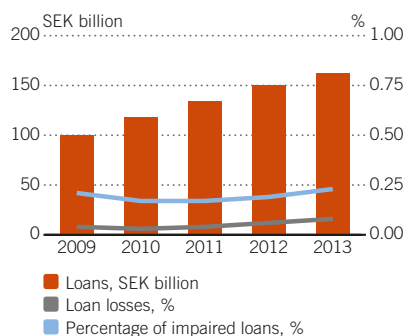
Loans to small businesses amounted to SEK 1.7 billion at year-end, with SEK 0.9 billion pertaining to industrial and office properties and SEK 0.8 billion to operating credits to small businesses. The business is continuing to be developed and the growth in volumes is taking place while maintaining low risk.

Impairment and impaired loans

The high credit quality of the loan portfolio is a result of loan origination being based on low risk tolerance. Länsförsäkringar has a conservative model for impairment and impairment remains at a very low level.

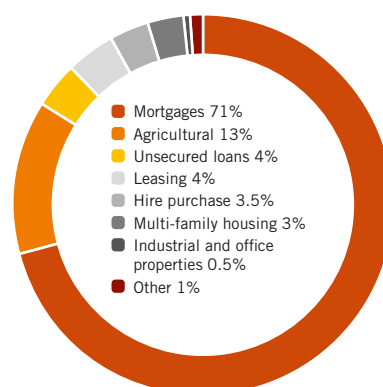
Impaired loans, gross, amounted to SEK 393 million, corresponding to a percentage of impaired loans gross in relation to loans of 0.23% at year-end. Impairment amounted to SEK 422 million and the reserve ratio in relation to loans amounted to 0.25%. Loan losses remained low and amounted to SEK 126 million. The loan loss level is low and amounted to 0.08%.

Loans, impaired loans and loan losses



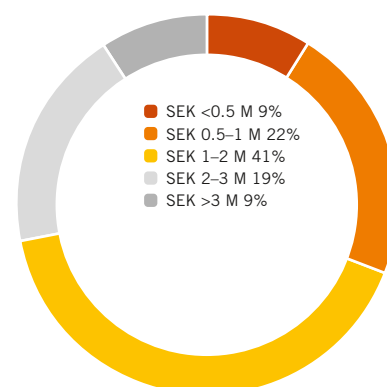
The bank's loan portfolio has a high level of credit quality. Impaired loans and loan losses remain low.

Loans, product distribution



The loan portfolio primarily comprises retail mortgages and agricultural loans.

Mortgages, distribution of commitments



The average mortgage commitment amounts to SEK 1.0 million and 72% of mortgages have a commitment of up to SEK 2 million.

Funding and liquidity

Objectives

The aim of the funding operations is to ensure that the Group has a sufficiently strong liquidity position to manage turbulent periods in capital markets, when access to funding is limited or even impossible. The bank's liquidity risk is controlled and limited on the basis of a survival horizon, meaning how long all known cash flows can be met without access to capital-market financing.

Financing sources

The Group's main financing sources consists of deposits and funding with Länsförsäkringar Hypotek's covered bonds, which have the highest credit rating.

The composition of financing is a natural result of the Group's business model as a retail bank with large mortgage lending operations. Long-term senior funding and short-term commercial paper funding takes place in Länsförsäkringar Bank. The bank endeavours to maintain a sound balance of covered and senior funding and all capital market funding is conducted under a number of funding programmes.

The single most important source of financing is the Swedish covered bond market, where Länsförsäkringar Hypotek has a number of outstanding liquid benchmark bonds. At year-end, Länsförsäkringar Hypotek had six outstanding benchmark loans with maturities until 2020.

The Swedish covered bond market is one of Europe's largest and most liquid,

which secures excellent access to long-term financing.

Diversification

Since all assets in the balance sheet are in SEK, the Group has no structural need for financing in foreign currency. However, the bank has chosen to conduct a certain portion of its capital market funding in international markets in an effort to diversify and broaden the investor base. In recent years, funding has taken place through issuance of Euro Benchmark Covered Bonds, which has increased funding diversification and strengthened the brand in both the Swedish and European markets. In addition, diversification takes place through issuances of bonds in primarily NOK and CHF.

Refinancing and liquidity risk management

The bank works pro-actively with its outstanding liabilities by repurchasing bonds with short remaining terms against issuance of long-term liabilities as a means of managing and minimising the liquidity and refinancing risk.

The market risks that arise in the lending and funding operations are managed through derivative instruments.

Deposits

The share of deposits in the Group's total financing continued to increase during the year, amounting to 34% on December 31, 2013. The Group's position in the deposits

market was strengthened primarily as a result of the bank's robust growth in volume and customers. This trend demonstrates that deposits increased more as a percentage than loans during the year.

Funding operations

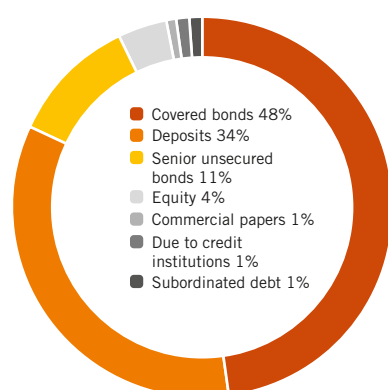
The Group had highly favourable access to funding in both the Swedish and international markets during the year. During the year, the bank increased the percentage of senior funding while the percentage of covered funding declined. In addition, the bank's issue volumes in 2013 had a longer average maturity than maturities in recent years. Covered bonds were issued at a volume corresponding to a nominal amount of SEK 22.7 billion and issuances of EUR, CHF and NOK were also launched. During the year, Länsförsäkringar Bank issued senior unsecured bonds for a nominal amount of SEK 11.4 billion in the currencies of SEK, EUR and NOK.

In 2013, Länsförsäkringar Hypotek issued three new covered domestic benchmark loans. The outstanding volume of commercial papers was stable and at year-end, the outstanding volume of the Swedish commercial paper programme amounted to a nominal SEK 3.1 billion and to a corresponding nominal amount of SEK 1.9 billion in the international Euro-Commercial Paper Programme (ECP).

Liquidity

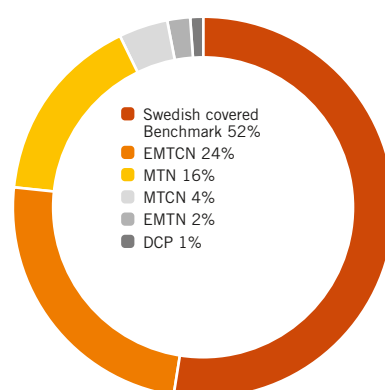
The bank's management of liquidity and financing is characterised by long-term

Financing sources



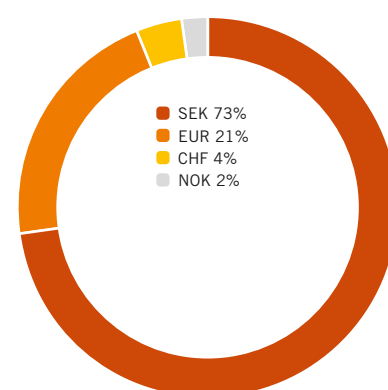
The largest source of financing in the Group is covered bonds, representing 48%.

Funding by programme



Programme funding primarily takes place with Swedish benchmark bonds, representing 52%.

Funding by currency



Programme funding primarily takes place in the Swedish market and in SEK.

planning and a high level of control. A satisfactory liquidity reserve is in place to ensure that sufficient liquidity is always available. The management and investment of the liquidity reserve are conservative and take place within the limits established by the Board in the Financial Policy.

The liquidity reserve totalled SEK 45.9 billion at December 31, 2013, according to the Swedish Bankers' Association's definition. The liquidity reserve is invested in securities with very high credit quality, of which 76% comprises Swedish covered bonds, 11% other Swedish bonds with a credit rating of AAA/Aaa, 8% Swedish government bonds, 4% Finnish government bonds in EUR and USD and German bonds

guaranteed by the government and 1% deposits with the Swedish National Debt Office. The average Liquidity Coverage Ratio (LCR) amounted to 230% on December 31, 2013. The LCR in EUR amounted to 1,847% on December 31, 2013.

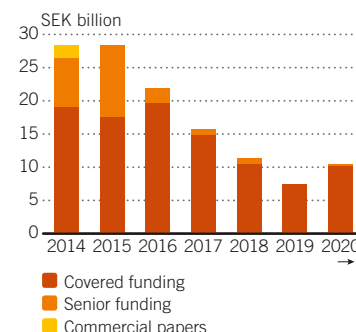
Rating

Länsförsäkringar Bank's long-term credit rating is A/Stable from Standard & Poor's and A3/Stable from Moody's. The short-term credit rating is A-1 from Standard & Poor's and P-2 from Moody's.

Länsförsäkringar Hypotek's covered bonds have an unchanged highest rating of Aaa/Stable from Moody's and AAA/Stable from Standard & Poor's. Länsförsäkringar

Hypotek is thus one of four issuers in the Swedish market for covered bonds with the highest rating from both Standard & Poor's and Moody's.

Maturity structure



Comments on the financial results, Länsförsäkringar Bank

Earnings and profitability

Profit before loan losses increased 20% to SEK 773 M (647) and operating profit rose 16% to SEK 647 M (555), due to higher net interest income and increased commission income. Return on equity strengthened to 6.7% (6.3).

Income

Operating income increased 12% to SEK 2,104 M (1,882), due to higher net interest income and increased commission income. Net interest income strengthened 8% to SEK 2,230 M (2,071) due to higher volumes, while deposit margins and the return on equity had a negative impact on net

interest income. The investment margin amounted to 1.06% (1.11).

Net gains from financial items declined to a loss of SEK 86 M (gain: 5) due to the negative effects of changes in fair value and the repurchase of own debt. Commission income increased 16% to SEK 1,140 M (984) due to higher income from fund, card and securities business.

Expenses

Operating expenses rose 8% to SEK 1,331 M (1,235), primarily due to increased depreciation, the fund company's higher administrative expenses, higher staff costs attributable to the finance-company opera-

tions and costs for building up a shared backoffice function in the banking operations. The cost/income ratio before loan losses strengthened to 0.63 (0.66) and the cost/income ratio after loan losses strengthened to 0.69 (0.70).

Loan losses

Loan losses remained very low and amounted to SEK 126 M (91), net, corresponding to loan losses of 0.08% (0.06). Reserves totalled SEK 422 M (325), corresponding to a reserve ratio in relation to loans of 0.25% (0.21). Impaired loans amounted to SEK 393 M (298), corresponding to a percentage of impaired loans of 0.23% (0.19).

INCOME STATEMENT

SEK M	2013	2012
Net interest income	2,230	2,071
Net commission expense	-253	-385
Other operating income	126	196
Total operating income	2,104	1,882
Staff costs	-427	-397
Other administration expenses	-790	-737
Depreciation/amortisation and impairment of property and equipment/intangible assets	-114	-102
Total operating expenses	-1,331	-1,235
Profit before loan losses	773	647
Loan losses, net	-126	-91
Operating profit	647	555
Tax	-168	-123
NET PROFIT FOR THE YEAR	479	433

BALANCE SHEET

SEK M	Dec 31, 2013	Dec 31, 2012
ASSETS		
Treasury bills and other eligible bills	4,881	5,222
Loans to credit institutions	5,958	2,853
Loans to the public	162,003	149,942
Bonds and other interest-bearing securities	35,201	32,685
Intangible assets	397	446
Property and equipment	12	9
Other assets	5,007	6,002
TOTAL ASSETS	213,459	197,159
EQUITY AND LIABILITIES		
Due to credit institutions	1,600	1,063
Deposits and funding from the public	69,220	62,396
Debt securities in issue	123,635	114,263
Subordinated liabilities	2,300	1,490
Other liabilities	8,416	10,776
Equity	8,288	7,171
TOTAL SHAREHOLDERS' EQUITY AND LIABILITIES	213,459	197,159

Focus on advisory services – from start to finish

LIFE ASSURANCE AND PENSION INSURANCE Länsförsäkringar is concentrating its efforts to meet customers' growing demands for advice on how they are to finance their retirement. This involves helping customers have the right savings and right insurance cover in the years leading up to their retirement and creating a plan for their finances when they become a pensioner. Extensive efforts are being made to improve the offering to customers and opportunities for better long-term returns are being created in traditional management.

Background

The very core of the Swedish pension systems has changed in the past 20 years. Sweden has moved away from a benefit-based pension system that not have any guarantees at all regarding the level of pension in relation to salary. The consequence of this is that the individual assumes the financial risk. Studies in the area have shown that there can be significant differences in pension levels between individuals with the exact same circumstances, depending on the success of their choice of asset management.

The heavy dependence of the return level generated by the capital invested by individuals themselves also results in major differences in pension levels between different age groups. However, the individual freedom of choice provides an opportunity for individuals to make their own decisions and influence the level of their financial security. It also presents a business opportunity for the player who can provide advisory services and security for a customer's entire private finances. The fundamental principle of Länsförsäkringar's efforts in the life-assurance and pension market is to meet customer needs for individual advisory ser-

vices throughout their entire savings period and also when payments are made in order to achieve better savings.

Market

The nature of growth in the pension market is changing. The strong growth in the pension market in the 1990s and 2000s was largely driven by the deregulation of the collective-agreement occupational pension systems. The deregulation process has now mostly been completed, which means that growth will slow down and over time the trend will be related to the general trend in salaries in the Swedish labour market. Alongside this, almost all collective agreement areas over the past six to seven years have agreed on new models for collective agreement pensions, which involves a move from benefit-based to premium-based pensions. These systems are being gradually introduced over long transition periods, meaning that the systems will grow strongly for many years to come. These collective-agreement pension systems provide opportunities for individuals to influence the type of asset management and risk cover, etc. to a varying extent. In other words, the individual's successively grow-

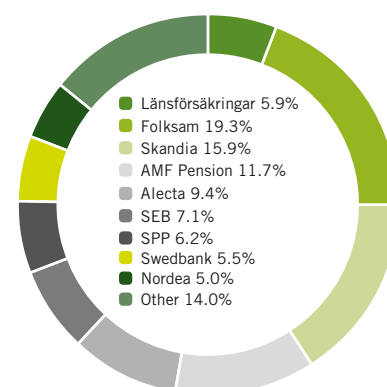
ing responsibility in these issues creates a genuine need for advisory services.

Since pension levels will, on average, be lower in relation to final salary than previously, individual savings to finance retirement when one is not working will increase. Heightened uncertainty regarding pension levels also contributes to a growing need for individual supplements.

Alecta and AMF hold dominant positions in the procured collective-agreement occupational-pension systems in the private sector (ITP and collective agreement pensions SAF/LO) due to monopolies the companies had prior to deregulation. By utilising economies of scale, these two companies have been able to reduce prices to such low levels that no other company has been able to provide any real competition for the desirable position as the "non-choice" company – for those individuals not making an active choice in collective-agreement pensions – in the occupational-pension systems above. In the most recent re-selection in the ITP plan, the percentage of individuals not making an active choice a full 40%, and their pension money automatically ended up with Alecta.

A consequence of this system is that the concentration of power via the "faceless capital" in the equities market may shift even more towards the pension companies with part control of pension funds. This is a fact that should be more emphasised in the debate on the structure of the pension

Market share of new sales



Länsförsäkringar's total market share in life assurance, measured in new sales, was 5.9% (7.2).

systems, particular regarding the options for those not making active choices.

More and more capital in the life-assurance market will gradually become transferable and will lead to market players switching their focus from new sales to transferring existing savings. Many of the new players in the industry see an opportunity here for quickly building up their portfolio of managed assets. The established players have the problem that their existing business models are not optimised for a market in which pension capital is exposed to competition. For example, better matching between costs and fees over time is needed, as well as improved customer offers to retain customers with large capital. Administrative support systems also need to be developed to cost efficiently handles the transfer flows between companies.

The pension market is continuing to grow, albeit at a lower rate of growth than previously. However, the collective-agreement pension market is growing rapidly. There is also a greater general need for private supplements alongside a national pension and an occupational pension.

Alongside the large-scale procurements of collective-agreement occupational pensions, business is also procured through independent insurance brokers. The driving forces behind this trend are the desire to tackle the competition from collective-agreement solutions and a competitive tool between brokers. Those succeeding in best

pressurising the supplier, meaning the insurance companies, manage to secure the customer relationship.

Procurement processes, via collective agreements and via brokers, are putting pressure on prices and conditions, which in turn is leading to lower margins per product. Income from a collective-agreement insurance policy in the ITP area, for example, fell by two thirds after the most recent procedure round, compared with the income from the first procurement round. Forthcoming procurement processes will also feature requirements for low fees and greater clarity on how fees are charged and impact the trend in savings.

Brokered business

The brokered life-assurance business amounted to almost 40% of Länsförsäkringar's total life-assurance business. Sales fell 11 percent. However, insurance capital in the brokered life-assurance business has continuously risen and reached an all-time high of SEK 63 billion (57.6) in 2013. Brokered premium income amounted to SEK 4,101 M (4,348) and, measured in sales value, to SEK 5,868 M (6,587). During the year, Länsförsäkringar secured two important occupational pension procurements, UIG4 via Max Matthiessen and Säkra's occupational pension procurement.

2013 IN BRIEF

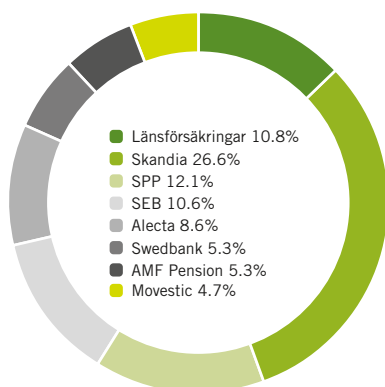
■ Net profit for the year for Länsförsäkringar Fondliv improved to SEK 246 M (128), as a result of stronger trend in the stock market, increased premium inflows and unchanged administration expenses.

■ Länsförsäkringar Fondliv manages SEK 78 billion on behalf of its life-assurance and pension insurance customers. Managed assets rose 23% during the year.

■ Sales in unit-linked insurance amounted to SEK 8 billion, making Länsförsäkringar Sweden's fourth largest unit-linked insurance company.

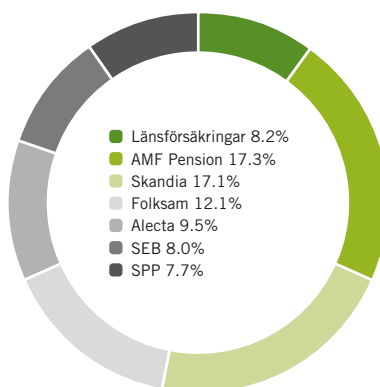
■ Länsförsäkringar Liv's solvency ratio improved by 5 percentage points to 118 on December 31.

Occupational pension market, market share of new sales, excluding collective agreements



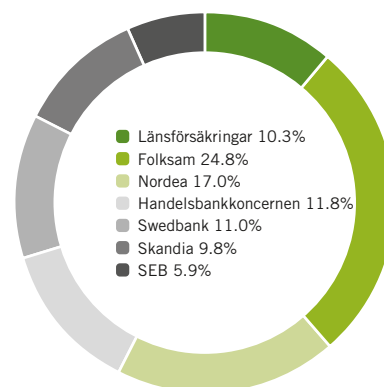
Länsförsäkringar is the third largest company in the occupational pension sub-market, excluding collective agreement pensions, after Skandia and SPP.

Occupational pension market, total market share of new sales



Länsförsäkringar is the total fifth largest company in the occupational pension market.

Private pension market, market share of new sales



Länsförsäkringar is Sweden's fifth largest life-assurance company in the private pension sub-market with a market share of 10.3% (10.4).

Unit-linked insurance

Strong earnings and sharp increase in managed assets

2013 was characterised by a high tempo with many activities and deliveries. All of this work was conducted, together with the regional insurance companies and Länsförsäkringar's external brokers, to ensure that customers receive high returns on their savings and have a better understanding of their pension.

Market

A very large portion of Länsförsäkringar's new life-assurance sales is for pension solutions for companies that do not have collective agreements. This is a market with a widespread need for individual advice. A pension analysis is performed based on individual customer needs, after which the customer receives an offer normally comprising both pension savings and various insurance solutions that the customer needs to lead a financially secure life. Länsförsäkringar sells proprietary unit-linked insurance solutions through its in-house sales force (including franchisees) and insurance brokers. Länsförsäkringar's total market share in unit-linked insurance, measured in sales value, amounted to 10.8% (11.5) in 2013.

New sales in the life-assurance market increased slightly during the year. New sales in 2012 declined, largely due to many

savers choosing to start saving in investment savings accounts (ISK) instead of in insurance. The trend turned around during 2013 and life-assurance policies are rising again. New sales in the Swedish life-assurance market in unit-linked insurance increased 5% to SEK 75 billion and premium income rose 3% to SEK 68 billion.

Business volumes

Insurance capital displayed a very positive trend and increased 24% to SEK 77.5 billion (62.8).

Total premium income as defined by Insurance Sweden amounted to SEK 9,473 M (8,713). The non-collectively agreed occupational pensions sub-market accounted for 79% of total premium income. Collective agreement pensions represented 5% and the private-pension and savings market 16% of total premiums

paid. Capital transferred strengthened premium income by SEK 2,627 M (2,342). Premium income for Guarantee Management amounted to SEK 706 M. Risk insurance contributed SEK 43 M in premium income. The proprietary sales channels performed positively compared with the year-earlier period and increased 8%. Sales in the sub-market of non-collectively agreed occupational pensions totalled SEK 7,502 M (7,252).

Guarantee Management

Guarantee Management is Länsförsäkringar's option for customers seeking a guarantee element to their savings and wishing to know the lowest level of their future payments. The guarantee means that customers are guaranteed to recoup the payments made in the savings and with the possibility of additional returns, if customers save for at least ten years. The assets of Guarantee Management are divided between equity and fixed-income investments, with the fixed-income element will always be at least 40% and the equities portion may be as low as zero. The Asset Management Unit at Länsförsäkringar AB manages this product.



Comments on the financial results Länsförsäkringar Fondliv

The return for the year was 5.6%. Equities accounted for most of the portfolio's return; the main contributors were US equities (3.4 percentage points) and European equities (1.2 percentage points). However, equities in emerging markets slightly negatively impacted the return. The fixed-income portfolio was supplemented with holdings in Investment Grade and High Yield, and reported a neutral performance for the year with a contribution of 0.2 percentage points.

Fund management

Länsförsäkringar's fund offering comprises 30 funds under Länsförsäkringar's own brand and about 45 external funds. The former are found in Länsförsäkringar's own fund company and are managed by selected external managers. The external funds provide additional breadth and variety in the offering and were chosen because they have posted favourable results compared with other similar funds in the market. 2013 began with sharply rising stock markets and market interest rates. Positive signals in Europe, higher growth in the US, improved gains in the companies and a general increase in risk willingness provided a healthy basis for the stock markets during 2013. There were temporary declines during the year, driven by political unrest, rising interest rates and relative high share valuations.

Almost 80% of the range performed positively during 2013. The 30 best funds increased more than 20%. These included funds with an orientation towards the US, Swedish small companies and Europe. Funds with a negative performance were those investing in emerging markets and commodities that were adversely affected by the weak commodities market, lower export and a weak economic climate. Fixed-income funds struggled to hold their positions in the fluctuating fixed-income climate, and some ended on a minus. The SEK weakened during the year, which contributed positively to funds investing outside Sweden.

Profit for Länsförsäkringar Fondliv improved substantially to SEK 246 M (128), as a result of a stronger trend in the stock market, increased premium inflows and unchanged administration expenses.

Income from customer fees for unit-linked insurance contracts rose 16% to SEK 501 M (431). Management remuneration amounted to SEK 493 M (426), up 16%. Operating expenses totalled SEK 790 M (731). The increase in operating

expenses is explained by higher selling expenses attributable to increased volumes.

Most of Fondliv's premium flows are recognised in the balance sheet. Fondliv's premium income as defined by Insurance Sweden amounted to SEK 9,473 M (8,713). Premium income in the income statement amounted to SEK 61 M (20). The portion of premiums that contain a material insurance risk are recognised as premium income.

INCOME STATEMENT

SEK M	2013	2012
Premium income after ceded reinsurance	61	20
Fees from financial agreements	501	431
Investment income, net	8,309	4,744
Claims payments	-36	-19
Change in technical provisions	-8,155	-4,542
Operating expenses	-790	-731
Other technical revenue and expenses	512	431
Technical result, non-life insurance operations	401	337
Non-technical expenses	-1	-4
Profit before tax	400	333
Tax	-153	-205
PROFIT FOR THE YEAR	246	128

BALANCE SHEET

SEK M	Dec 31, 2013	Dec 31, 2012
ASSETS		
Fixed assets	51	22
Other financial investment assets	943	408
Investment assets for which the policyholder bears the investment risk	76,704	62,574
Reinsurers' portion of technical provisions	3	4
Receivables	1,154	1,462
Other assets	28	17
Prepaid expenses and accrued income	1,025	1,019
TOTAL ASSETS	79,908	65,505
EQUITY, PROVISIONS AND LIABILITIES		
Equity	1,694	1,835
Technical provisions	875	426
Technical provisions, Guarantee Management	76,712	62,580
Provision for taxes	9	2
Deposits from reinsurers	4	4
Liabilities	600	644
Accrued expenses and deferred income	14	15
TOTAL EQUITY, PROVISIONS AND LIABILITIES	79,908	65,505

Traditional life assurance

Continued challenges – high hopes for New Trad

Länsförsäkringar Liv's situation improved during the year and a number of measures to reduce risk and strengthen the balance sheet were implemented.

Traditional life assurance

Länsförsäkringar Liv conducts traditional life assurance divided into four portfolios: New Trad, Old Trad, New World and Insured Pension. Strengthening the key figures was the company's focus in 2013. Activities in New Trad were an important part of this work.

Key figures for Länsförsäkringar Liv

The solvency ratio improved 5 percentage points in 2013. The solvency ratio amounted to 118% (113) on December 31, 2013. The solvency ratio shows the relation between total capital and capital guaranteed to the customer, and reflect the company's capacity to quickly pay out the entire guaranteed capital.

Old Trad

Investments in traditional life assurance are normally invested in listed equities and interest-bearing securities, as well as properties and alternative investments. The market trend for Länsförsäkringar Liv, with low interest rates in recent years, entailed that the investment portfolio was reweighted to protect the company's key figures and the savers' money. Liabilities are discounted by the market interest rate and thus liabilities increase when interest rates decline. For some time now, the investment portfolio has mainly comprised interest-bearing investments and the share of equities exposure is low. No major changes were made to the investment mix for Old Trad during 2013. During the autumn, the company gradually adjusted the investment portfolio to the transition rules for the discount rate prior to Solvency II that will come into effect from January 1, 2014. Accordingly, durations in the fixed-income portfolio

could be reduced slightly. Rising interest rates during 2013 meant that the value trend in interest-bearing securities was negative. On December 2013, asset allocation in the traditionally managed portfolio, Old Trad, was as follows: 92% interest-bearing securities, 4% alternative investments and the remainder was equities and property. The return on the various asset classes was as follows: Interest-bearing securities negative 3.8% (pos: 6.2), equities 21.6% (1.4), alternative investments 4.7% (14.2) and properties negative 4.0% (pos: 5.1). The bonus rate was at 0% for most of the year but was raised to 1% from November 1.

New Trad

At the end of May, the first customers were sent offers inviting them to change the conditions of their insurance product to New Trad. New Trad entails that customers are offered the opportunity to change the conditions of their traditional insurance policies. Lower guarantee levels combined with lower fees allow a changed investment mix with higher expected returns and improved opportunities for future increases in the value of savings. The response has been positive and on December 31 slightly more than 13,000 customers had accepted the offer to change the conditions of their insurance. The work on contacting and informing customers is continuing. The investment mix comprised 60% interest-bearing assets, 30% equities, 5% properties and 5% alternative investments. The higher element of risk in the New Trad investment portfolio compared with Old Trad also entails higher expected returns and bonuses. The return amounted to 4.3%. The solvency margin in New Trad was 115% and the bonus rate has been at 5% since the start of May 2013.

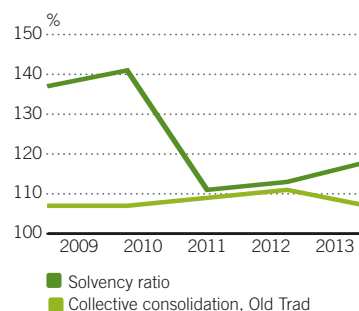
New World

In the New World management form, 30% of the customers' capital is invested in bonds and 70% in Swedish and foreign equities. New World is a traditional insurance policy whereby customers are guaranteed to recoup at least the premiums paid, subject to deductions for expenses and yield tax. The return in New World during 2013 was favourable, and particularly equities investments in mature markets contributed to the positive result. The return in 2013 amounted to 12.8% (12.2).

Risks and risk management

One of the key objectives for Länsförsäkringar Liv is to ensure that the company can meet its guaranteed commitments to customers by a satisfactory margin. Accordingly, control of risk-taking is an integrated part of risk management and aims to maintain a satisfactory balance between the conditions for generating returns and the level of risk.

Solvency ratio and collective consolidation in traditional life assurance



The solvency ratio is affected by falling market interest rates. However, collective consolidation is not impacted by interest-rate changes. Maintaining collective consolidation requires a balance between investment income and the bonus rate.

Comments on the financial results Länsförsäkringar Liv

Profit for Länsförsäkringar Liv amounted to SEK 5.2 billion (4.9). The positive earnings are largely explained by the sharp upturn in long-term market interest rates. The Swedish ten-year government bond rate rose by almost 1 percentage point. Liabilities were discounted by the market interest rate and thus the decrease in interest rates contributed positively to earnings. Technical provisions declined SEK 11.8 billion. However, investment income in Länsförsäkringar Liv was negatively impacted by rising market interest rates since the value of long-term interest-bearing investments declined. The positive net earnings due to the increase in interest rates was the result of a deliberate strategy for how assets were matched against liabilities. The introduction of New

Trad also contributed to the positive result. The change of conditions to New Trad means that the guaranteed commitments decline, which has a positive effect on liabilities and earnings. Lower liabilities also provide greater scope for investments with higher expected returns.

In 2013, the company also worked on reducing its operating expenses. The company lowered its operating expenses by a total of 16% during the year. The total return in Länsförsäkringar Liv's traditional portfolio, Old Trad, was a negative 3.0% (pos: 6.1) and net investment income included in profit and loss totalled a loss of SEK 1.7 billion (pos: 7.7). The total return amounted to 4.3% (–) for New Trad and to 12.8% (12.2) for New World.

Premium income for Länsförsäkringar Liv amounted to SEK 3.4 billion (4.3), down 22% (34). The insurance portfolio has declined since new sales was discontinued. External transfers, paid-up insurance and no new additions of insurance resulted in the portfolio declining. Payments continued to be made for premium paying insurance policies in the portfolio, but premium income is declining as final insurance payments are made.

One-off payments have essentially ceased since new sales were discontinued, which also adversely affected premium income. Claims paid amounted to SEK 7.6 billion (7.5). Investment assets according to the balance sheet fell to SEK 112.8 billion (136.5) during the year.

LÄNSFÖRSÄKRINGAR LIV, GROUP

INCOME STATEMENT SEK M

	2013	2012
Premium income after ceded reinsurance	3,388	4,319
Investment income, net	–1,743	7,659
Claims payments	–7,645	–7,491
Other technical revenue and expenses		–
Change in technical provisions	11,842	1,372
Operating expenses	–347	–412
Technical result for insurance operations	5,495	5,447
Non-technical expenses	–281	–460
Profit before tax	5,214	4,987
Tax	–40	–115
PROFIT FOR THE PERIOD	5,174	4,872

BALANCE SHEET SEK M

	Dec 31, 2013	Dec 31, 2012
ASSETS		
Property and equipment	1	1
Investment assets	106,777	121,963
Investment assets for which the policyholder bears the investment risk	5,978	14,564
Reinsurers' portion of technical provisions	605	609
Receivables	2,003	2,370
Other assets	3,708	3,997
Prepaid expenses and accrued income	1,084	1,578
TOTAL ASSETS	120,155	135,083
EQUITY, PROVISIONS AND LIABILITIES		
Share capital	8	8
Funds and net profit for the period	17,110	13,824
Technical provisions	91,585	104,942
Provisions for life assurance for which the policyholder bears the investment risk	5,978	4,564
Provisions for other risks and expenses	146	176
Deposits from reinsurers	605	609
Liabilities	4,344	10,542
Accrued expenses and deferred income	378	418
TOTAL EQUITY, PROVISIONS AND LIABILITIES	120,155	135,083

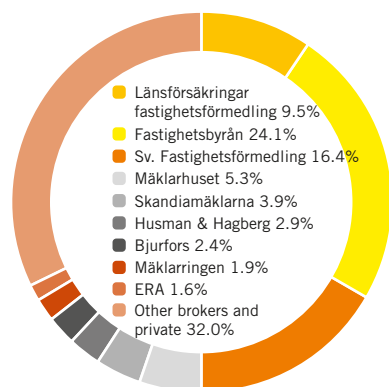
Comprehensive real-estate brokerage continues to grow

REAL-ESTATE BROKERAGE Through the regional insurance companies, Länsförsäkringar Fastighetsförmedling offers a total solution for reliable mortgage transactions: real-estate brokerage, banking and insurance services all in one company.

Länsförsäkringar Fastighetsförmedling has 152 branches throughout Sweden, of which ten were opened in 2013. Strong growth has advanced Länsförsäkringar Fastighetsförmedling to the position of third largest brokerage in Sweden, with a market share of 9.5%. After Fastighetsbyråns acquisition of Svensk Fastighetsförmedling, Länsförsäkringar Fastighetsförmedling will become the second largest player. The real-estate brokerage is an integrated part of the local regional insurance companies' full-service offering. The aim is always to offer customers a reliable mortgage transaction. The operations are conducted in franchise

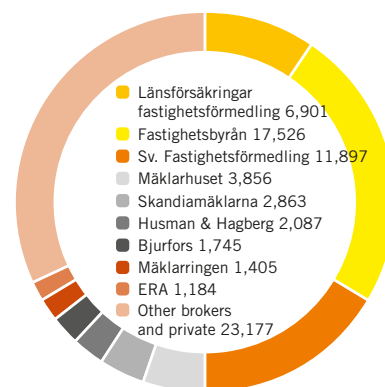
form, whereby the regional insurance company acts as the franchiser for the local branch. This also means that Länsförsäkringar Fastighetsförmedling differs from national estate-agent chains by always being locally based. A total of 6,090 single-family homes, 7,950 tenant-owned apartments, 1,071 vacation homes and 326 agricultural properties were brokered in 2013. The value of the sales amounted to SEK 24.8 billion. In 2013, sales of single-family homes and vacation homes resulted in SEK 2.1 billion in first-lien mortgages in Länsförsäkringar's mortgage institution, distributed between 1,391 transactions.

Market shares 2013



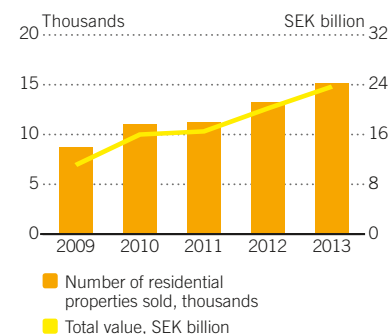
Länsförsäkringar Fastighetsförmedling is the third largest brokerage group in Sweden, measured in number of single-family homes and vacation homes sold. Tenant-owned apartments are not included in industry statistics.

Number of single-family homes and vacation homes sold 2013



The diagram shows the number of single-family homes and leisure homes that each brokerage has sold according to statistics from the registration authority, meaning land registration certificates.

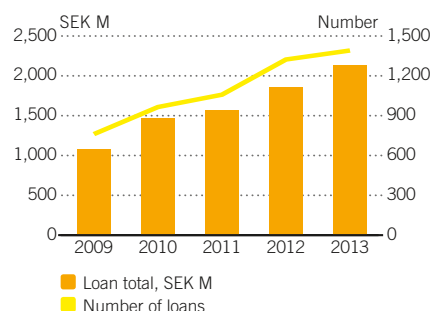
Residential properties sold¹⁾, Länsförsäkringar Fastighetsförmedling



The rate of growth in the past year was about 1,800 units sold, to 15,000 units sold, up 14%.

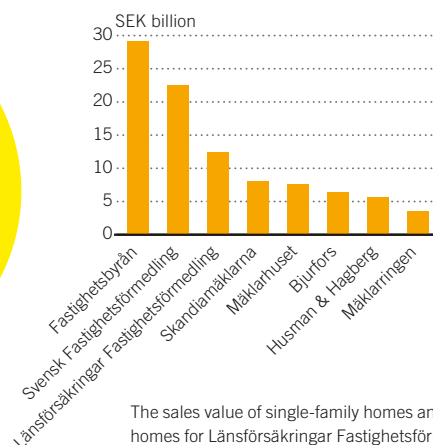
¹⁾ Single-family homes, vacation homes and tenant-owned apartments

Single-family homes and vacation homes sold with loans deposited with Länsförsäkringar Hypotek



Sales of single-family homes and vacation homes resulted in SEK 2.1 billion in first-lien mortgages in Länsförsäkringar Hypotek.

Value of sales of single-family homes and vacation homes 2013



The sales value of single-family homes and vacation homes for Länsförsäkringar Fastighetsförmedling amounted to SEK 12.4 billion. Tenant-owned apartments are not included in the diagram and, including them, the total value of sales was SEK 23.7 billion.

Länsförsäkringar Alliance in figures

The combined earnings of the Länsförsäkringar Alliance's non-life insurance operations are presented first on the following pages. This will be followed by key figures from each of the 23 regional insurance companies.

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Länsförsäkringar Alliance 2013

	Norrbotten	Västerbotten	Jämtland	Västernorrland	Gävleborg	Dalarna	Värmland	Uppsala	Bergslagen	Stockholm	Södermanland
NON-LIFE INSURANCE, SEK M											
Result after ceded reinsurance 2013											
Premiums earned	288	596	381	390	428	1,018	470	646	897	1,587	472
Investment income transferred from financial operations	21	29	8	16	11	32	12	21	16	62	10
Claims payments	-187	-466	-288	-301	-348	-742	-337	-498	-802	-1,349	-400
Operating expenses	-56	-110	-74	-82	-91	-161	-97	-132	-156	-341	-91
Other income/expenses	-	-	-	-	-	-	2	-	-	-	-
Technical result from non-life insurance operations before bonuses and discounts	66	49	27	24	0	147	50	37	-44	-41	-9
Bonuses and discounts	-	-45	0	-	-	-232	-	-1	-	-	-
Technical result, non-life insurance operations	66	4	27	24	0	-85	50	36	-44	-41	-9
Total investment income	87	264	102	62	50	338	92	124	300	252	186
Investment income transferred to insurance operations	-21	-29	-8	-16	-11	-32	-12	-21	-16	-62	-10
Other income/expenses	-6	-16	-18	-30	-24	-6	-17	-19	-21	-118	-15
Operating profit	125	222	103	40	16	214	112	120	219	30	152

Balance sheet, Dec 31, 2013

ASSETS

Investment assets

Shares in Länsförsäkringar AB	211	561	373	458	514	1,003	335	714	827	1,416	555
Other shares and participations	357	1,039	469	293	38	2,035	288	585	1,385	685	1,032
Bonds and other interest-bearing securities	386	983	590	463	568	1,606	438	771	866	1,853	543
Other investment assets	6	300	97	23	36	132	231	28	590	1	10
Total investment assets	960	2,882	1,529	1,237	1,156	4,775	1,291	2,099	3,668	3,954	2,141
Reinsurers' portion of technical provisions	122	238	208	238	152	409	151	267	166	326	185
Receivables and other assets	130	244	179	165	195	406	177	311	345	555	174
Cash and bank balances	28	139	122	25	248	158	534	96	235	50	53
Prepaid expenses and accrued income	15	37	22	18	15	67	16	26	25	37	18
Total assets	1,254	3,540	2,060	1,683	1,766	5,815	2,170	2,799	4,439	4,922	2,572

EQUITY AND LIABILITIES

Equity	464	1,824	948	625	375	2,653	925	1,081	1,992	412	1,183
Untaxed reserves	-	-	-	-	358	-	-	-	-	1,156	-
Technical provisions (before ceded reinsurance)	597	1,253	841	872	876	2,509	893	1,291	1,641	2,825	1,037
Other provisions and liabilities	151	373	214	165	149	540	271	335	673	297	339
Accrued expenses and deferred income	43	91	58	21	8	114	80	92	132	232	13
Total equity and liabilities	1,254	3,540	2,060	1,683	1,766	5,815	2,170	2,799	4,439	4,922	2,572
Solvency capital	574	2,088	1,113	701	787	3,079	1,129	1,309	2,418	1,746	1,411
Solvency margin	195	334	288	176	183	296	233	198	259	109	293

The Länsförsäkringar Alliance comprises 23 local and customer-owned regional insurance companies and the jointly owned Länsförsäkringar AB. The Länsförsäkringar Alliance is not a Group in the legal sense of the term. Most of the non-life insurance business in the Alliance is underwritten by the regional insurance companies. The business conducted by Länsförsäkringar AB's non-life insurance Group comprises health insurance, animal insurance, ceded and assumed reinsurance as well as cargo insurance and some casualty, property and motor hull insurance.

Earnings from the Länsförsäkringar Alliance's non-life insurance operations consist of the total earnings of the 23 regional insurance companies and the Länsförsäkringar AB Group, excluding Länsförsäkringar Fondliv and the Länsförsäkringar Bank Group. The holdings and change in value in the Länsförsäkringar AB share and transactions between the regional insurance companies and the Länsförsäkringar AB Group have been eliminated. The 23 regional insurance companies and the Länsförsäkringar AB Group apply the approved International Financial Reporting Standards (IFRS).

Göteborg och Bohuslän	Skaraborg	Östergöta	Älvsborg	Götaland	Jönköping	Halland	Kronoberg	Kalmar	Blekinge	Göinge-Kristianstad	Skåne	Länsförsäkringar AB Group excl. Bank & Fondliv	Länsförsäkringar Alliance, non-life insurance	Länsförsäkringar Alliance
1,214	563	1,124	944	174	824	543	383	628	260	402	1,714	4,121	20,067	20,067
30	14	28	36	5	12	27	5	20	6	7	57	155	645	645
-897	-453	-907	-713	-123	-673	-458	-283	-425	-199	-295	-1,505	-2,940	-15,589	-15,589
-231	-96	-239	-185	-36	-135	-97	-74	-109	-51	-74	-263	-903	-3,886	-3,886
7	0	-	-	-	-	-	-	-	-	-	-	1	10	10
122	28	6	82	20	28	16	31	113	17	40	4	434	1,247	1,247
-	-	0	-23	-	-	-	-24	-65	-	-100	3	-	-488	-488
122	28	6	59	20	28	16	7	48	17	-61	6	434	759	759
393	77	397	473	64	270	184	111	196	65	159	582	350	4,441	4,441
-30	-14	-28	-36	-5	-12	-27	-5	-20	-6	-7	-57	-155	-645	-645
-39	-23	-23	-40	0	-36	-45	-12	-19	-14	-16	-48	-87	-692	-310
446	68	352	456	80	250	128	100	206	62	75	483	542	3,863	4,244
969	455	1,108	977	131	798	550	344	506	206	534	1,457	-	-	-
2,528	411	1,851	2,387	403	1,053	926	609	896	353	741	2,835	13,370	37,342	25,199
1,150	571	1,363	863	206	827	658	400	703	487	613	1,447	11,802	30,156	65,996
28	121	887	59	434	702	320	133	409	92	264	302	2,501	7,315	8,392
4,675	1,558	5,208	4,287	783	3,381	2,454	1,486	2,514	1,138	2,152	6,041	27,673	74,813	99,588
248	170	349	295	80	350	430	169	196	125	203	877	7,205	7,205	7,205
378	208	478	419	69	301	188	139	216	123	145	581	1,612	7,739	263,567
113	60	68	178	140	356	27	87	126	27	20	568	1,391	4,849	4,984
56	16	43	8	18	16	22	11	22	5	18	55	307	893	4,520
5,469	2,012	6,146	5,186	1,090	4,405	3,121	1,893	3,075	1,418	2,538	8,122	38,187	95,500	379,863
2,476	282	2,986	2,698	571	1,922	1,314	815	1,505	653	1,201	2,979	14,227	33,386	34,343
-	414	-	-	-	-	-	-	-	-	-	-	-	-	-
2,261	1,110	2,266	1,872	386	1,809	1,356	820	1,148	563	999	3,906	20,753	47,929	47,929
669	115	850	479	127	644	356	246	409	188	323	1,149	2,352	11,837	291,138
64	92	44	136	6	30	96	11	13	14	15	88	856	2,348	6,453
5,469	2,012	6,146	5,186	1,090	4,405	3,121	1,893	3,075	1,418	2,538	8,122	38,187	95,500	379,863
2,949	758	3,592	3,110	651	2,230	1,567	990	1,797	774	1,439	3,706	14,767	40,458	41,518
240	132	307	321	365	263	281	248	281	289	351	213	365	206	

Länsförsäkringar Norrbotten

President
Kjell Lindfors
Board Chairman
Mats Fabricius



Länsförsäkringar Västerbotten

President
Göran Spetz
Board Chairman
Conny Sandström



Länsförsäkringar Jämtland

President
Pia Sandvik
Board Chairman
Tomas Eriksson



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	125	92
Total assets, SEK M	1,254	1,150
Solvency margin, %	195	158
Number of employees	71	71
Number offices	3	4

Bank		
Deposits, SEK M	725	632
Loans, SEK M	284	291
Retail mortgages, SEK M	1,444	1,279
Fund volumes managed, SEK M	70	57
Number of customers	8,400	7,900

Life assurance		
Premium income, SEK M	122	122
Total insurance capital, SEK M	2,018	1,954
Number of customers	19,100	19,300

Non-life insurance		
Premiums earned, SEK M	288	284
Technical result for insurance operations, SEK M	66	21
Combined ratio after ceded reinsurance, %	85	100
Total return on asset management, %	10	14
Number of customers	58,400	57,800

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	268	217
Total assets, SEK M	3,540	3,181
Solvency margin, %	334	327
Number of employees	165	159
Number offices	3	3

Bank		
Deposits, SEK M	2,897	2,606
Loans, SEK M	1,169	1,138
Retail mortgages, SEK M	3,765	3,326
Fund volumes managed, SEK M	561	388
Number of customers	25,400	23,800

Life assurance		
Premium income, SEK M	225	246
Total insurance capital, SEK M	3,982	3,833
Number of customers	34,600	34,700

Non-life insurance		
Premiums earned, SEK M	596	558
Technical result for insurance operations, SEK M	49	65
Bonuses and discounts, SEK M	-45	-41
Combined ratio after ceded reinsurance, %	97	92
Total return on asset management, %	10	8
Number of customers	110,900	108,200

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	103	73
Total assets, SEK M	2,060	1,897
Solvency margin, %	288	269
Number of employees	104	109
Number offices	5	5

Bank		
Deposits, SEK M	1,377	1,241
Loans, SEK M	936	969
Retail mortgages, SEK M	2,021	1,974
Fund volumes managed, SEK M	103	81
Number of customers	13,900	13,500

Life assurance		
Premium income, SEK M	120	129
Total insurance capital, SEK M	2,083	2,014
Number of customers	19,800	19,900

Non-life insurance		
Premiums earned, SEK M	381	378
Technical result for insurance operations, SEK M	27	14
Combined ratio after ceded reinsurance, %	95	99
Total return on asset management, %	7	6
Number of customers	55,200	54,900

Länsförsäkringar Västernorrland

President
Leif Johanson
Board Chairman
Stig Högberg



Länsförsäkringar Gävleborg

President
Per-Ove Bäckström
Board Chairman
Mats Åstrand



Dalarnas Försäkringsbolag

President
Anders Grånäs
Board Chairman
Maria Engholm



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	40	44
Total assets, SEK M	1,683	1,642
Solvency margin, %	176	163
Number of employees	117	115
Number offices	5	5
Bank		
Deposits, SEK M	1,252	1,163
Loans, SEK M	470	457
Retail mortgages, SEK M	1,676	1,511
Fund volumes managed, SEK M	198	161
Number of customers	21,800	21,400
Life assurance		
Premium income, SEK M	163	177
Total insurance capital, SEK M	3,428	3,346
Number of customers	27,400	27,500
Non-life insurance		
Premiums earned, SEK M	390	380
Technical result for insurance operations, SEK M	24	25
Combined ratio after ceded reinsurance, %	98	98
Total return on asset management, %	5	5
Number of customers	70,100	70,100

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	16	66
Total assets, SEK M	1,766	1,639
Solvency margin, %	183	182
Number of employees	147	153
Number offices	7	7
Bank		
Deposits, SEK M	1,819	1,626
Loans, SEK M	965	978
Retail mortgages, SEK M	3,884	3,626
Fund volumes managed, SEK M	183	144
Number of customers	21,600	20,600
Life assurance		
Premium income, SEK M	177	191
Total insurance capital, SEK M	3,269	3,153
Number of customers	32,100	32,300
Non-life insurance		
Premiums earned, SEK M	428	420
Technical result for insurance operations, SEK M	0	38
Combined ratio after ceded reinsurance, %	102	94
Total return on asset management, %	4	4
Number of customers	82,400	82,800

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	446	337
Total assets, SEK M	5,815	5,321
Solvency margin, %	296	284
Number of employees	262	260
Number offices	7	7
Bank		
Deposits, SEK M	3,843	3,427
Loans, SEK M	1,368	1,424
Retail mortgages, SEK M	6,003	5,448
Fund volumes managed, SEK M	469	393
Number of customers	39,000	37,300
Life assurance		
Premium income, SEK M	358	390
Total insurance capital, SEK M	6,232	5,884
Number of customers	50,800	50,800
Non-life insurance		
Premiums earned, SEK M	1,018	994
Technical result for insurance operations, SEK M	147	100
Bonuses and discounts, SEK M	-232	-137
Combined ratio after ceded reinsurance, %	88	92
Total return on asset management, %	7	6
Number of customers	144,200	142,700

Länsförsäkringar Värmland

President

Ulf W Eriksson

Board Chairman

Patrik Sandin



Länsförsäkringar Uppsala

President

Ann-Christin Norrström

Board Chairman

Björn Sundell



Länsförsäkringar Bergslagen

President

Mikael Sundquist

Board Chairman

Bengt-Erik Lindgren



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	112	92
Total assets, SEK M	2,170	2,002
Solvency margin, %	233	230
Number of employees	102	102
Number offices	4	4
Bank		
Deposits, SEK M	1,086	939
Loans, SEK M	524	501
Retail mortgages, SEK M	1,633	1,422
Fund volumes managed, SEK M	93	75
Number of customers	10,900	10,100
Life assurance		
Premium income, SEK M	147	157
Total insurance capital, SEK M	2,887	2,808
Number of customers	26,200	26,300
Non-life insurance		
Premiums earned, SEK M	470	437
Technical result for insurance operations, SEK M	50	46
Bonuses and discounts, SEK M	-21	-21
Combined ratio after ceded reinsurance, %	92	92
Total return on asset management, %	6	5
Number of customers	87,200	83,900

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	121	132
Total assets, SEK M	2,799	2,628
Solvency margin, %	198	190
Number of employees	183	193
Number offices	6	6
Bank		
Deposits, SEK M	3,034	2,824
Loans, SEK M	1,496	1,500
Retail mortgages, SEK M	6,042	5,430
Fund volumes managed, SEK M	320	247
Number of customers	28,700	27,400
Life assurance		
Premium income, SEK M	380	388
Total insurance capital, SEK M	6,331	5,966
Number of customers	50,400	50,600
Non-life insurance		
Premiums earned, SEK M	646	618
Technical result for insurance operations, SEK M	37	63
Bonuses and discounts, SEK M	-1	-1
Combined ratio after ceded reinsurance, %	98	94
Total return on asset management, %	6	6
Number of customers	113,600	111,800

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	219	260
Total assets, SEK M	4,439	4,051
Solvency margin, %	259	251
Number of employees	233	226
Number offices	7	7
Bank		
Deposits, SEK M	4,338	3,792
Loans, SEK M	3,504	3,367
Retail mortgages, SEK M	7,833	6,862
Fund volumes managed, SEK M	373	275
Number of customers	42,300	38,500
Life assurance		
Premium income, SEK M	541	534
Total insurance capital, SEK M	7,957	7,522
Number of customers	61,600	61,500
Non-life insurance		
Premiums earned, SEK M	897	844
Technical result for insurance operations, SEK M	-44	77
Bonuses and discounts, SEK M	-	-77
Combined ratio after ceded reinsurance, %	107	92
Total return on asset management, %	9	8
Number of customers	173,300	166,900

Länsförsäkringar Stockholm

President

Fredrik Bergström

Board Chairman

Christer Villard



Länsförsäkringar Södermanland

President

Anna-Greta Lundh

Board Chairman

Axel von Stockenström



Länsförsäkringar Göteborg och Bohuslän

President

Ingemar Larsson

Board Chairman

Sune Nilsson



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	30	100
Total assets, SEK M	4,922	4,609
Solvency margin, %	109	107
Number of employees	391	452
Number offices	8	16
Bank		
Deposits, SEK M	6,852	6,497
Loans, SEK M	1,674	1,753
Retail mortgages, SEK M	16,566	15,277
Fund volumes managed, SEK M	759	654
Number of customers	81,400	79,800
Life assurance		
Premium income, SEK M	2,744	2,918
Total insurance capital, SEK M	47,293	44,797
Number of customers	229,500	232,300
Non-life insurance		
Premiums earned, SEK M	1,587	1,580
Technical result for insurance operations, SEK M	-41	39
Combined ratio after ceded reinsurance, %	106	101
Total return on asset management, %	7	6
Number of customers	325,400	322,800

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	152	129
Total assets, SEK M	2,572	2,367
Solvency margin, %	293	272
Number of employees	127	127
Number offices	4	4
Bank		
Deposits, SEK M	1,776	1,575
Loans, SEK M	744	674
Retail mortgages, SEK M	3,908	3,394
Fund volumes managed, SEK M	162	129
Number of customers	18,900	17,800
Life assurance		
Premium income, SEK M	199	207
Total insurance capital, SEK M	3,688	3,517
Number of customers	32,000	32,000
Non-life insurance		
Premiums earned, SEK M	472	455
Technical result for insurance operations, SEK M	-9	16
Combined ratio after ceded reinsurance, %	104	99
Total return on asset management, %	9	7
Number of customers	88,900	86,800

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	446	290
Total assets, SEK M	5,469	4,974
Solvency margin, %	240	216
Number of employees	305	295
Number offices	10	10
Bank		
Deposits, SEK M	3,951	3,532
Loans, SEK M	1,337	1,289
Retail mortgages, SEK M	7,249	6,616
Fund volumes managed, SEK M	384	299
Number of customers	44,600	42,500
Life assurance		
Premium income, SEK M	1,057	1,091
Total insurance capital, SEK M	16,686	15,705
Number of customers	94,200	94,800
Non-life insurance		
Premiums earned, SEK M	1,214	1,151
Technical result for insurance operations, SEK M	122	42
Combined ratio after ceded reinsurance, %	93	98
Total return on asset management, %	9	8
Number of customers	213,900	209,900

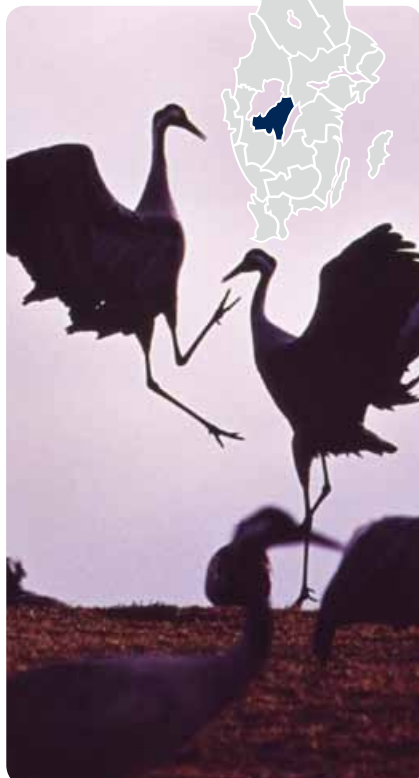
Länsförsäkringar Skaraborg

President

Carl Henrik Ohlsson

Board Chairman

Jonas Rosman



Länsförsäkringar Östgöta

President

Anders Rahm

Board Chairman

Lars-Eric Åström



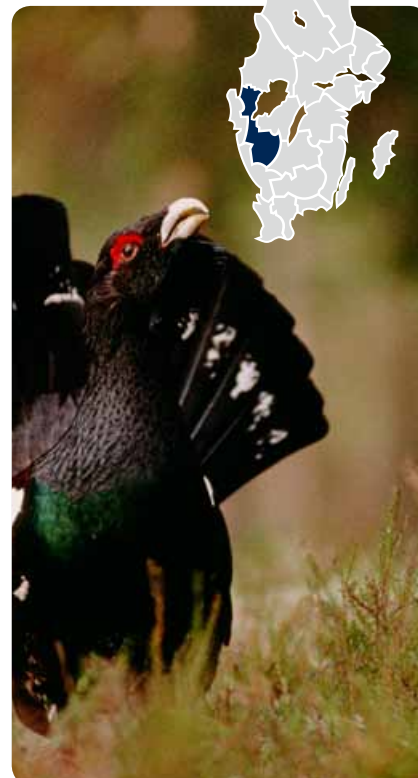
Länsförsäkringar Älvsborg

President

Sten Lundqvist

Board Chairman

Lars Hallkvist



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	68	86
Total assets, SEK M	2,012	1,864
Solvency margin, %	132	126
Number of employees	151	149
Number offices	8	7
Bank		
Deposits, SEK M	2,800	2,515
Loans, SEK M	1,697	1,547
Retail mortgages, SEK M	3,354	2,977
Fund volumes managed, SEK M	322	256
Number of customers	31,500	29,900
Life assurance		
Premium income, SEK M	204	208
Total insurance capital, SEK M	4,180	4,069
Number of customers	34,300	34,300
Non-life insurance		
Premiums earned, SEK M	563	543
Technical result for insurance operations, SEK M	28	50
Combined ratio after ceded reinsurance, %	98	93
Total return on asset management, %	5	5
Number of customers	97,800	95,600

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	352	335
Total assets, SEK M	6,146	5,895
Solvency margin, %	307	294
Number of employees	303	300
Number offices	7	6
Bank		
Deposits, SEK M	5,778	5,275
Loans, SEK M	3,227	3,142
Retail mortgages, SEK M	7,906	6,720
Fund volumes managed, SEK M	491	383
Number of customers	51,800	48,800
Life assurance		
Premium income, SEK M	941	959
Total insurance capital, SEK M	10,311	9,363
Number of customers	71,100	70,900
Non-life insurance		
Premiums earned, SEK M	1,124	1,084
Technical result for insurance operations, SEK M	6	132
Bonuses and discounts, SEK M	–	–130
Combined ratio after ceded reinsurance, %	102	89
Total return on asset management, %	8	5
Number of customers	185,500	182,700

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	479	250
Total assets, SEK M	5,186	4,606
Solvency margin, %	321	292
Number of employees	260	282
Number offices	10	7
Bank		
Deposits, SEK M	3,928	3,503
Loans, SEK M	1,881	1,711
Retail mortgages, SEK M	7,510	6,851
Fund volumes managed, SEK M	389	315
Number of customers	62,500	61,100
Life assurance		
Premium income, SEK M	377	409
Total insurance capital, SEK M	7,078	6,792
Number of customers	62,400	62,500
Non-life insurance		
Premiums earned, SEK M	944	892
Technical result for insurance operations, SEK M	82	103
Bonuses and discounts, SEK M	–23	–28
Combined ratio after ceded reinsurance, %	95	93
Total return on asset management, %	12	6
Number of customers	164,900	162,900

Länsförsäkringar Gotland

President

Mariette Nicander

Board Chairman

Gösta af Petersens



Länsförsäkringar Jönköping

President

Örian Söderberg

Board Chairman

Göran Lindell



Länsförsäkringar Halland

President

Christian Bille

Board Chairman

Karin Starrin



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	80	55
Total assets, SEK M	1,090	1,058
Solvency margin, %	365	338
Number of employees	63	62
Number offices	2	2
Bank		
Deposits, SEK M	1,292	1,076
Loans, SEK M	1,603	1,525
Retail mortgages, SEK M	2,492	2,210
Fund volumes managed, SEK M	92	76
Number of customers	12,500	11,400
Life assurance		
Premium income, SEK M	89	89
Total insurance capital, SEK M	1,054	960
Number of customers	11,900	11,800
Non-life insurance		
Premiums earned, SEK M	174	168
Technical result for insurance operations, SEK M	20	16
Bonuses and discounts, SEK M	–	–38
Combined ratio after ceded reinsurance, %	91	94
Total return on asset management, %	9	5
Number of customers	29,400	29,100

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	250	253
Total assets, SEK M	4,405	3,988
Solvency margin, %	263	242
Number of employees	188	188
Number offices	5	5
Bank		
Deposits, SEK M	3,350	3,007
Loans, SEK M	1,661	1,554
Retail mortgages, SEK M	4,070	3,605
Fund volumes managed, SEK M	343	234
Number of customers	27,600	26,000
Life assurance		
Premium income, SEK M	350	362
Total insurance capital, SEK M	6,443	6,136
Number of customers	44,500	44,600
Non-life insurance		
Premiums earned, SEK M	824	787
Technical result for insurance operations, SEK M	28	88
Bonuses and discounts, SEK M	–	–27
Combined ratio after ceded reinsurance, %	98	89
Total return on asset management, %	8	6
Number of customers	124,000	122,500

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	128	107
Total assets, SEK M	3,121	2,923
Solvency margin, %	281	273
Number of employees	149	146
Number offices	6	6
Bank		
Deposits, SEK M	3,067	2,861
Loans, SEK M	3,184	3,268
Retail mortgages, SEK M	5,595	5,407
Fund volumes managed, SEK M	289	242
Number of customers	33,900	33,500
Life assurance		
Premium income, SEK M	273	291
Total insurance capital, SEK M	5,194	5,052
Number of customers	43,900	44,100
Non-life insurance		
Premiums earned, SEK M	543	527
Technical result for insurance operations, SEK M	16	51
Combined ratio after ceded reinsurance, %	102	95
Total return on asset management, %	8	6
Number of customers	95,300	94,600

Länsförsäkring Kronoberg

President

Fredrik Daveby

Board Chairman

Per-Åke Holgersson



Länsförsäkringar Kalmar län

President

Niklas Lundin

Board Chairman

Christer Olander



Länsförsäkringar Blekinge

President

Magnus Olsson

Board Chairman

Anders Larsson



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	124	100
Total assets, SEK M	1,893	1,683
Solvency margin, %	248	233
Number of employees	88	88
Number offices	3	3
Bank		
Deposits, SEK M	1,829	1,613
Loans, SEK M	953	906
Retail mortgages, SEK M	1,817	1,661
Fund volumes managed, SEK M	154	123
Number of customers	27,300	27,300
Life assurance		
Premium income, SEK M	181	177
Total insurance capital, SEK M	3,497	3,399
Number of customers	23,300	23,500
Non-life insurance		
Premiums earned, SEK M	383	373
Technical result for insurance operations, SEK M	31	42
Bonuses and discounts, SEK M	-24	-1
Combined ratio after ceded reinsurance, %	93	91
Total return on asset management, %	8	5
Number of customers	65,600	64,600

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	270	170
Total assets, SEK M	3,075	2,852
Solvency margin, %	281	263
Number of employees	159	165
Number offices	9	9
Bank		
Deposits, SEK M	2,241	2,031
Loans, SEK M	1,058	1,001
Retail mortgages, SEK M	2,479	2,159
Fund volumes managed, SEK M	260	192
Number of customers	18,200	17,100
Life assurance		
Premium income, SEK M	175	183
Total insurance capital, SEK M	3,893	3,792
Number of customers	31,000	30,900
Non-life insurance		
Premiums earned, SEK M	628	599
Technical result for insurance operations, SEK M	113	66
Bonuses and discounts, SEK M	-65	-51
Combined ratio after ceded reinsurance, %	90	99
Total return on asset management, %	9	7
Number of customers	105,300	104,400

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	62	57
Total assets, SEK M	1,418	1,297
Solvency margin, %	289	273
Number of employees	64	73
Number offices	4	4
Bank		
Deposits, SEK M	1,193	1,085
Loans, SEK M	837	846
Retail mortgages, SEK M	1,941	1,784
Fund volumes managed, SEK M	171	127
Number of customers	11,800	11,300
Life assurance		
Premium income, SEK M	145	153
Total insurance capital, SEK M	2,359	2,240
Number of customers	18,800	18,800
Non-life insurance		
Premiums earned, SEK M	260	251
Technical result for insurance operations, SEK M	17	28
Combined ratio after ceded reinsurance, %	95	93
Total return on asset management, %	7	5
Number of customers	52,900	52,500

Länsförsäkringar Göinge-Kristianstad

President

Henrietta Hansson

Board Chairman

Göran Trobro



Länsförsäkringar Skåne

President

Susanne Petersson

Board Chairman

Otto Ramel



Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	175	126
Total assets, SEK M	2,538	2,338
Solvency margin, %	351	343
Number of employees	101	107
Number offices	3	3
Bank		
Deposits, SEK M	1,696	1,558
Loans, SEK M	1,471	1,366
Retail mortgages, SEK M	1,992	1,860
Fund volumes managed, SEK M	175	142
Number of customers	15,500	15,000
Life assurance		
Premium income, SEK M	158	171
Total insurance capital, SEK M	3,230	3,138
Number of customers	27,300	27,300
Non-life insurance		
Premiums earned, SEK M	402	394
Technical result for insurance operations, SEK M	40	33
Bonuses and discounts, SEK M	-100	-
Combined ratio after ceded reinsurance, %	92	94
Total return on asset management, %	8	6
Number of customers	72,900	72,100

Key figures	2013	2012
Operating profit before bonuses and discounts, SEK M	480	377
Total assets, SEK M	8,122	7,062
Solvency margin, %	213	195
Number of employees	455	438
Number offices	6	6
Bank		
Deposits, SEK M	4,624	3,843
Loans, SEK M	3,445	3,330
Retail mortgages, SEK M	10,914	9,970
Fund volumes managed, SEK M	545	412
Number of customers	59,100	54,600
Life assurance		
Premium income, SEK M	1,083	1,118
Total insurance capital, SEK M	18,067	17,346
Number of customers	124,000	124,100
Non-life insurance		
Premiums earned, SEK M	1,714	1,625
Technical result for insurance operations, SEK M	4	23
Combined ratio after ceded reinsurance, %	102	101
Total return on asset management, %	10	9
Number of customers	334,600	327,500

Where we create the conditions for closeness in local customer meetings

ABOUT LÄNSFÖRSÄKRINGAR AB Länsförsäkringar AB and its subsidiaries are tasked by the regional insurance companies to conduct joint banking and insurance operations, pursue strategic development activities and provide service in areas that generate economies of scale and efficiency, to create opportunities for the regional insurance companies to be successful in their respective markets.

The operations of the jointly owned company Länsförsäkringar AB are tasked with conducting profitable business activities in non-life insurance, life assurance and banking services, developing products, concepts, meeting places and tools, and providing business service to the regional insurance companies. This ensures that the regional insurance companies can offer their customers the right range of products and enables private individuals, companies and farmers in Sweden to live in safety. The Länsförsäkringar Alliance's reinsurance cover, a number of pool solutions and joint group insurance cover and assumed international reinsurance are managed in the Länsförsäkringar AB Group.

Länsförsäkringar AB is wholly owned by the 23 regional insurance companies, together with 16 local insurance companies. The regional insurance companies impose demands on capital use and a reasonable return on equity corresponding to 5% over the risk-free interest rate over time. In 2013, the return on equity amounted to 5%. In addition to the Parent Company, Länsförsäkringar AB, the Group encompasses Länsförsäkringar Sak, Länsförsäkringar Bank, Länsförsäkringar Fondliv, Länsförsäkringar Liv and the subsidiaries of these

companies. Länsförsäkringar Liv and its subsidiaries are not consolidated in the consolidated financial statements since the company's earnings accrue in their entirety to the policyholders.

Value-based planing

Länsförsäkringar AB has worked for many years on vision and value-based planning of the operations. The vision and values serve as guiding principles for all operations in the Group. Länsförsäkringar AB's Group-wide business plan defines its vision, values and success factors. The vision is a description of how Länsförsäkringar AB wants things to be in the world in which it operates. The vision is "together we create security." With almost 6,000 employees, the Länsförsäkringar Alliance works to provide financial security for 3.5 million customers. Länsförsäkringar exists to create a sense of security for our customers no matter what needs they have – from buying and selling a home, non-life insurance, pension banking services and mortgages to various types of savings. The Länsförsäkringar Alliance's success is built on local presence and extensive experience.

The values describe how Länsförsäkringar AB's employees are expected to relate to

each other in order to fulfil the vision and achieve the objectives. Länsförsäkringar's common values are trust, commitment, openness and professionalism.

Closeness in all customer meetings

Länsförsäkringar works in all channels and in all customer meetings with a brand promise based on closeness. The perception of greater closeness and less distance in a relationship with Länsförsäkringar is the guiding principle for everything – from product development to a personal customer meeting. The principle of closeness is based on, for example, geographic proximity, closeness of attitude and closeness in terms of decision-making. Understanding and a commitment from the entire Länsförsäkringar Alliance is required to succeed in creating clarity in the market about what the brand stands for. It is not enough for only employees in customer-facing roles in the regional insurance companies to know what the brand promise is; all employees at Länsförsäkringar AB need to have such understanding since the mission is to create conditions for the regional insurance companies to succeed in their local customer meetings. The principles of closeness on which the brand is built are fully integrated into Länsförsäkringar AB's business plan and comprise success factors in this plan.

Economies of scale – the large scale in the small through Länsförsäkringar AB

Cooperation in the Länsförsäkringar Alliance has gradually emerged. The local companies decided to cooperate together to achieve economies of scale and to concentrate on the most important issue: meetings with customers. Instead of developing these

resources at local level, the regional insurance companies can share expenses in such areas as product and concept development, IT operations and management and brand communication. The separation of duties among the 23 regional insurance companies and Länsförsäkringar AB creates a clear focus for each party. Länsförsäkringar AB creates the conditions for the regional insurance companies to be more effective in their roles. Economic efficiency is a basic prerequisite for this. That is why certain non-life insurance operations are considered best suited to a joint concession. This interface does not affect customer relations, which are managed by the respective regional insurance company in the same manner as a local bank or insurance company. This is the foundation of the Länsförsäkringar concept. For customers, Länsförsäkringar is always close at hand with local decision-making. The basis is local presence and decision-making powers: – experience has proven that local decision-making authority, combined with shared strengths, creates substantial added value for customers.

Governance of risk-taking and capital use

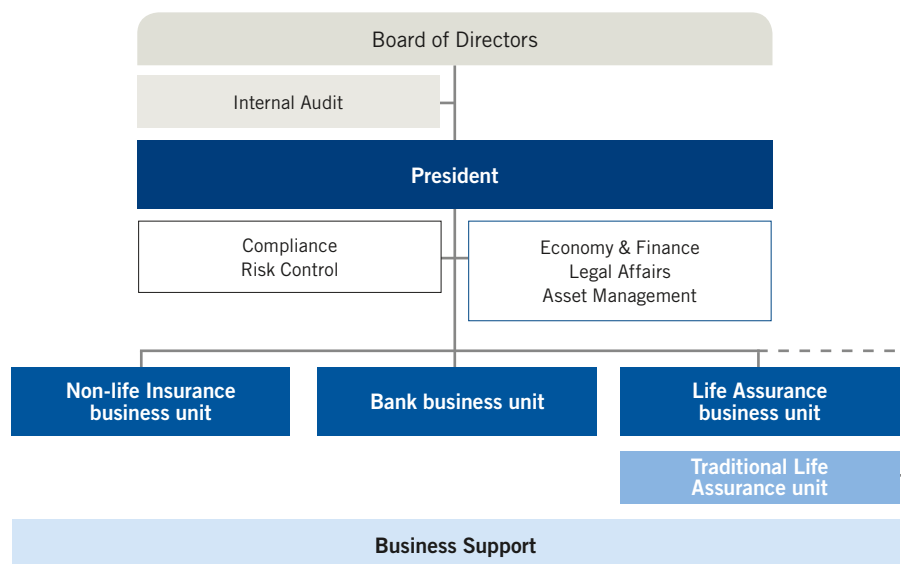
Business activities are conducted to generate a profit so that the company can pay competitive returns. All capital that is not required for Länsförsäkringar AB's operations is returned over time to the owners in the form of dividends. The Group's capital situation in relation to its combined risks forms the basis of decisions on potential dividend payments. Länsförsäkringar AB endeavours to maintain a balance between capital strength and risk-taking to justify a minimum credit rating of A. Governance of risk-taking and capital use is a priority for the Group. The banking operations already have target for risk-based capital strength in the form of a target for the Tier 1 ratio. In recent years, the non-life insurance operations and the entire Group have started applying targets for risk-based capital strength more clearly in their internal governance. These targets are determined by taking into account internal assessments of the risk level of different operations and current and future legal requirements.

Almost two thirds of the Länsförsäkringar Alliance's capital, excluding the capital in Länsförsäkringar Liv, which belongs to its policyholders, is invested in the regional insurance companies. Accordingly, the Group's capital strength is assessed not only on its own situation but also includes the capital strength of the regional insurance companies. Rating agencies and other stakeholders have that approach. The regional insurance companies are extremely well consolidated and thus are highly able to contribute capital to the Group. At Länsförsäkringar AB's Extraordinary General Meeting in January 2013, the owners resolved to implement a new share issue of SEK 500 M. The capital contribution has primarily been used to strengthen Länsförsäkringar Bank's capital base in order to meet the new capital adequacy requirements that are being imposed on Swedish banks.



Organisation and facts Länsförsäkringar AB

Organisational chart – Länsförsäkringar AB



2013 IN BRIEF

- Operating profit amounted to SEK 923 M (819).
- Operating profit in the Bank Group strengthened SEK 92 M to SEK 647 M (555).
- The technical result for the non-life insurance operations increased to SEK 434 M (304).
- The combined ratio amounted to SEK 93 M (97).
- Profit for the life-assurance and pension insurance operations in Länsförsäkringar Fondliv increased 92% to SEK 246 M (128).

SHAREHOLDINGS IN LÄNSFÖRSÄKRINGAR AB

Company	Number of shares			Share of equity, %
	A	B	C	
Länsförsäkringar Skåne	141,849	808,405	–	9.7
Länsförsäkringar Stockholm	129,212	780,180	–	9.3
Länsförsäkringar Östgöta	114,155	608,445	–	7.4
Dalarnas Försäkringsbolag	104,708	547,893	–	6.7
Länsförsäkringar Älvsborg	100,176	537,252	–	6.5
Länsförsäkringar Göteborg och Bohuslän	87,010	544,391	768	6.5
Länsförsäkringar Bergslagen	86,351	453,085	–	5.5
Länsförsäkringar Jönköping	82,812	437,973	–	5.3
Länsförsäkringar Uppsala	73,298	392,546	–	4.8
Länsförsäkringar Västerbotten	57,195	302,880	–	3.7
Länsförsäkringar Södermanland	58,117	298,457	–	3.7
Länsförsäkringar Halland	56,785	301,926	–	3.7
Länsförsäkringar Göinge-Kristianstad	49,982	298,243	–	3.6
Länsförsäkringar Gävleborg	60,058	270,352	–	3.4
Länsförsäkringar Kalmar län	56,717	273,052	–	3.4
Länsförsäkringar Västernorrland	50,186	244,134	–	3.0
Länsförsäkringar Skaraborg	64,058	232,635	–	3.0
Länsförsäkringar Jämtland	35,795	207,605	–	2.5
Länsförsäkring Kronoberg	36,701	187,604	–	2.3
Länsförsäkringar Värmland	31,160	187,100	–	2.2
Länsförsäkringar Norrbotten	16,960	118,338	–	1.4
Länsförsäkringar Blekinge	23,088	111,204	–	1.4
Länsförsäkringar Gotland	16,305	67,769	–	0.9
14 local insurance companies	–	–	4,800	0.05
Total number of shares	1,532,678	8,211,469	5,568	100.0

SHARE TREND, LÄNSFÖRSÄKRINGAR AB

SEK	2013	2012	2011	2010	2009
Equity per share	1,557	1,479	1,403	1,356	1,279

Definitions

After ceded reinsurance

The proportion of an insurance transaction for which the insurance company assumes the risk, and which is not reinsured with another company. Sometimes the term “for own account” is used.

Capital base, bank

The capital base comprises the sum of Tier 1 and Tier 2 capital and the difference between expected losses and reserves established for probable loan losses.

Claims payments

The cost during the fiscal year for claims incurred, including costs for claims that have not yet been reported to the insurance company. The cost also includes the run-off result, meaning the profit and loss arising in the provision for claims outstanding made in the immediately preceding year-end accounts. Run-off profit/loss arises since some of the claims in the provision are either settled during the fiscal year at amounts differing from those allocated or are revalued pending final settlement.

Claims ratio, non-life insurance

The ratio between Claims payments, including claims adjustment costs and Premiums earned after ceded reinsurance, expressed as a percentage.

Combined ratio, non-life insurance

The sum of operating expenses, claims payments and claims adjustment costs in relation to premiums earned after ceded reinsurance, expressed as a percentage.

Expense ratio, non-life insurance

Operating expenses as a percentage of premiums earned after ceded reinsurance.

Interest-bearing securities

Loans issued in the market by a borrower (such as the government). Long-term securities are normally termed bonds, while short-term loans are in the form of what are commonly called bills.

Investment assets

Investment assets are current or long-term assets that take the form of an investment. This includes real estate and securities in the case of an insurance company.

Investment income, non-life insurance

The net of the following income and expense: interest income, interest expense, dividends on shares and participations, surplus (deficit) on company-owned property, change in the fair value of properties, shares, interest-bearing securities and derivatives, gains (losses) on the sale of investment assets, currency exchange gains (losses), less operating expenses in asset management.

Investment income transferred from financial operations

Premiums are paid in advance, while operating expenses and claims costs are paid in arrears. Funds that have not yet been paid out are invested in order to obtain a return. The estimated interest on these investments – the computed interest – is transferred from investment income to the insurance operations.

Loan losses in relation to lending

Net loan losses in relation to the carrying amount of loans to the public and to credit institutions.

Loan losses net, bank

Confirmed loan losses and reserves for loan losses less recoveries of receivables and net expense for the year for loan losses for guarantees and other contingent liabilities.

Net interest income, bank

Interest income from loans to the public, credit institutions and income from interest-bearing securities less expenses for deposits and funding from the public, credit institutions and expenses for interest-bearing securities.

Operating expenses, insurance

Includes costs of marketing, sales and administration in insurance operations.

Premiums earned

The proportion of premium income attributable to the fiscal year.

Premium income

Premiums paid in during the year or recognised as receivables at year-end since they have fallen due for payment. Premium income is a common measure of the volume of insurance business.

Reinsurance

If an insurance company cannot, or does not wish to, assume the entire liability to policyholders, it reinsures part of its policies with other companies. In this connection, the reinsurance is said to be “ceded” by the first company and “assumed” by the second company.

Return on equity

Profit before tax plus change in surplus value of owner-occupied property less standard tax at a rate of 26.3% as a percentage of average equity adjusted for dividends and new share issue.

Run-off result

Profit and loss arising at accounting year-end in the provision for claims outstanding made in the preceding year-end accounts. The profit/loss arises since some of the claims in the provision are either settled during the fiscal year at amounts differing from those allocated or are revalued pending final settlement.

Solvency capital

The sum of shareholders' equity, untaxed reserves (including deferred tax liabilities), subordinated debt as well as surplus values on assets.

Solvency, life assurance

The market value of the company's total net assets in relation to guaranteed commitments to policyholders (technical provisions according to the balance sheet), expressed as a percentage.

Solvency, life insurance

The ratio between the market value of the total net assets and the company's total commitments to policyholders (guaranteed commitments and preliminarily distributed bonus) for insurance policies that carry bonus rights, expressed as a percentage.

Solvency margin, non-life insurance

Solvency capital as a percentage of premium income after ceded reinsurance.

Technical provisions

Reserves for unearned premiums and unexpired risks, life assurance reserves and reserves for claims outstanding and comparable commitments in accordance with signed insurance contracts. For life assurance, this shall correspond to the company's guaranteed insurance commitments.

Technical result for insurance operations

Premiums earned less claims payments and operating expenses plus income from ceded reinsurance and investment income transferred from financial operations.

Total return ratio, non-life insurance

The sum of direct yield, realised gains and losses, and unrealised changes in the value of assets in relation to the average fair value of managed assets.

Financial calendar 2014

First quarter:

Interim report, Länsförsäkringar AB	April 29
Interim report, Länsförsäkringar Bank	April 29
Interim report, Länsförsäkringar Hypotek	April 29
Interim review, Länsförsäkringar Alliance	April 29

Second quarter:

Interim report, Länsförsäkringar AB	July 18
Interim report, Länsförsäkringar Bank	July 18
Interim report, Länsförsäkringar Hypotek	July 18
Interim review, Länsförsäkringar Alliance	July 18

Third quarter:

Interim report, Länsförsäkringar AB	October 23
Interim report, Länsförsäkringar Bank	October 23
Interim report, Länsförsäkringar Hypotek	October 23
Interim review, Länsförsäkringar Alliance	October 23

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