

### 3 Claims incurred

#### P&C insurance

EURm	2015			2014		
	Gross	Ceded	Net	Gross	Ceded	Net
<b>P&amp;C insurance</b>						
<b>Claims cost attributable to current-year operations</b>						
Claims paid	-1,607	17	-1,590	-1,643	14	-1,629
Change in provision for claims outstanding (incurred and reported losses)	-691	20	-672	-695	15	-680
Change in provision for claims outstanding (incurred but not reported losses, IBNR)	-574	12	-562	-594	11	-583
Claims-adjustment costs	-8	-	-8	-8	-	-8
Change in claims provision for annuities	-1	-	-1	-3	-	-3
<b>Total claims cost attributable to current-year operations</b>	<b>-2,881</b>	<b>48</b>	<b>-2,833</b>	<b>-2,943</b>	<b>41</b>	<b>-2,902</b>
<b>Claims costs attributable to prior-year operations</b>						
Claims paid	-1,011	45	-966	-1,199	181	-1,019
Annuities paid	-204	-0	-204	-261	0	-260
Change in provision for claims outstanding (incurred and reported losses)	635	-26	609	798	-183	615
Change in provision for claims outstanding (incurred but not reported losses, IBNR)	516	-16	500	687	-21	666
<b>Total claims cost attributable to prior-year operations</b>	<b>-64</b>	<b>3</b>	<b>-61</b>	<b>26</b>	<b>-24</b>	<b>2</b>
<b>Insurance claims paid</b>						
Claims paid	-2,618	61	-2,557	-2,843	195	-2,648
Annuities paid	-132	-	-132	-127	-	-127
<b>Total claims paid</b>	<b>-2,750</b>	<b>61</b>	<b>-2,689</b>	<b>-2,969</b>	<b>195</b>	<b>-2,774</b>
<b>Change in provision for claims outstanding</b>						
Change in provision for claims outstanding (incurred and reported losses)	-56	-6	-62	103	-168	-65
Change in provision for claims outstanding (incurred but not reported losses, IBNR)	-127	-4	-131	-88	-10	-98
Change in claims provision for annuities	-11	-0	-11	37	0	37
Claims-adjustment costs	-1	-	-1	-3	-	-3
<b>Total change in provision for claims outstanding</b>	<b>-195</b>	<b>-10</b>	<b>-205</b>	<b>50</b>	<b>-178</b>	<b>-128</b>
<b>P&amp;C insurance, total</b>	<b>-2,945</b>	<b>51</b>	<b>-2,894</b>	<b>-2,919</b>	<b>17</b>	<b>-2,902</b>

The provision for annuities is valued in accordance with normal actuarial principles taking anticipated inflation and mortality into consideration, and discounted to take the anticipated future investment return into account. To cover costs for the costs for the upward adjustment of annuity provisions required for the gradual reversal of such discounting, an anticipated return is added to the annuity results. Provisions for incurred but not reported losses pertaining to annuities in Finland are discounted. The provisions in 2015 amounted to EURm 261 (257). The non-discounted value was EURm 351 (388). The exchange effect on the discounted provisions was a decrease of EURm 6. The real increase was EURm 8, explained by the decrease in the discount rate from 2.0 percent to 1.5 percent.

## Interest rate used in calculating the technical provisions of annuities (%)

	2015	2014
Sweden	2.01%	1.75%
Finland	1.50%	2.00%
Denmark	1.71%	1.47%

## Life insurance

EURm	Claims paid		Change in provision for claims outstanding		Claims incurred	
	2015	2014	2015	2014	2015	2014
<b>Insurance contracts</b>						
<b>Life insurance</b>						
Contracts with discretionary participation feature (DPF)	-47	-45	2	1	-45	-44
Other contracts	-0	-0	-0	-12	-1	-12
Unit-linked contracts	-183	-177	14	0	-170	-177
<b>Total</b>	<b>-231</b>	<b>-223</b>	<b>16</b>	<b>-11</b>	<b>-215</b>	<b>-233</b>
<b>Pension insurance</b>						
Contracts with discretionary participation feature (DPF)	-397	-350	-19	35	-417	-316
Unit-linked contracts	-15	-13	-21	-23	-36	-36
<b>Total</b>	<b>-412</b>	<b>-364</b>	<b>-40</b>	<b>12</b>	<b>-453</b>	<b>-351</b>
<b>Assumed reinsurance</b>	-0	-1	-0	1	-1	0
<b>Insurance contracts total, gross</b>	<b>-644</b>	<b>-587</b>	<b>-25</b>	<b>3</b>	<b>-669</b>	<b>-584</b>
Reinsurers' share	3	3	0	-0	3	3
<b>Insurance contracts total, net</b>	<b>-641</b>	<b>-585</b>	<b>-25</b>	<b>3</b>	<b>-666</b>	<b>-582</b>
<b>Investment contracts</b>						
<b>Capital redemption policies</b>						
Contracts with discretionary participation feature (DPF)	-0	-0	-	-	-0	-0
Unit-linked contracts	-358	-294	-	-	-358	-294
<b>Investment contracts, total</b>	<b>-358</b>	<b>-294</b>	<b>-</b>	<b>-</b>	<b>-358</b>	<b>-294</b>
<b>Life insurance, total</b>	<b>-999</b>	<b>-879</b>	<b>-25</b>	<b>3</b>	<b>-1,023</b>	<b>-876</b>

## Claims paid by type of benefit

EURm	2015	2014
<b>Insurance contracts</b>		
<b>Life insurance</b>		
Surrender benefits	-8	-8
Death benefits	-19	-21
Maturity benefits	-10	-5
Loss adjustment expenses	0	-0
Other	-10	-10
<b>Total</b>	<b>-48</b>	<b>-45</b>
<b>Life insurance, unit-linked</b>		
Surrender benefits	-132	-114
Death benefits	-41	-50
Maturity benefits	-10	-13
Loss adjustment expenses	0	-0
<b>Total</b>	<b>-183</b>	<b>-177</b>
<b>Pension insurance</b>		
Pension payments	-386	-319
Surrender benefits	-6	-25
Death benefits	-5	-6
Loss adjustment expenses	-0	-0
<b>Total</b>	<b>-397</b>	<b>-350</b>
<b>Pension insurance, unit-linked</b>		
Pension payments	-1	-
Surrender benefits	-11	-10
Death benefits	-3	-3
Other	-0	-0
<b>Total</b>	<b>-15</b>	<b>-13</b>
Assumed reinsurance	-0	-1
<b>Insurance contracts total, gross</b>	<b>-644</b>	<b>-587</b>
Reinsurers' share	3	3
<b>Insurance contracts total, net</b>	<b>-641</b>	<b>-585</b>
<b>Investment contracts</b>		
<b>Capital redemption policy, with-profit</b>		
Surrender benefits	-375	-316
Loss adjustment expenses	17	22
<b>Total</b>	<b>-358</b>	<b>-295</b>
<b>Investment contracts total, gross</b>	<b>-358</b>	<b>-295</b>

Claims paid total, gross	-1,001	-882
Claims paid total, net	-999	-879
Elimination items between segments	-	8
EURm	2015	2014
Group, total	-3,917	-3,771