Annual report 2020

Aegon Levensverzekering N.V.

Aegon Levensverzekering N.V.
Aegonplein 50
2591 TV The Hague

Contents

Annual report 2020

Report of the Board of Directors

1. General information

Aegon Levensverzekering N.V. (‘Aegon Levensverzekering’), incorporated and domiciled in the Netherlands, is a public limited liability company organized under Dutch law and recorded in the Trade Register of the Chamber of Commerce in The Hague under its registered address at Aegonplein 50, 2591 TV The Hague with registration number 27095315. Aegon Levensverzekering and its subsidiaries are active in life insurance and pensions operations, savings and investment products, mortgages and pension administration.

1.1. Legal company and group structure

Aegon Levensverzekering is a 100% subsidiary of Aegon Nederland N.V. (’Aegon Nederland'). Aegon N.V., which is a listed entity, is the ultimate parent company of Aegon Nederland. For further information on the subsidiaries of Aegon Levensverzekering we refer to note 8 ‘Shares in group companies’ in the financial statements. See note 2.3 ‘Mergers in 2019 and 2020’ for information on the mergers that took place.

1.2. Strategy, purpose and mission statement

Aegon has existed for more than 175 years. In this period, we have grown from a local Dutch company into an international financial services provider we can be proud of. In the Netherlands we serve more than 2 million customers who have taken out an Aegon product or service. In addition, more than 3 million customers are using products or services from Knab, our online bank, or are customers with our service providers TKP Pensioen, Robidus, or Nedasco.

Aegon Nederland is transitioning from a traditional insurer to a customer-centric financial services provider. Our ambition is to become the most customer-centric and innovative financial services provider within the Dutch market. Our strategy is centered around Aegon Nederland’s mission to “enable people to make conscious decisions about their financial future” (“wij stellen mensen in staat zelf, bewust keuzes te maken voor hun financiële toekomst”). To fulfil our mission, we continue to focus on the domains that are essential to ensure a healthy financial future for our customers: in the field of “Income” and “Living", for the present and for the future.

On December 10, 2020 at the Capital Markets Day, Aegon N.V. CEO Lard Friese announced the new global strategy and financial targets of Aegon N.V. Within the refocused strategy, the Netherlands (together with Aegon UK and Aegon US, and Aegon Asset Management as a global activity) remains a core country within Aegon N.V. where investments continue to be made in growth.

In order to achieve our strategic and financial goals, the various business units of Aegon Nederland are managed and organized in two categories:

- *Financial assets*: where we focus on maximizing value and gradually releasing capital to invest in strategic assets, and
- *Strategic asset*: the businesses in which we will invest to grow our customer base, improve customer retention, and margins.

Financial assets

The Life activities of Aegon Nederland (incl. Aegon Levensverzekering and Aegon Spaarkas) are considered a "financial asset". The focus is on protecting and generating capital and on cost reduction by outsourcing of the servicing of the life-books to partners. As of June 1, 2020, the Individual Life book is serviced by IBM. The transfer of the administration of insured DC-policies to Aegon Nederland's subsidiary TKP Pensioen was largely finalized in 2020. In 2020 the transfer of the administration of the DB policies to TKP Pensioen was started. With the exception of immediate pension annuities (DIP) and indexations of existing group pension customers, we no longer accept new customers as of 2021.

1.3. Composition of the Board of Directors

The Board of Directors consists of the following five members: Mr. M.J. Edixhoven (chair), Mrs. A. Schlichting, Mr. B. Magid, Mr. W.A. Hekstra and Mr. W. Horstmann (as of April 1, 2020).

1.4. Employees

Aegon Levensverzekering itself does not have labor contracts with employees, but is serviced by Aegon Nederland. Related expenses are charged to Aegon Levensverzekering.

1.5. Key elements of policy

During 2020, the Board of Directors discussed several important subjects and developments, regularly in the presence of the Solvency II key function holders and other senior managers. The Board of Directors discussed topics, such as: the further execution (and monitoring) of key strategic change initiatives, strategy of the business portfolio, Aegon transformation program, Agile transformation of the Aegon Nederland organization, cost and capital management, financial and non-financial controls, people management, responsible business, M&A opportunities, developments related to COVID-19 and relevant laws and regulations.

1.6. Remuneration policy

The remuneration policy of Aegon Nederland is designed in line with the applicable national and international regulations including the Aegon Group Global Remuneration Framework (AGGRF) drawn up by Aegon N.V., the Law on Remuneration Policies for Financial Institutions (Wet beloningsbeleid financiële ondernemingen, or 'Wbfo') as included in the Dutch Financial Supervision Act (Wet Financieel Toezicht, or 'Wft') and the remuneration policy from Solvency II.

The remuneration policy of Aegon Nederland applies to all Aegon employees working for Aegon Nederland or its subsidiaries. The remuneration policy also applies to employees assigned to entities located in the Netherlands other than Aegon Nederland or its subsidiaries and employees under the direction and supervision of Aegon Nederland that perform activities for Aegon or its clients through outsourcing or otherwise. Entities may apply for an exception on the Aegon Nederland remuneration policy. The exceptions may not be contrary to the philosophy and principles of the AGGRF. The remuneration policy of Aegon Nederland is reviewed on an annual basis.

Remuneration and scope

Remuneration may include both financial and non-financial compensation provided by the company either directly or indirectly. Financial compensation consists of among other things cash, shares, employer's contribution, pension schemes. Non-financial compensation consists of among other things use of a car lease, private use of a mobile phone and computer. Other non-financial secondary benefits may include the work environment, the performance management (annual) HR-cycle, training opportunities and career development.

Variable compensation

The directives for the variable remuneration in the Aegon Nederland remuneration policy are adopted one-on-one from the AGGRF. Only statutory members of the Management Team of Aegon Nederland are eligible for variable remuneration. As of April 1, 2020, the Management Team of Aegon Nederland consists of the statutory board members and Mrs. Roth (General Counsel/Director Legal Affairs) and Mr. Parren (Chief People Officer). The remaining employees assigned to Aegon Nederland and/or working under the direction and supervision of Aegon Nederland or its subsidiaries are not eligible for variable remuneration.

Employees employed by other Aegon entities under the direction and supervision of Aegon Nederland that perform activities for Aegon or its clients through outsourcing or otherwise may under the remuneration policy of their own entity be eligible for variable remuneration. This variable remuneration is also subject to the directives for variable remuneration in the remuneration policy of Aegon Nederland, with the exception of activities performed under other sectoral legislation.

Application of the remuneration policy

The remuneration policy (including variable remuneration) and its implementation was discussed in meetings held by the Supervisory Board on several occasions during 2020. The Supervisory Board approved the 2020 performance targets for Material Risk Takers (MRT) within the framework set out in the AGGRF. It also approved payment of the variable remuneration to MRT relating to prior variable compensation plan years that vested in 2020. This remuneration was within Aegon Nederland's remuneration policy. No retention payments were made. There were no welcome and exit arrangements granted in 2020 outside of the policy. The total income of the Board of Directors in 2020 was in line with the remuneration policy and the total variable remuneration of senior management (including members of the statutory board) did not exceed 20% of fixed income for the whole of Aegon Nederland. The total amount of variable compensation paid out (in cash or shares) to the members of the Management Team of Aegon Nederland in 2020 was EUR 0.5 million. No individuals received a total annual compensation equal to or higher than EUR 1 million. The malus clause was applied on variable remuneration granted conditionally to MRT, there was no claw back of variable remuneration.

For more information regarding the remuneration of the Board of Directors please refer to note 28 'Commissions and expenses' in the financial statements.

1.7. Regulation and supervision

Regulation of the financial sector in the Netherlands is included in the Financial Supervision Act (Wet op het financieel toezicht or Wft). The supervision of financial institutions pursuant to the Wft rests with DNB and the Authority for the Financial Markets ('AFM').

DNB is responsible for prudential supervision. The aim of DNB's prudential supervision is to ensure the solidity of financial institutions and contribute to the stability of the financial sector.

The AFM's conduct of business supervision focuses on ensuring orderly and transparent financial market processes, integrity in relations between market parties and due care in the provision of services to customers.

The Dutch Data Protection Authority (Dutch DPA) supervises processing of personal data in order to ensure compliance with laws that regulate such use. The tasks and powers of the Dutch DPA are described in the General Data Protection Regulation (GDPR), supplemented by the Dutch Implementation Act of the GDPR.

1.8. Low interest rate environment

During 2020 the interest rates further declined, leading to Aegon Levensverzekering's income statement movements being largely driven by spread and interest rate movements. Furthermore, these spread and interest movements increased the Liability Adequacy Test (LAT) Headroom deficit, which was triggered during 2019, even further. This lead to significant losses in the income statement. As the available unrealized gains have been fully absorbed by the LAT deficit since 2019, future negative credit movements and actuarial assumption changes will impact earnings going forward. Interest rate movements will also impact earnings, but this is largely offset by hedged positions (a.o. interest derivatives). Finally, low interest rates put pressure on normalized capital generation, as the UFR (Ultimate Forward Rate) drag on capital generation increases.

1.9. COVID-19

Since the COVID-19 outbreak in early 2020, Aegon Nederland and its subsidiaries have been directly affected by the pandemic and its impact. We also recognize the significant challenges facing our employees, customers, and the community both in recent months and in those to come, and we have taken proactive steps to support them as they navigate through the pandemic.

Impact on Aegon Levensverzekering's financial performance
The impact of COVID-19 on Aegon Levensverzekering was relatively limited. When the pandemic started in the first quarter of 2020 with full force, Aegon Levensverzekering anticipated that pension customers could not meet their obligations. But looking back at the results over 2020 it was much better than expected. The same applies to the investment results; where we expected negative effects of the Coronavirus disease outbreak due to extreme volatile markets. When central banks and governments around the world collaborated to reduce the impact of the pandemic on the real economy, financial markets recovered strongly. However, as long as this pandemic remains these aspects will remain focus-areas for Aegon Levensverzekering.

While restrictions on employee travel and scaling back of sales and marketing activities generated cost savings, the pandemic also triggered additional expenditures, such as IT costs associated with switching to a home-working set-up.

Impact on our stakeholders
As events unfolded around COVID-19, Aegon Nederland's customers, employees, and other stakeholders began to see their lives disrupted in a number of ways. Since the very start of the pandemic, we have taken proactive measures to help our colleagues and other partners navigate this intensely challenging period.

Early 2020 when the pandemic struck, our priority was to ensure the safety and wellbeing of our employees. Swift, decisive action by our IT staff allowed our teams to transition smoothly to homebased working. As well as IT tools and hardware, we also provided colleagues with desk furniture to make the switch as practical and comfortable as possible. Alongside this, we have worked hard to give our employees the tools and day-to-day support they need to feel happy and motivated while working outside the office by introducing a 'Working from Home' framework.

We are acutely aware of the difficulties and disruption that the pandemic has caused for our customers, suppliers, and other partners. Our smooth transition to working from home and fast adoption of virtual conferencing tools such as Microsoft Teams have enabled us to maintain an uninterrupted service for Aegon Nederland's customers. However, we have also gone one step further, by exploring innovative ways to remain closely connected to our customers and provide additional support during this challenging time. Aegon

Nederland launched the 'Blue Heart' campaign to provide customers with flexibility around their insurance, pension, and mortgage payments.

As a company that strives to be a good corporate citizen, we recognized the importance of providing immediate COVID-19-related support to the community where we operate. Aegon Nederland contributed EUR 250,000 for healthcare workers' insurance through the Dutch Insurance Association. Aegon Nederland also gave support to educational charities that are helping disadvantaged children with home-schooling by providing free laptops. In addition, Aegon Nederland has helped to spearhead a program led by Nibud (the Dutch National Institute for Family Finance Information) to train financial services workers to offer people support and advice on managing their personal finances during the pandemic. Aegon employees have responded enthusiastically to this worthwhile initiative.

1.10. Business developments

Changes in investment strategy
The year 2020 can be categorized as extremely volatile, due to the COVID-19 pandemic. In March 2020, all liquid assets declined in value: stocks dropped, spreads widened and interest rates rose. In the midst of this financial turmoil, Aegon Levensverzekering decided to change its investment strategy by shifting more to liquid credits and out of cash and money market instruments making use of the higher spreads. The goal of this shift was twofold. First, this change would lead to an increase in Solvency II capital generation and IFRS underlying earnings. Second, it would reduce the volatility in the Solvency II balance sheet, as investments were reducing the basis-risk versus the EIOPA volatility adjustment. When central banks and governments around the world collaborated to reduce the impact of the pandemic on the real economy, financial markets recovered strongly. We continued to shift cash and money market investments towards liquid credits during this recovery period.

Life - Pensions
Interest rates have been low for an extended period of time. Together with the fundamental changes of the Dutch pension system per 2026 this drives a shift from Defined Benefit (DB) pension plans to Defined Contribution (DC) pension plans. In DC plans all investment risk and longevity risk is borne by the policyholder and Aegon Nederland offers these in a separate legal entity, Aegon Cappital. Aegon Levensverzekering now primarily manages premium paying DB products, immediate pension annuities, and existing DB and DC books. As of 2021, Aegon Levensverzekering will stop offering new DB premium paying contracts and only continue with renewals in DB subscriptions while managing these contracts as a financial asset.

The transfer of the administration of insured DC-policies to Aegon Nederland's subsidiary TKP Pensioen was largely finalized in 2020. In this process data was enriched with 'Basisregistratie personen' data for retired members where previously no data on the spouse was available. Refer to note 3.1 'Changes in estimates' in the financial statements for more information. Together with the administration of Aegon Cappital, practically all DC schemes of Aegon Nederland are now administered at TKP Pensioen. In 2020 the transfer of the administration of the DB policies to TKP Pensioen was started. As a result, the first DB contracts were administered at TKP Pensioen in April 2020.

Aegon Levensverzekering is doing well in the market of immediate pension annuities out of DC-capital on retirement age. In a very competitive market, Aegon Levensverzekering aims for quality over price and has continued its pricing discipline, thus achieving a positive gross Value of New Business.

The AFM imposed a financial penalty on Aegon Levensverzekering in 2020 for the way in which the product "Uitkerend Beleggingspensioen" (UBP) was developed in 2016. The financial penalty of EUR 0.5 million was given because Aegon Levensverzekering had not built in sufficient checks and balances to protect the interests of participants during the development of the UBP. Already in 2019, a reparation action was initiated whereby both the development and the acceptance process of the product were improved resolving the issue. Aegon Levensverzekering did not contest this fine and cooperated with the AFM on resolving this issue.

Life - Individual
In line with 2019 the year 2020 showed a continued decline in the market for endowment products and a further decrease in our in-force portfolio. Hardly any new business was generated in this market segment, largely due to the strategic decision to stop offering new business in the Term-Life and (Deferred) Annuity proposition in the second quarter of 2020.

Aegon Levensverzekering manages the existing life portfolio as efficiently as possible and is optimizing its portfolio from both the customers' and Aegon Nederland's perspective. The decreasing portfolio requires stringent control of costs which should reflect the (downward) movements in the portfolio. To keep a grip on the costs of the declining portfolio, Aegon Nederland started business process outsourcing (BPO) for the individual Life service book as of June 1, 2020. This BPO will be carried out in cooperation with partner IBM and makes Aegon Nederland's costs more variable, but at the same time more predictable.

Working closely with Aegon Nederland's banking business and the BPO partner, Aegon Nederland continues to offer customers integrated solutions and services fit to the customer demands.

Innovation
Innovation is key for the future of Aegon Nederland. In 2020 an Innovation Board has been installed to further enhance and streamline the processes and coordination of innovation. This board oversees the innovation funnel for Aegon Nederland, ensures the right measures are taken in each step of the funnel and increases the speed at which decisions on innovation projects can be made. The board is supported by an innovation team that ensures swift testing, reporting and delivery of chosen projects.

This has resulted in a several new propositions that are currently in proof-of-concept or in scale-up phase. One of them is FinSnap, an online tool that supports employers and advisors in helping consumers to gain insight in their personal financial situation, at the heart of Aegon Nederland's mission. Aegon Nederland is also developing proof-of-concepts together with technology partners in the area of Robo-advice, and customer contact optimization. Furthermore, we participate in the sectoral innovation platform to work on industry-wide topics such as fraud detection. Besides these broader topics, several value streams have also initiated dedicated projects, of which an example is the improved self-service in our mortgage business.

Privacy
Privacy is a key risk in the data strategy of Aegon Nederland. To safeguard the interests of our customers, employees and other stakeholders, a Privacy Roadmap 2020-2021 was rolled out in order to further enhance the maturity of privacy compliance. This has resulted in an increased level of maturity and going forward, Aegon Nederland will continue to further strengthen the maturity in accordance with the Roadmap. Furthermore, an ethical framework for data driven decision-making was developed to incorporate ethics into the privacy by design-framework.

Aegon Nederland has taken measures to mitigate risks related to personal data breaches. Aegon Nederland has procedures in place to ensure that personal data breaches can be easily reported internally and that breaches are followed up to mitigate the consequences and avoid breaches in the future. Breaches that are assessed to likely result in a risk to the rights of a customer, employee or other stakeholders are reported to the Dutch Data Protection Authority. Awareness of these procedures and the importance to take due care when processing personal data to avoid breaches, are an important part of the Aegon Privacy Awareness program.

In 2020 there have been personal data breaches, such as letters or emails sent to the wrong address and by human error. In case of personal data breaches imposing a risk to the rights of our customers, employees and other stakeholders, these were reported to the Dutch Data Protection Authority and appropriate action by Aegon Nederland was undertaken.

IT
Aegon Nederland pays a lot of attention to digitalizing and innovation. In 2020 customer identity access was improved by implementing iDIN and DigiD. The different customer journey initiatives increased the NPS (Net Promotor Score). Aegon Nederland is continuously improving the central Data Lake to decouple front and back end. This decouples also the changes in the chain of applications, so no change has to wait on another change. Aegon Nederland is moving to a thin platform, to enable the different Business Units to maximize the digital customer interaction. The application strategy moving towards cloud and SaaS (Software as a Service) is on track. For Solvency II and IFRS17 a closed model run environment was built. In 2020 the agile way of working was embedded in all value streams and the Enabling Shared Services of IT. Staff functions will follow.

1.11. Transformation program

Aegon started a world wide transformation program in July 2020, supported by an external company. The aim is to transform into a winning company that provides excellent service to our customers, that pays a predictable dividend to our shareholders, has a solid social position and increases Aegon's execution muscle. Customers and shareholders need to know where they stand and be able to count on us more. What is very important with this transformation program is that we not only look at the costs, but also at the growth opportunities for Aegon Nederland, like in our banking, mortgages, and pension operations.

In addition, the entire company will have to change rhythm to sustainably improve Aegon's performance worldwide. With the transformation program there will be a different way of working in order to be able to perform better and faster on a structural basis. Much of that comes down to enhanced focus and more discipline. We address cultural issues with 'health initiatives' and the program helps us improve our behavioral patterns and skills in building our execution muscle. And it supports us in properly understanding and substantiating the added value of our activities. It is important that we set priorities and make clear choices. What does something really deliver for Aegon and what are the necessary investments for that? What are the benefits of our business cases and how do we measure them. It starts small and eventually everyone in the organization will get involved.

Today, the contribution of Aegon Nederland to the world wide transformation program contains more than 300 growth- & cost saving initiatives, managed by +100 initiative owners, delivering +2,500 milestones before July 2022. The daily management of the program is executed by a Transformation Office (TO), lead by the workstream lead and chaired by a Sponsor (CEO of Aegon Nederland) and in close cooperation with Finance, central TO and other business units.

1.12. Risk Management

For information regarding risk management please refer note 4 'Risk Management' in the financial statements.

1.13. Brexit

On January 31, 2020, the United Kingdom (UK) officially left the European Union (EU). Just before the Brexit transition period ended, the EU and the UK closed a new "Trade and Cooperation Agreement" outlining their post-Brexit relationship. The agreement does not include a comprehensive chapter on financial services. Aegon Nederland's main areas of concern have been addressed, as the EU has so far temporarily recognized derivatives clearinghouses and securities settlement, where a rift could have threatened the stability of Europe's financial markets. The recognition of London Clearing House (LCH) as an eligible clearing house for EU financial institutions has been extended to June 2022. In recent years, Aegon Nederland has prepared for the possibility of a Hard Brexit and has worked towards replacing its UK counterparties. For centrally cleared derivatives, Aegon Nederland has moved its entire swap book from LCH to Eurex. The development of the liquidity and eligibility of Eurex and LCH will be carefully monitored by the Risk & Capital Committee of Aegon Nederland in 2021.

1.14. IBOR transition

The future of IBORs (Interbank Offered Rates) such as Euribor, EONIA and LIBOR has been a major topic on the global agenda since the G20 asked the Financial Stability Board (FSB) to undertake a fundamental review of leading interest rate benchmarks in 2013. The FSB proposed new standards to reform interest rate benchmarks and the use of transaction-based input data instead of non-transactional/panel input data. In the EU this is adopted in the new Benchmark Regulation (BMR), which stipulates that only BMR compliant benchmarks may be used within the EU.

Aegon Nederland recognizes that IBOR transitions potentially have implications for all reporting units, including our insurance, asset management and banking activities. Despite current uncertainties on how the transition from IBORs to alternative benchmarks will be managed, it is widely acknowledged that IBOR benchmarks impact financial products and contracts, including a.o. derivatives, corporate bonds, structured debt products, deposits and mortgages.

As part of the IBOR transition during 2020, the discount rate switch from EONIA (Euro Overnight Index Average) to ESTR (Euro Short-Term Rate) took place for most of the derivatives in our portfolio. The differences in market value due to this discount switch did not have a material impact on the financial statements of Aegon Nederland and its subsidiaries. Compensation has been exchanged through the clearing house for any resulting impact on the valuation of derivatives, except for one counterparty who has not compensated, resulting in a loss of EUR 14 millon (pre-tax). Aegon Nederland is currently investigating legal possibilities in this case.

1.15. IFRS 17 & IFRS 9

The International Accounting Standards Board (IASB) issued IFRS 17 for Insurance Contracts in May 2017. This Standard will replace IFRS 4. The objective of IFRS 17 is to ensure that entities provide relevant information in a way that faithfully represents those contracts. This information should provide users of financial statements with a basis to assess the effects that the contracts have on the financial position, financial performance, and cash flows of the insurer. IFRS 17 also specifies presentation and disclosure requirements to enhance comparability between insurance companies.

On June 25, 2020, the IASB decided, application subject to EU endorsement process, to defer the effective date of IFRS 17 to annual reporting periods beginning on or after January 1, 2023. As a consequence of the IFRS

17 deferral, the IASB also agreed to revise the fixed expiry date of the temporary exemption from IFRS 9 in IFRS 4 to allow entities to continue applying the temporary exemption from IFRS 9 until January 1, 2023.

Aegon Nederland started an implementation project in 2018, soon after the publication of the new Standard, which will continue till the date on which IFRS 17 has to be implemented. The exact impact of IFRS 17 is not yet clear. Based on the final amendments of June 2020 of the Standard quantitative assessments were performed in 2020 and are expected to continue during 2021. The outcome of these quantitative assessments will form the basis for final methodology and policy choices. The impact of the initial application on the financial statements of Aegon Nederland and its insurance entities is expected to be significant.

Aegon Nederland is combining the implementation of IFRS17 with the Finance Transformation Program, in which Aegon Nederland optimizes underlying processes and systems to gain efficiency. Good progress has been made in 2020 and the program is on track for preparing to meet the start of the next dry run of the project in the first half of 2021.

1.16. Asset and Liability Management and Financial instruments

In order to execute on Aegon Levensverzekering’s goal to enable clients to achieve a lifetime of financial security, we offer products that absorb risks on behalf of our clients, such as market and underwriting risks. These risks need to be managed actively. It is unlikely that the risks which we take on from our clients, always automatically lead to our preferred risk profile and therefore we have a risk strategy in place. Aegon Levensverzekering keeps the preferred risks in light of the targeted risk profile, but mitigates the remaining risks by, for example, hedging the risks. Our use of derivatives relates mostly to the latter. For each portfolio containing derivatives, we have set up detailed guidelines on the scope of instruments and the purpose of the derivatives.

Within its total Asset and Liability Management (ALM) framework, Aegon Levensverzekering makes use of predominantly fixed income instruments for matching its liabilities. These are, to a large extent, high quality sovereign and corporate bonds and loans. In addition, a sizeable portfolio of residential mortgages has been built up to match liabilities. Risk mitigating techniques are used in addition to these instruments in order to hedge the guarantees embedded in some of our products and to optimize our ALM. This can be done through directly targeting specific risks, such as interest rate risk via e.g. interest rate swaps or longevity risk via a longevity swap. For more complex risk exposures, we use a combination of options, total return swaps and variance swaps.

Aegon Levensverzekering sees derivatives as a suitable instrument to use in its ALM processes. The derivatives market is a highly regulated market. Any counterparty risks embedded in such transactions are contained with strong collateral processes that Aegon Levensverzekering has put in place for all of its derivatives, through the use of high quality collateral. The advent of central clearing for parts of the derivatives markets has increased the collateral requirements and reduced counterparty risk. Liquidity risk, which is the direct result of the collateral processes, needs to be managed carefully. Due to market movements, our collateral position may change rapidly and in order not to breach any collateral agreements, Aegon Levensverzekering has to ensure availability of sufficient high quality collateral at all times in order to comply with collateral calls from our counterparties. Our liquidity stress testing is set up to monitor this need. Operational risk is another key risk, considering derivatives are specialized instruments that require expertise as well as a specific (IT) infrastructure in order to be managed properly. Furthermore, as recent developments have shown regulatory risk as a category within operational risk, it needs constant monitoring. Our automated processes regarding real-time monitoring, automated controls and integrated reporting reduce operational risks and enable us to comply with increasing demands from regulations.

Aegon Nederland's Risk & Capital Committee, which meets at least once a month, determines and monitors the capital position, the balance sheet as well as the market value income statement. The focus of these meetings is, among other activities, to ensure an optimal strategic asset allocation, to decide on hedging strategies to reduce interest rate and equity risks, to manage and possibly hedge actuarial risks, and to decide on the need for securitizations of residential mortgage portfolios in order to improve the liquidity and funding position of Aegon Nederland.

1.17. Pending litigation portfolio and product-related issues

In May 2019 a claim was filed against Aegon Levensverzekering regarding the conditions of a co-insurance agreement. There have been no developments in 2020 due to court capacity which has been impacted by the COVID-19 measures and restrictions. At this time, Aegon is unable to estimate the range or potential maximum liability.

Unit-linked products

Generally speaking, there is still media, political and regulatory attention regarding unit-linked policies (beleggingsverzekeringen). Individual customers as well as policyholder advocate groups and their representatives continue to focus on the fees and charges included in products, as well as alleged transparency aspects. Aegon expects this to remain an issue for the industry for the foreseeable future. Exposure and attention will be stimulated by court cases.

In September 2014, consumer interest group Vereniging Woekerpolis.nl filed a class action against Aegon Levensverzekering and Aegon Spaarkas in court. The claim was related to a range of unit-linked products which Aegon sold in the past and include products that already had been subject to litigation, such as KoersPlan. On June 28, 2017 (and revised in December 2017) the District Court of The Hague has rendered a final ruling which limited the scope to three products, Koersplan (tontine), Vermogensplan (tontine) and Fundplan (UL) and excluded all policies with a guarantee. The court upheld the principle that disclosures must be evaluated according to standards at the time when the relevant products were placed in-force. Most of the claims of Vereniging Woekerpolis.nl were dismissed under this standard, although the court found that Aegon did not adequately disclose the level of certain charges on a limited set of policies. According to the court these cost levels should be reasonable. The court did not give a judgement about the reasonableness of the cost levels and whether the previous compensation arrangements provide sufficient compensation. Both The Vereniging Woekerpolis.nl and Aegon have filed an appeal against the ruling of the District Court in The Hague. The appeal proceedings are pending. The Court of Appeal has stayed the proceedings at the request of Vereniging Woekerpolis.nl. Accordingly, there have not been any developments in 2020. Furthermore there are individual claims pending at the Klachteninstituut Financiële Dienstverlening (Kifid) filed by customers over products of Aegon Levensverzekering that arguably include similar allegations. At this time the decisions of Kifid and courts are far from homogenous.

2. Financial information

2.1. Developments during the year

The gain before tax for 2020 was EUR 334 million (2019: EUR 432 million loss). In the following paragraphs specific items of the net result are further explained.

Revenues
The revenues decreased with EUR 289 million to EUR 3,149 million in 2020 which is largely explained by lower premium income of EUR 1,633 million (2019: EUR 1,811 million). The individual life portfolio is shrinking and new contribution plans are no longer offered by Aegon Levensverzekering, but are placed in Aegon Cappital, a subsidiary of Aegon Nederland. In 2019, the premium income was positively affected by a large buy-out deal. Furthermore, investment income was lower in 2020, with EUR 1,469 million (2019: EUR 1,580 million), explained by the outflow of high yielding assets which was only partly offset by the impact of implementation of the new investment plan and re-risking.

Results from financial transactions
The results from financial transactions were EUR 3,675 million, significantly lower than the EUR 5,749 million reported in 2019. The fair value movements of derivatives contributed for EUR 2,590 million to these results (2019: EUR 2,395 million). The derivatives are held to hedge the guarantee provision, which also increased significantly in value in 2020. The net fair value gains on financial assets for account of policyholders were EUR 1,068 million, positive, but considerably lower than the EUR 2,853 million reported in 2019 when the equity markets were very positive. Furthermore, in 2019 Aegon Levensverzekering sold a significant portfolio of debt securities, thus realizing EUR 220 million of gains; in 2020 no significant sales of the AFS portfolio took place.

Policyholder claims and benefits
The policyholder claims and benefits are EUR 6,077 million, significantly lower than the EUR 9,311 million reported in 2019. This is mainly caused by a change in valuation of liabilities for insurance and investment contracts of EUR 3,148 million in 2020 compared to a change of EUR 6,295 million in 2019. The delta of EUR 2,147 million is partly explained by (lower) net fair value change of investments for account of policyholders, and partly by the loss recorded as a result of the LAT deficit in 20202 of EUR 847 million, compared to the loss recorded in 2019 of EUR 2,229 million.

The changes in valuation of liabilities for insurance and investment contracts is the result of fair value changes of the guarantee provision and insurance contracts for account of policyholders as a result of decreasing interest rates and equity markets developments. The change in valuation of liabilities for insurance and investment contracts include a loss of EUR 1,671 million (2019: loss of EUR 1,474 million) regarding fair value movements of guarantees. This change is due to the increase of the guarantee provision, as a result of lower interest rates in 2020.

Commissions and expenses
The commissions and expenses were in line with 2019.

Solvency and financial position
Shareholders' equity at December 31, 2020 amounts to EUR 5,837 million compared to EUR 5,729 million at year-end 2019. The increase is explained by the positive net income over 2020 of EUR 324 million, partly offset by the dividend paid to Aegon Nederland of EUR 146 million and the decrease of revaluation reserve of EUR 80 million.

Cash flows and funding
During 2020 the net cash flows decreased with EUR 3,743 million (2019: increase of EUR 2,301 million). The decrease in cash flows was mainly related to the cash outflows from operating activities (EUR 6,040 million) and a net increase in cash flows financing activities (EUR 2,290 million). The net increase in financing activities is mainly the result of redemptions of borrowings and group loans. At year-end 2020 Aegon Levensverzekering is mainly funded with equity.

Circumstances that impact future income and results
The main drivers of future income and results are interest rate developments and market- and demographic developments. No significant changes are expected for the following year regarding investing and financing activities. Furthermore, Aegon Levensverzekering did not perform significant activities regarding research and development during the year, nor expects to do so in the near future.

2.2. Solvency II

Insurance supervision in EU member states is based on EU legislation, which, as of January 1, 2016, is embedded in the Solvency II framework.

The Solvency II framework also consists of an EU Directive (Level I) and has consequently been transposed into the Dutch Financial Supervision Act. A large part of the Level II Solvency II rules are, however, also set out in EU regulations. These apply directly in EU member states, and as a consequence have not been implemented into national legislation, such as in the Decree on Prudential Rules under the Wft (Besluit prudentiële regels Wft).

Aegon Levensverzekering is subject to prudential supervision of the home state supervisory authority (DNB in the Netherlands). One of the main quantitative elements of insurance supervision is the assessment of the solvency position of the insurance company. The solvency position is assessed through a comparison of available capital (Own Funds) and required capital (Solvency Capital Requirement, or SCR).

With respect to the Own Funds of Aegon Levensverzekering, the liability calculation includes the use of the Volatility Adjustment (VA) but does not include the use of any transitional measures. Aegon Levensverzekering uses a Partial Internal Model (PIM) to calculate the SCR for its life insurance activities under Solvency II. The Partial Internal Model was approved by DNB on November 26, 2015, concluding the Internal Model Application Process. Following the Internal Model Application Process, Aegon Levensverzekering made several major changes to its PIM, the latest in 2020, all of which have been approved by the DNB.

In 2020 Aegon Levensverzekering has identified improvements to its internal model that mitigate volatility caused by the basis risk between the EIOPA VA reference portfolio and its own asset portfolio. Therefore, Aegon Levensverzekering has included a deterministic adjustment in the SCR calculations. These improvements were implemented for year-end reporting, and they will be in place until changes arising from the Solvency II review are enacted.

The aforementioned change to the PIM has been approved by the DNB and are therefore reflected in the solvency position of Aegon Levensverzekering per year-end 2020. All other PIM changes were considered minor model changes for which no DNB approval was required.

As per December 31, 2020, Aegon Levensverzekering's capital position is:

	31-12-2020*	31-12-2019
Own Funds	5.507	5.278
Partial Internal Model SCR	3.459	3.219
Solvency II ratio	159%	164%

*The Solvency II ratio for 2020 is an estimate, is not final until filed with the regulator and has been subjected to supervisory review.

The 2020 Solvency II ratio disclosed is without taking into account the dividend paid in March 2021; the 2019 Solvency II ratio disclosed is without taking into account the dividend paid in February 2020.

The decreased Solvency II ratio of Aegon Levensverzekering is a result of a proportionally higher increase in SCR compared to the increase in Own Funds. The increase in Own Funds is driven by normalized capital generation, the impact from the mortality table update and market movements (where decreased interest rates resulted in an increase in Own Funds due to the overhedged position on a Solvency II basis, while movements in spreads, including the EIOPA VA and IAS19 spread, resulted in a decrease in Own funds). The Own Funds increase is partly offset by the impact from the UFR decrease from 3.90% to 3.75% and dividend payments in the first and fourth quarter of 2020.

The increase in SCR is driven by market movements (namely the overall decrease of interest rates resulting in higher underwriting risks, with an offset from the deterministic adjustment) and model and assumption changes, with an offset from normalized capital generation. The impact from model and assumption changes reflect several Pension model changes, a change in the capital treatment of illiquid assets (private loans) and the reduction of the LAC DT factor.

The lowering of Ultimate Forward Rate (UFR) from 3.75% to 3.60% in 2021 would result in an estimated impact of 6%-points decrease of the Solvency II ratio. The Solvency II ratio of Aegon Levensverzekering does not include any contingent liability potentially arising from products sold, issued or advised on by Aegon Levensverzekering in the past as the potential liability cannot be reliably quantified at this point (refer to paragraph 34.4 of the financial statements).

Minimum regulatory solvency requirements

Insurance laws and regulations contain minimum regulatory capital requirements of 100% for insurance companies in the European Union. For insurance companies in the European Union, Solvency II also defines a lower capital requirement, the Minimum Capital Requirement (MCR). An irreparable breach of the MCR would lead to the withdrawal of the insurance license.

With the introduction of Solvency II for EEA countries, Aegon Levensverzekering views these minimum regulatory capital requirements as the level around which the regulator will formally require management to provide regulatory recovery plans. For insurance companies in the European Union this is set at 100% SCR. Aegon Levensverzekering operates in excess of this requirement.

Recent developments Solvency II

DNB Q&A for LAC DT

On the 8th of December 2020 the DNB published a new Q&A for LAC DT. Within this Q&A additional guidance is provided regarding:

- Consideration of uncertainty within profit sources which increases over time;
- No external recapitalization allowed unless the recapitalization is unconditional, but also no recapitalization hurdle requirement;
- The IAS 12 substantiation is not sufficient anymore. It should be made clear from the Solvency II projections that sufficient future profit sources are available to substantiate the (pre-shock) DTA position;
- Reporting requirements.

Aegon Levensverzekering decided to lower the factor applied when calculating the loss-absorbing capacity of deferred taxes (LAC DT) from 65% at year-end 2019 to 45% at year-end 2020 to reduce the sensitivity of this factor to economic variances going forward, and to take into account industry-wide Q&A and good practices recently published by the Dutch Central Bank. The DTA position can be substantiated based on Solvency II projections. Furthermore, the corporate tax rate was increased to reflect the reversal of the corporate tax rate lowering in 2021 (from 21.7% to 25%). The LAC DT factor is assessed on a quarterly basis following DNB guidance and LAC DT related proposals in the SII regulation consultation paper of EIOPA.

Solvency II 2020 review

In December 2020 EIOPA issued its final opinion in respect of the technical advice requested by the European Commission in the context of the Solvency II 2020 review. In line with the draft technical advice and the questions raised by the European Commission, the opinion covers, among others, the following areas:

- Long-term guarantees (LTG) measures and measures on equity risk;
- Specific methods, assumptions and standard parameters used when calculating the Solvency Capital Requirement standard formula;
- Technical provisions,
- Own funds;
- Calculation of the Minimum Capital Requirement;
- Reporting and disclosure
- Proportionality;
- Group supervision;
- Freedom to provide services and freedom of establishment;
- Macro-prudential policy;
- Recovery and resolution;
- Insurance guarantee schemes, and
- other items related to the supervision of insurance and reinsurance undertakings.

The next step is for the European Commission to develop a legislative proposal that is currently expected to be published in the beginning of the fourth quarter of 2021. While the EIOPA Opinion is important input for the European Commission, it will develop its own opinion which elements of the EIOPA Opinion it will take into account and how these will be reflected in the legislative proposal. Subsequently, the co-legislators at European level will assess the proposal in order to come to final text, resulting in amendments to the Solvency II Directive and Solvency II Delegated Regulation.

Sustainability and Solvency II

On March 8, 2018, the Commission adopted its Action Plan on Sustainable Finance in which it announced several actions to incorporate sustainable finance in the heart of the financial system. Subsequently, on 11 December 2019 the European Commission launched the European Green Deal and following up on the announcement of the Green Deal, the European Commission launched a consultation on 8 April 2020 on a renewed sustainable finance strategy, building on the action points identified in the initial 2018 Action Plan. Further to this Action Plan, the Commission had adopted, on May 24, 2018, a package of legislative measures on sustainable finance. The Commission has requested technical advice from (inter alia) EIOPA and ESMA on the delegated acts that would supplement this package amending, or, where necessary, introducing level 2 measures of, inter alia, the Solvency II Directive with the aim of incorporating sustainability risks, i.e. environmental, social and governance risks by financial market participants subject to those rules. In that context, on the request of the European Commission, EIOPA has provided, on September 30, 2019, an opinion to the European Commission on Solvency II and sustainability. The European Commission had requested EIOPA's views on the integration of sustainability, in particular climate-related developments, into the Solvency II framework for the valuation of assets and liabilities, investment and underwriting practices, the calibration of market and natural catastrophe risks and the use of internal models, i.e. focusing on Pillar 1 requirements. The European Commission is expected to take the EIOPA Opinion into account in the Solvency II 2020 review. In addition, EIOPA has provided, on April 30, 2019, the European Commission with technical advice on the integration of sustainability risks and factors in the delegated acts under Solvency II and IDD. This advice focused primarily on Pillar 2 requirements in Solvency II and IDD.

Furthermore, in November 2019 DNB published expectations for the ORSA in respect of sustainability. In November 2020 EIOPA has published a consultation on the use of climate change risk scenarios in the Own Risk and Solvency Assessment (ORSA) in the form of a draft supervisory Opinion as a follow-up of the earlier EIOPA Opinion on Sustainability within Solvency II, which recommended that (re)insurers consider climate risks beyond the one-year time horizon through the system of governance, risk-management system and their ORSA. The final EIOPA Opinion is expected to be published in the spring of 2021.

The capitalization of Aegon Levensverzekering is managed on regulatory requirements, rating agency requirements and/or self-imposed criteria. For more details about the Solvency II target range, which is a self-imposed target range, refer to note 4.4 'Capital management and solvency' in the financial statements.

3. Corporate Governance

Aegon Nederland voluntarily has a Code of Conduct in place. This Code of Conduct (which can be found on www.aegon.com) is intended to provide further clarity on sound and responsible business practices, and ensures a common approach for how we carry out our business in Aegon Nederland's markets.

Aegon Nederland also endorses the values from the (Bank and Insurance) oath/promise. The oath/promise is a so-called "moral ethics statement" that is effective in the Netherlands since 2015. The "moral ethics statement" is given by employees in the financial sector in the Netherlands, with the aim of being fully aware, keeping in mind their special role in society, that they must always carefully weigh the interests of all stakeholders, with the interests of the customer taking a central place.

The ultimate holding company of Aegon Nederland, Aegon N.V., is supervised as a financial services group by DNB. Aegon N.V. observes the laws and regulations applicable in their local markets and country units; for example, Aegon N.V. complies with SEC requirements and the US Sarbanes-Oxley Act. In addition, Aegon N.V. complies with international corporate governance guidelines, including the Guidelines for Multinational Enterprises set in place by the Organization for Economic Co-operation and Development (OECD). This is reflected in the corporate governance of Aegon Nederland.

Governance principles

The Governance principles for Insurers issued by the Dutch Association of Insurers was revoked on January 1, 2016. Aegon Nederland continues to subscribe to the importance of governance principles and will therefore continue to act according to the governance principles as are implemented within Aegon Nederland. Aegon Nederland also complies with other relevant governance guidelines and self-regulation by the Dutch Association of Insurers. Below, the most important elements of our governance principles are explained.

Accountability

Aegon Nederland presents an overview of the application of governance principles. This is done on behalf of the insurance companies Aegon Levensverzekering N.V., Aegon Schadeverzekering N.V. and Aegon Spaarkas N.V. The accountability report also forms an integral part of the annual reports of these insurance companies. References in the remainder of this annual report to 'Aegon Nederland' include these insurance companies.

Supervisory Board

The Supervisory Board functions as the supervisory board for Aegon Nederland and each of the insurance subsidiaries of Aegon Nederland that are under supervision of DNB.

Membership and expertise

The majority of the members of Aegon Nederland's Supervisory Board are formally independent and operate independently in accordance with the Principles and requirements of DNB's Suitability Policy Rule 2012 (Beleidsregel geschiktheid 2012) and in accordance with the Principles and requirements of DNB's Suitability Policy Rule 2020 (Beleidsregel geschiktheid 2020). Given the members' different professional and educational backgrounds, ages and range of knowledge and experience, the Supervisory Board has a broad-based membership. In Aegon Nederland's view, the members' knowledge and experience complement each other. Aegon Nederland has set out in detail the Supervisory Board's duties in the Supervisory Board Charter. Aegon Nederland has an up-to-date profile of the Supervisory Board, further specifying and recording its vision on its membership. This profile is tailored to Aegon Nederland's nature, size and complexity and also incorporates the competences in DNB's Suitability Matrix for Supervisory Boards.

The members have broad social and commercial backgrounds and experience. As members of Aegon Nederland's Supervisory Board and through other supervisory directorships, they have in-depth knowledge of the role and function of insurance companies and their stakeholders in society. Regarding decision making and supervision, the Supervisory Board balances the interests of all stakeholders, including customers, distribution partners and employees. Where relevant, this is recorded in the minutes and is part of the self-evaluation by the Supervisory Board.

Furthermore, a Supervisory Board profile is available and if a vacancy arises, an individual profile is to be created. In addition to Aegon Nederland performing annual checks of individual critical abilities against the DNB's Suitability Matrix for Supervisory Boards, regular self-evaluations and permanent education programs are followed. If a vacancy arises for the position of chairman, an individual profile is drawn up which focuses on the Supervisory Board's and Aegon Nederland's requirements regarding expertise and experience in relation to the financial sector, familiarity with socio-economic and political culture and the social environments of Aegon Nederland's main markets.

Experience has shown that all members of the Supervisory Board are sufficiently available and accessible to perform their duties properly. The members of the Supervisory Board receive suitable compensation that is independent of Aegon Nederland's financial results. Compensation is set by the General Meeting of Shareholders.

Aegon Nederland has a permanent education program for members of the Supervisory Board. The program covers national and international developments in the financial sector as well as corporate governance in general and in the financial sector in particular. The program further includes topics such as the duty of care towards customers and putting customers' interests first, integrity, risk management, financial reporting and audit. In 2020, a self-evaluation session was facilitated by an external party. The results were satisfactory and will be discussed by the Supervisory Board and with the Board of Directors and where necessary, actions were taken.

Duties and working methods
The Supervisory Board's discussions on risk management decisions are prepared by the Risk and Audit Committee. The members of the Risk and Audit Committee have adequate knowledge, experience and/or competences to allow for sound supervision of the financial aspects of risk management, financial reporting, internal control and audit.

<u>Board of Directors</u>

Membership and expertise
At Aegon Nederland, complementarity and diversity within the Board of Directors is ensured by the members' different backgrounds, personalities and range of knowledge and experience. Whereas the members of the Board of Directors have equal decision making authority, it aspires to take decisions by consensus as far as possible. The members of the Board of Directors have broad-based commercial background and experience in the financial sector in general and in insurance in particular. With this wide range of experience they have sufficient knowledge of the function of insurance companies in society and are aware of the interests of stakeholders. Each member of the Board of Directors also has the necessary knowledge to be able to assess and determine the main points of Aegon Nederland's overall policy and to form a balanced and independent opinion on the risks that Aegon Nederland faces.

The knowledge of the members of the Board of Directors is kept up to standard and is improved by means of Aegon Nederland's permanent education program, which is organized by the Secretary of the Board, together with the HR Learning & Development department. The latter is also responsible for keeping records on participation.

The Board of Directors, in its decisions, take into account Aegon Nederland's risk appetite. The Board considers whether or not a decision to be taken is within the risk appetite, thus ensuring a careful balance between its commercial objectives and the interests and the risks involved.

The CRO is the director of the Risk Management & Compliance department, which is organized as a second line of defense. The CRO is also a member of the Board of Aegon Nederland. In this capacity, the CRO is closely involved in all the decisions that have a material impact on Aegon Nederland's risk profile. The risk management function focuses on financial stability and the impact that systemic risks may have on Aegon Nederland's risk profile. The CRO reports hierarchically to the CEO and also has a direct reporting line to the Chairman of the Risk and Audit Committee of the Supervisory Board.

The CFO is fully responsible for the financial and capital management of Aegon Nederland. The CFO leads the financial function in the statutory board of Aegon Nederland in the broadest sense, to ensure the financial position of Aegon Nederland is known at all times, the management is in control and regulators and other stakeholders receive sufficient reports to form a judgment about the state of Aegon Nederland in time. The function is responsible for the financial policies of Aegon Nederland. Amongst others the departments of Financial Information Management (Accounting, Reporting, Actuarial & Solvency II) and Balance Sheet Management report to the CFO. The CFO has no individual commercial responsibility and operates independently of other commercial areas.

Duties and working methods
In its decision making, Aegon Nederland's Board of Directors carefully considers the interests of all parties concerned, taking into account its vision, strategy and applicable codes of conduct such as the Aegon Nederland Code of Conduct. Putting customers and their interests first is at the heart of our vision, strategy and day-to-day activities. It is an integral part of our thinking and runs through all operations at every level of the company.

This means that employees with customer contacts are closely involved with the theme. There are special training programs on the theme and it is part of our recruitment policy.

In Aegon Nederland's vision, the company holds responsibility for people's financial awareness and development. Aegon Nederland strives to offer easily-understood solutions in genuine dialogue in order to enable customers to make conscious decisions about their financial future. Aegon Nederland wants to present matters as they are. We believe it is our responsibility to assist customers and explain things in a simple way.

The customer comes first in our strategy. The strategy aims to carefully balance the interests of not only customers, but also of all Aegon Nederland stakeholders, including employees. Aegon Nederland believes that paying attention to the interests of all stakeholders is in the customer's interest.

The members of the Board of Directors act in a careful, expert and fair manner. They keep up to date with developments in legislation and regulations, partly through the permanent education program. All members of the Board of Directors took the oath or affirmation as required by the Financial Sector Oath or Affirmation Regulations. Integrity, care and putting customers' interests first are guiding principles for all Aegon Nederland employees, which is reflected are the Aegon Nederland Code of Conduct and applies to all Aegon Nederland employees.

The Aegon Nederland Code of Conduct is embedded in the Aegon culture, by e.g. inclusion in employment contracts (since 2012), providing e-learning modules to new recruits and annual e-learning modules for all employees. In addition all employees are annually required to confirm compliance to the code of conduct.

4. Responsible business

We are always thinking one step ahead: for our customers, for society, and for the world. What we as a company do today is every bit as relevant and important as it was 175 years ago. Taking responsibility for our actions is at the heart of our approach to responsible business. As is understanding the impact that our business has on the lives of our customers, our society, and the world. We want to help create a vibrant and healthy society that enriches the lives of everyone, not just the few, and one where thinking about the future is every bit as important as thinking about the present. To achieve this, we are committed to helping tackle the many challenges facing our society, such as ending poverty, combating climate change, and consuming our planet´s limited resources in a responsible way. That is why we focus our responsible business efforts on five main themes:

1. We invest responsibly: We invest for a better world by investing responsibly, and by using our influence as a large investor to encourage the companies in which we invest to make positive changes to their business for the benefit of society and the planet.
2. We improve society: We believe everyone deserves a long and happy life. Unfortunately, many people are denied this due to ill-health or inadequate finances. We aim to make a difference by supporting initiatives that improve people´s health and well-being and helping to raise awareness and knowledge on financial matters in society at large.
3. We transform lives: We help our customers secure a healthy financial future. We do this by helping them understand the consequences of their financial decisions and supporting them each step of the way by providing the products and services they need.
4. We care about our people: We believe happy and healthy employees are better able to help us help our customers. We aim to make our company an inclusive workplace where people are valued for the diverse knowledge, insights and experience that they contribute.
5. We care for the environment: We believe it is important to live in a clean and healthy environment. The main way we contribute to achieving this is by helping to reduce CO_2 emissions and by facilitating the transition towards a low-carbon economy.

In 2020 Aegon Nederland published a Responsible Business Report, over 2019, for the first time. From this point onwards our Responsible Business Progress will be reported in this separate report.

We invest responsibly
Managing around EUR 100 billion of investments on behalf of our customers and for our own account, Aegon Nederland is one of the largest financial institutions in the country. We aim to generate strong financial returns on these investments so that we can, for example, provide our customers with the pensions they need in retirement. We recognize that our responsibility extends far beyond achieving strong financial returns alone, and that we must take action to ensure that our investments do not have a negative impact on society and the planet. At the start of 2020 we revised our Responsible Investing Policy. This policy explains what responsible investing means to us, how we expect the companies in which we invest to behave, and how we believe we can use our investments to make a difference.

As a long-term investor in a wide range of companies, sectors and countries, we take our responsibilities as an asset owner and steward of client assets seriously. This means careful and responsible management of the assets under our care. It also means taking into account, and taking responsibility for, the impact that these assets can have on the lives of people living today and in the future. We believe in being an active owner of our investments and working together with other like-minded parties to address complex environmental, social and governance (ESG) issues. Our responsible investing approach is built on four pillars:

- Screening: We believe all our investments should meet minimum behavioral, environmental and ethical standards. Many of these are laid down in Dutch law and the Dutch corporate governance code. Others are derived from guidelines issued by multi-national organizations, such as the United Nations, or industry best practice. We screen all our investments against these criteria to identify those that do not meet our minimum standards or are incompatible with our views and values. This helps us avoid causing harm with our investments.
- Engagement & voting: We believe in being active owners of our investments which means we are using our influence as a large investor to effect positive change in the world. We do this by starting a dialogue with companies in which we identify ESG risks which provides us with an opportunity to highlight these ESG risks, inform company management of our concerns, and advocate the changes we believe they should make to their business. We also exercise any shareholder voting rights we have to support our engagement efforts and enhance long-term value creation for all stakeholders.
- Exclusion: There are instances when companies that we have identified as not meeting our minimum standards are either unwilling or unable to change. On these occasions, we choose not to invest in

them, and take action to exclude them from our investible universe. Examples include companies manufacturing tobacco, producing palm oil, and those still investing in coal-fired power generation.
- Reporting: We want to be transparent on our responsible investing activities and make a wide range of reports available to the public.

We are proud that, following the introduction of our revised Responsible Investing policy in 2020, all our investments are now responsibly managed by default and must meet minimum ESG standards as set out in the policy. We recognize, nonetheless, that we can, and should, do more than merely seeking to avoid investing in companies that may cause harm by failing to meet our minimum standards. We are committed to using our investments as a vehicle for change and investing in a way that has a positive impact on the world.

We improve society
We believe everyone deserves a long and happy life. Unfortunately, many people are denied this due to ill-health or inadequate finances. We aim to make a difference by supporting initiatives that improve people´s health and well-being and helping to raise awareness and knowledge on financial matters in society at large. We see firsthand the impact that dementia can have on people´s quality of life and how it can impact individuals´ ability to make the informed decisions they need to ensure a healthy financial future. That´s why we have made fighting dementia and its underlying causes, for example Alzheimer´s disease, the focus areas of our work. Since 2002, we have been the lead sponsor of the Alzheimercenter in Amsterdam, one of Europe's leading diagnosis and treatment centers for dementia. With our support, the Alzheimercenter is better able to focus on achieving its mission: making dementia treatable and ultimately curable, as well as ensuring its effects are openly discussed and more widely understood. In addition, we invest in the Dementia Discovery Fund, the world's largest venture capital fund devoted to a single disease area. With our investment, we provide funding to biotech companies across the world that are researching and developing novel disease modifying therapeutics for all forms of dementia.

Our purpose is to help people achieve a lifetime of financial security. However, with around 1.4 million households in the Netherlands currently dealing with serious financial troubles, becoming financially secure can seem far more like a dream than a reality for all too many people. It is for this reason that in 2016 we joined the 'Van Schulden Naar Kansen' (From Debts to Opportunities) program of the Van Schulden naar Kansen Foundation. This program focuses on dealing with poverty as a result of problematic debts. Together with our program partners, we help tackle this form of poverty and get people back on to the path of becoming financially fit. Our ambition is to help a total of 6,000 families between 2016 and 2020 understand the steps needed to get out of debt and improve their financial situation. To achieve this, we partner with local organizations in three of the cities in which we have offices in the Netherlands: The Hague, Leeuwarden, and Groningen. We support these organizations by providing them with financial support and sharing our knowledge. More than 350 of our colleagues have to date volunteered at one of our partner organizations. With our support, more than 4,000 families have been helped on their way to a healthier financial future by learning the skills and knowledge required to free themselves from problematic debts. As a company, we recognize the importance of volunteering. Not only because it allows us to give something back to the local community, but also because it helps us demonstrate to others what we stand for and the issues that matter to us.

We transform lives
We want to help our customers secure a healthy financial future. In order to achieve this, our customers must not only carefully plan and make informed decisions about their future, they must also use the right products and services for their own personal circumstances. We understand that not everyone has the necessary skills or knowledge to make informed decisions – for example assessing how much debt can be safely afforded, or which financial product is best for them. As one of the largest financial organizations in the Netherlands, we are able to help individuals better understand their financial situation and the decisions they need to make. We also offer our customers a wide range of financial products and services to help with their specific financial needs. We believe each and every product and service we offer should be fit for purpose, and we encourage our customers to make well informed financial decisions. As a mortgage lender, for instance, we have strict policies in place to ensure we never lend a larger mortgage than a customer can safely afford. We also recognize our responsibility to communicate any risks and expectations that are associated with these products and services in a clear and transparent way.

We believe helping people to achieve a lifetime of financial security is about more than simply providing our customers with the products and services they need. It is also about helping them to understand both how these products and services work, and the consequences of any decisions associated with them. Much time and effort is spent across our company to achieve this. Pensions are a good example. Many of our customers have taken an important step towards financial security by saving for their retirement using one of our pension products. A considerable number of people are, however, automatically enrolled in pension products by their employers and have little or no knowledge about how these products work, or the consequences of any decisions they need to make. One way Aegon employees have been helping to address this is by volunteering during the Pensioen3daagse. For the past eight years, our employees have been helping individuals living near our head office in The Hague to better understand how their pensions work. Via one-on-one conversations, our employees have helped these individuals improve their understanding of the Dutch pension system and the consequences of decisions they need to take before retiring. We believe children can also benefit from this knowledge to learn good financial habits early in life. During Week van het Geld (Money Week) Aegon employees volunteer to give lessons at local schools as part of a program to help fight financial illiteracy.

As our society begins to recognize and deal with the consequences of climate change, people are learning that the homes we live in are not just part of the problem; they can also be part of the solution. As one of the largest mortgage lenders in the Netherlands, we have started to provide our customers with a way to finance the improvements necessary to make their homes more energy efficient and sustainable and to help them to reduce their CO_2 footprint and contribute to the Netherlands' efforts in combating climate change. We offer existing customers up to EUR 9,000 on top of their existing mortgage to fund energy-saving measures, such as a new boiler or installing solar panels, via our Sustainable Depot. For new customers, we offer a number of financing options that can help make their home more sustainable. These include the option to co-finance the increase in value of their home following energy-saving improvements, and to borrow up to EUR 25,000 extra to make their home energy neutral.

We care about our people
Our people are our greatest asset. As a company, we see it as our responsibility to do all we can to provide our employees with all the tools they need to succeed. This includes creating an environment in which they are in the driving seat for their own career and are encouraged to get the most out of their talents. We recently introduced a new performance management process – Perform & Develop - that has a stronger focus on the future, and the respective directions employees would like to take in their careers. More attention is therefore paid today to personal development and helping our employees to develop the skills and knowledge needed to match their future career ambitions. We help our employees achieve their ambitions by providing the training and support they need to succeed. In addition to providing regular training that ensures our employees are fully equipped to help our customers and their needs, all employees are provided with an annual training budget that can be used for on training courses, coaching or mentoring tailored to their individual requirements. Many of our employees use this to achieve industry-recognized professional qualifications or – for those who have moved to the Netherlands – to learn Dutch and help them to integrate into society. Our customers are incredibly diverse, from their age and family situation, to their wealth and background. To truly understand their needs, it is important that we have an equally diverse workforce. In addition, having multiple and diverse perspectives is critical for innovation and being able to make the best decisions for our clients, which in turn makes our work more impactful, enjoyable and rewarding.

Our approach to inclusion and diversity aims to create an environment in which everyone is comfortable to be their authentic self at work. We are an employer of choice and motivate and stimulate our employees to realize their individual ambitions alongside Aegon's purpose. Furthermore, we are committed to welcoming and promoting a wide variety of talent. We have a zero-tolerance policy towards discrimination of any kind – our views about which are outlined in our company Statement on Inclusion and Diversity. We believe that every Aegon employee plays an important role when it comes to contributing to a more inclusive work environment. This includes reducing unconscious behavioral biases in our company. From 2020 onwards, we will be implementing training programs to achieve this. We are proud to have been recognized as a Global Benchmark Ambassador of Workplace Pride, the nonprofit organization dedicated to supporting Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people in their workplace. This title was awarded in recognition of our leadership in contributing to LGBTI inclusion in the workplace. In 2019, we received a score of 70.5% for inclusivity, covering areas such as Policy & Communication, Employee Networks, Workplace Awareness and Inclusion & Engagement. This score is well above the average for multinational financial services groups. At the end of the year we also started the Allyship program. This promotes both recognizing how and why people are treated differently based on different facets of identity and standing in solidarity with them.

We believe everyone should be rewarded fairly for the work they undertake. This means paying people based on what they contribute to our success, and not on what they look like or where they come from. For this reason, in 2018 we were the first ever company in the Netherlands to agree a collective labor agreement that stipulated that men and women must be paid equally for equal work. In 2019 we followed up with a study on any gender pay disparity between employees. We were pleased to see that there is no divergence in pay within Aegon Nederland, after having taken age, work experience and length of service into account. This clearly differentiates Aegon from the marketplace norm in the Netherlands. In recognition of our employment values and development opportunities, Aegon Nederland was awarded the prestigious 'Keurmerk Talent Ontwikkeling' (Talent Development Quality Mark) in both 2018 and 2019.

We care for the environment
We believe a clean and healthy environment is an important requirement to be able to grow old healthily and enjoy a long and happy retirement. Our planet and the environment are, however, facing many risks right now, including climate change, biodiversity depletion and pollution. Climate change represents one of the greatest risks facing our society. For this reason, helping to tackle climate change and enabling the transition to a low carbon society are at the core of our environmental approach. At Aegon, the main ways we contribute to achieving this are by helping to reduce CO_2 emissions and by facilitating the transition towards a low-carbon economy. Ensuring a healthy living environment is, of course, about far more than tackling climate change alone. If we wish to ensure a healthy future for all, we must also reduce our ecological footprint. This means helping to restore the balance between our consumption of the earth's resources and its ability to regenerate them. For example, by making more efficient use of raw materials and reducing waste.

We are taking action to make our business more sustainable. To this end, we have developed an environmental approach that will help guide us in playing our part to tackle climate change, and to make better use of the resources that we consume:

- Halving our CO_2 emissions: We aim to achieve this by improving the energy efficiency of our buildings, making greater use of technology to reduce business travel, and providing our employees with more sustainable commuting options.
- Helping our customers cut their CO_2 emissions: We are currently helping them do this by providing a way to finance energy-saving measures for their home.
- Digitalizing our business: We are changing how we communicate with our customers and suppliers, making more frequent and better use of digital communication. This means less paper and consuming fewer resources.
- Making our waste more circular: We are always looking for new ways to reduce the amount of waste we generate, for example by introducing waste bins that allows for waste to be source separated and recycled.
- Using our investments as a catalyst for change: We want to use our influence as a large, long-term investor to encourage the companies in which we invest to reduce their CO_2 emissions, accelerate the transition to a low-carbon economy, and make their businesses more sustainable.
- Investing sustainably: We invest in a wide range of different investments that are helping to tackle climate change, improve energy efficiency and reduce waste.

We believe it is important to measure our impact on the environment so that we can take positive steps to reduce it. In line with our obligations under the Dutch National Climate Agreement and Spitsbergen Ambition, we are focusing our efforts on measuring and reducing the greenhouse gas emissions (and CO_2 emissions in particular) that are associated with our business activities. We hope in future to be able to extend our work in this area and consider other elements of our ecological footprint, such as timber usage as a result of using paper.

We have made significant progress over the last year in terms of measuring CO_2 emissions directly associated with our own operations, in addition to those with which we are indirectly associated by virtue of our investment choices. The following provides an overview of these emissions, categorized by Scope depending on the activities with which they are associated.

Financial services firms such as Aegon hold significant investments. We believe it is important to measure and disclose the emissions that are indirectly associated with these investments. This is because we benefit from the activities with which they are associated, even though we cannot directly control them. Consider, for example, the case of investing in a car manufacturer. The success of such a company is ultimately determined by how many vehicles it can produce and sell to consumers. Greenhouse gas emissions associated with construction plants to produce vehicles are not our own emissions, and we are therefore unable to take direct action to control and reduce them. By providing companies with capital to fund their operations, we do, however, indirectly benefit from the greenhouse gas emissions generated. By measuring the greenhouse gas emissions associated with our investments, we hope to provide insights on the environmental impact of the different companies, projects and activities we help to finance. These are categorized under Scope 3 in the Greenhouse Gas Protocol. When measuring CO_2 emissions associated with our investments, we have made use of the Partnership for Carbon Accounting Financials (PCAF) and Task force for Climate-related Financial Disclosure (TCFD) recommendations.

Despite the progress made in recent years, we are not yet able to measure the CO_2 emissions associated with all our investments. We hope to increase the proportion of investments measured for associated CO_2 emissions in the coming years, as both industry-recognized measurement standards and our own capabilities develop. Where possible, we will also re-measure and re-state historic figures to provide a more accurate comparison of changes in CO_2 emissions from one period to another.

In 2019, we set ourselves the target of halving the ecological footprint of our operations by 2030. This includes reducing our per-employee operational CO_2 emissions by at least 50% by 2030. We are currently examining the different ways in which we can achieve this. We are also looking at the greenhouse gas emissions associated with our investments and exploring ways in which we can reduce them. We are confident that we will be able to provide an update on our efforts in our next Responsible Business Report.

5. Outlook

5.1. Developments

The insurance industry has been in a period of major change for a number of years partly as a result of developments in the economy, climate changes and developments in technology, but also because customers, legislators and regulators require it. These changes are further enhanced by the recent COVID-19 pandemic and we expect these changes to continue in coming years.

Aegon Levensverzekering operates in a changing environment: the labor market changes rapidly, people are living longer, the interest rates remain low, employers and employees demand more flexibility and as a result of these developments defined contribution plans are growing significantly at the expense of DB plans.

Aegon Nederland is committed to a sustainable future-proof pension system that provides adequate pensions for all participants in the labor market. Aegon Nederland is well and broadly positioned in the pension market with administration (TKP Pensioen), DC products (Aegon Cappital) and Insurance (Aegon Levensverzekering) to meet our customer expectations. We continue to invest in new solutions for employers and employees, are an opinion leader and actively involved in public discussions about retirement with all stakeholders.

As we have stressed in recent years, technological developments and the digitization of financial services are accelerating. The traditional financial institutions are starting to transform their businesses towards a new era. Addressing these developments is at the core of our strategy.

Finally, economic conditions, the situation in the financial markets and the shrinking insurance market are driving an increased focus on cost efficiency in our markets. All these trends combined require Aegon Nederland to deliver enhanced performance for all our stakeholders at reduced expense levels.

5.2. Post reporting date events and expectations

In March 2021 EUR 25 million dividend was paid to Aegon Nederland.

There are no other post reporting date events and expectations that have not already been taken into account in the directors’ report or financial statements.

The Hague, April 8, 2021

The Board of Directors,

M.J. Edixhoven (chair)	
B. Magid	
W.A. Hekstra	
A. Schlichting	
W. Horstmann	

Report of the Supervisory Board

1. General

The Supervisory Board has been in place since 2011 and functions as the supervisory board for Aegon Nederland and each of the insurance subsidiaries of Aegon Nederland that are under supervision of DNB, i.e. Aegon Levensverzekering N.V., Aegon Schadeverzekering N.V. and Aegon Spaarkas N.V.. The Supervisory Board has the duty to supervise and advise the Board of Directors on its management of the company. The Supervisory Boards of the insurance subsidiaries meet at least four times a year at regular intervals, simultaneously with the Supervisory Board of Aegon Nederland.

The members of the Supervisory Board take the oath or affirmation as required by the Financial Sector Oath or Affirmation Regulations.

The Supervisory Board was involved in the preparation of appointments and dismissals of members of the Board of Directors and discusses the company's quarterly results, accounting policies, internal control procedures and strategy. The Supervisory Board is involved in setting the remuneration of members of the Board of Directors. Amongst others, the Supervisory Board approves the general principles of the Aegon Nederland remuneration policies, periodically assesses the general principles of the remuneration policy and is responsible for the remuneration policy for the Board of Directors.

In 2020, the Supervisory Board performed its duties in close co-operation with the Board of Directors and held six meetings. Moreover the Supervisory Board held several calls with the Board of Directors to discuss amongst other, strategic transformation programs. The Risk and Audit Committee of the Supervisory Board held five meetings. The Remuneration Committee held two meetings. The attendance percentage was high.

2. Subjects discussed during the meetings

During the meetings of the Supervisory Board, the Risk and Audit Committee of the Supervisory Board and the Remuneration Committee, several topics were discussed. Hereafter a list of topics is presented. Regarding some topics a brief explanation is provided.

- Strategy of the business portfolios and new strategic developments.
- Solvency II updates and discussions in general, regarding (inter alia) developments in the Solvency ratio and more specific developments and implications of (expected/future) major model changes.
- Initiatives and discussions on strengthening the Solvency II capital of Aegon Levensverzekering. The Supervisory Board discussed this extensively with the Board of Directors and closely monitored the decision making process and execution of the initiatives.
- Solvency II 2020 Reports, such as ORSA, SCFR and RSR reports.
- Quarterly business results. Each quarter the Supervisory Board was updated on and discussed the business results of the Aegon Nederland business portfolio.
- Technical deep dive sessions a.o. on the mortgage valuation methodology and the aggregation and proxy methodology.
- Capital Management Policy.
- Dividend proposals.
- Risk Appetite Policy and Key Risk Indicators.
- Supervisory Board self-evaluation (board effectiveness). The Supervisory Board evaluated its own functioning. The results were satisfactory and were discussed by the Supervisory Board and with the Board of Directors and where necessary, actions were taken.
- PricewaterhouseCoopers Accountants N.V. Management Letter 2020.
- Annual report 2020.
- Audit plan 2020.
- Risk Management, Compliance and Actuarial Function reports.
- Customer NPS.
- Cost efficiency developments.
- Updates on the execution of and preparation for implementation of impactful laws and regulations
- Budget MTP 2021-2023.
- Updates on DNB and AFM letters, discussions and on-site visits, including DNB 'Focus' reports and meetings and AFM annual report and meeting.
- Developments with regard to COVID-19 pandemic. The Supervisory Board is being kept informed of the measures Aegon Nederland is taking to prioritize the health and wellbeing of its employees and customers.
- New ways of working, Smart Working, as result of the COVID-19 pandemic.
- Evaluation of system of governance.

The coronavirus outbreak has introduced new uncertainty, and the Supervisory Board is being kept informed of the measures Aegon Nederland is taking to prioritize the health and wellbeing of its employees and customers.

3. Gender diversity

Enhancing gender diversity in the Board of Directors and Supervisory Board is an important issue for Aegon Nederland. Selection and appointment is based on expertise, skills and relevant experience. The Supervisory Board also takes gender diversity into account in view of its aim of having a balanced Board of Directors composition. When identifying candidates for open positions, the Board of Directors actively searches for suitable female candidates. It also instructs external search firms to present female candidates.

4. Risk and Audit Committee

The Supervisory Board has formed a Risk and Audit Committee, whose members in 2020 were Mr. Vrancken (chair), Mrs. Jansen Heijtmajer and Mr. Jacobovits de Szeged. In 2020, the Risk and Audit Committee met five times. The CEO, CFO, COO, CTTO and CRO (Mr. Edixhoven, Mr. Magid, Mr. Hekstra, Mrs. Schlichting and Mr. Horstmann) attended meetings on behalf of Aegon Nederland, along with Internal Audit, and managers of Balance Sheet Management, Financial Information Management & Reporting Office and the Actuarial, Risk and Compliance function holders (or their substitutes). On behalf of PricewaterhouseCoopers Accountants N.V., Mrs. Korver-Heins and Mr. Vermeulen both attended the quarterly meetings.

On the agenda for the regular quarterly meetings, standing items were (i) the financial results of the quarter, (ii) quarterly reports on capital management, and (iii) regulatory developments, supplemented with quarterly reports from (iv) Risk Management & Compliance, and (v) Internal Audit, and the PricewaterhouseCoopers Accountants N.V. quarterly reports. The Risk and Audit Committee and the Supervisory Board approved the audit plan of Internal Audit and considered the audit plan of PricewaterhouseCoopers Accountants N.V., and discussed the Aegon Nederland Risk Appetite. Other topics discussed during 2020 included among others the annual reports, RSR, ORSA, SFCR reports, developments related to Solvency II, in particular capital ratio, developments related to COVID-19, Actuarial Function Holder Report, SOx controls and the Management Letter. The Risk and Audit Committee reported – partly through the minutes of its meetings – on its findings to the Supervisory Board.

5. Remuneration Committee

The Remuneration Committee, members Mrs. Jansen Heijtmajer and Mrs. Hoek, convened in February and March 2020. In its meetings, the Committee and subsequently the Supervisory Board approved:

- the 2019 Aegon Nederland variable compensation company targets results,
- the 2020 Aegon NL variable compensation company performance indicators and target setting,
- the performance of, and the allocation of variable compensation 2019 to participants (MT-NL members and Statutory Board of Aegon Bank), and the pay-out of deferred 2016-2018 variable compensation,
- the 2020 Aegon MT-NL variable compensation individual performance indicators and target setting,
- the selection of the 2021 (Group) Material Risk Takers and Material Risk Takers (Aegon Netherland and its subsidiaries) and Identified Staff (Aegon Bank).

6. Members of the Supervisory Board

The terms of office of the supervisory board members are as follows:

Name	**Year of first appointment**	**(Re-) Appointment**	**Resigns**
Mrs. D. Jansen Heijtmajer	2016	August 4, 2020	2024
Mrs. M.J.E. Hoek	2019	May 13, 2019	2023
Mr. G.T. Kepecs	2012	June 30, 2017	2021
Mr. D.F.R. Jacobovits de Szeged	2018	January 1, 2018	2022
Mr. G.J.M. Vrancken	2019	January 1, 2019	2023

The Hague, April 8, 2021

The Supervisory Board,

D. Jansen Heijtmajer (chair)	
G.J.M. Vrancken	
M.J.E. Hoek	
G.T. Kepecs	
D.F.R. Jacobovits de Szeged	

Financial statements 2020 of Aegon Levensverzekering N.V.

Statement of financial position

(before profit appropriation)

Amounts in EUR million	Note	31-12-2020	31-12-2019	1-1-2019*
Assets				
Cash and cash equivalents	5	2.687	6.430	2.580
Investments	6	49.103	40.720	35.876
Investments for account of policyholders	7	24.515	24.287	22.001
Shares in group companies	8	375	840	3.023
Derivatives	9	9.760	7.850	4.347
Investments in associates	10	987	78	58
Investments in joint ventures	11	327	1.159	1.001
Loans and group loans	12	1.525	1.680	786
Reinsurance assets		7	7	7
Deferred tax assets	21	35	296	-
Deferred expenses	13	135	360	66
Other assets and receivables	14	1.072	1.364	798
Total assets		**90.527**	**85.071**	**70.543**
Equity and liabilities				
Equity	15			
- Share capital		23	23	23
- Share premium		1.355	1.355	1.355
- Revaluation reserves		1.204	1.273	701
- Retained earnings		2.932	4.229	3.883
- Net income / (loss)		323	-1.151	341
		5.837	**5.729**	**6.303**
Insurance contracts	16	44.279	40.483	31.639
Insurance contracts for account of policyholders	17	26.594	26.506	24.242
Investment contracts	19	191	199	209
Derivatives	9	6.581	6.698	4.112
Borrowings and group borrowings	20	5.871	3.600	2.964
Provisions		6	6	6
Deferred tax liabilities	21	-	-	47
Other liabilities and accruals	22	1.168	1.851	1.021
Total liabilities		**84.690**	**79.343**	**64.240**
Total equity and liabilities		**90.527**	**85.072**	**70.543**

* As of January 1, 2020 Aegon Levensverzekering has adopted IFRS as the basis for preparing its financial statements. Refer to section 2.2 'First time adoption of IFRS' for more information.

Income statement

(for the year ended December 31, 2020)

Amounts in EUR million	Note	2020	2019*
Revenues			
Premium income	23	1.633	1.811
Investment income	24	1.469	1.580
Fee and commission income		47	47
Total revenues		**3.149**	**3.438**
Income from reinsurance ceded	25	-124	-17
Results from financial transactions	26	3.675	5.749
Other income		-	10
Total income		**6.700**	**9.180**
Charges			
Premiums to reinsurers	23	35	13
Policyholder claims and benefits	27	6.077	9.311
Profit sharing		3	11
Commissions and expenses	28	315	304
Impairment charges / (reversals)	29	19	73
Interest charges and related fees		17	27
Total charges		**6.465**	**9.739**
Income before share in profit / (loss) of joint ventures and associates and tax		**235**	**-559**
Share in profit / (loss) of associates	10	81	2
Share in profit / (loss) of joint ventures	11	19	125
Income / (loss) before tax		**334**	**-432**
Income tax	30	-10	92
Net income / (loss)		**324**	**-339**
Net income / (loss) group companies	8	10	13
Total net income / (loss) attributable to the parent company		**334**	**-326**

* As of January 1, 2020 Aegon Levensverzekering has adopted IFRS as the basis for preparing its financial statements. Refer to section 2.2 'First time adoption of IFRS' for more information.

Statement of comprehensive income

(for the year ended December 31, 2020)

Amounts in EUR million	Note	2020	2019
Net income		**334**	**-326**
Items that may be reclassified to profit or loss:			
Gains / (losses) on revaluation of available-for-sale investments	15.2	-81	-112
Equity movements of associates	10	2	-2
Gains / (losses) transferred to the income statement on disposal and impairment of available-for-sale investments	15.2	-13	-232
Income tax relating to items that may be reclassified		13	93
Total other comprehensive income / (loss) for the period		**-80**	**-252**
Total comprehensive income / (loss)		**254**	**-578**
Total comprehensive income / (loss) attributable to the parent company		**254**	**-578**

* As of January 1, 2020 Aegon Levensverzekering has adopted IFRS as the basis for preparing its financial statements. Refer to section 2.2 ‘First time adoption of IFRS’ for more information.

Statement of changes in equity

Amounts in EUR million

2020	Share capital	Share premium	Revaluation reserves	Retained earnings	Net income / (loss)	Total
At January 1	**23**	**1.355**	**1.273**	**4.229**	**-1.151**	**5.729**
Net income / (loss) prior year retained	-	-	-	-1.151	1.151	**-**
Net income / (loss) current year	-	-	-	-	334	**334**
Total net income / (loss)	-	-	-	-1.151	1.485	**334**
Changes revaluation subsidiaries	-	-	-	-	-	**-**
Adjustment to the revaluation reserves	-	-	11	-	-11	**-**
Changes revaluation reserves	-	-	-80	-	-	**-80**
Other comprehensive income / (loss)	-	**-**	**-69**	**-**	**-11**	**-80**
Total comprehensive income / (loss)	**-**	**-**	**-69**	**-1.151**	**1.474**	**254**
Dividend paid on common shares	-	-	-	-146	-	**-146**
Equity changes from relation with shareholder	**-**	**-**	**-**	**-146**	**-**	**-146**
At December 31	**23**	**1.355**	**1.204**	**2.932**	**323**	**5.837**

2019	Share capital	Share premium	Revaluation reserves	Retained earnings	Net income / (loss)	Total
At January 1	**23**	**1.355**	**701**	**3.883**	**341**	**6.303**
Net income prior year retained	-	-	-	341	-341	**-**
Net income current year	-	-	-	-	-326	**-326**
Total net income / (loss)	-	-	-	341	-667	**-326**
Changes revaluation subsidiaries	-	-	12	-	-	**12**
Adjustment to the revaluation reserves	-	-	825	-	-825	**-**
Changes revaluation reserves	-	-	-264	-	-	**-264**
Other comprehensive income / (loss)	-	**-**	**572**	**-**	**-825**	**-252**
						-
Total comprehensive income / (loss)	**-**	**-**	**572**	**341**	**-1.492**	**-578**
Other movements*	-	-	-	4	-	**4**
Equity changes from relation with shareholder	**-**	**-**	**-**	**4**	**-**	**4**
At December 31	**23**	**1.355**	**1.273**	**4.229**	**-1.151**	**5.729**

‘Other movements’ relates to the merger of Van Nierop Assuradeuren N.V. with Aegon Levensverzekering.

Cash flow statement

(for the year ended December 31, 2020)

Amounts in EUR million	Note	2020	2019
Income / (loss) before tax		**334**	**-432**
Results from financial transactions	26	-3.716	-5.749
Amortization and depreciation		142	138
Impairment losses / (reversals)		-	78
Income from joint ventures	11	-19	-125
Income from associates	10	-81	-2
Income from reinsurance ceded	25	132	-
Adjustments of non-cash items		**-3.542**	**-5.660**
Insurance and investment liabilities	16/19	3.788	5.822
Insurance liabilities for account of policyholders	17	88	1.574
Accrued expenses and other liabilities	22	-48	697
Deferred expenses	13	225	-360
Accrued income and prepayments	14	-13	-293
Shadow accounting	15	-1.006	-1.199
Changes in accruals		**3.034**	**6.240**
Purchase of investments (other than money market investments)	6	-11.073	-5.321
Purchase of derivatives	9	1.198	231
Disposal of investments (other than money market investments)	6	3.852	4.338
Disposal of derivatives	9	-587	1.132
Net disposal / (purchase) of investments for account of policyholders	7	841	1.251
Cash flow movements on operating items not reflected in income		**-5.769**	**1.631**
Tax (paid) / received	30	-112	-88
Other		16	7
Net cash flows from operating activities		**-6.040**	**1.697**

	Note	2020	2019
Acquisition and capital contribution joint ventures and associates	10/11	-59	-109
Disposal of joint ventures and associates	10/11	-	1
Dividend received from joint ventures and associates		66	56
Net cash flows from investing activities		**7**	**-52**
Loans to group related parties	12	-	-
Repayment of loans by group related parties	12	155	292
Proceeds from borrowings	20	-	55
Repayment of borrowings	20	-	-61
Proceeds from group borrowings	20	2.394	989
Repayment of group borrowings	20	-123	-347
Dividends paid	15	-146	-
Dividends received	8	15	-
Capital contributions to group companies	8	-5	-272
Net cash flows from financing activities		**2.290**	**656**
Net increase / (decrease) in cash and cash equivalents		**-3.743**	**2.301**
Cash and cash equivalents at the beginning of the year	5	6.430	2.580
Cash and cash equivalents at the beginning of the year of merged entity Optas Pensioenen		-	1.549
Cash and cash equivalents at the end of the year		**2.687**	**6.430**

The cash flow statement is prepared according to the indirect method. Included in the net cash flows from operating activities is the increase/ (decrease) in cash and cash equivalents related to:

	2020	2019
Interest received (excluding derivatives)	1.149	1.233
Interest paid (excluding derivatives)	17	27
Interest derivatives received / (paid)	114	176
Dividend received	168	188

Reconciliation of liabilities arising from financing activities
For both 2019 and 2020 the net cash flows from financing activities relate to the increase or decrease in long-term borrowings, group loans, entrusted savings, repurchase agreements and share premium payments. There was no effect from foreign currencies, as all financing activities take place in EUR. Furthermore the carrying value of all balance sheet items related to financing activities are measured at amortized cost, therefore there are no effects from fair value movements or any other movements.

Notes to the financial statements

1. General information

Aegon Levensverzekering N.V. (or 'Aegon Levensverzekering'), incorporated and domiciled in the Netherlands, is a public limited liability company organized under Dutch law and recorded in the Trade Register of the Chamber of Commerce in The Hague with its registered address at Aegonplein 50, 2591 TV The Hague with registration number KvK 27095315. Aegon Levensverzekering is 100% subsidiary of Aegon Nederland N.V. in The Hague. Aegon N.V., also domiciled in The Hague is the ultimate parent of the group. Aegon Levensverzekering and its subsidiaries are active in life insurance and pensions operations and investment products, mortgages and pension administration.

2. Significant accounting policies

2.1. Basis of presentation

The financial statements have been prepared in accordance with International Financial Reporting Standards, as adopted by the European Union (IFRS-EU) and with Part 9 of Book 2 of the Dutch Civil Code.

As of January 1, 2020 Aegon Levensverzekering has adopted IFRS as the basis for preparing its company financial statements. Aegon Levensverzekering no longer prepares consolidated financial statements as it uses the exemption from IFRS 10 'Consolidated Financial Statements' (IFRS 10.4). Both the parent company Aegon Nederland and the ultimate parent Aegon N.V. publish consolidated financial statements which also include the consolidated numbers of Aegon Levensverzekering. The consolidated financial statements of the parent company Aegon Nederland are available at the company's registered address as disclosed in note 1. These financial statements are also filed with the Chamber of Commerce. Refer to section 2.2 'First time adoption of IFRS' for more information.

The financial statements have been prepared in accordance with the historical cost convention as modified by the revaluation of investment properties and those financial instruments (including derivatives) and financial liabilities that have been measured at fair value. Information on the standards and interpretations that were adopted in 2020 is provided below in note 2.1.1 'Adoption of new IFRS-EU accounting standards and amendments effective in 2020'.

The financial statements are presented in euro and all amounts are rounded to the nearest million unless otherwise stated. The consequence is that the rounded amounts may not add up to the rounded total in all cases. All ratios and variances are calculated using the underlying amount rather than the rounded amount.

The preparation of financial statements in conformity with IFRS-EU requires management to make estimates and assumptions affecting the reported amounts of assets and liabilities as of the date of the financial statements and the reported amounts of revenues and expenses for the reporting period. Those estimates are inherently subject to change and actual results could differ from those estimates. Included among the material (or potentially material) reported amounts and disclosures that require extensive use of estimates are: fair value of certain invested assets and derivatives, policyholders claims and benefits, insurance contracts and guarantees (including the liability adequacy test, or LAT), corporate income taxes and the potential effects of resolving litigation matters.

Going concern

The financial statements of Aegon Levensverzekering have been set up assuming a going concern basis of accounting based on the reasonable assumption that Aegon Levensverzekering is, and will be, able to continue its normal course of business in the foreseeable future. Relevant facts and circumstances (also considering COVID-19) relating to the financial position on December 31, 2020, were assessed in order to reach the going concern assumption. The main areas assessed are the financial performance, capital adequacy, financial position and flexibility, liquidity and solvency. Considering all these areas management concluded that the going concern assumption for Aegon Levensverzekering is appropriate in preparing the financial statements.

2.1.1. Adoption of new IFRS-EU accounting standards and amendments effective in 2020

New standards and amendments to standards become effective at the date specified by IFRS-EU, but may allow companies to opt for an earlier adoption date. In 2020, the following standards and amendments to existing standards issued by the IASB became mandatory or were early adopted:

Accounting standard/ amendment/ interpretation	**IASB effective date**	**Endorsed by EU**	**Impact for the entity**
Definition of a Business (Amendments to IFRS 3)	January 1, 2020	Yes	Low
Definition of Material (Amendments to IAS 1 and IAS 8)	January 1, 2020	Yes	Low
Amendments to the References to the Conceptual Framework in IFRS Standards	January 1, 2020	Yes	Low
Early adopted:			
COVID-19-Related Rent Concessions (Amendments to IFRS 16)	June 1, 2020	Yes	Low

None of these amendments to existing standards are significantly impacting the financial position or financial statements.

2.1.2. Future adoption of new IFRS-EU accounting standards and amendments

The following standards and amendments to existing standards, published prior to January 1, 2021, were not early adopted by Aegon Levensverzekering, but will be applied in future years:

Accounting standard/ amendment/ interpretation	**IASB effective date**	**Endorsed by EU**	**Early adopted by the entity**	**Impact for the entity**
IFRS 17 Insurance Contracts	January 1, 2023	Not yet	No	See below for comments
IFRS 9 Financial instruments	January 1, 2018 *	Yes	No	See below for comments
Prepayment Features with Negative Compensation (Amendments to IFRS 9)	January 1, 2019 *	Yes	No	See below for comments
Extension of the Temporary Exemption from Applying IFRS 9 (Amendments to IFRS 4 Insurance Contracts)	January 1, 2021 *	Yes	No	See below for comments
Interest Rate Benchmark Reform - Phase 2 (Amendments to IFRS 9, IAS 39, IFRS 7, IFRS 4 and IFRS 16)	January 1, 2021	Yes	No	Low
Reference to the Conceptual Framework (Amendments to IFRS 3)	January 1, 2022	Not yet	No	Low
Property, Plant and Equipment: Proceeds before Intended Use (Amendments to IAS 16)	January 1, 2022	Not yet	No	Low
Onerous Contracts - Cost of Fulfilling a Contract (Amendments to IAS 37)	January 1, 2022	Not yet	No	Low
Annual Improvements to IFRS Standards 2018-2020	January 1, 2022	Not yet	No	Low
Classification of Liabilities as Current or Non-current (Amendments to IAS 1)	January 1, 2023	Not yet	No	Low

(*) The amendments to IFRS 4, Applying IFRS 9 Financial Instruments with IFRS 4 Insurance Contracts, issued in September 2016, allow entities that issue insurance contracts within the scope of IFRS 4 to defer the implementation of IFRS 9 (and linked amendments 'Amendment to IFRS 9 Financial instruments on prepayment features with negative compensation'). The amendments to IFRS 4 are further explained below.

IFRS 9 Financial Instruments

The IASB issued the complete version of IFRS 9 Financial Instruments in July 2014 which was endorsed by the European Union in November 2016. IFRS 9 combines classification and measurement, the expected credit loss impairment model and hedge accounting. The standard will replace IAS 39 and all previous versions of IFRS 9. Under IFRS 9 Classification and Measurement, financial assets are measured at amortized cost, fair value through profit or loss or fair value through other comprehensive income, based on both the entity's business model for managing the financial assets and the financial asset's contractual cash flow characteristics. The classification and measurement of financial liabilities is unchanged from existing requirements apart from own credit risk. For financial liabilities that are designated at fair value through profit or loss, the changes which are attributable to the change in an entity's own credit risk are presented in other comprehensive income, unless doing so would enlarge or create an accounting mismatch. For the impairment component, the IASB included requirements for a credit loss allowance or provision which should be based on expected losses rather than incurred losses.

Application of IFRS 9 is required for annual periods beginning on or after January 1, 2018. However, on May 18, 2017, the IASB published the final version of the IFRS 17 – Insurance Contracts standard. Prior to its finalization, the IASB issued an amendment to IFRS 4 – Insurance Contracts (the predecessor standard to IFRS 17) that provides for a qualifying insurer a temporary exemption that permits, but does not require, the insurer to apply IAS 39 Financial Instruments: Recognition and Measurement rather than IFRS 9 for annual periods beginning before January 1, 2021 (i.e., a temporary exemption of IFRS 9). The objective of the amendment is to address the temporary accounting consequences of the different effective dates of IFRS 9 and IFRS 17. This amendment was endorsed by the European Union in November 2017.

On June 25, 2020, the IASB decided, application subject to EU endorsement process, to defer the effective date of IFRS 17 to annual reporting periods beginning on or after January 1, 2023. As a consequence of the IFRS 17 deferral, the IASB also agreed to revise the fixed expiry date of the temporary exemption from IFRS 9 in IFRS 4 to allow entities to continue applying the temporary exemption from IFRS 9 until January 1, 2023.

An entity is eligible to apply for the temporary exemption if the carrying amount of its liabilities connected with insurance activities is;

- greater than 90% of the total carrying value of all liabilities; or
- between 80% and 90% of the total carrying value of all liabilities, and the insurer does not have significant activities unrelated to insurance.

Aegon Levensverzekering performed this analysis at December 31, 2015, and concluded that it meets the requirements for the temporary exception as > 90% of its liabilities are connected with insurance activities. There are no (significant) changes in the activities of Aegon Levensverzekering since the performance of this analysis. As a result, Aegon Levensverzekering elected to defer implementation of IFRS 9 until January 1, 2023.

As Aegon Levensverzekering defers the application of IFRS 9 (including linked amendments as included in the above table), the full impact of the standard is not yet clear, however an initial impact assessment resulted in the expectation that it will have a significant impact on shareholders' equity, income and/or other comprehensive income and disclosures. The implementation project is combined with the implementation of IFRS 17 Insurance Contracts.

By qualifying for and electing the temporary exemption, the IFRS 4 amendment requires certain additional disclosures; specifically, Aegon Levensverzekering is required to disclose information to enable users of financial statements to compare insurers applying the temporary exemption with entities applying IFRS 9. This information is presented below:

Fair value changes

The table below presents an overview of the fair value of the classes of financial assets as of December 31, 2020, as well as the change in fair value during the reporting period. The asset classes are divided into two categories:

i. SPPI: assets of which cash flows represent solely payments of principal and interest on an outstanding principal amount , excluding any financial assets that meet the definition of held for trading in IFRS 9, or that are managed and whose performance is evaluated on a fair value basis; and,
ii. Other: all financial assets other than those specified in SPPI:
    a) with contractual terms that do not give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding;
    b) that meet the definition of held for trading in IFRS 9; or,
    c) that are managed and whose performance are evaluated on a fair value basis.

		Fair value 31-12-2020	Change in FV 2020	Fair value 31-12-2019	Change in FV 2019
Debt securities	SPPI	22.387	839	16.600	935
	Other	659	-23	14	-
Mortgage loans	SPPI	17.727	67	16.985	408
	Other	-	-	-	-
Private loans	SPPI	3.585	167	3.175	234
	Other	-	-	-	-
Other financial assets	SPPI	-	-	-	-
	Other	102	-	244	-
Loans and group loans	SPPI	1.525	-	1.680	-
	Other	-	-	-	-
Total		**45.985**	**1.049**	**38.698**	**1.577**

Cash and cash equivalents, deposits with financial institutions, and receivables all pass the SPPI test and are held at amortized cost, whereby the amortized cost is assumed to approximate fair value due to the short-term nature of the assets.

The fair value at the end of the reporting period in the table reconciles to the respective table in note 31 'Fair value of assets and liabilities'.

Credit risk
The table below details the credit risk rating grades, as of December 31, 2020, for financial assets with cash flows that are SPPI, excluding any financial assets that meet the definition of held for trading in IFRS 9, or that are managed and whose performance is evaluated on a fair value basis. The tables show the carrying value of those financial assets applying IAS 39 (in the case of financial assets measured at amortized cost, before adjusting for any impairment allowances).

2020	Debt securities	Mortgage loans	Private loans	Loans and group loans	Total
AAA	12.614	-	1.623	-	14.238
AA	3.751	-	74	1.525	5.349
A	3.451	-	46	-	3.498
BBB	2.395	-	1.098	-	3.492
BB	121	-	46	-	167
B	61	-	-	-	61
CCC or lower	9	-	-	-	9
Without external rating (not rated)	-	15.523	-	-	15.523
Total	**22.402**	**15.523**	**2.888**	**1.525**	**42.337**

2019	Debt securities	Mortgage loans	Private loans	Loans and group loans	Total
AAA	11.699	-	1.515	-	13.215
AA	3.336	-	82	1.680	5.097
A	881	-	47	-	928
BBB	647	-	970	-	1.617
BB	36	-	49	-	84
B	-	-	-	-	-
CCC or lower	-	-	-	-	-
Without external rating (not rated)	-	14.821	-	-	14.821
Total	**16.600**	**14.821**	**2.662**	**1.680**	**35.763**

As no external ratings are available for Aegon Levensverzekering's mortgage loans, the full portfolio is included under 'Not rated'.

For assets that do not have low credit risk and of which cash flows represent SPPI (rated BB or below), excluding any financial assets that meet the definition of held for trading in IFRS 9, or that are managed and whose performance is evaluated on a fair value basis, the table below provides the credit risk exposure from the financial assets held by Aegon Levensverzekering. The financial assets are categorized by asset class with a carrying amount and fair value measured in accordance with IAS 39 measurement requirements.

	Carrying Amount 31-12-2020	Fair value 31-12-2020	Carrying Amount 31-12-2019	Fair value 31-12-2019
Debt securities	195	191	35	36
Private loans	46	47	49	50
Total	**242**	**238**	**84**	**86**

Given the absence of external ratings for Aegon Levensverzekering's mortgage portfolio, non-performing mortgage loans are included in the table above to reflect exposure to mortgage loans that do not have low credit risk. Non-performing is defined as more than 90 days past due in line with regulatory guidelines.

Given the absence of external ratings for Aegon Levensverzekering's mortgage portfolio, IFRS 9 staging is applied to indicate whether a mortgage loan does not have low credit risk in the table above. As such, a mortgage loan is determined to not have low credit risk when there has been a significant increase in credit risk since initial recognition (Stage 2) or when it is in default (Stage 3).

Joint ventures and associate applying IFRS 9 in their statutory accounts
Aegon Levensverzekering applies the exemption under IFRS 4 from certain requirements in IAS 28 for its joint ventures in Amvest entities and the associate Amvest Residential Core Fund. Under this exemption, Aegon Levensverzekering applies IAS 39 under the temporary exemption from applying IFRS 9. When accounting for the investment in Amvest entities under the equity method, the IAS 39 figures of Amvest are used. There are no differences between the IAS 39 and IFRS 9 figures of Amvest. For statutory purposes Amvest cannot elect to defer the effective date of IFRS 9; information on the adoption of IFRS 9 for Amvest can be found in their respective statutory annual reports. Except Amvest, Aegon Levensverzekering does not hold any other individually material joint ventures nor associates.

<u>IFRS 17 Insurance Contracts</u>
The IASB issued IFRS 17 Insurance Contracts in May 2017. The Standard will replace IFRS 4, which was intended as an interim solution and allowed insurers to continue to use accounting principles that they had applied prior to the initial adoption of IFRS. IFRS 17 establishes principles for the recognition, measurement, presentation and disclosure of insurance contracts issued, reinsurance contracts held and investment contracts with discretionary participating features issued. The objective of the Standard is to ensure that entities provide relevant information in a way that faithfully represents those contracts. This information should provide users of financial statements with a basis to assess the effects that the contracts have on the financial position, financial performance and cash flows of the insurer. The Standard also specifies presentation and disclosure requirements to enhance comparability between insurance companies.

On June 25, 2020, the IASB decided, application subject to EU endorsement process, to defer the effective date of IFRS 17 to annual reporting periods beginning on or after January 1, 2023. As a consequence of the IFRS 17 deferral, the IASB also agreed to revise the fixed expiry date of the temporary exemption from IFRS 9 in IFRS 4 to allow entities to continue applying the temporary exemption from IFRS 9 until January 1, 2023.

The Standard represents a fundamental change to current financial reporting and the implementation effort is significant. Early adoption of the standard is therefore not expected. An implementation project was started soon after the publication of the new Standard. Based on the final amendments of June 2020 quantitative assessments are performed and expected to continue during 2021. The outcome of these quantitative assessments will form the basis for final methodology and policy choices. The impact of the initial application on Aegon Levensverzekering's financial statements is expected to be significant.

2.2. First time adoption of IFRS

As of January 1, 2020 Aegon Levensverzekering has adopted IFRS-EU as the basis for preparing its financial statements, therefore the transition date is January 1, 2019.

Aegon Levensverzekering no longer prepares consolidated financial statements. Instead Aegon Levensverzekering has prepared company financial statements based on IFRS-EU. In accordance with article 362.8, Book 2, of the Dutch Civil Code, the Company's financial statements were previously prepared based on the accounting principles of recognition, measurement and determination of profit, as applied in the consolidated financial statements of Aegon Levensverzekering and hence there is no difference between the comparative figures presented in the current year IFRS balance sheets and income statement and those presented in previous years.

The equity reported in the Company financial statements 2019 as at December 31, 2019 is EUR 5,729 million (January 1, 2019: EUR 6,303 million), which is equal to the amount reported in the consolidated financial statements 2019. The balance sheet was previously presented with a split between current and non-current, but is now presented based on the order of liquidity.

The net loss disclosed in the company financial statements for 2019 was EUR 326 million. The 'Other comprehensive loss' of EUR 252 million was not disclosed in the company financial statements 2019 as 'Other Comprehensive Income / (Loss) is not applicable under Dutch GAAP. These amounts were recognized directly in equity in those financial statements. The other comprehensive income relates entirely to Aegon Levensverzekering and is therefore equal to the amounts previously disclosed in the consolidated IFRS financial statements of Aegon Levensverzekering. No company cash flow statement was previously presented.

2.3. Mergers in 2019 and 2020

On January 1, 2019, Optas Pensioenen merged with Aegon Levensverzekering. In the 'opening IFRS statement of financial position' as at January 1, 2019, this entity was part of the balance sheet account 'Shares in group companies'. The tabel below gives information on the balance sheet accounts of Optas Pensioenen.

Balance sheet Optas Pensioenen	January 1, 2019
Amounts in EUR million	
Assets	
Cash and cash equivalents	1.549
Investments	2.815
Investments for account of policyholders	683
Derivatives	90
Loans and group loans	1.186
Other assets and receivables	44
Total assets	**6.366**
Insurance contracts	3.001
Insurance contracts for account of policyholders	690
Derivatives	210
Other liabilities and accruals	11
Total liabilities	**3.912**
Group company value	**2.454**

On January 1, 2020, Aegon Vast Goed III and Aegon Vast Goed IV merged with Aegon Levensverzekering. In the 'opening IFRS statement of financial position' and in the statement of financial position as at 31 December 2019, these entities were part of the balance sheet account 'Shares in group companies'. The tabel below gives information on the balance sheet accounts of these two entities.

Balance sheet Aegon Vast Goed III and Aegon Vast Goed IV	December 31, 2019	January 1, 2019
Amounts in EUR million		
Assets		
Investments	379	372
Other assets and receivables	89	86
Total assets	**467**	**458**
Other liabilities and accruals	2	-
Total liabilities	**2**	**-**
Group company value	**465**	**458**

Refer to note 8 'Shares in group companies' for more information.

2.4. Foreign exchange translation

The financial statements are presented in euro, which is Aegon Levensverzekering's functional currency. Transactions in foreign currencies are initially recorded at the functional currency rate prevailing at the date of the transaction. Aegon Levensverzekering does not have investments in subsidiaries of which the functional currency is not the euro.

At the reporting date, monetary assets and monetary liabilities in foreign currencies are translated to the functional currency at the closing rate of exchange prevailing on that date. Non-monetary items carried at cost are translated using the exchange rate at the date of the transaction, while assets carried at fair value are translated at the exchange rate when the fair value was determined.

Exchange differences on monetary items are recognized in the income statement when they arise, except when they are deferred in other comprehensive income as a result of a qualifying cash flow. Exchange differences on non-monetary items carried at fair value are recognized in other comprehensive income or the income statement, consistently with other gains and losses on these items.

The impact of foreign currency on the financial statements is considered immaterial as virtually all transactions take place in euro.

2.5. Offsetting of assets and liabilities

Financial assets and liabilities are offset in the statement of financial position when Aegon Levensverzekering has a legally enforceable right to offset and has the intention to settle the asset and liability on a net basis or simultaneously. The legally enforceable right must not be contingent on future events and must be enforceable in the normal course of business and in the event of default, insolvency or bankruptcy of the company or the counterpart.

2.6. Cash and cash equivalents

Cash and cash equivalents comprise balances with less than three months maturity from date of acquisition that are readily convertible to known cash amounts. They are subject to insignificant risks of changes in value and are held for the purpose of meeting short-term cash requirements. Money market investments that are held for investment purposes (backing insurance liabilities, investment liabilities or equity based on asset liability management considerations) are not included in cash and cash equivalents but are presented as investments or investments for account of policyholders.

2.7. Investments

Investments for general account comprise financial assets, excluding derivatives, as well as investments in real estate and investments in investment funds.

2.7.1. Financial assets, excluding derivatives

Financial assets are recognized at trade date when Aegon Levensverzekering becomes a party to the contractual provisions of the instruments. All financial assets are classified for accounting purposes depending on the characteristics of the instruments and the purpose for which they were purchased.

Classification

The following financial assets are measured at fair value through profit or loss (FVTPL): financial assets held for trading, financial assets managed on a fair value basis in accordance with the investment strategy of Aegon Levensverzekering; and financial assets containing an embedded derivative that is not closely related and that cannot be reliably bifurcated. In addition, in certain instances Aegon Levensverzekering designates financial assets to this category when by doing so a potential accounting mismatch in the financial statements is eliminated or significantly reduced.

Financial assets with fixed or determinable payments, that are not quoted in an active market and that Aegon Levensverzekering does not intend to sell in the near future are classified as loans. Those for which the holder may not recover substantially all of its initial investment, other than because of credit deterioration, are accounted for as available-for-sale.

All remaining non-derivative financial assets are classified as available-for-sale.

Measurement

Financial assets are initially recognized at fair value plus, in the case of a financial asset not at fair value through profit or loss, any directly attributable incremental transaction costs.

Loans are subsequently carried at amortized cost using the effective interest rate method. Financial assets at fair value through profit or loss are measured at fair value with all changes in fair value recognized in the income statement as incurred. Available-for-sale assets are recorded at fair value with unrealized changes in fair value recognized in other comprehensive income. Financial assets that are designated as hedged items are measured in accordance with the requirements for hedge accounting.

Amortized cost

The amortized cost of a debt instrument is the amount at which it is measured at initial recognition minus principal repayments, plus or minus the cumulative amortization of any difference between the initial amount and the maturity amount and minus any reduction for impairment. The effective interest rate method is a method of calculating the amortized cost and of allocating the interest income or expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the debt instrument or, when appropriate, a shorter period to the net carrying amount of the instrument. When calculating the effective interest rate, all contractual terms are considered. Possible future credit losses are not taken into account. Charges and interest paid or received between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts are included in the calculation.

Fair value

The financial statements provide information on the fair value of all financial assets, including those carried at amortized cost where the fair values are provided in the notes to the financial statements.

Fair value is defined as the amount that would be received from the sale of an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price at the measurement date from the perspective of a market participant that holds the asset or owes the liability). For quoted financial assets for which there is an active market, the fair value is the bid price at the balance sheet date. In the absence of an active market, fair value is estimated by using present value based or other valuation techniques. Where discounting techniques are applied, the discount rate is based on current market rates applicable to financial instruments with similar characteristics.

The valuation techniques that include unobservable inputs can result in a different outcome than the actual transaction price at which the asset was acquired. Such differences are not recognized in the income statement immediately but are deferred. They are released over time to the income statement in line with the change in factors (including time) that market participants would consider in setting a price for the asset. Interest accrued to date is not included in the fair value of the financial asset.

Derecognition

A financial asset is derecognized when the contractual rights to the asset’s cash flows expire or when Aegon Levensverzekering retains the right to receive cash flows from the asset but has an obligation to pay any received cash flows in full without delay to a third party and either has transferred the asset and substantially all the risks and rewards of ownership, or has neither transferred nor retained all the risks and rewards but has transferred control of the asset.

Financial assets of which Aegon Levensverzekering has neither transferred nor retained significantly all the risk and rewards and retained control are recognized to the extent of Aegon Levensverzekering’s continuing involvement. If significantly all risks are retained, the assets are not derecognized.

On derecognition, the difference between the disposal proceeds and the carrying amount is recognized in the income statement as a realized gain or loss. Any cumulative unrealized gain or loss previously recognized in the revaluation reserve in shareholders’ equity is also recognized in the income statement.

Securities lending and repurchase agreements

Financial assets that are lent to a third party or that are transferred subject to a repurchase agreement at a fixed price are not derecognized as Aegon Levensverzekering retains substantially all the risks and rewards of the asset. A liability is recognized for cash (collateral) received, on which interest is accrued.

A security that has been received under a borrowing or reverse repurchase agreement is not recognized as an asset. A receivable is recognized for any related cash (collateral) paid by Aegon Levensverzekering. The difference between sale and repurchase price is treated as investment income. If Aegon Levensverzekering subsequently sells that security, a liability to repurchase the asset is recognized and initially measured at fair value.

Collateral

With the exception of cash collateral, assets received as collateral are not separately recognized as an asset until the financial asset they secure defaults. When cash collateral is recognized, a liability is recorded for the same amount.

2.7.2. Real estate

Investments in real estate include property held to earn rentals or for capital appreciation, or both. Investments in real estate are presented as 'Investments'. Property that is occupied by Aegon Levensverzekering and that is not intended to be sold in the near future is classified as real estate held for own use and is presented in 'Other assets and receivables.'

All property is initially recognized at cost (including purchase expenses like transfer tax, broker fees, civil notary, if applicable). Subsequently, investments in real estate are measured at fair value with the changes in fair value recognized in the income statement.

Investments in real estate are derecognized when either they have been disposed of or when the investment property is permanently withdrawn from use and no future benefit is expected from its disposal. Any gains or losses on the derecognition of an investment property are recognized in the income statement in the year of exderecognition.

Investment property is revalued periodically by external valuators. The revaluations are performed by independent valuators who hold a recognised and relevant professional qualification and have recent experience in the location and category of the investment property being valued.

Fair value is based on quarterly external appraisals and updates of the appraised portfolio by independent external appraisers, based on the MSCI guidelines. The full portfolio is externally appraised every quarter. A representative part of 25% of the total portfolio is appraised by a full valuation, and the remaining portfolio (75%) is updated at the same time using a desktop valuation. The appraisals are based on both the yield method (BAR/NAR[1]) and a DCF calculation with an average discount rate of 5.1% (2019: 5.4%). The yield method on MSCI guidelines is based on:

- cash flows estimated on the basis of market rent;
- allowable deductions for owners' charges in line with market conditions;
- capitalization at net initial yields (minus purchasing costs payable by the purchaser) of similar transactions;
- adjusting entries for (initial) vacancy, overdue maintenance, and future renovations. Investments made in existing properties since the last appraisal was carried out are capitalized at cost price in addition to the carrying amount of the investment until the next appraisal. In the income statement, changes in fair value are recorded as gains / (losses) on investments.

Maintenance costs and other subsequent expenditure
Expenditure incurred after initial recognition of the asset is capitalized to the extent that the level of future economic benefits of the asset is increased. Costs that restore or maintain the level of future economic benefits are recognized in the income statement as incurred.

Property under construction
Aegon Levensverzekering is involved in developing property activities with the intention to hold it as investments in real estate.

Property under construction is initially valued at directly attributable costs, plus a premium on the amount invested to cover internal expenses. Upon completion, the property is carried at fair value, or at an earlier time when the fair value can be determined reliably.

2.8. Investments for account of policyholders

Investments held for account of policyholders consist of investments in financial assets, as well as investments in real estate. Investment return on these assets is passed on to the policyholders. Investments for account of policyholders are valued at fair value through profit or loss.

2.9. Derivatives

2.9.1. Definition

Derivatives are financial instruments of which the value changes in response to an underlying variable, that require little or no net initial investment and are settled at a future date. Derivatives with positive values are reported as assets and derivatives with negative values are reported as liabilities.

[1] Bruto Aanvangsrendement/ Netto Aanvangsrendement

Assets and liabilities may include derivative-like terms and conditions. With the exception of features embedded in contracts held at fair value through profit or loss, embedded derivatives that are not considered closely related to the host contract are bifurcated, carried at fair value and presented as derivatives. In assessing whether a derivative-like feature is closely related to the contract in which it is embedded, Aegon Levensverzekering considers the similarity of the characteristics of the embedded derivative and the host contract. Embedded derivatives that transfer significant insurance risk are accounted for as insurance contracts.

2.9.2. Measurement

All derivatives recognized on the statement of financial position are carried at fair value. The fair value is calculated net of the interest accrued to date and is based on market prices, when available. When market prices are not available, other valuation techniques, such as option pricing or stochastic modelling, are applied. The valuation techniques incorporate all factors that market participants would consider and are based on observable market data, to the extent possible. Fair value changes are recognized in the income statement.

2.10. Investment in group companies, joint arrangements and associates

2.10.1. Shares in group companies

Group companies are entities over which Aegon Levensverzekering has control. Aegon Levensverzekering controls an entity when Aegon is exposed to, or has rights to variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity. The assessment of control is based on the substance of the relationship between Aegon Levensverzekering and the entity and, among other things, considers existing an dpotential voting rights that are substantive. For a right to be substantive, the holder must have the practical ability to exercise that right.

Group companies are accounted for using the equity method (see below), after initially being recognized at cost in the balance sheet.

2.10.2. Joint arrangements

Joint arrangements are contractual agreements whereby Aegon Levensverzekering undertakes with other parties an economic activity that is subject to joint control. Joint control exists when it is contractually agreed to share control over an economic activity. Joint control exists only when decisions about the relevant activities require the unanimous consent of the parties sharing control.

Investments in joint arrangements are classified as either joint operations or joint ventures depending on the contractual rights and obligations each investor has rather than the legal structure of the joint arrangement. Aegon Levensverzekering has assessed the nature of its joint arrangements and determined them to be joint ventures. Investments in joint ventures are accounted for using the equity method (see below),after initially being recognized at cost in the balance sheet.

On disposal of an interest in a joint venture, the difference between the net proceeds and the carrying amount is recognized in the income statement and gains and losses previously recorded directly in the revaluation reserve are reversed and recorded through the income statement.

2.10.3. Associates

Associates are all entities over which Aegon Levensverzekering has significant influence but not control. Significant influence generally results from a shareholding of 20% or more of the voting rights,
but also the ability to participate in the financial and operating policies through situations including, but not limited to, one or more of the following:

- Representation on the board of directors
- Participation in the policy making process
- Interchange of managerial personnel

Entities over which Aegon Levensverzekering has significant influence through power to participate in financial and operating policy decisions, but which do not meet the definition of a subsidiary, are accounted for using the equity method. Interests held by Aegon Levensverzekering in venture capital entities, mutual funds and investment funds that qualify as an associate are accounted for as an investment held at fair value through profit or loss. Interests held by Aegon Levensverzekering in venture capital entities, mutual funds and investment funds that are managed on a fair value basis, are also accounted for as investments held at fair value through profit or loss.

Investments in associates are accounted for using the equity method (see below),after initially being recognized at cost in the balance sheet.

On disposal of an interest in an associate, the difference between the net proceeds and the carrying amount is recognized in the income statement and gains and losses previously recorded directly in the revaluation reserve are reversed and recorded through the income statement.

2.10.4. Equity method

Under the equity method of accounting, the investments are initially recognized at cost, which includes positive goodwill arising on acquisition. Negative goodwill is recognized in the income statement on the acquisition date. If joint ventures and associates are obtained in successive share purchases, each significant transaction is accounted for separately.

The carrying amount is subsequently adjusted to reflect the change in the share of Aegon Levensverzekering in the net assets of the joint venture or associate and is subject to impairment testing. The net assets are determined based on the accounting policies of Aegon Levensverzekering. Any gains and losses recorded in other comprehensive income by the joint venture or associate are recognized in other comprehensive income and reflected in the revaluation reserves in shareholders’ equity, while the share in the joint venture’s or the associate’s net income is recognized as a separate line item in the income statement. The share in losses of Aegon Levensverzekering is recognized until the investment in the joint ventures' or associate’s equity and any other long-term interest that are part of the net investment are reduced to nil, unless guarantees exist.

Gains and losses on transactions between Aegon Levensverzekering and the joint ventures and associates are eliminated to the extent of the interest in the entity of Aegon Levensverzekering, with the exception of losses that are evidence of impairment, which are recognized immediately.

2.11. Deferred expenses

2.11.1. Deferred Policy Acquisition Costs (DPAC)

DPAC relates to all insurance contracts and represents directly attributable costs that are related to the selling, underwriting and initiating of these insurance contracts. Acquisition costs are deferred to the extent that they are recoverable and are subsequently amortized based on factors such as expected gross profit margins. For all products, DPAC, in conjunction with VOBA where appropriate, is assessed for recoverability at least annually as part of the liability adequacy test for each reporting period. The portion of DPAC that is determined not to be recoverable is charged to the income statement. DPAC is derecognized when the related contracts are settled or disposed of.

2.11.2. Deferred cost of reinsurance

A deferred cost of reinsurance is established when Aegon Levensverzekering enters into a reinsurance transaction, except for reinsurance transactions that are entered into as part of a plan to exit a business. When Aegon Levensverzekering enters into a reinsurance contract as part of a plan to exit a business, an immediate loss is recognized in the income statement. Upon reinsurance, Aegon Levensverzekering is not relieved of its legal liabilities, so the reserves relating to the underlying reinsured contracts will continue to be reported in the statement of financial position during the contractual term of the underlying contracts.
The difference, if any, between amounts paid in a reinsurance transaction and the amount of the liabilities relating to the underlying reinsured contracts is part of the deferred cost of reinsurance. When losses on buying reinsurance are deferred, the amortization is based on the assumptions of the underlying insurance contracts, i.e. the percentage of premium paid on the reinsurance contract. The amortization is recognized in the income statement.

2.12. Other assets and receivables

Other assets and receivables include real estate held for own use, equipment, trade and other receivables, and prepaid expenses. Trade and other receivables and prepaid expenses are initially recognized at fair value and are subsequently measured at amortized cost using the effective interest method, less provision for impairment. Equipment is initially carried at cost, depreciated on a straight line basis over its useful life to its residual value and is subject to impairment testing.

2.13. Impairment of assets

Assets are tested individually for impairment when there are indications that the asset may be impaired. An asset is impaired if the carrying amount exceeds the amount that would be recovered through its use or sale.

For tangible and intangible assets, financial assets and reinsurance assets, if not held at fair value through profit or loss, the recoverable amount of the asset is estimated when there are indications that the asset may be impaired. Irrespective of the indications, goodwill and other intangible assets with an indefinite useful life that are not amortized are tested at least annually.

2.13.1. Impairment of non-financial assets

Assets are tested individually for impairment when there are indications that the asset may be impaired. For goodwill and intangible assets with an indefinite life, an impairment test is performed at least once a year or more frequently as a result of an event or change in circumstances that would indicate an impairment charge may be necessary. The impairment loss is calculated as the difference between the carrying and the recoverable amount of the asset, which is the higher of an asset's value in use and its fair value less cost of disposal. The value in use represents the discounted future net cash flows from the continuing use and ultimate disposal of the asset and reflects its known inherent risks and uncertainties. The valuation utilizes the best available information, including assumptions and projections considered reasonable and supportable by management. The assumptions used in the valuation involve significant judgments and estimates.

Impairment losses are charged to other comprehensive income to the extent that they offset a previously recorded revaluation reserve relating to the same item. Any further losses are recognized directly in the income statement.

With the exception of goodwill, impairment losses are reversed when there is evidence that there has been a change in the estimates used to determine the asset's recoverable amount since the recognition of the last impairment loss. The reversal is recognized in the income statement to the extent that it reverses impairment losses previously recognized in the income statement. The carrying amount after reversal cannot exceed the amount that would have been recognized had no impairment taken place.

Non-financial assets that only generate cash flows in combination with other assets and liabilities are tested for impairment at the level of the cash-generating unit. The goodwill acquired in a business combination, for the purpose of impairment testing, is allocated to cash-generating units, or groups of cash-generating units, that are expected to benefit from the synergies of the combination. The allocation is based on the level at which goodwill is monitored internally. When impairing a cash-generating unit, any goodwill allocated to the unit is first written-off and recognized in the income statement. The remaining impairment loss is allocated on a pro rata basis among the other assets, on condition that the resulting carrying amounts do not fall below the individual assets' recoverable amounts.

2.13.2. Impairment of debt instruments

Debt instruments are impaired if there is objective evidence that a credit event has occurred after the initial recognition of the asset that has a negative impact on the estimated future cash flows.

For debt instruments carried at amortized cost, the carrying amount of impaired financial assets is reduced through an allowance account. The impairment loss is calculated as the difference between the carrying and recoverable amount of the investment. The recoverable amount is determined by discounting the estimated probable future cash flows at the original effective interest rate of the asset.

For debt instruments classified as available-for-sale, the asset is impaired to its fair value. Any unrealized loss previously recognized in other comprehensive income is taken to the income statement in the impairment loss.

Impairment losses can be reversed if in subsequent periods the amount of the impairment loss decreases and that decrease can be objectively related to a credit event occurring after the impairment was recognized.

2.13.3. Impairment of equity instruments

For equity instruments, objective evidence of impairment includes information about significant changes with an adverse effect that have taken place in the technological, market, economic or legal environment in which the issuer operates, indicates that the cost of the investment in the equity instrument may not be recovered.

A significant or prolonged decline in fair value below initial cost is also considered objective evidence of impairment and always results in a loss being recognized in the income statement. Significant or prolonged decline is defined as an unrealized loss position for generally more than six months or a fair value of less than 80% of the cost price of the investment. Equity investments are impaired to the asset's fair value and any unrealized gain or loss previously recognized in shareholders' equity is taken to the income statement as an impairment loss. The amount exceeding the balance of previously recognized unrealized gains or losses is recognized in the income statement.

If an available-for-sale equity security is impaired, any further declines in the fair value at subsequent reporting dates are recognized as impairments. Impairment losses on equity instruments cannot be reversed.

2.14. Equity

Share capital is stated at par value. The share premium reserve, relates to capital contributions which have occurred since incorporation without issuing new shares. The revaluation reserves comprise unrealized gains and losses on available-for-sale investments and on real estate held for own use, net of tax. Upon sale of available-for-sale securities, the realized result is recognized through the income statement. Upon sale of real estate held for own use, the cumulative revaluation is taken direct to retained earnings. In the event of impairments, the unrealized loss is recognized through the income statement.

Dividends and other distributions to holders of equity instruments are recognized directly in equity. A liability for non-cumulative dividends payable is not recognized until the dividends have been declared and approved.

2.15. Insurance contracts

Insurance contracts are accounted for under IFRS 4 – Insurance Contracts. In accordance with this standard, Aegon Levensverzekering continues to apply the existing accounting policies that were applied prior to the adoption of IFRS, with certain modifications allowed by IFRS 4 for standards effective subsequent to adoption. Aegon Levensverzekering applies in general, non-uniform accounting policies for insurance liabilities and insurance related intangible assets to the extent that it was allowed under Dutch Accounting Principles. If any changes are made to current accounting policy for insurance contracts, these will be in accordance with IFRS 4.

Insurance assets and liabilities are valued in accordance with the accounting principles that were applied by Aegon Levensverzekering prior to the transition to IFRS and with consideration of changes to standards effective subsequent to the date of transition to IFRS, as further described in the following paragraphs. The valuation methods are based on the general principle that the carrying amount of the net liability must be sufficient to meet any reasonably foreseeable obligation resulting from the insurance contracts.

Insurance contracts are contracts under which Aegon Levensverzekering accepts a significant risk – other than a financial risk – from a policyholder by agreeing to compensate the beneficiary on the occurrence of an uncertain future event by which he or she will be adversely affected. Contracts that do not meet this definition are accounted for as investment contracts. Aegon Levensverzekering reviews homogeneous books of contracts to assess whether the underlying contracts transfer significant insurance risk on an individual basis. This is considered the case when at least one scenario with commercial substance can be identified in which Aegon Levensverzekering has to pay significant additional benefits to the policyholder. Contracts that have been classified as insurance contracts are not reclassified subsequently.

Insurance liabilities are recognized when the contract is entered into and premiums have started being charged. The liability is derecognized when the contract expires, is discharged, disposed or cancelled. Substantially modified contracts are accounted for as an extinguishment of the original liability and the recognition of a new liability.

Insurance contracts are recognized as of the beginning of the coverage period. If the coverage period commences before all legal documents are signed and returned, the insurance contract shall still be recognized, if the amount of revenue can be measured reliably:
and if it is probable that the economic benefits associated with the transaction will flow to the entity. In the unlikely event of an onerous contract, this contract is to be recognized at the earliest date of:

(a) the beginning of the coverage period or
(b) the date on which both parties have agreed to the terms (the same guidance as for profitable contracts applies).

2.15.1. Life insurance contracts

Life insurance contracts are insurance contracts with life-contingent benefits. The measurement of the liability for life insurance contracts varies depending on the nature of the product.

Liabilities arising from traditional life insurance products that are offered by Aegon Levensverzekering, particularly those with fixed and guaranteed account terms, are typically measured using the net premium method. Under this method, the liability is determined as the sum of the discounted value of the expected benefits and future administration expenses directly related to the contract, less the discounted value of the expected theoretical premiums that would be required to meet the future cash outflows based on the valuation assumptions used. The liability is based on current assumptions, although for the discount rate a fixed 3% or 4% is used. Furthermore, the liability for life insurance comprises reserves for unearned premiums and accrued annuity benefits payable.

The liability for life insurance products includes the provision for future administration expenses, formed to cover the expected future expenses with respect to the period after premium payment, as well as a provision with respect to future expenses associated with processing benefits (such as annuities and pension payments).

Terms and conditions, including participation features, are considered when establishing the insurance liabilities. Where Aegon Levensverzekering has discretion over the amount or timing of the bonuses distributed resulting from participation features, a liability is recognized equal to the amount that is available at the balance sheet date for future distribution to policyholders.

In establishing the liability, guaranteed minimum benefits issued to the policyholder are measured as described in note 2.15.4 'Embedded derivatives' or, if bifurcated from the host contract, as described in note 2.9 'Derivatives'.

2.15.2. Deferred interest contracts

A rebate granted and/or future interest compensation granted during the year is a form of profit sharing whereby Aegon Levensverzekering applies a correction to the premium payable based on the expected (surplus or deficit) interest that will be earned on the contract. The expected interest is calculated with reference to a portfolio of government bonds. The rebate can be subject to additional conditions concerning actual returns or the continuation of the policy for a specified number of years.

Rebates granted and/or future interest compensation granted during the year that are expected to be recovered in future periods are deferred and amortized on a straight line basis as the surplus or deficit interest is realized. The amortization is recognized in the income statement in 'Policyholder claims and benefits'. Interest rebates form part of the insurance contract liability.

Deferred rebates granted and/or future interest compensation granted during the year are derecognized when the related contracts are settled or disposed of.

2.15.3. Life insurance contracts for account of policyholders

Life insurance contracts under which the policyholder bears the risks associated with the underlying investments are classified as insurance contracts for account of policyholders. These are measured at the policyholders account balance. Contracts with unit-denominated payments are measured at current unit values, which reflect the fair values of the assets of the fund. In addition, the measurement of these insurance contracts also include provisioning for expected additional costs, such as expenses and longevity.

2.15.4. Embedded derivatives

Life insurance contracts may include derivative-like terms and conditions. With the exception of policyholder options to surrender the contract at a fixed amount, contractual features that are not closely related to the insurance contract and that do not themselves meet the definition of insurance contracts are accounted for as derivatives.

Guaranteed minimum benefits
Certain life insurance contracts contain guaranteed minimum benefits. Bifurcated guaranteed minimum benefits are classified as derivatives. An additional liability is established for guaranteed minimum investment returns on group pension plans with profit sharing and on traditional insurance contracts with profit sharing based on an external interest index, that are not bifurcated. These guarantees are measured at fair value.

2.15.5. Shadow accounting

Shadow accounting allows that all gains and losses on investments to affect the measurement of the insurance assets and liabilities in the same way, regardless of whether they are realized or unrealized and regardless of whether the unrealized gains and losses are recognized in the income statement or through other comprehensive income in the revaluation reserve. In some instances, realized gains or losses on investments have a direct effect on the measurement of the insurance assets and liabilities. In addition, realization of gains or losses on available-for-sale investments can lead to unlocking deferred expenses and can also affect the outcome of the liability adequacy test to the extent that it considers actual future investment returns. For similar changes in unrealized gains and losses, shadow accounting is applied. If interest rate movement resulting in an unrealized gain or loss triggers a shadow accounting adjustment to deferred expenses or the insurance liabilities, the corresponding adjustment is recognized through other comprehensive income in the revaluation reserve, together with the unrealized gain or loss.

2.15.6. Liability Adequacy Test

At each reporting date, the adequacy of the life insurance liabilities (including life insurance contracts for account of policyholders), net of value of business acquired and deferred expenses, is assessed. The liability is considered to be "adequate" if the current estimate of all contractual future cash flows is less than the insurance liability plus the difference between carrying value and fair value of certain investments.

All tests performed are based on current estimates of all contractual future cash flows, including related cash flows from policyholders' options and guarantees. A number of valuation methods are applied, including discounted cash flow methods, option pricing models, stochastic modelling and future claim handling costs.

Aggregation levels are set at the level of portfolio of contracts that are subject to broadly similar risks and managed together as a single portfolio. Diversification benefits on the level of the group are taken into account. To the extent that the tests involve discounting of future cash flows, the interest rate applied is based on market rates or is based on management's expectation of the future return on investments. These future returns on investments take into account management's best estimate related to the actual investments and, where applicable, reinvestments of these investments at maturity.

Aegon Levensverzekering adjusts the outcome of the liability adequacy test for the difference between the fair value and the book value of the assets that are measured at amortized cost in the statement of financial position. Only differences between the fair value and the book value build up during the period when the asset were allocated to the insurance portfolio are included in the LAT.

To the extent that the account balances are insufficient to meet future benefits and expenses, we apply in principle shadow loss recognition. Any remaining deficiency is recognized in the income statement, either by impairing the DPAC and VOBA (Value of Business Acquired) or by establishing an insurance liability for the entire remaining deficiency. Additions to the insurance liability under the liability adequacy test can be reversed in subsequent periods when they have proven to be no longer necessary.

The assumptions in the liability adequacy test contain a margin for risk. The risk margin is determined according to the cost of capital method. Only differences between the fair value and the book value build up during the period when the asset were allocated to the insurance portfolio are included in the LAT.

The estimates used in de liability adequacy test, are based on the following items:
- Mortality tables that take into account expected future changes in life expectancy (the Aegon prospective mortality table);
- A swap curve with a liquidity spread, and including an ultimate forward rate (UFR), to discount future cash flows;
- Assumptions on future expenses are based on the current level of expenses, adjusted for expected expense inflation.

Shadow loss recognition
While using market interest rates for the valuation of debt securities will lead to a change in the revaluation reserve and comprehensive income, the result of using the same assumptions on the liabilities could lead to a deficiency in the liability adequacy test that should be recognized in the income statement. The deficiency of insurance liability triggered by a decrease in interest rates is offset against the revaluation reserves to the extent that the revaluation reserve on debt securities will not become negative. If in subsequent periods such a deficiency of the insurance liability is no longer applicable, shadow loss recognition is reversed through the revaluation reserve. See note 3.2 'Valuation of assets and liabilities arising from life insurance contracts' for more information on the applied interest yield and mortality tables.

2.16. Investment contracts

Contracts that do not transfer significant insurance risk, but do transfer financial risk from the policyholder to Aegon Levensverzekering are accounted for as investment contracts. Depending on whether Aegon Levensverzekering or the policyholder runs the risks associated with the investments allocated to the contract, the liabilities are classified as 'investment contracts' or as 'investment contracts for account of policyholders'. Investment contract liabilities are recognized when the contract is entered into and are derecognized when the contract expires, is discharged, cancelled or substantially modified. Investment contracts are measured at amortized cost.

2.17. Borrowings and group borrowings[2]

Borrowings and group borrowings are initially recognized at their fair value excluding accrued interest and including directly attributable incremental transaction costs and are subsequently carried at amortized cost using the effective interest rate method, with the exception of specific borrowings that are measured at fair value through profit or loss to eliminate, or significantly reduce, an accounting mismatch, or specific borrowings which are carried at fair value as part of a fair value hedge relationship. Borrowings and group borrowings are derecognized when Aegon Levensverzekering's obligation under the contract expires or is discharged or cancelled.

2.18. Assets and liabilities relating to employee benefits

Aegon Levensverzekering itself does not have employees. The assets and liabilities arising from employee benefits for staff working for Aegon Levensverzekering are recognized in the financial statements of Aegon Nederland and recharged to Aegon Levensverzekering based on the services that are rendered by the employees for Aegon Levensverzekering.

2.19. Tax assets and liabilities

Corporate income tax assets and liabilities are amounts payable to and receivable from Aegon N.V., since Aegon N.V. is the head of the tax group. The results from Optas Pensioenen N.V., which has legally merged with Aegon Levensverzekering N.V. as of January 1, 2019, were exempt from paying corporate income tax up to April 1, 2019.

2.19.1. Current tax assets and liabilities

Corporate income tax assets and liabilities for current and prior periods are measured at the amount expected to be received from or paid to the taxation authorities, applying the tax rates that have been enacted or substantively enacted by the reporting date.

Aegon Levensverzekering is a member of the Aegon N.V. tax group and settles its current tax liabilities with the head of the tax group as if it were an autonomous taxpayer. Aegon Levensverzekering is jointly and severally liable for all tax liabilities of the entire tax group. Current taxes are settled in current account with the parent company.

2.19.2. Deferred tax assets and liabilities

Deferred tax assets and liabilities are recognized for the estimated future tax effects of temporary differences between the carrying value of an item and its tax value, with the exception of differences arising from the initial recognition of goodwill and of assets and liabilities that do not impact taxable or accounting profits. A deferred tax asset is recognized for tax loss carry forwards to the extent that it is probable at the reporting date that future taxable profits will be available against which the unused tax losses and unused tax credits can be utilized.

Deferred tax assets and liabilities are reviewed at each reporting period and are measured at tax rates that are expected to apply when the asset is realized or the liability is settled. The carrying amount is not discounted and reflects the expectations of Aegon Levensverzekering concerning the manner of recovery or settlement.

Deferred tax assets and liabilities are recognized in relation to the underlying transaction either in the income statement, other comprehensive income or directly in equity.

2.19.3. Deferred tax assets and liabilities relating to investments in subsidiaries

Deferred tax liabilities relating to investments in subsidiaries, associates and joint ventures are not recognized if Aegon Levensverzekering is able to control the timing of the reversal of the temporary difference and it is probable that the difference will not be reversed in the foreseeable future.

2.20. Other liabilities and accruals

Other liabilities and accruals are initially recognized at fair value plus transaction costs. They are then recognized at amortized cost using the effective interest rate method. A liability is derecognized when the

[2] This accounting policy also applies to 'Loans and group loans'.

financial obligation is discharged or cancelled. Unless stated otherwise, deferred interest and other accruals are recognized at (amortized) cost.

2.21. Contingent assets and liabilities

Contingent assets are disclosed in the notes if the inflow of economic benefits is probable, but not virtually certain. When the inflow of economic benefits becomes virtually certain, the asset is no longer contingent and its recognition is appropriate.

A provision is recognized for present legal or constructive obligations arising from past events, when it is probable that it will result in an outflow of economic benefits and the amount can be reliably estimated. If the outflow of economic benefits is not probable, a contingent liability is disclosed, unless the possibility of an outflow of economic benefits is remote.

2.22. Premium income

Gross premiums from life insurance are recognized as revenue when they become receivable. For products where deposit accounting is required, the deposits are not reflected as premium income, but are recognized as part of the financial liability.

Premium loadings for instalment payments and additional payments by the policyholders towards costs borne by the insurer are included in the gross premiums. Rebates that form part of the premium rate, such as no-claim rebates, are deducted from the gross premium, others are recognized as an expense. Profit sharing amounts that are used to increase the insured benefits are recognized as gross premiums. The insurance premiums for the original contracts are presented gross of reinsurance premiums paid. Reinsurance premiums are accounted for in the same way as the original contracts for which the reinsurance was concluded.

2.23. Investment income

For interest-bearing assets, interest is recognized as it accrues and is calculated using the effective interest rate method. Fees and commissions that are an integral part of the effective yield of the financial assets or liabilities are recognized as an adjustment to the effective interest rate of the instrument. Investment income includes the interest income and dividend income on financial assets carried at fair value through profit or loss. Investment income also includes dividends accrued and rental income due, as well as fees received for securities lending.

2.24. Fee and commission income

Fees and commissions from investment management services and mutual funds, services where Aegon Levensverzekering acts as service provider (including mortgage loan fee business) and from sales activities are recognized as revenue over the period in which the services are performed or for sales activities where services have been rendered.

2.25. Policyholders claims and benefits

Policyholders claims and benefits consists of claims and benefits paid to policyholders, including benefits in excess of account value for products for which deposit accounting is applied and the change in the valuation of liabilities for insurance and investment contracts. It includes internal and external claims handling costs that are directly related to the processing and settlement of claims.

2.26. Results from financial transactions

Results from financial transactions include:

- Net fair value change of general account financial investments at fair value through profit or loss, other than derivatives include fair value changes of financial assets carried at fair value through profit or loss. The net gains and losses do not include interest or dividend income.
- Gains and losses on financial investments include realized gains and losses on general account financial assets, other than those classified as at fair value through profit or loss.
- Gains and losses on real estate (both realized and unrealized) relate to the changes in fair value of the investments in real estate.
- All changes in fair value of derivatives are recognized in the income statement, unless the derivative has been designated as a hedging instrument in a cash flow hedge. Fair value movements of fair value hedge instruments are offset by the fair value movements of the hedged item, and the resulting hedge ineffectiveness, if any, is included in this line. In addition, the fair value movements of bifurcated embedded derivatives are included in this line.

- Net fair value change financial assets at fair value through profit or loss for account of policyholders includes the fair value movements of investments held for account of policyholders. The net fair value change does not include interest or dividend income.
- Net foreign currency result comprises net foreign currency gains and losses.

2.27. Commission and expenses

Employee expenses and other administration expenses incurred are allocated to the period to which they relate. Salaries, social security and pension contributions for staff employed by Aegon Nederland are recharged to Aegon Levensverzekering as services rendered to Aegon Levensverzekering. Provisions for retirement plans and other benefits payable to staff of Aegon Nederland are recognized in the financial statements of Aegon Nederland. Similarly, buildings and most of the other equipment used by Aegon Levensverzekering are made available by Aegon Nederland and the associated costs are recharged.

Commission, staff and administration expenses incurred are allocated to the period to which they relate. Acquisition expenses are deferred to the extent that they are recoverable and subsequently amortized.

2.28. Interest charges and related fees

Interest charges and related fees include interest expense on loans and other borrowings. Interest expense on loans and other borrowings carried at amortized cost is recognized in the income statement using the effective interest method. Fees and commissions that form an integral part of the effective return on financial liabilities are recognized as an adjustment to the effective interest rate of the instrument.

2.29. Corporate income tax

Corporate income tax is calculated at the current rate on the pre-tax profits over the financial year, taking into account any temporary and permanent differences between the profit determination in the financial statements and the profit calculation for tax purposes. Taxes comprise deferred and current taxes on profit. Taxes on net income are recognized in the income statement, unless the taxes relate to items that are recognized directly in other comprehensive income. In the latter case, the taxes are also recognized in other comprehensive income.

2.30. Events after the reporting period

The financial statements are adjusted to reflect events that occurred between the balance sheet date and the date when the financial statements are authorized for issue, provided they give evidence of conditions that existed at the balance sheet date. Events that are indicative of conditions that arose after the reporting date are disclosed, but do not result in an adjustment of the financial statements themselves.

3. Critical accounting estimates and judgment in applying accounting policies

Application of the accounting policies in the preparation of the financial statements requires management to apply judgment involving assumptions and estimates concerning future results or other developments, including the likelihood, timing or amount of future transactions or events.

Those estimates are inherently subject to change and actual results could differ from those estimates. Included among the material (or potentially material) reported amounts and disclosures that require extensive use of estimates are: fair value of certain invested assets and derivatives (refer to paragraph 2.7 and 2.9), insurance contracts and guarantees (refer to paragraph 2.15), corporate income taxes (refer to paragraph 2.19) and the potential effects of resolving litigation matters (refer to paragraph 2.21).

Accounting policies that are critical to the financial statements presentation and that require complex estimates or significant judgment are described in this chapter.

3.1. Changes in estimates

Mortality update and mortality results
For Aegon Levensverzekering's pension and life business the methodology of the population mortality model has been updated triggered by the publication of the new mortality table of the 'Actuarieel Genootschap'. Aegon Levensverzekering added a constant term to the time series for the Dutch deviation from EU-average together with taking EU-NL correlations into account. Due to these changes the assumed convergence of the Dutch deviation to European mortality in both level and trend could be determined more accurately. This results in a decrease on the technical provision of EUR 319 million, an increase in the Liability Adequacy Test (LAT) margin of EUR 410 million and an increase of EUR 729 million in 'Income before tax'.

The positive impact on the technical provision and LAT margin is partly offset by impacts on the longevity reinsurance contracts with Canada Life Reinsurance (-/- EUR 132 million) and the longevity derivative (-/- EUR 56 million).

Aegon Levensverzekering has also refined the valuation methodology for the group pension mortality experience, by differentiating on education. Education level is added to improve the capture of the observed difference in mortality between the reinsured and non-reinsured portfolios. The Aegon Levensverzekering data quality is furthermore improved by enriching it with BRP data ('Basisregistratie personen'). This results in increase of the technical provision of EUR 72 million, a decrease of the LAT margin of EUR 85 million and a decrease of EUR 157 million in the 'Income before tax'.

Besides the above model changes, the population mortality tables and experience factors assumptions have been updated with the most recent available mortality data as part of the regular parameter update process. This resulted in a decrease of the LAT margin of EUR 79 million and similar increase of 'Income before tax'. As no flu season had been observed in 2019, the mortality rates decreased on the short term. The population mortality update also has an effect on the marriage and partner frequencies through the joint survivor probability of main and spouse from the age of retirement. This way, the life expectancy of the partner increases resulting in an increase in liabilities and decrease in 'Income before tax'. COVID-19 has not been taken into account into the assumptions due to too much uncertainty regarding the direction and order of the magnitude of the effects of the virus on the long run. The positive impact on the technical provision and LAT margin is partly offset by impacts on the longevity derivative.

Pensions
For Aegon Levensverzekering's pension business data converters for data from external administrations have been built in 2020 to enable valuations based on actual policy data as opposed to the earlier method of scaling used. This was implemented in 2020 and had an impact -/- EUR 32 million on the LAT margin and 'Income before tax'.

During 2020 Aegon Levensverzekering migrated part of their pension portfolio to TKP Pensioen. Conversions were made for retired members where the spouse pension, based on undetermined spouse was changed to determined spouse. The data was enriched with BRP data, which resulted in a decrease of technical provision of EUR 61 million, an increase of the LAT margin by EUR 45 million and a decrease of EUR 16 million of 'Income before tax'.

Mortgages
Several model and assumption updates have been made with respect to mortgages. Aegon Nederland has developed a separate valuation methodology for its non-Aegon mortgage labels. The valuation methodology is largely based on the Aegon mortgage valuation methodology, but with adjustments for several elements. This resulted in a lower fair value of the mortgages of EUR 16 million and impact of -/- EUR 16 million on the LAT margin and 'Income before tax'.

The mortgage prepayment model has been redeveloped by estimating a time-dependent conditional prepayment rate (CPR) for each mortgage loan part based on a logistic regression instead of applying a fixed long-term average prepayment rate of 5.2% from year 2 onwards in the cash flow projection. For the savings mortgages specifically, Aegon Levensverzekering values the liability side by using CPR parameters rather than lapse parameters. The revised model has an impact of -/- EUR 88 million on 'Income before tax' (through the LAT), of which +/+ EUR 64 million is processed through technical provision and -/- EUR 152 million through the mortgage valuation surplus.

The assumption updates of the best estimate methodology of the mortgages with regards to consumer rates selection and filtering, resulted in an increase of EUR 38 million on the LAT headroom as well as 'Income before tax'.

Expenses
At year-end 2020 the best estimate maintenance costs (ABC costs) models have been refined by methodology changes (on cost base allocation and expense projection). Changes were also made to reduce volatility of the expense provision, by applying a haircut on cost savings included in the cost projection. In addition, the cost base parameters were updated. Impact on LAT margin is -/- EUR 147 million and with a similar decrease on 'Income before tax'.

3.2. Valuation of assets and liabilities arising from life insurance contracts

The valuation of certain assets and liabilities arising from insurance contracts is developed using complex valuation models. The liability for life insurance contracts with guaranteed or fixed account terms is generally based on current assumptions or on the assumptions established at the inception of the contract. All contracts are subject to liability adequacy testing which reflects management's current estimates of future cash flows, including investment returns. To the extent that the liability is based on current assumptions, a change in assumptions will have an immediate impact on the income statement. Also, if a change in assumption results in not passing the liability adequacy test, the entire deficiency is recognized in the income statement. To the extent that the deficiency relates to unrealized gains and losses on available-for-sale investments, the additional liability is recognized through other comprehensive income in the related revaluation reserve in equity.

For the liability adequacy test Aegon Levensverzekering uses mortality tables that take into account expected future changes in life expectancy (the Aegon prospective mortality table).

The liability adequacy test uses a discount rate which converges linearly to an Ultimate Forward Rate of 3.65% (2019: 3.65%) from the last liquid point. The uniform last liquid point is set at 30 years.

The discount rate includes a liquidity spread. The rates used to discount the insurance liabilities on Aegon Levensverzekering's statement of financial position are determined using discount rates as contractually agreed. Insurance liabilities for risk of policyholders are generally shown at the balance sheet value of the related investments.

The assumptions in the liability adequacy test contain a margin for risk which represents the cost of capital held for unhedgeable financial and underwriting risks.

Some insurance contracts without a guaranteed or fixed contractual term contain guaranteed minimum benefits. Depending on the nature of the guarantee, it may either be bifurcated and presented as a derivative or be reflected in the value of the insurance liability in accordance with Dutch accounting principles. Given the dynamic and complex nature of these guarantees, stochastic techniques under a variety of market return scenarios are often used for measurement purposes. Such models require management to make numerous estimates based on historical experience and market expectations. Changes in these estimates will immediately affect the income statement.

Actuarial and economic assumptions

The main assumptions used in measuring the liabilities for life insurance contracts with fixed or guaranteed terms relate to mortality, morbidity, investment returns, future expenses and lapses. Actuarial assumptions are reviewed annually, in the fourth quarter of the calendar year, based on historical observable market data, including market transactions such as acquisitions and reinsurance transactions, anticipated trends and legislative changes. The models and systems used for determining our liabilities are reviewed periodically and, if deemed necessary, updated based on emerging best practices and available technology.

Mortality tables are generally developed based on a blend of company experience and industry wide studies, taking into consideration product characteristics, own risk selection criteria, target market and past experience. Mortality experience is monitored through regular studies, the results of which are fed into the pricing cycle for new products and reflected in the liability calculation when appropriate.

For contracts insuring survivorship, allowance is made for further longevity improvements. Morbidity assumptions are based on own claims severity and frequency experience, adjusted where appropriate for industry information.

Investment assumptions are prescribed by the regulator, market observable or based on management's future expectations. In the latter case, the anticipated future investment returns are set by management, considering available market information and economic indicators.

Starting point for the future operational costs is the current level of expenses. For the projection of the operational costs a split is made between fixed and variable expenses. Further it is assumed that a part of the portfolio will be outsourced as soon as outsourcing is more attractive.

Surrender rates depend on product features (e.g. policy duration, fund value and premium) and characteristics of the policy holder (e.g. age). Reliable own experience, as well as available industry wide data, are used in establishing assumptions relating to lapses.

3.3. Uncertainty resulting from COVID-19

Over the course of 2020 the world has seen substantial disruption caused by COVID-19. Alongside related market volatility, there is general uncertainty on how the pandemic will play out and the continued economic impact it will have.

There were no significant impacts from COVID-19 on Level-III measurements as at 31 December 2020. Note 31 'Fair value of assets and liabilities' provides more information on the fair valuation methods and assumptions applied, as well as movements or transfers in fair value hierarchy. Currently, there is insufficient credible experience with which to update actuarial assumptions for COVID-19 specifically.

Going forward, Aegon Levensverzekering expects that there will be COVID-19 related deaths allowing the release of reserves for its Pension business.

Impairment assessments were performed where deemed necessary, also as a result of the uncertainty in the market and the impact of COVID-19. The impact on portfolios of mortgage loans and other asset classes remain subdued due to stimulus reliefs that were passed. Throughout 2020 there were no significant contract modifications due to COVID-19, which would lead to the derecognition of the original asset or liability.

Given the inherent economic uncertainty, Aegon Levensverzekering has updated the sensitivity analysis for the impact of changes in financial assumptions on its IFRS equity and net income included in note 4 'Risk Management'.

3.4. Determination of fair value and fair value hierarchy

The following is a description of Aegon Levensverzekering's methods of determining fair value, and a quantification of its exposure to assets and liabilities measured at fair value.

Fair value is defined as the amount that would be received from the sale of an asset or paid to transfer a liability in an orderly transaction between knowledgeable and willing market participants that are independent of each other and able to enter into the transaction at the measurement date under current market conditions (i.e. an exit price at the measurement date from the perspective of a market participant that holds the asset or owes the liability). A fair value measurement assumes that the transaction to sell the asset or transfer the liability takes place either:

(a) in the principal market for the asset or liability; or
(b) in the absence of a principal market, in the most advantageous market for the asset or liability.

Aegon Levensverzekering uses the following hierarchy for measuring and disclosing the fair value of assets and liabilities:

- Level I: quoted prices (unadjusted) in active markets for identical assets or liabilities that Aegon Levensverzekering can access at the measurement date;
- Level II: inputs other than quoted prices included within Level I that are observable for the asset or liability, either directly (that is, as prices) or indirectly (that is, derived from prices of identical or similar assets and liabilities) using valuation techniques for which all significant inputs are based on observable market data; and
- Level III: inputs for the asset or liability that are not based on observable market data (that is, unobservable inputs) using valuation techniques for which any significant input is not based on observable market data.

The best evidence of fair value is a quoted price in an actively traded market. In the event that the market for a financial instrument is not active or quoted market prices are not available, a valuation technique is used.

The degree of judgment used in measuring the fair value of assets and liabilities generally inversely correlates with the level of observable valuation inputs. Aegon Levensverzekering maximizes the use of observable inputs and minimizes the use of unobservable valuation inputs when measuring fair value. Financial instruments, for example, with quoted prices in active markets generally have more pricing observability and therefore less judgment is used in measuring fair value. Conversely, financial instruments for which no quoted prices are available have less observability and are measured at fair value using valuation models or other pricing techniques that require more judgment.

The assets and liabilities categorization within the fair value hierarchy is based on the lowest input that is significant to the fair value measurement.

The judgment as to whether a market is active may include, although not necessarily determinative, lower transaction volumes, reduced transaction sizes and, in some cases, no observable trading activity for short periods. In inactive markets, assurance is obtained that the transaction price provides evidence of fair value or determined that the adjustments to transaction prices are necessary to measure the fair value of the instrument.

The majority of valuation techniques employ only observable market data, and so the reliability of the fair value measurement is high. However, certain assets and liabilities are valued on the basis of valuation techniques that feature one or more significant market inputs that are unobservable and, for such assets and liabilities; the derivation of fair value is more judgmental. An instrument is classified in its entirety as valued using significant unobservable inputs (Level III) if, in the opinion of management, a significant proportion of the instrument's carrying amount is driven by unobservable inputs. "Unobservable" in this context means that there is little or no current market data available from which to determine the price at which an at arm's length transaction would be likely to occur. It generally does not mean that there is no market data available at all upon which to base a determination of fair value. The use of different methodologies or assumptions to determine the fair value of certain instruments (both financial and non-financial) could result in a different estimate of fair value at the reporting date.

The valuation techniques applied to financial instrument affected by IBOR reforms remain consistent with those of other market participants, and the uncertainty on the outcome of the reforms has not affected the classification of the instruments.

To operationalize the fair value hierarchy of Aegon Levensverzekering, individual instruments (both financial and non-financial) are assigned a fair value level based primarily on the type of instrument and the source of the prices (e.g. index, third-party pricing service, broker, internally modelled). Periodically, this logic for assigning fair value levels is reviewed to determine if any modifications are necessary in the context of the current market environment. In note 31 'Fair value of assets and liabilities' more information, both quantitative and qualitative is given.

3.5. Recognition of deferred tax assets

Deferred tax assets are established for the tax benefit related to deductible temporary differences, carry forward of unused tax losses and carry forwards of unused tax credits when in the judgment of management it is more likely than not that Aegon Levensverzekering will receive the tax benefits. Since there is no absolute assurance that these assets will ultimately be realized, management reviews the deferred tax positions of Aegon Levensverzekering periodically to determine if it is more likely than not that the assets will be realized. Periodic reviews include, among other things, the nature and amount of the taxable income and deductible expenses, the expected timing when certain assets will be used or liabilities will be required to be reported and the reliability of historical profitability of businesses expected to provide future earnings. Furthermore, management considers tax-planning strategies it can utilize to increase the likelihood that the tax assets will be realized. These strategies are also considered in the periodic reviews.

The measurement of corporate income tax receivable/payable depends among other things on the application of the tax rules. It can be unclear how a specific tax law provision applies to a certain transaction or event.

4. Risk Management

4.1. Enterprise Risk Management

4.1.1. Introduction

The risk management of Aegon Levensverzekering takes place at holding level by Aegon Nederland. This chapter provides an executive summary of Aegon Nederland's Enterprise Risk Management (ERM) framework. ERM supports Aegon Nederland's corporate strategy by enabling management to effectively deal with uncertainty and the associated risk return trade-offs, by ensuring a common system for measuring value and risk. ERM is a process which is designed and implemented to identify and to manage potential risk events that may affect Aegon Nederland. The aim is to manage risk aligned with Aegon Nederland's risk appetite and within risk tolerances and limits in order to provide reasonable assurance regarding the achievement of Aegon Nederland's objectives.

4.1.2. Risk Management structure and governance

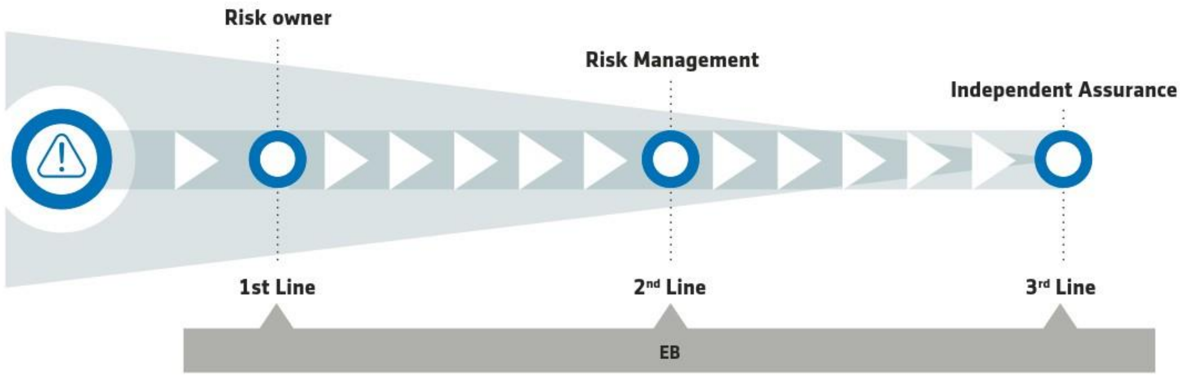
Risk committees

Aegon Nederland's risk governance framework is represented across all levels of the organization. This ensures a coherent and integrated approach to risk management throughout the company. Aegon Nederland's risk committee structure is characterized by a hierarchy based on four basic layers:

Supervisory Board	**Management Board (MT NL)**
The Supervisory Board is responsible for overseeing Aegon Nederland's ERM framework, including risk governance and measures taken to ensure risk management is integrated properly into Aegon Nederland's broader strategy. The Supervisory Board oversees Aegon Nederland's risk exposure as it relates to capital, earnings and market consistent value at risk and compliance with Aegon Nederland's risk policies.	Aegon Nederland's Management Board has an overall responsibility for risk management. The Management Board adopts the risk strategy, risk governance, risk tolerance and material changes in risk methodology and risk policies.
Risk and Audit Committee (RAC)	**Risk and Capital Committee (RCC)**
The Risk and Audit Committee (RAC) monitors, discusses, supports progress and decides on risks and issues, which are relevant for the proper management of strategic, operational and compliance risks. The focus of the RAC is primarily to those risks and issues that are outside the target zone of the predefined risk appetite in terms of financial losses, financial reporting misstatements, customer and reputation damage.	The purpose of the Risk and Capital Committee (RCC) is to manage financial risks, capital and the associated expected returns in order to maintain a strong capital position for Aegon Nederland.

Three lines of defense model

In order to ensure conscious risk-return decisions and limit the magnitude of potential losses within defined levels of certainty, Aegon's risk management structure has been established based on the principles of the "Three lines of defense" model.



Aegon Nederland's first line of defense, including the business and support functions, has direct responsibility for managing and taking risk in accordance with defined risk strategy, risk tolerances and risk policies. The second line of defense – including the risk management function, compliance function and actuarial function – facilitates and oversees the effectiveness and integrity of ERM across Aegon. The third line of defense – the audit function – provides independent assurance opinion on the effectiveness of the internal control, risk management and governance systems.

Key function holders

Aegon Nederland has appointed a Compliance Function Holder (CFH), an Actuarial Function Holder (AFH), a Risk Management Function Holder (RFH) and an Internal Audit Function Holder in line with Solvency II regulation and additional guidance related to system of governance.

Compliance Function Holder (CFH)	**Actuarial Function Holder (AFH)**
The CFH is part of the Aegon Nederland's second line of defense. The CFH is required to ensure that Aegon Nederland complies with the applicable legal requirements, internal policies and procedures to accomplish Aegon Nederland's mission. This primarily concerns laws and regulations which arise from having a controlled and sound conduct of its business as laid down in WFT and Solvency II.	The AFH is part of the Aegon Nederland's second line of defense. It is the mission of the AFH to ensure proper and efficient pricing and valuation of policyholder liabilities and to embed actuarial considerations in key management decisions in order to ensure continuity of Aegon Nederland and to support the creation of sustainable value for all our stakeholders. The focus of the AFH is on the Solvency II framework and Solvency II Technical Provisions.
Risk Management Function Holder (RFH)	**Internal Audit Function Holder**
The RFH is part of the Aegon Nederland's second line of defense. The RFH is assisted by the departments Financial Risk Management (FRM), Operational Risk Management (ORM), Group Model Validation and Underwriting Risk Management (URM). FRM supports the RFH for Investment & Counterparty Risk and Mismatch Risk (asset liability management), including the use of risk mitigating techniques (hedging with derivatives). ORM supports the RFH on operational Risk (where the Compliance risks are in scope of the CFH). URM supports the RFH on activities related to the SCR related underwriting risk assessments. Group Model Validation supports the RFH with respect of assurance on the integrity of model in scope of the RFH and contributes to the transparency of model risks.	The Internal Audit Function Holder assists the Statutory directors of Aegon Nederland, the Risk and Audit Committee of the Supervisory Board and senior management in protecting Aegon Nederland's assets, reputation and sustainability by independently and objectively evaluating the effectiveness of internal controls, risk management and governance processes. Additionally, Internal Audit Nederland provides consulting services related to the evaluation and improvement of the management control environment of Aegon Nederland, including upon request by any relevant stakeholder, such as the Risk and Audit Committee or executive management. When providing assurance and consulting services, the Internal Audit Function Holder needs to maintain operational independence. The Internal Audit Function Holder is part of the third line of defense.

4.1.3. Enterprise risk management process

ERM building blocks

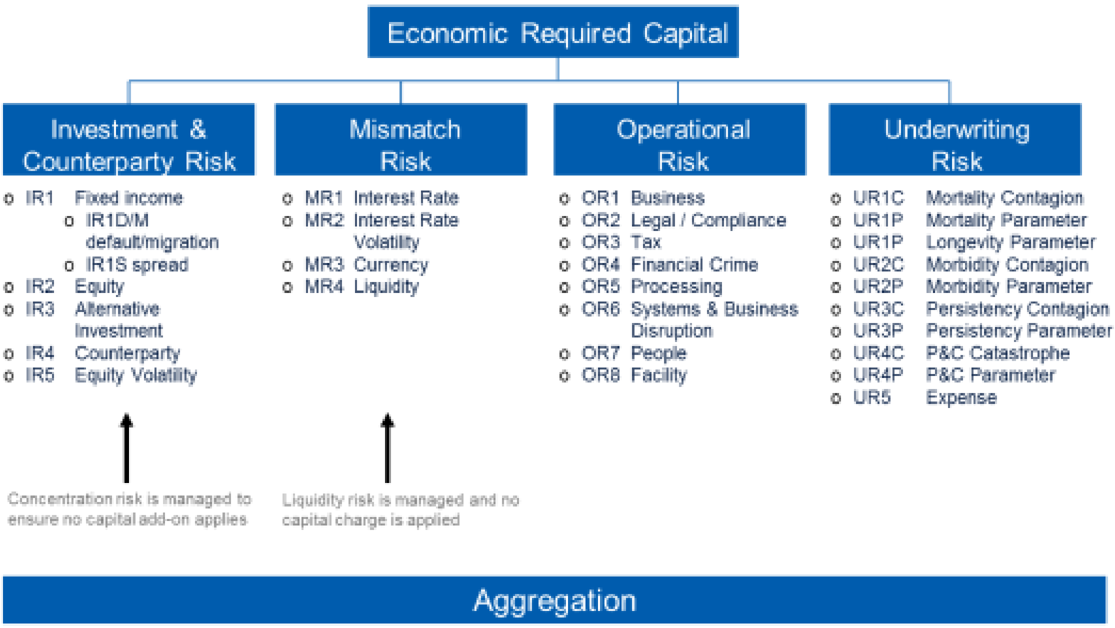
Aegon Nederland’s enterprise risk management framework considers risk from various perspectives and can be decomposed into multiple components. However, enterprise risk management is not strictly a serial framework, where one component affects only the next. It is a multidirectional, iterative framework in which almost any component can and does influence another. The principles and requirements of ERM apply on all organizational levels and concern both financial and operational risks. Risks are managed from multiple perspectives, including culture, economic, regulatory and accounting. Relevant metrics in ERM include capital, earnings, liquidity and franchise value.

Risk Strategy	Risk Tolerance
The first building block in the enterprise risk management process is the formulation of an enterprise risk management strategy. The risk strategy forms the basis for the risk tolerance statements, which are specified in terms of financial strength, continuity, culture and risk balance and are translated into operating guidelines for the various risk types.	Risk Tolerance includes the risk appetite of Aegon Nederland including qualitative and quantitative risk tolerances that are the basis to support the business in making decisions about whether risks are within appetite, acceptable or need to be mitigated or avoided. Qualitative and quantitative tolerances are to be determined by management based on the values and principles of Aegon Nederland and should be in line with the company’s purpose, values, objectives, Code of Conduct, and Market Conduct Principles.
Risk Identification	**Risk Assessment**
The risks that Aegon Nederland faces are identified and presented in the risk universe. An emerging risk process ensures that the risk universe will capture the full spectrum of risks. In order to assess the risks, Aegon Nederland has developed a methodology for measuring the risks as defined in the risk universe.	Aegon Nederland’s approach to evaluating operational risks is based on the quantitative and qualitative rating of those risks with regard to their potential impact and likelihood after consideration of the effectiveness of controls. Risk impact is assessed along the following four impact dimensions: financial loss, customer, reputation and financial misstatement. The resulting ratings reflect the uncontrolled (residual) risk the business area is running.
Risk Response	**Risk Reporting (& Monitoring)**
Once the risks have been identified, evaluated and prioritized, an appropriate risk response needs to be defined. Action plans are developed and managed if Aegon Nederland’s risk tolerances are violated.	Compliance with the risk tolerance statements and the risk policy requirements is monitored and reported on a periodic basis to operational management. Through a formal Risk and Audit Committee senior management is informed on their forward looking risk profile on a quarterly basis, together with details of action plans that address key risks. In the quarterly report the CRO’s opinion on, among others, the effectiveness of those plans is formalized.

Aegon Nederland controls the risk it faces along various dimensions through its risk governance framework, risk monitoring, model validation, and embedding of risk management into functional areas, such as business planning, capital planning and management, remuneration, pricing and product development. The execution of these building blocks is a continuous and iterative undertaking, including periodic or ad hoc adjustment of the strategy and risk tolerance based on new risk information or changes in the business (environment). The full enterprise risk management methodology is formalized in the ERM Manual, ERM policy and underlying detailed policies and manuals.

Risk universe

Aegon Nederland’s risk universe captures all material risks that the company is exposed to. The emerging risk process ensures that the risk universe will remain up to date. An overview of Aegon Nederland’s risk universe is provided below:



A detailed description of the relevant risk categories is provided in note 4.2 'Risk Management approach'.

4.2. Risk Management approach

Category	Risk description	Measures taken
Operational risks	Aegon Nederland faces operational risks resulting from operational failures or external events, such as processing errors, acts from personnel, and natural or man-made disasters. The risks in internal processes include the risk of fraud and reporting incidents.	Aegon Nederland analyzes operational risks on a continuous basis and regularly develops contingency plans to deal with them. Through Risk and Control Self Assessments, all processes are analyzed periodically and recalibrated in order to bring risks within the thresholds of our risk appetite. In case of risk events, a Root Cause Analysis is performed in order to investigate whether a control was missing or if a particular control failed. Action plans are put in place to improve organizational control and these are continuously monitored by the Operational Risk Management department.
Strategic risks	Strategic risks for Aegon Nederland include longevity, default, financial crime, liquidity, compliance, processing, reporting, modelling, outsourcing and information security risks.	Aegon Nederland's strategic risks are identified in strong collaboration between the Management Team of Aegon Nederland and the Risk Management & Compliance department. All of these risks are monitored periodically. The underlying action plans are challenged on their rigor and depth in order to address the risks at hand and reduce the residual risks to an acceptable level. Aegon Nederland increasingly makes use of new technologies that create new opportunities in the way products and services are provided to the customers. At the same time, Aegon Nederland is improving its administration services by outsourcing part of her administration to more specialized parties.

Category	Risk description	Measures taken
Regulatory and compliance risks	Aegon Nederland aims to embed compliance with laws, regulations, business principles, rules of conduct, customer agreements and established good business practices in every aspect of the organization. Among the regulatory risks Aegon Nederland considers are also the risk related to the litigation portfolio and product-related issues. Changes in current legislation and regulation of insurance and banking products may affect Aegon Nederland's products and operations. Changes in regulations on pensions and employee benefits, social security, financial services and taxation may adversely affect Aegon Nederland's ability to sell new products or its claims' exposure on existing ones. Additionally, new or amended legislation or regulations may be more restrictive or result in higher costs than lead to higher costs than is currently the case.	Aegon Nederland promotes integrity by establishing and maintaining effective compliance risk management and control systems. Aegon Nederland has a process in place to ensure that it flags and defines the impact of new laws and regulations and implements them in a timely manner. To best safeguard customers' interests, Aegon Nederland does not simply put any proposition on the market. Every new and updated proposition follows a proposition-approval process. In this process, the risks are carefully balanced and tested against the duty of care towards the customer, financial sustainability and suitability with Aegon Nederland's vision, strategy and objective. In addition to the proposition approval process, Aegon Nederland uses a propositions review process for existing propositions. Existing propositions, selected through the use of pre-defined risk indicators, also go through this process to best safeguard customers' interests.
Reporting risk	Aegon N.V. is subjected to Sarbanes Oxley (SOx) law and Solvency II regulation, and as a significant entity also Aegon Nederland is compelled to comply with specific stringent regulation.	Aegon Nederland tests the design, existence and operating effectiveness of key controls on an annual basis to ensure that material misstatements in the financial figures can be prevented or detected in a timely manner. Procedures ensure that operational risk management is able to conclude and provide reasonable assurance of the internal controls over financial reporting.
Modelling risk	Modelling risk includes flawed and/or insufficiently documented methods used in model design, or incorrect model coding or calculations caused by change management failure, flawed or insufficient model development and testing procedures.	An Aegon Nederland model validation framework is operated to ensure that the models remain appropriate to measure risk exposure and hence risk capital in the business. Risk measurement calibration is derived by the model owners and model owner testing. Model validation involves the assessment of each model across a range of validation tests and standards as set out in the framework. The large majority of all existing high risk models has been independently validated by the Group Model Validation team. In accordance with regular governance, findings from Group Model Validation are addressed by the model owners within agreed upon timelines. This is monitored by relevant Risk and Audit Committees. Model owners are performing a.o. review procedures on new models and the model inventory is periodically updated and independently reviewed by Group Model Validation. Furthermore, model risk management policy is followed. Underwriting Risk Management and Financial Risk Management review new and material models and assessing model changes in a risk-based manner. Finally, regular governance (Assumptions & Methodology Committee, Risk & Capital Committee and Model Change Board) is followed for approval of new models.

Category	Risk description	Measures taken
Outsourcing risk	Outsourcing risk includes discontinuity of outsourced services e.g. bankruptcy, disruption of services, or standards of service level agreements not being met.	Aegon Nederland manages outsourcing risks via dedicated service level managers, contract management, service level reports, site visits, assurance report reviews and periodic meetings.
Information security risk	Information security risk relates to confidentiality, integrity and availability of information. Access to data by unauthorized parties could lead to loss of competitive advantages or could lead to privacy related risks. Information risk includes unauthorized or erroneous changes to business data or applications (business process controls) leading to fraud, error or failing internal controls. It also includes the loss of data and systems, or unavailability, causing inability to meet business process needs.	Aegon Nederland protects and continually strengthens its existing security control environment and use preventive tooling to minimize impact and exposure to new and existing threats. Evaluations of security controls – including detection and response capabilities are frequently performed by both internal and external experts. Identified vulnerabilities are followed-up by risk based actions plans, which are reported, tracked and monitored by management. Aegon Nederland performed a security capability assessment to determine the maturity of current capabilities and desired future maturity of these capabilities to be able to manage current and future information security/cyber risks. The prioritized risks – based on maturity current capability and target maturity for the capability- provide the input for the 2019/2020 security roadmap. Focus will be on: ▪ Third Party Risk Management (Governance Domain) ▪ Metrics and Reporting (Governance Domain) ▪ Privileged Access Management (Identity Domain) ▪ Data Classification & Lifecycle Management (Data Protection)
Credit risk	Credit risk is a combination of Fixed Income risk and Counterparty risk. Fixed Income risk is the risk that the market value of fixed income investments will fluctuate because of changes in the financial condition of the obligor. This risk can result from changes in the rating category of the obligor, regular fluctuation of spreads associated with each credit rating over time, and potentially default. Counterparty risk is the risk that the value of positions taken by Aegon Nederland to change its risk-return profile (e.g., derivatives or reinsurance) will fluctuate because of a deteriorating financial condition of those counterparties.	Having a well-diversified investment portfolio means that Aegon Nederland can accept credit spread risk to earn a liquidity premium on assets that match liabilities. Aegon Nederland operates a Credit Name Limit Policy under which limits are placed on the aggregate exposure that it has to any one counterparty. Refer to section 4.2.3 Credit risk for more information on how the counter party default risk is managed.
Equity market risk and other investment risks	Aegon Nederland runs the risk that the market value of its investments changes. Investment risk affects Aegon Nederland direct investments in the general account, indirect investments on the account of clients and agreements where Aegon Nederland relies on counterparties, such as reinsurance and derivative counterparties.	Aegon Nederland has a low preference for investments in equity securities via the general account. Equity investments generate an equity risk premium over the long run, but in combination with a high capital charge result in a relatively low return on capital. Aegon Nederland has experience and expertise in managing complex investment guarantees and leverages this capability by providing customers access to a range of investment strategies and guaranteed benefits.

Category	Risk description	Measures taken
Interest rate risk	Aegon Nederland is exposed to interest rates as both its assets are liabilities are sensitive to movements in the long and short term interest rates as well as to changes in the volatility of interest rates.	Aegon Nederland accepts interest rate risk in order to meet customer needs. However, as no spread is earned on this interest rate risk, Aegon Nederland prefers to hedge the risk to the extent possible.
Liquidity risk	Aegon Nederland needs to maintain sufficient liquidity to meet short term cash demands under normal conditions, but also in crisis situations.	Aegon Nederland has put a strong liquidity management strategy in place. Aegon Nederland considers extreme liquidity stress scenarios, including the possibility of prolonged 'frozen' capital markets, an immediate and permanent rise in interest rates, and policyholders withdrawing liabilities at the earliest conceivable date. In addition, Aegon Nederland has liquidity stress planning in place.
Underwriting risk	Underwriting risk relates to the products sold by Aegon Nederland's insurance entities. It is the risk of incurring losses when actual experience deviates from Aegon Nederland's best estimate assumptions on mortality, morbidity, policyholder behavior, claims and expenses.	Aegon Nederland has a preference to selectively grow underwriting risk, but this needs to go hand-in-hand with a strong underwriting process. Aegon Nederland's earnings depend, to a significant degree, on the extent to which claims experience is consistent with assumptions used to price products and establish insurance liabilities. Changes in, among other things, morbidity, mortality, longevity trends and policyholder behavior may have a considerable impact on Aegon Nederland's income. Assumptions used to price products and establish insurance liabilities are reviewed on a regular basis.
Currency exchange rate risk	Aegon Nederland faces limited currency exchange risk on policies denominated in a currency other than the euro.	Currency risk in the investment portfolios is managed using asset liability matching principles and hedged as far as possible.
Inflation risk	Aegon Nederland offers products that cover inflation risk for policyholders.	To hedge the inflation risk, Aegon Nederland invests in financial instruments of which the value depends on the rate of inflation. This significantly reduces Aegon Nederland's net exposure to inflation risk.
Derivatives risk	Aegon Nederland uses financial derivatives to hedge risks relating to investments for general account, loans, certain liabilities and part of its solvency capital and asset liability management strategy. Not all risks to which Aegon Nederland is exposed can be adequately managed using derivatives. In addition, a counterparty in a derivative contract may fail to meet its obligations towards Aegon Nederland. Either situation can have significant adverse consequences for Aegon Nederland's operations, operating results and financial position.	Interest rate derivatives are used to manage interest risk positions. These contracts are designated as economic hedges with respect to these risks. The main types of derivatives used are interest rate swaps, swaptions, caps/floors and forward rate agreements/futures. Other derivatives are used to manage risks relating to equities and credit. The main types of derivatives used for this are equity swaps, options, futures and credit derivatives. In order to mitigate certain investment risks for investments for account of policyholders with a guaranteed return, Aegon Nederland invests in total return swaps (TRS). These TRSs hedge the movements in the guarantee provision. Under the TRSs, the returns for the account of policyholders on a specified nominal amount are paid out, while the treasury yield on this nominal amount is received. Aegon Nederland operates a policy to monitor the use of derivatives. This policy sets out the control, authorization, implementation and monitoring

Category	Risk description	Measures taken
		requirements for using these instruments and also stipulates the necessary credit risk limiting actions using derivatives. In general, credit risk related to bilateral derivatives contracts is reduced by collateral requirements in the contract. Interest rate swaps are centrally cleared to minimize credit risk.
Catastrophes	The operating results and financial position can be adversely affected by natural and man-made disasters such as hurricanes, riots, fires, explosions, and the risk of a pandemic (such as COVID-19). Furthermore, natural disasters, terrorism and fires could disrupt Aegon Nederland's operations and could result in significant loss of property, substantial personnel losses and the destruction of company and customer information.	Aegon Nederland seeks to reduce its exposure to these events through individual risk selection, monitoring risk accumulation and purchasing reinsurance. However, even with reinsurance, such events could lead to considerable financial loss.
Legal proceedings	Aegon Nederland is involved in litigation as part of the ordinary course of business, including litigation where compensatory or punitive damages and mass or class relief are being sought. Current and former customers, both institutional as well as individual, and groups representing customers, initiate litigation. Moreover, certain groups encourage others to bring lawsuits in respect of certain products.	Aegon Nederland has established litigation policies to deal with claims, defending when the claim is without merit and seeking to settle in certain circumstances. There can be no assurances that Aegon Nederland will be able to resolve existing litigation in the manner it expects or that existing or future litigation will not result in unexpected liability.

4.2.1. IFRS Sensitivities

Results of Aegon Levensverzekering's sensitivity analysis are presented in the following paragraphs to show the estimated sensitivity of net income and equity to various scenarios. For each significant market risk, the analysis shows how net income and equity would be affected by changes in the relevant risk variable that were reasonably possible at the reporting date. For each sensitivity test the impact of a reasonably possible change in a single factor is shown. Management action is taken into account to the extent that it is part of Aegon Levensverzekering's regular policies and procedures, such as established hedging programs. However, incidental management actions that would require a change in policies and procedures are not considered.

Each sensitivity analysis reflects the extent to which the shock tested would affect management's critical accounting estimates and judgment in applying Aegon Levensverzekering's accounting policies[3]. Market-consistent assumptions underlying the measurement of non-listed assets and liabilities are adjusted to reflect the shock tested. Although management's short-term assumptions may change if there is a reasonably possible change in a risk factor, long-term assumptions will generally not be revised unless there is evidence that the movement is permanent. This fact is reflected in the sensitivity analysis provided below.

The accounting mismatch inherent in IFRS is also apparent in the reported sensitivities. A change in interest rates has an immediate impact on the carrying amount of assets measured at fair value. However, the shock will not have a similar effect on the carrying amount of the related insurance liabilities that are measured based on prudent assumptions. Consequently, the different measurement bases for assets and liabilities lead to increased volatility in IFRS net income and equity. Aegon Levensverzekering has classified a significant part of its investment portfolio as 'available-for-sale', which is one of the main reasons why the economic shocks tested have a different impact on net income than on equity. Unrealized gains and losses on these assets are not recognized in the income statement but are booked through other comprehensive income to the revaluation reserves in equity, unless impaired.

[3]Please refer to note 3 for a description of the critical accounting estimates and judgments.

The sensitivities do not reflect what the net income for the period would have been if risk variables had been different because the analysis is based on the exposures in existence at the reporting date rather than on those that actually occurred during the year. Nor are the results of the sensitivities intended to be an accurate prediction of Aegon Levensverzekering's future equity or earnings. The analysis does not take into account the impact of future new business, which is an important component of Aegon Levensverzekering's future earnings. It also does not consider all methods available to management to respond to changes in the financial environment, such as changing investment portfolio allocations or adjusting premiums and crediting rates. Furthermore, the results of the analysis cannot be extrapolated for wider variations since effects do not tend to be linear. No risk management process can clearly predict future results.

The sensitivity analysis below solely contains investments for general account and guarantees issued by Aegon Levensverzekering. Investments for risk of policyholders are for the account and risk of third parties and do not lead to an increase in Aegon Levensverzekering's exposures, other than in the form of possible guarantees.

4.2.2. Interest rate risk

Aegon Levensverzekering bears interest rate risk with many of its products. In cases where cash flows are highly predictable, investing in assets that closely match the cash flow profile of the liabilities can offset this risk. For some products, cash flows are less predictable as a result of policyholder actions that can be affected by the level of interest rates.

In periods of rapidly increasing interest rates, surrenders and withdrawals may increase. Premiums in flexible premium policies may decrease as policyholders seek investments with higher expected returns. This activity may result in cash payments by Aegon Levensverzekering requiring the sale of invested assets at a time when the prices of those assets are adversely affected by the increase in market interest rates; this may result in realizing investment losses. These cash payments to policyholders result in a decrease in total invested assets and a decrease in net income. Among other things, early withdrawals may also require accelerated amortization of DPAC, which in turn reduces net income.

During periods of sustained low interest rates, Aegon Levensverzekering may not be able to preserve margins as a result of minimum interest rate guarantees and minimum guaranteed crediting rates provided on policies. Also, investment earnings may be lower because the interest earnings on new fixed-income investments are likely to have declined with the market interest rates. Mortgages and redeemable bonds in the investment portfolio are more likely to be repaid as borrowers seek to borrow at lower interest rates and Aegon Levensverzekering may be required to reinvest the proceeds in securities bearing lower interest rates. Accordingly, net income declines as a result of a decrease in the spread between returns on the investment portfolio and the interest rates either credited to policyholders or assumed in reserves.

Aegon Levensverzekering manages interest rate risk closely, taking into account all of the complexity regarding policyholder behavior and management action. Aegon Levensverzekering employs sophisticated interest rate measurement techniques and actively uses derivatives and other risk mitigation tools to closely manage its interest rate risk exposure. Aegon Levensverzekering operates an Interest Rate Risk policy that limits the amount of interest rate risk to which Aegon Levensverzekering is exposed. All derivative use is governed by Aegon Levensverzekering's Derivative Use Policy.

Under IFRS, unrealized gains in the value of the insurance liabilities as a consequence of a rise in interest rates are not reflected in net income and equity, except when the liability adequacy test shows a deficit. If interest rates fall, the unrealized gains on certain investments will positively affect the net income and equity. If the liability adequacy test shows that the insurance liability in the statement of financial position is in a deficit position, this has to be supplemented through the revaluation reserves (shadow accounting) or through the income statement.

The following table shows interest rates at the end of each of the last five years.

	2020	2019	2018	2017	2016
3-month US Libor	0,24%	1,91%	2,81%	1,69%	1,00%
3-month Euribor	-0,55%	-0,38%	-0,31%	-0,33%	-0,32%
10-year US Treasury	0,91%	1,91%	2,68%	2,41%	2,44%
10-year Dutch government	-0,48%	-0,06%	0,38%	0,52%	0,35%

Sensitivity of interest rates
The sensitivity analysis shows an estimate of the effect of a parallel shift in the yield curves on net income and equity arising from the impact on general account investments and offset due to liabilities from insurance contracts. In general, increases in interest rates are beneficial to Aegon Levensverzekering and are therefore not considered a long-term risk. However, timing and valuation differences between assets and liabilities may cause short-term reductions in net income or solvency ratios as rates rise. Rising interest rates would also cause the fair value of the available-for-sale bond portfolio to decline and the level of unrealized gains could become too low to support recoverability of the full deferred tax asset triggering an allowance charge to income. The offsetting economic gain on the insurance contracts is however not fully reflected in the sensitivities because many of these liabilities are not measured at fair value. Over time, the medium-term reduction in net income due to rising interest rates would be offset by higher net income in later years, everything else remaining equal. However, a long sustained period of low interest rates will erode net income due to lower returns earned on reinvestments.

	2020		2019	
Parallel movement of yield curve	Estimated approximate effect		Estimated approximate effect	
	Net income	Equity	Net income	Equity
Shift up 100 basis points	389	389	626	420
Shift down 100 basis points	-739	-739	-975	-725

The interest sensitivities taken into account the impact of the liability adequacy test (LAT) are moving in the same direction as in 2019. Aegon Levensverzekering is exposed to a decrease in interest rates. The interest sensitivity was rebalanced in 2020, resulting in lower sensitivities impact compared to 2019.

Due to the current negative headroom position, changes in the LAT margin of Aegon Levensverzekering, triggered by up or down interest shocks, are directly recognized in the income statement. This started to occur in 2019, and did not change per year-end 2020.

Also due to the low interest rates, the LAT deficit significantly increased compared to 2019. As in 2019, the LAT deficit in 2020 cannot be fully compensated by upward shock impacts, resulting in a negative impact on the LAT. This impact is fully offset by a reduction of the market value of the fixed income portfolio. A downward shock would lead to a further increase of the deficit of the LAT, which outweighs the positive impact of the increasing market value of the fixed income portfolio. For the net income impact on both the upward and downward shock, the difference in impact is primarily due to the difference compared to 2019 that was available for absorption (through revaluation reserve as part of shadow accounting) in the downward scenario. In 2020, this increased as a result of additional investments in primarily corporate bonds out of cash and money market funds, following the updated investment plan.

Impact of own credit spread on guarantees
The effect of the increase in the own credit spread during 2020 (2019: decrease) was a decrease of the liability for guarantees by EUR 485 million (2019: increase of EUR 159 million). Had the own credit spread been nil, the liability for guarantees would have been EUR 831 million higher (2019: EUR 548 million higher).

4.2.3. Credit risk

As premiums and deposits are received, these funds are invested to pay for future policyholder obligations. For general account products, Aegon Levensverzekering bears the risk for investment performance which is equal to the return of principal and interest. Aegon Levensverzekering is exposed to credit risk on its general account fixed-income portfolio, over-the-counter derivatives and reinsurance contracts. During financial downturns, Aegon Levensverzekering can incur defaults or other reductions in the value of its fixed income portfolio, which could have a material adverse effect on Aegon Levensverzekering's business, results of operations and financial condition. Investments for account of policyholders are excluded as the policyholder bears the credit risk associated with the investments.

The table below shows Aegon Levensverzekering’s maximum exposure to credit risk from investments in general account financial assets, as well as general account derivatives and reinsurance assets, collateral held and net exposure. Please refer to note 33 ‘Transfers of financial assets’ for further information on collateral given, which may expose Aegon Levensverzekering to credit risk.

Explanatory notes to the table 'Positions for general account in the balance sheet'

Debt securities
Collateral for structured securities such as ABSs, RMBSs and CMBSs is not included in the table above. Whilst collateral for structured securities is present, the collateral is however related to the cash flows for paying the principal and interest on the securities and not to mitigate credit risk. The credit risk management relating to structured securities is disclosed in the note 4.2.5 'Credit risk concentration'.

Mortgage loans
The real estate collateral for mortgage loans comprises mainly of residential properties. The collateral received for residential mortgages is measured as the foreclosure value which is indexed periodically. Cash collateral for mortgage loans includes the savings that have been received to redeem the underlying mortgage loans at redemption date. These savings are part of the credit side of the statement of financial position, but reduce the credit risk for the mortgage loan as a whole.

A substantial part of Aegon Levensverzekering's residential mortgage portfolio benefits from guarantees by a Dutch government-backed trust (Stichting Waarborgfonds Eigen Woning) through the Dutch Mortgage Guarantee program (NHG). These guarantees cover all principal losses, missed interest payments and foreclosure costs incurred upon termination and settlement of defaulted mortgage loans when lender-specific terms and conditions of the guarantee are met. When not fully met, the trust may pay claims in part or in full, depending on the severity of the breach of terms and conditions. For each specific loan, the guarantee amortizes in line with an equivalent annuity mortgage. When the remaining loan balance at default does not exceed the amortized guarantee, it covers the full loss under its terms and conditions. Any loan balance in excess of this decreasing guarantee profile serves as a first loss position for the lender. For NHG-backed mortgage loans originated after January 1, 2014, a 10% lender-incurred haircut applies on realized losses on each defaulted loan.

The 'surplus collateral' column represents the surplus value of individual mortgage loans (where the value of the real estate exceeds the value of the mortgage loan) as Aegon Levensverzekering is not entitled to this part of the collateral.

Derivatives
The master netting agreements column in the table relates to derivative liability positions which are used in Aegon Levensverzekering's credit risk management. The offset in the master netting agreements column includes balances where there is a legally enforceable right of offset, but no intention to settle these balances on a net basis under normal circumstances. As a result, there is a net exposure for credit risk management purposes. However, as there is no intention to settle these balances on a net basis, they do not qualify for net presentation for accounting purposes.

Collateral
Aegon Levensverzekering has no assets received as non-cash collateral which can be sold or which themselves can serve as collateral without the owner of the assets being in default.

Aegon Levensverzekering also receives cash collateral or other financial assets for financial assets that have been transferred to another party under reverse repurchase agreements and securities lending transactions. See note 33 'Transfers of financial assets' for more information.

Positions for general account in the balance sheet

2020 Amounts in EUR million	Maximum exposure credit risk	Collateral received							Net exposure
		Cash	Securities	Real estate	Guarantees **	Master netting agreement	Surplus collateral	Total	
Shares	5.685	-	-	-	-	-	-	-	5.685
Debt securities	23.046	-	-	-	-	-	-	-	23.046
Mortgage loans *	15.508	1.561	-	23.605	13	-	-9.909	15.270	238
Private loans	2.888	-	-	-	-	-	-	-	2.888
Other loans	24	-	-	-	-	-	-	-	24
Other financial assets	78	-	-	-	-	-	-	-	78
Derivatives with pos. values	9.760	5.264	29	-	-	4.556	-88	9.760	-
Loans and group loans	1.525	-	415	-	-	-	-45	370	1.155
Reinsurance assets	7	-	-	-	-	-	-	-	7
At December 31	**58.522**	**6.825**	**444**	**23.605**	**13**	**4.556**	**-10.042**	**25.401**	**33.121**

*The base-adjustment of EUR 15 million has been excluded from the mortgages loans as this is a non-credit risk bearing item.
** Guarantees for mortgage loans refer to the NHG guarantee. The NHG guarantees are subordinated to other collateral and is based on historically realized NHG guarantee payments capped at the maximum loan value.

2019 Amounts in EUR million	Maximum exposure credit risk	Collateral received							Net exposure
		Cash	Securities	Real estate	Guarantees **	Master netting agreement	Surplus collateral	Total	
Shares	4.519	-	-	-	-	-	-	-	4.519
Debt securities	16.644	-	-	-	-	-	-	-	16.644
Mortgage loans *	14.800	1.622	-	21.258	15	-	-8.342	14.553	247
Private loans	2.662	-	-	-	-	-	-	-	2.662
Other loans	180	-	-	-	-	-	-	-	180
Other financial assets	67	-	-	-	-	-	-	-	67
Derivatives with pos. values	7.850	2.738	31	-	-	5.048	-	7.817	33
Loans and group loans	1.680	-	387	-	-	-	-17	370	1.310
Reinsurance assets	7	-	-	-	-	-	-	-	7
At December 31	**48.408**	**4.360**	**418**	**21.258**	**15**	**5.048**	**-8.359**	**22.740**	**25.668**

*The base-adjustment of EUR 21 million has been excluded from the mortgages loans as this is a non-credit risk bearing item.
** Guarantees for mortgage loans refer to the NHG guarantee. The NHG guarantees are subordinated to other collateral and is based on historically realized NHG guarantee payments capped at the maximum loan value.

Credit risk management

Losses as a result of credit risk are a natural part of investing in fixed-income securities. The amount of and compensation for this risk are related. A significant management measure to avoid excessive credit risk is to diversify and limit exposure to individual issuers.

Aegon Levensverzekering operates a Credit Name Limit Policy (CNLP) under which limits are placed on the aggregate exposure that it has to any one counterparty. These limits are set by Aegon N.V. and vary by a rating system, which is a composite of the main rating agencies (S&P, Moody's and Fitch) and Aegon Nederland's internal rating of the counterparty. When the exposure to a counterparty exceeds 75% it is considered to be at a warning level and the assets are monitored more closely. A warning and violation list is sent to portfolio managers on a weekly basis. If an exposure exceeds the stated limit, then the exposure must be reduced to the limit set by Aegon N.V. and rating category as soon as possible. Exceptions to these limits can only be made after explicit approval from Aegon N.V. The policy is reviewed regularly.

During 2020 there was one breach regarding the CNLP, where for one counterparty the CNLP limit of EUR 200 million was exceeded by EUR 14 million. This breach was the result of a downward adjustment of the limit as a result of a downgrade of the issuer was corrected by selling some short term investments. Similarly there was also a breach in 2019, where for one counterparty the CNLP limit of EUR 135 million was exceeded by EUR 34 million. This breach was the result of maturing Credit Default Swap (CDS) and was corrected by closing a new CDS. Both these breaches were reported to the local Risk & Capital Committee (RCC) and did not require reporting to the Global RCC.

Aegon Nederland's level long-term counterparty exposure limits, are as follows:

	2020	2019
AAA	270	270
AA	270	270
A	200	200
BBB	135	135
BB	75	75
B	38	38
CCC or lower	15	15

These limits exclude sovereign exposures that are rated A or above. For these exposures Aegon N.V. has set limits which are only applicable and reported at a consolidated Aegon N.V. level[4]. Sovereign exposures (regardless of rating) that are issued by the government of the functional currency of Aegon Levensverzekering's business and also owned in that currency and sovereign exposures that are rated AAA by all three major agencies (S&P, Fitch and Moody's) are exempt from the policy.

The ratings distribution of the general account investments is presented in note 4.2.4 'Credit rating'.

Spread sensitivities

Aegon Levensverzekering is exposed to non-government spreads narrowing, government spread widening and mortgage spreads widening. Exposure to government spread sensitivities is contributed by exposure to spreads widening due to the reduction in value of it's fixed income assets. Aegon Levensverzekering is exposed to mortgage spreads widening, which has an adverse impact on the asset valuation.

Furthermore, as a result of the current negative LAT headroom position, future results will become more volatile due to changes in credit spreads as these are not hedged. Please find below the estimated sensitivities on shareholders' equity and on net income of Aegon Levensverzekering for up and down shocks for credit spreads, mortgage spreads for the bond and mortgage portfolio and liquidity premium shocks for general account insurance liabilities:

[4] A-rated: EUR 675 million; AA-rated EUR 900 million; AAA-rated: EUR 900 million

	2020		2019	
	Estimated approximate effect		Estimated approximate effect	
	Net income	Equity	Net income	Equity
Bond credit spread - Shift up 50 bps	-92	-972	-151	-808
Bond credit spread - Shift down 50 bps	83	1.047	145	871
Mortgage spreads - Shift up 50 bps	-444	-444	-440	-440
Mortgage spreads - Shift down 50 bps	471	471	467	467
Liquidity premium - Shift up 5 bps	158	158	101	101
Liquidity premium - Shift down 5 bps	-160	-160	-103	-103

4.2.4. Credit rating

The ratings distribution of general account portfolio of Aegon Levensverzekering, including reinsurance assets, is presented in the next table.

2020	Amortized cost	Fair value	Reinsurance assets	Total 2020
AAA	1.623	12.677	-	14.300
AA	74	5.244	1	5.318
A	46	11.458	-	11.505
BBB	1.098	3.075	-	4.172
BB	46	189	-	235
B	-	75	-	75
CCC or lower	-	14	-	14
Assets not rated	15.547	5.839	5	21.391
Total on balance credit exposure at December 31	**18.435**	**38.570**	**6**	**57.011**
Of which past due and/or impaired assets	94	14	-	108

2019	Amortized cost	Fair value	Reinsurance assets	Total 2019
AAA	1.515	11.774	-	13.290
AA	82	5.668	-	5.750
A	47	5.795	1	5.843
BBB	970	1.170	-	2.140
BB	49	36	-	84
B	-	-	-	-
CCC or lower	-	-	-	-
Assets not rated	15.001	4.635	6	19.642
Total on balance credit exposure at December 31	**17.662**	**29.078**	**7**	**46.748**
Of which past due and/or impaired assets	103	19	-	122

'Assets not rated' relate to equities and derivatives (with positive value) at fair value and other financial assets at amortized cost (mainly mortgage loans).

4.2.5. Credit risk concentration

The tables below presents credit risk concentration information for general account financial assets.

Credit risk concentration - debt securities and money market investments	2020	2019
ABSs- Collateralized Debt Obligations (CDOs)	1.409	777
ABSs- Other	2	60
Residential mortgage backed securities (RMBSs)	51	113
Commercial mortgage backed securities (CMBSs)	12	13
Total investments in unconsolidated structured entities at December 31	**1.474**	**962**
Financial - Banking	1.150	187
Financial - Other	520	134
Industrial	4.723	1.079
Utility	234	71
Sovereign exposure	14.946	14.210
At December 31	**23.046**	**16.644**
Of which past due and/or impaired assets	-	-

Credit risk concentration - mortgage loans	2020	2019
Apartment	1.458	1.463
Retail	7	8
Commercial	24	30
Residential	14.020	13.298
At December 31	**15.508**	**14.800**
Of which past due and/or impaired assets	92	98

Fair value of the mortgage loan portfolio:	2020	2019
Fair value mortgage loans	17.727	16.985
Loan to value (approximately)	66,8%	67,8%
Part of portfolio government guaranteed	28,6%	30,8%
Delinquencies in portfolio (defined as 60 days in arrears)	0,2%	0,1%
Impairments / (reversals) during the year	-1	-4

Unconsolidated structured entities

Aegon Levensverzekering’s investments in unconsolidated structured entities such as RMBSs, CMBSs and ABSs are presented as part of the line item 'Investments' of the statement of financial position. Aegon Levensverzekering’s interests in these unconsolidated structured entities can be characterized as basic interests, Aegon Levensverzekering does not hold loans, derivatives or other interests related to these investments. The maximum exposure to losses from these investments is therefore equal to the carrying amount which is reflected in the credit risk concentration table regarding debt securities and money market investments. To manage credit risk Aegon Levensverzekering invests primarily in senior notes. Additional information on credit ratings for Aegon Levensverzekering’s investments in unconsolidated structured entities are disclosed in the sections that describe per category of debt securities the composition and impairment assessments (refer to note 4.2.4 ‘Credit rating’). The composition of the structured entities portfolios of Aegon Levensverzekering are widely dispersed looking at the individual amount per entity, therefore Aegon Levensverzekering only has non-controlling interests in unconsolidated structured entities. Furthermore these structured entities are not originated by Aegon Levensverzekering.

Aegon Levensverzekering did not provide financial or other support to unconsolidated structured entities. Nor does Aegon Levensverzekering have intentions to provide financial or other support to unconsolidated structured entities in which Aegon Levensverzekering has an interest or previously had an interest.

	2020		2019	
	Number of entities	Carrying amount	Number of entities	Carrying amount
EUR 0 < 10 million	16	83	17	94
> EUR 10 < 25 million	11	181	10	169
> EUR 25 < 50 million	17	664	8	296
> EUR 50 < 75 million	2	119	5	323
> EUR 75 < 100 million	2	178	1	80
> EUR 100 < 150 million	2	248	-	-
> EUR 150 < 250 million	-	-	-	-
> EUR 250 million	-	-	-	-
At December 31	**50**	**1.474**	**41**	**962**

For unconsolidated structured entities in which Aegon Levensverzekering has an interest at reporting date, the following table presents total income received from those interests. The Investments column reflect the carrying values recognized in the statement of financial position of Aegon Levensverzekering's interests in unconsolidated structured entities. Aegon Levensverzekering did not recognize other interests in unconsolidated structured entities such as commitments, guarantees, provisions, derivative instruments or other liabilities.

	2020			
Type of asset in unconsolidated entity	Interest income	Total gains and losses	**Total**	**Investments**
RMBSs	1	2	**3**	51
CMBSs	-	-	**-**	12
ABSs - CDOs	14	-	**14**	1.409
ABSs - Other	-	-	**-**	2
Total	**15**	**2**	**17**	**1.474**

	2019			
Type of asset in unconsolidated entity	Interest income	Total gains and losses	**Total**	**Investments**
RMBSs	1	1	**2**	113
CMBSs	-	-	**-**	13
ABSs - CDOs	15	-9	**5**	777
ABSs - Other	1	1	**2**	60
Total	**17**	**-7**	**9**	**962**

4.2.6. Past due and impaired financial assets

The tables that follow provide information on past due and impaired financial assets for Aegon Levensverzekering. A financial asset is past due when a counterparty has failed to make a payment when it was due under the contract. A financial asset is impaired and impairment losses are incurred if, and only if, there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset and that event has an impact on the estimated future cash flows of the financial asset that can be reliably estimated.

Aegon Levensverzekering takes the following factors into account when deciding whether to impair financial assets:

- significant financial difficulty of the issuer or obligor;
- a breach of contract, such as a default or delinquency in interest or principal payments;
- the lender, for economic or legal reasons relating to the borrower's financial difficulty, granting to the borrower a concession that the lender would not otherwise consider;
- it becoming probable that the borrower will enter bankruptcy or other financial reorganization;
- the disappearance of an active market for that financial asset because of financial difficulties; or
- observable data indicating that there is a measurable decrease in the estimated future cash flows from a group of financial assets since the initial recognition of those assets, although the decrease cannot yet be identified with the individual financial assets in the group.

After the impairment loss is reversed in a subsequent period, the asset is no longer considered to be impaired. When the terms and conditions of the financial assets have been renegotiated, the terms and conditions of the new agreement apply in determining whether the financial assets are past due.

At year-end, no collateral, except for mortgage loans, was held for financial assets which were past due or which had undergone individual impairment. The carrying amount of the assets that are (partly) impaired is:

	2020	2019
Shares	14	19
Mortgage loans	26	43
Other	2	3
At December 31	**42**	**65**
Interest received on impaired financial assets	**1**	**1**

<u>Past due but not impaired financial assets</u>

2020	0-6 months	6-12 months	> 1 year	Total
Mortgage loans	63	2	1	66
Other loans	-	-	-	-
At December 31	**63**	**2**	**1**	**66**

2019	0-6 months	6-12 months	> 1 year	Total
Mortgage loans	52	2	-	54
Other loans	-	-	3	3
At December 31	**52**	**2**	**3**	**57**

4.2.7. Equity market risk and other investment risk

A decline in equity markets may adversely affect Aegon Levensverzekering’s profitability and shareholders´ equity, sales of savings and investment products, and the amount of assets under management. Exposure to equity markets exists in both assets and liabilities. Asset exposure exists through direct equity investments in which Aegon Levensverzekering bears all or most of the volatility in returns and investment performance risk. The existence of direct equity risk is limited, as defined by Aegon Nederland’s Risk policies.

Equity market exposure is also present in policyholders’ accounts for insurance and investment contracts in which funds are invested in equities. Although most of the risk remains with the policyholder, guarantees within certain products may transfer some or all of this risk to Aegon Levensverzekering. Lower investment returns also reduce the asset management fee that Aegon Levensverzekering earns on the asset balance in these products, and prolonged investment under-performance may cause existing customers to withdraw funds and potential customers not to grant investment mandates.

Some of Aegon Levensverzekering’s insurance businesses have minimum investment return guarantees that require Aegon Levensverzekering to establish reserves to fund these future guaranteed benefits when equity market returns do not meet or exceed these guarantee levels. Deteriorating general economic conditions may result in significant decreases in the value of Aegon Levensverzekering’s equity investments.

The general account equity, real estate (mainly residential property) and other non-fixed-income portfolio of Aegon Levensverzekering is as follows:

	2020	2019
Equity funds	5.685	4.519
General account shares	**5.685**	**4.519**
Investments in real estate	1.858	1.829
Other financial assets	78	67
At December 31	**7.622**	**6.415**

The tables that follow present specific market risk concentration information for general account shares:

	2020	2019
Funds	5.685	4.519
At December 31	**5.685**	**4.519**
Of which past due and/or impaired assets	14	19

<u>Information on closing levels of certain major indices at the end of the last five years</u>

	2020	2019	2018	2017	2016
S&P 500	3.756	3.231	2.507	2.674	2.239
Nasdaq	12.888	8.973	6.635	6.903	5.383
FTSE 100	6.461	7.542	6.728	7.688	7.143
AEX	625	605	488	545	483

Sensitivity analysis of net income and equity to equity markets

The sensitivity of equity and net income to changes in equity markets reflects changes in the market value of Aegon Levensverzekering’s portfolios and the strengthening of the provisions for guaranteed minimum benefits, when applicable.

	2020		2019	
	Estimated approximate effect		Estimated approximate effect	
	Net income	Equity	Net income	Equity
Equity increase 10%	13	14	14	19
Equity decrease 10%	-73	-74	-84	-89
Equity increase 25%	30	33	29	42
Equity decrease 25%	-203	-207	-243	-256

Aegon Levensverzekering uses derivatives to lower Solvency II capital requirements for ‘Equity Risk’ leading to increased and reversed sensitivity of net income and equity for changes in equity markets.

4.2.8. Liquidity risk

Liquidity risk is inherent in much of Aegon Levensverzekering’s activity. Each asset purchased and liability assumed has its own liquidity characteristics. Although most liabilities are of a long-term nature and will not create an unexpected short-term liquidity requirement, some can be called on demand. Other, more volatile, short-term liquidity requirements arise from collateral requirements as a result of having a derivatives portfolio. In normal circumstances, a significant proportion of the investment portfolio can be quickly converted into liquid assets but some assets, such as private loans, mortgage loans, real estate and holdings in unlisted enterprises are not highly liquid. If Aegon Levensverzekering requires more than the normal amount of cash at short notice, it may have difficulty selling these investments at attractive prices or in a timely manner.

Aegon Levensverzekering receives premiums from policyholders and, in exchange, is required to make payments at a later time if certain conditions are met. The amounts received are invested primarily in fixed-income assets. Investments in less liquid assets may lead to an increase in expected income from the investment portfolio, but are more difficult to convert into cash if an unexpected payment has to be made to a policyholder or contract holder. Internal liquidity tests are designed to quantify this risk and ensure that there is sufficient liquidity even under extreme conditions. The aim of the internal liquidity test is to compare the liquidity requirement against the amount available in a number of scenarios.

The liquidity position is tested in the following scenarios:
1. Base scenario, assuming current market conditions; this is the 'business as usual' situation.
2. Stressed liquidity scenario, in which both liabilities and assets are stressed.

Events included in the stressed liquidity scenario that have a sudden, adverse impact on available liquidity include the following:

- Large change in interest rates (300 bps upward shock and 100 bps downward);
- Large change in credit spreads (150 bps upward);
- Impaired market period in which no assets, other than highly liquid sovereign bonds which are explicitly and fully guaranteed by the local authorities, can be sold.

Available liquidity
Available liquidity is determined by modelling the asset cash flows. These include but are not limited to:

- Contractual repayments and coupon payments;
- Expected advance payments on certain categories of assets, such as early repayment of mortgages;
- Expected extensions of maturity on certain categories of assets;
- Sales proceeds after an impaired market period[5] on assets taking into account conservative assumptions in the stressed liquidity scenario.

Required liquidity
The required liquidity is computed by modelling the cash flows from liabilities, such as:

- Contractual repayments at maturity;
- Benefits and claims;
- Full or partial withdrawal of assets at call;
- Periodic premium payments and potential changes in them;
- New business activities;
- Collateral obligations from derivatives.

For insurance liabilities too, most cash flows are fixed and stable but some will vary considerably when a different liquidity scenario is applied. In the stressed liquidity scenario it is expected there will be limited new commercial activity if Aegon Levensverzekering's rating is cut and the situation in the financial market deteriorates. The amount of cash required as collateral payments for some derivative transactions will increase as well in the stressed liquidity scenario.

As part of managing its liquidity risk Aegon Levensverzekering has entered into a repurchase agreement facility for the period 24 August 2018 until 24 August 2023. Under this facility Aegon Levensverzekering has the right to enter into reverse repurchase transactions up to an amount of EUR 500 million to generate liquidity. To date no amount is drawn under the agreement.

Results of excess liquidity
Aegon Levensverzekering holds EUR 15.0 billion (2019: EUR 14.2 billion) of general account investments in money market products and sovereign bonds that are readily saleable or redeemable on demand in the event of a liquidity shortfall. It is also possible to use such bonds as the basis for repurchase contracts so that liquidity can be drawn from the market. The afore mentioned amounts are based upon Aegon Levensverzekering's internally used definitions when testing the liquidity.

The excess liquidity is calculated after modelling the expected cash flows for assets and liabilities for each period of up to 2 years. The results of the excess liquidity calculations, available liquidity minus required liquidity, show that Aegon Levensverzekering had sufficient liquidity in different scenarios and for all tested periods at year-end 2020. On the basis of project operating cash flows and the income from financial assets Aegon Levensverzekering expects to be able to continue to meet its liabilities.

Maturity analysis liabilities –gross undiscounted contractual cash flows (for non-derivatives)

The tables below show the remaining contractual maturities for each category of financial liability. When the counterparty has a choice of when an amount is paid, the liability is included on the basis of the earliest date on which it can be required to be paid. Financial liabilities that are payable on demand with a given delay are reported in the category 'On demand'. If there is a notice period, Aegon Levensverzekering has to assume that notice is given immediately and the repayment is presented at the earliest date after the end of the notice period. When the amount payable is not fixed, the amount reported is determined by reference to the conditions

[5] This is the 'impaired market scenario' in which there is limited market liquidity with higher defaults and where it is difficult to sell financial assets.

existing at the reporting date. For example, if the amount payable varies with changes in an index, the amount disclosed may be based on the level of the index at the reporting date to manage the liquidity risk arising from financial liabilities, Aegon Levensverzekering holds liquid assets comprising cash and cash equivalents and investment grade investment securities for which there is an active and liquid market. These assets can be readily sold to meet liquidity requirements. For this reason, Aegon Levensverzekering believes that it is not necessary to disclose a maturity analysis in respect of these assets to enable users to evaluate the nature and extent of liquidity risk.

2020	On demand	< 1 year	1 < 5 year	5 < 10 year	> 10 year	Total 2020
Borrowings and group borrowings	-	5.264	3	3	602	5.871
Investment contracts	-	10	40	40	102	191
Other financial liabilities	506	405	76	71	116	1.174
At December 31	**506**	**5.679**	**118**	**114**	**820**	**7.236**

2019	On demand	< 1 year	1 < 5 year	5 < 10 year	> 10 year	Total 2019
Borrowings and group borrowings	-	2.992	2	3	603	3.600
Investment contracts	-	10	38	50	102	199
Other financial liabilities	516	983	82	81	195	1.857
At December 31	**516**	**3.986**	**122**	**133**	**899**	**5.656**

Expected undiscounted cash flows relating to insurance and investment contracts

Aegon Levensverzekering's liquidity management is based on expected claims and benefit payments rather than on the contractual maturities. The projected cash benefit payments in the table below are based on management's best estimates of the expected gross benefits and expenses, partially offset by the expected gross premiums, fees and charges relating to the existing business in force.

Estimated cash benefit payments are based on mortality, morbidity and lapse assumptions comparable with Aegon Levensverzekering's historical experience, modified for recently observed trends. Actual payment obligations may differ if experience varies from these assumptions. The cash benefit payments are presented on an undiscounted basis and are before deduction of tax and before reinsurance.

The liability amount in the financial statements reflects the discounting for interest as well as adjustments for the timing of other factors as described above. As a result, the sum of the cash benefit payments shown for all years in the table exceeds the corresponding liability amounts included in note 16 'Insurance contracts' and note 17 'Insurance contracts for account of policyholders'.

2020	< 1 year	1 < 5 year	5 < 10 year	> 10 year	Total
Insurance contracts	1.485	5.317	6.827	36.394	50.023
Insurance contracts for account of policyholders	1.442	3.777	4.796	17.014	27.029
Investment contracts	12	46	41	102	201
At December 31	**2.939**	**9.140**	**11.664**	**53.510**	**77.253**

2019	< 1 year	1 < 5 year	5 < 10 year	> 10 year	Total
Insurance contracts	1.578	5.309	6.668	36.019	49.575
Insurance contracts for account of policyholders	1.397	3.890	5.028	19.133	29.448
Investment contracts	10	46	51	102	209
At December 31	**2.986**	**9.245**	**11.747**	**55.254**	**79.232**

Maturity analysis – derivatives (contractual cash flows)

The table below shows the liquidity analysis for derivative financial instruments, based on the undiscounted contractual net cash inflows and outflows on derivative instruments that settle on a net basis, and the undiscounted gross inflows and outflows on those derivatives that require gross settlement.

For gross settled derivatives, cash flows are presented in the table below for both the 'paying leg' and the 'receiving leg'. The credit risk on the 'receiving leg' is mitigated by collateral and ISDA 'master netting' agreements as explained for 'credit risk'.

This table includes all financial derivatives regardless of whether they have a positive or a negative value, but excludes the bifurcated embedded derivatives. These are presented together with the host contract. For interest rate derivatives only cash flows related to the 'paying leg' are taken into account for determining the gross undiscounted cash flows.

2020	On demand	< 1 year	1 < 5 year	5 < 10 year	> 10 year	Total
Cash inflows	-	393	2.587	2.770	6.121	11.871
Cash outflows	-	-648	-1.479	-1.302	-3.156	-6.585

2019	On demand	< 1 year	1 < 5 year	5 < 10 year	> 10 year	Total
Cash inflows	-	553	2.461	3.858	9.875	16.747
Cash outflows	-	-374	-1.953	-2.723	-8.192	-13.242

4.2.9. Underwriting risk

Description of the measures used to assess underwriting risks

Underwriting risk arises from deviations of observed actuarial parameters from those used in product pricing assumptions. These are typically actuarial assumptions that cover policyholder behavior and claims. Underwriting risk is the result of both the inaccuracies in projecting liability cash flows over several future time periods, as well as fluctuations in the incidence of claims.

Aegon Levensverzekering monitors and manages its underwriting risk by underwriting risk type. Attribution analysis is performed on earnings and reserve movements in order to understand the source of any material variation in actual results in comparison to expectations. Aegon Levensverzekering also performs experience studies for underwriting risk assumptions, where Aegon Levensverzekering's experience (e.g. actual deaths, lapses, incidences of disability) is compared with previously formulated expectations (assumptions). Conclusions drawn from these studies play an important role in revising assumptions for valuing the business of Aegon Levensverzekering. Where policy charges are flexible in products, Aegon Levensverzekering uses these analyses as the basis for modifying these charges, with a view to maintain a balance between policyholder and shareholder interests. Aegon Levensverzekering also has the ability to reduce expense levels over time, thus mitigating unfavorable expense variation.

Mortality/longevity risk
Mortality risk arises from economic losses due to mortality levels deviating from expectation. When mortality is lower than expected, this is referred to as longevity risk. Policyholders are typically grouped into different classes in which each class is expected to have the same mortality rates. Best estimate assumptions are then developed for each policyholder class. Aegon Levensverzekering is exposed to the risk that the best estimate assumptions are inaccurate.

Aegon Levensverzekering sells certain types of policies that are at risk if mortality increases, such as term life insurance, and sells certain types of policies that are at risk if mortality decreases such as annuity and pension products.

Policyholder behavior risk
Policyholder behavior risk arises from economic losses due to policyholder behavior deviating from expectation. Insurance contracts typically provide policyholders with a variety of options that they may or may not exercise. Policyholder behavior risk is the risk that actual policyholder behavior varies from the assumptions built into the reserve calculations. This includes assumptions about lapses, withdrawals, premium payment levels, allocation of funds, and the utilization of possible options in the products.

The above mentioned elements of policyholder behavior risk all relate to insurance contracts. The prepayment risk on mortgages constitutes another important component of policyholder behavior risk. It is the risk of higher or lower prepayments than anticipated, including early redemption rates, thus impacting the value of the mortgage portfolio.

In general, Aegon Levensverzekering is at risk if policy lapses decrease as in some cases higher claim payments including guaranteed returns have to be provided.

Expense risk
Expense risk is the risk that the expenses arising from servicing (re)insurance contracts develop differently than expected. Various types of expense risk are distinguished:

- Expense inflation risk is the risk that expenses inflate at a higher rate than that assumed in the calculation of the technical provisions. It does not cover the risk of general price inflation increases, which would be covered by mismatch risk; and
- Expense level risk is the risk that unexpected changes in maintenance expenses for in-force business will occur (assuming that the volumes of business are in line with best estimate assumptions). The risk therefore corresponds to an increase in the total expenses. It is effectively the change in the best estimate expense assumption given a 1-in-200 year expense event.

Most expenses Aegon Levensverzekering has within its business will be subject to expense risk if not contractually defined. These types of expenses may include salaries, office space, software licenses and fees to intermediaries.

Risk Concentrations

In addition to the risk tolerance limits it’s a common practice to address ‘concentration’ of risk on insured lives, using a risk limit per single life (or joint lives). The exposures on a few lives with a much higher risk than the average in the portfolio can create a too high volatility in the results. Limiting such exposures reduces the impact of process risk and also increases the stability of the underwriting results. These risk limits per single life (or joint lives) will be further referred to as ‘retention limits’.

The retention limits are typically chosen in such a way that the remaining exposure is acceptable, relative to the size of the earnings and the size of the balance sheet of the company. Risk mitigation and managing compliance with the retention limits can be achieved by reinsurance (external or internal), by the underwriting process or by the product design.

Risk mitigation techniques used for underwriting risks

Aegon Levensverzekering has put in place a number of contracts with external parties that mitigate its exposure to underwriting risk and qualify either as reinsurance contracts or hedges. In case of reinsurance, specific insurance obligations are transferred to a reinsurer. In the hedge contracts, pay-outs are linked to the development of a general Longevity index, which is closely related to Aegon Levensverzekering’s insurance obligations.

Reinsurance
Aegon Levensverzekering reinsures part of its insurance exposure to third-party reinsurers under traditional indemnity, and 'excess of loss' contracts. Reinsurance helps Aegon Levensverzekering manage, mitigate and diversify its insurance risks, and limit the maximum loss it may incur.

Aegon Levensverzekering has reinsured its term life assurance through quota-sharing contracts with Reinsurance Group of America and Munich Re.

In December 2019, Aegon Levensverzekering entered into a longevity reinsurance contract with Canada Life Reinsurance. The contract reinsures a specified portfolio of insurance contracts against possible future mortality developments. The related portfolio is approximately one quarter of the longevity exposure of Aegon Levensverzekering. The agreement includes both deferred and in-payment pensions and annuities. The contract commenced on December 31, 2019, and will run until the portfolio runs off. Refer to note 13 'Deferred expenses' for more information.

Hedges
Aegon Levensverzekering partially offsets the risk of future longevity increases related to a part of its insurance liabilities by buying longevity index derivatives. These longevity derivatives will pay out if the mortality rates in future years have decreased more than a pre-determined percentage compared with the base scenario at the moment of signing the contract. The longevity hedge provides additional balance sheet protection in a worst case scenario. The effectiveness of the risk mitigation program is monitored by periodically assessing the impact on the hedge under a variety of adverse scenarios for Longevity and Mortality risk.

Risk sensitivity for underwriting risks

The main underwriting risk Aegon Levensverzekering is exposed to is longevity risk, i.e. the risk that life expectancy improves and policyholders as a whole will live longer. As a result, policyholders, who are entitled to pension benefits after retirement, will receive these benefits over a longer period. On the other hand, payments to policyholders holding coverage of death benefits, such as Term and Whole Life Insurance, are expected to decline when life expectancy improves.

In the sensitivity scenario for longevity risk, the impact of a 10% decrease and 10% increase of mortality rates in all future years is analyzed, including coverage of pension as well as death benefits. The impact on net income and shareholders' equity is shown below.

If mortality rates decrease expected future benefits to policyholders increase markedly, as the increase in future pension benefits outweighs the reduction of death benefit payments. As a result, the value of obligations to policyholders increases and net income and shareholders' equite decline.

Aegon Levensverzekering is also at risk if policy lapses decrease or if morbidity rates increase, but to a much lesser extent than in case of a decrease in mortality rates. If lapses decrease, then higher claim payments including guaranteed returns have to be provided in some cases. If morbidity rates increase, then more people receive benefits from their policy (mainly related to the WIA-portfolio).

	2020		2019	
	Estimated approximate effect		Estimated approximate effect	
	Net income	Equity	Net income	Equity
20% increase in lapse rates	66	66	49	49
20% decrease in lapse rates	-74	-74	-55	-55
5% increase in mortality rates	437	437	352	352
5% decrease in mortality rates	-442	-442	-353	-353

The sensitivity of net income and equity for parallel shifts in underwriting shocks increased compared with prior year sensitivity, as a result of the higher LAT deficit following decreased interest rates in 2020.

4.3. Regulation and supervision

4.3.1. General

Regulation of the financial sector in the Netherlands is included in the Financial Supervision Act (Wet op het financieel toezicht or Wft). The Wft embeds the cross-sectorial functional approach within the Dutch supervisory system. The supervision of financial institutions pursuant to the Wft rests with the DNB and the Dutch Authority for the Financial Markets (AFM).

The DNB is responsible for prudential supervision, while the AFM supervises the conduct of business of financial institutions and the conduct of business on financial markets. The aim of the DNB's prudential supervision is to ensure the solidity of financial institutions and contribute to the stability of the financial sector.

The AFM's conduct of business supervision focuses on ensuring orderly and transparent financial market processes, integrity in relations between market parties and due care in the provision of services to customers.

The Dutch supervisory authorities have a number of formal tools to exercise their supervisory tasks. These tools include the authority to request information, if this is necessary for the purpose of prudential supervision; and the power to issue formal instructions to financial institutions, to impose fines, or to publish sanctions. The DNB, as prudential supervisory authority, can, under certain circumstances, require a recovery plan, a short-term financing plan, appoint a trustee, draw up a transfer plan or (ultimately) withdraw the license of a financial institution.

The Dutch Data Protection Authority (Dutch DPA) supervises processing of personal data in order to ensure compliance with laws that regulate such use. The tasks and powers of the Dutch DPA are described in the General Data Protection Regulation (GDPR), supplemented by the Dutch Implementation Act of the GDPR.

4.3.2. Financial supervision of insurance companies

The Solvency II framework consists of an EU Directive and has consequently been transposed into the Dutch Financial Supervision Act. A large part of the Level II Solvency II rules are, however, also set out in EU regulations, which apply directly in EU member states, and as a consequence have not been implemented into national legislation, such as in the Decree on Prudential Rules under the Wft (Besluit prudentiële regels Wft). Aegon Levensverzekering is subject to prudential supervision of the DNB.

An insurance company is neither permitted to conduct both life insurance and non-life insurance business within a single legal entity (with the exception of reinsurance), nor to carry out both insurance and banking activities within the same legal entity. Within Aegon Nederland, Aegon Levensverzekering N.V. and Aegon Spaarkas N.V. conduct life insurance activities. Aegon Schadeverzekering N.V. conducts non-life insurance activities. Prudential supervision is exercised by the home state supervisory authority (DNB in the Netherlands). Insurance companies in the Netherlands may conduct their activities on a cross-border basis or through a branch office based on the mutual recognition of (prudential) supervision in the EU (the so-called 'European passport'). Aegon Levensverzekering does not have material cross-border insurance business or business conducted through branch offices elsewhere in the EU.

4.4. Capital management and solvency

4.4.1. Insurance activities

<u>Strategic importance</u>
Aegon Levensverzekering’s approach towards capital management plays a vital role in supporting the execution of Aegon Levensverzekering’s strategy. Aegon Levensverzekering’s capital management priorities include the shift of capital to products that offer higher growth prospects and return prospects, the shift from capital intensive spread business to capital light fee business and from defined benefit plans to defined contribution plans for our clients.

Management of capital

Disciplined risk and capital management support Aegon Levensverzekering’s decisions in deploying the capital that is generated in Aegon Levensverzekering’s businesses. Aegon Levensverzekering balances the funding of new business growth with the funding required to ensure that Aegon Levensverzekering’s obligations towards policyholders are always adequately met.

Aegon Levensverzekering’s goal is to maintain a strong financial position and be able to sustain losses from adverse business and market conditions. The company’s overall capital management strategy is based on adequate solvency capital, capital quality, and the use of leverage.

Aegon Nederland’s ERM framework ensures that Aegon Levensverzekering and its subsidiaries are adequately capitalized and that Aegon Levensverzekering’s obligations towards policyholders are always adequately met. As a specific part of this larger framework, Aegon Levensverzekering’s capital management framework builds on a set of key pillars: the use of internal target capital management zones and supported by robust risk and capital monitoring processes that timely triggers and escalates interventions if and when needed to ensure that capital is always being managed towards these internal target ranges and is prevented from falling below the minimum regulatory capital requirements.

Adequate capitalization

During 2020 and 2019 Aegon Levensverzekering complied with externally imposed minimum capital requirements.

	31-12-2020*	31-12-2019
Own Funds	5.507	5.278
Partial Internal Model SCR	3.459	3.219
Solvency II ratio	159%	164%

*The Solvency II ratio for 2020 is an estimate, is not final until filed with the regulator and has been subjected to supervisory review. The 2020 Solvency II ratio disclosed is without taking into account the dividend paid in March 2021; the 2019 Solvency II ratio disclosed is without taking into account the dividend paid in February 2020.

The capitalization of Aegon Levensverzekering and its operating units is managed in relation to the most stringent of local regulatory requirements, rating agency requirements and/or self-imposed criteria. Aegon Nederland manages its Solvency II capital in relation to the required capital. Aegon Nederland's capital management framework is built on, among other things, managing capital in the operating units within target capital management zones. Under Aegon Nederland's capital management framework, the bottom-end of the capitalization target range of Aegon Levensverzekering is 150%.

In the following table a reconciliation between the group equity under IFRS equity and the Own Funds under Solvency II is presented.

	31-12-2020*	31-12-2019
Shareholders' Equity (IFRS)	5.837	5.729
Revaluations	-80	-201
Subordinated liability	600	600
Own funds restrictions	-850	-850
Available own funds	5.507	5.278

*The available Own Funds for 2020 is an estimate. It is not final until filed with the regulator and is subject to supervisory review.

The decreased Solvency II ratio of Aegon Levensverzekering is a result of a proportionally higher increase in SCR compared to the increase in Own Funds. The increase in Own Funds is driven by normalized capital generation, the impact from the mortality table update (AG2020) and market movements (where decreased interest rates resulted in an increase in Own Funds due to the overhedged position on a Solvency II basis, while movements in spreads, including the EIOPA VA and IAS19 spread, resulted in a decrease in Own Funds). The Own Funds increase is partly offset by the impact from the UFR decrease from 3.90% to 3.75% and dividend payments in the first and fourth quarter of 2020.

The increase in SCR is driven by market movements (namely the overall decrease of interest rates resulting in higher underwriting risks) and model and assumption changes, with an offset from normalized capital generation. The impact from model and assumption changes reflects several Pension model changes, a change in the capital treatment of illiquid assets (private loans) and the reduction of the LAC DT factor.

The Solvency II revaluations stem from the difference in valuation between IFRS-EU and Solvency II frameworks, which can be grouped into two categories:

- Items that are not recognized under Solvency II. The most relevant examples of this category include Goodwill, DPAC and other intangible assets;
- Items that have a different valuation treatment between IFRS-EU and Solvency II. Solvency II is a market consistent framework hence all assets and liabilities are to be presented at fair value while IFRS-EU also includes other valuation treatments in addition to fair value. The most relevant examples of this category include Loans and Mortgages, Reinsurance Recoverables, Deferred tax assets balances and Technical provisions.

Minimum regulatory solvency requirements
Insurance laws and regulations contain minimum regulatory capital requirements of 100% Solvency Capital Requirement (SCR) for insurance companies in the European Union. For insurance companies in the European Union, Solvency II also defines a lower capital requirement, the Minimum Capital Requirement (MCR). An irreparable breach of the MCR would lead to the withdrawal of the insurance license. A (threatened) breach of the SCR would prevent EU insurance entities from transferring funds to the holding company.

With the introduction of Solvency II for EEA countries, Aegon Levensverzekering views these minimum regulatory capital requirements as the level around which the regulator will formally require management to provide regulatory recovery plans. For insurance companies in the European Union this is set at 100% SCR.

Aegon Levensverzekering decided to lower the factor applied when calculating the loss-absorbing capacity of deferred taxes (LAC DT) from 65% at year-end 2019 to 45% at year-end 2020 to reduce the sensitivity of this factor to economic variances going forward, and to take into account industry-wide Q&A and good practices recently published by the Dutch Central Bank. The DTA position can be substantiated based on Solvency II projections. Furthermore, the corporate tax rate was increased to reflect the reversal of the corporate tax rate lowering in 2021 (from 21.7% to 25%). The LAC DT factor is assessed on a quarterly basis following DNB guidance and LAC DT related proposals in the SII regulation consultation paper of EIOPA.

During 2020, Aegon Levensverzekering continued to comply with the minimum regulatory solvency requirements, driven by the fact that Aegon Nederland’s internal target capital levels are well above 100% SCR levels.

Capital restrictions
Aegon Levensverzekering is subject to legal restrictions on the amount of dividends it can distribute to its shareholder. Refer to the disclosure for capital restrictions to the ‘Statement of changes in equity’. In case of negative balances for individual reserves legally to be retained, no distributions can be made out of retained earnings to the level of these negative amounts.

The ability of Aegon Levensverzekering to pay dividends to Aegon Nederland is constrained by the internal thresholds that Aegon Nederland set to adequately capitalize its subsidiaries. These levels exceed the levels set by DNB and governed by DNB. Based on the capitalization level of the subsidiary, DNB is able to restrict and/or prohibit the transfer of dividends to Aegon Nederland.

The capitalization level and shareholders' equity of the subsidiaries can be impacted by various factors (e.g. general economic conditions, capital markets risks, underwriting risk factors, changes in government regulations, legal and arbitrational proceedings). To mitigate the impact of such factors on the ability of subsidiaries to pay dividends, the subsidiaries hold additional capital in excess of the levels required by DNB, which is reflected in Aegon Nederland’s internal target capitalization ranges.

Capital quality

	31-12-2020* Own Funds	31-12-2019 Own Funds
Tier 1 - unrestricted	4.851	4.343
Tier 2	600	600
Tier 3	56	335
Total Tiers	5.507	5.278

*The available Own Funds for 2020 is an estimate. It is not final until filed with the regulator and is subject to supervisory review.

Tier 2 capital consisted of grandfathered subordinated debt. Tier 3 capital consists of net deferred tax assets.

4.5. Product information

Interest rates have been low for an extended period of time, driving a shift from Defined Benefit (DB) pension plans to DC pensions plans. This year, fundamental changes of the Dutch pension system as of 2026 were added on top of this, as a result of which only DC schemes will be allowed for new pension accruals per 2026. As Aegon Nederland offers DC schemes via a separate legal entity, Aegon Cappital, the consequence for Aegon Levensverzekering is that its Group pension products will all become closed books.

In anticipation of these changes, Aegon Levensverzekering proactively decided to stop offering Group pension DB products to new clients in 2021. Renewals of existing contracts are still possible, but only if that facilitates the existing clients in their transition towards DC no later than 2026. In addition, Aegon Levensverzekering remains open for risk insurance and annuities that are closely linked to DC schemes. More detail on annuities is provided further below.

The Group DB products that remain on the balance sheet of Aegon Levensverzekering are the following:

- Separate account group contracts with individually determined asset investment strategies, profit sharing and guarantees;
- DB contracts with profit sharing based on a pre-determined interest rate;
- Traditional variable unit-linked products;
- DB subscriptions; and
- DB contracts without profit sharing.

The last two products in the list above were still sold in 2020 while the others were already closed for new clients. In each product group there are also contracts with a due date in the future as a result of which premiums are still being paid. In addition, indexations remain possible for all these products while for some products additional funds need to be contributed.

Annuities

The most actively sold products in this category are simple payout annuities and variable annuities. These products are linked to DC schemes in which participants build up their capital and are obliged by law to purchase an annuity at the pension date. Participants can choose between a guaranteed annuity, where all risks are borne by Nederland, or a variable annuity without investment guarantees, where all risks are borne by the participant. Given that a significant shift has been observed towards DC schemes, these annuities are a natural driver of growth as they provide a solution for the payout phase. Annuity insurance also includes older products with guaranteed interest rates and profit sharing for which no new business is written.

Risk insurance

This category mainly includes the survivor's pension insurance sold as a rider to DC pension schemes. Premiums are paid by the employer and the product pays benefits to the spouse/children in the event of the death of the insured.

Endowment insurance

Endowment insurance includes several products that accumulate a cash value. Premiums are paid at inception or over the term of the contract. These products pay benefits on the policy maturity date, subject to survival of the insured. Most policies also pay death benefits should the insured die during the term of the contract. Death benefits may be stipulated in the policy or depend on the gross premiums paid to date. Premiums and amounts insured are established at inception of the contract. The amount insured can be increased as a result of profit sharing, if provided for under the terms and conditions of the product.

Minimum interest guarantees exist for all generations of endowment insurance products written, except for universal life products, for which premiums are invested solely in equity funds. Older generation products contained a 4% guarantee when sold. In 1999, the guarantee for new products decreased to 3%. In 2013, the guarantee on new products was reduced to 0% and in 2019 the guarantee was ended. The sale of these products ended several years ago.

Term and whole life insurance

Term life insurance pays out death benefits should the insured die during the term of the contract. Whole life insurance pays out death benefits in the event of death, regardless of when this occurs. Premiums and amounts insured are established at inception of the contract and are guaranteed. The amount insured may be adjusted at the request of the policyholder. Term life insurance policies do not include profit-sharing mechanisms. Part of the whole life insurance portfolio has profit-sharing features, which are based on external indices or the return of related assets. In the first quarter of 2020, Aegon Nederland stopped offering these products.

5. Cash and cash equivalents

	2020	2019
Cash on hand and balances with banks	868	706
Short term bank deposits	1.070	1.362
Money market investments	749	4.362
At December 31	**2.687**	**6.430**

During 2020 this account decreased as Aegon Levensverzekering increased its investments in debt securities. The carrying amounts disclosed reasonably approximate the fair values at year-end. The cash items are not subject to restrictions.

6. Investments

Investments for general account comprise financial assets, excluding derivatives, as well as investments in real estate and investments in investment funds. Refer to note 31 'Fair value of assets and liabilities' for information on fair value measurement.

	Note	31-12-2020	31-12-2019
Available-for-sale financial assets (AFS)	6.1	22.495	16.700
Loans (amortized cost)	6.1	18.435	17.662
Financial assets at fair value through profit or loss (FVTPL)	6.1	6.315	4.529
Total financial assets, excluding derivatives		**47.244**	**38.891**
Investments in real estate	6.3	1.858	1.829
Total investments for general account		**49.103**	**40.720**

6.1. Financial assets, excluding derivatives

2020	AFS	Loans	FVTPL	Total	Fair value
Shares	14	-	5.671	5.685	5.685
Debt securities	22.402	-	644	23.046	23.046
Mortgage loans	-	15.523	-	15.523	17.727
Private loans	-	2.888	-	2.888	3.585
Other	78	24	-	103	103
At December 31	**22.495**	**18.435**	**6.315**	**47.244**	**50.145**

2019	AFS	Loans	FVTPL	Total	Fair value
Shares	20	-	4.499	4.519	4.519
Debt securities	16.614	-	30	16.644	16.644
Mortgage loans	-	14.821	-	14.821	16.985
Private loans	-	2.662	-	2.662	3.175
Other	67	180	-	246	245
At December 31	**16.700**	**17.662**	**4.529**	**38.891**	**41.568**

	2020	2019
Current	8.613	6.622
Non-current	38.631	32.269
At December 31	**47.244**	**38.891**

During 2020 Aegon Levensverzekering made significant investments in its debt securities portfolio in line with the investment plan. Other loans exists amongst others out of deposits with insurance companies with respect to reinsurance agreements. These are not freely available.

6.2. Loans allowance account

	2020	2019
At January 1	59	62
Addition charged to income statement	-	3
Reversal to income statement	-1	-
Amounts written off	-5	-5
At December 31	**53**	**59**

6.3. Investments in real estate

	2020	2019
At January 1	1.829	1.727
Additions	84	115
Property under construction	-	10
Disposals	-149	-156
Fair value gains / (losses)	93	133
At December 31	**1.858**	**1.829**

Aegon Levensverzekering's investments in real estate consists mainly of residential property. The investments in real estate are deemed non-current. Aegon Levensverzekering has entered into long-term residential property leases that can be terminated subject to a short-term notice by the tenant. Although most rental contracts have a clause that stipulates that the annual rent can be increased based on a fixed schedule or market conditions, for the majority of these residences the possibility of increasing rent is limited. Under Dutch law, the maximum annual rent increase on residential property rented in the affordable housing segment is specified by the Dutch national government and equals the annual inflation rate plus a small margin.

There are no restrictions on the realizability of investment property or the remittance of income and proceeds of disposal. The entire portfolio of investments in real estate was appraised during the reporting period by independent external valuators.

Rental income is reported as part of investment income in the income statement, see note 24 'Investment income'. Additional information on rental income is presented in the table below:

	2020	2019
Theoretical rental income	82	82
Minus missed rental income vacant investment property	3	2
Gross rental income	**79**	**80**
Direct operating expenses of property that generated rental income	-19	-24
Net income on real estate	**60**	**57**

7. Investments for account of policyholders

Investments for account of policyholders comprises of financial assets held by investment funds to meet obligations to third parties. Investment returns on these assets are passed on to the policyholder. See also note 31.3 'Summary of financial assets and financial liabilities at fair value through profit or loss'. The investments for account of policyholders are deemed non-current.

	2020	2019
Real estate	546	478
Shares	7.114	7.260
Debt securities	9.699	9.234
Investments in investment funds	706	696
Mortgage loans	2.220	2.351
Other financial investments	399	867
Cash and cash equivalents	3.831	3.402
At December 31	**24.515**	**24.287**

Almost all shares and debt securities for account of policyholders are publicly traded.

8. Shares in group companies

	2020	2019
At January 1	840	3.023
Mergers	-465	-2.454
Capital contributions and acquisitions	5	272
Divestments and liquidations	-	-14
Net income / (loss) for the financial year	10	13
Dividends received	-15	-
At December 31	**375**	**840**

The capital contribution in 2020 and 2019 and dividend payment in 2020 relate to Aegon DL B.V.

Significant changes in group companies were the following:
- As of January 1, 2019 Optas Pensioenen N.V. and Aegon Levensverzekering N.V. have merged;
- As of January 1, 2020 Aegon Vast Goed III B.V. and Aegon Vast Goed IV B.V. have merged with Aegon Levensverzekering N.V.

As at December 31, 2020, Aegon Levensverzekering has shares in the following group companies:

Name	**Country of incorporation**	**Primary business operation**	**% equity interest 2020**	**% equity interest 2019**
Aegon DL B.V.	The Netherlands	Investment Company	100%	100%
Aegon Vast Goed III B.V.	The Netherlands	Investment Company	0%	100%
Aegon Vast Goed IV B.V.	The Netherlands	Investment Company	0%	100%
Amvest Home Free B.V.	The Netherlands	Investment Company	100%	100%
Vastgoedmaatschappij Inpa B.V.	The Netherlands	Investment Company	100%	100%
US PENG, INC., Wilmington	United States	Investment Company	100%	100%

The parent company of Aegon Levensverzekering, Aegon Nederland, has issued a statement of liability pursuant to Section 403 of Book 2 of the Dutch Civil Code for the following group companies.
- Aegon DL B.V.
- Amvest Home Free B.V.
- Vastgoedmaatschappij Inpa B.V.

The legally required list of subsidiaries and associates required by Sections 379 and 414 of Book 2 of the Dutch Civil Code has been registered with the Trade Register in The Hague. All shares in group companies are deemed non-current.

9. Derivatives

	Derivative asset		Derivative liability	
	2020	2019	2020	2019
Derivatives not designated in a hedge	9.760	7.850	6.581	6.698
At December 31	**9.760**	**7.850**	**6.581**	**6.698**

	2020	2019
Current	-208	-103
Non-current	3.387	1.256
Total net derivatives at December 31	**3.179**	**1.153**

<u>Derivatives not designated in a hedge – general account</u>

	Derivative asset		Derivative liability	
	2020	2019	2020	2019
Derivatives held as an economic hedge	9.760	7.850	4.556	4.968
Bifurcated embedded derivatives	-	-	2.025	1.729
At December 31	**9.760**	**7.850**	**6.581**	**6.698**

Derivatives are classified as economic hedges to the extent that they do not qualify for hedge accounting or where Aegon Levensverzekering has elected not to apply hedge accounting. Bifurcated embedded derivatives are embedded in unit-linked insurance contracts in the form of guarantees for minimum benefits.

10. Investments in associates

	2020	2019
At January 1	78	58
Additions	40	20
Share in net income	81	2
Dividend	-32	-1
Share in changes in associates' equity	2	-2
Reclassification from joint ventures	836	-
Other	-19	-
At December 31	**987**	**78**

The principal associates of Aegon Levensverzekering are:
- Amvest Residential Core Fund (28.9%), real estate
- N.V. Levensverzekeringmaatschappij 'De Hoop', The Hague (33.3%)
- OB Capital Cooperatief U.A., Schiphol (95.0%);

The main associate is the Amvest Residential Core Fund which invests in real estate. Up to 2019 this investment was accounted for as 'Investment in joint ventures'. The interest of Aegon Nederland in the Amvest Residential Core Fund was reduced in previous years due to the entrance of other participants in the Fund. As a result of this Aegon Nederland does not have joint control. As Aegon Levensverzekering has significant influence, the investment in the Amvest Residential Core Fund is now accounted for as associate. As per January 1, 2020, EUR 836 million was reclassified from 'Investments in joint ventures' to 'Investment in associates'. In 2019 the share in net income from the Amvest Residential Core Fund was EUR 100 million. The reclassification has no impact on shareholder's equity or total comprehensive income.

OB Capital Cooperatief U.A. is a company involved in investment in litigation finance and is incorporated in the Netherlands with principal activities based in the Netherlands, Switzerland, United Kingdom and Guernsey. Aegon Levensverzekering has a 95% interest in OB Capital Cooperatief U.A.. Even though Aegon Levensverzekering held more than half of the voting rights, Aegon Levensverzekering does not have control over the company because the existing contractual agreements with other shareholders do not provide Aegon Levensverzekering with rights to direct the daily activities of the company. In 2020 the investment in OB Capital Cooperatief U.A. was impaired with EUR 17 million, based on the net equity value at year-end 2019. In 2019 Aegon Nederland invested EUR 20 million in OB Capital Cooperatief U.A.

All associates are unlisted and are considered to be non-current assets. The investments in associates include stakes in insurance companies that are required to maintain a minimum solvency margin based on local directives. Such restrictions can affect the ability of these associates to transfer funds in the form of cash dividends, or repayment of loans or advances, and therefore, there can be no assurance that these restrictions will not become a limitation in the future. There are no unrecognized shares of losses in associates. The financial statements of all associates have the same reporting date as Aegon Levensverzekering.

Summarized financial information of material associates

Aegon Levensverzekering considers its investment in the Amvest Residential Core Fund as a material associate. The summarized financial information below presents the material associate Amvest Residential Core Fund on a 100% basis.

	2020
Summarized statement of financial position	
Current assets	34
Non-current assets	3.876
Total assets	**3.910**
Current liabilities	55
Non-current liabilities	671
Total liabilities	**726**
Net assets	**3.184**
Summarized statement of comprehensive income	
Revenues	104
Profit or loss from continuing operations	281
Income tax expense or income	-
Post-tax profit / (loss) from continuing operations	**281**
Post-tax profit / (loss) from discontinued operations	
Other comprehensive income	-
Total comprehensive income	**281**
Dividends received from associates	**32**

A reconciliation of the summarized financial information of the material associate to the carrying amounts is as follows:

	2020
Net assets of associates as presented above	3.184
Group share of net assets of associates, excluding fair value adjustments	919
Carrying amount of investments in material associates	**919**

Of the non-current assets in the table with 'Summarized financial information of material associates', EUR 441 million is related to investment property under construction (2019: EUR 431 million).

In addition to the interest in the material associates disclosed above, Aegon Levensverzekering also has interests in a number of individually immaterial associates.

	2020	2019
Aggregate carrying amount of individually immaterial associates	68	78
Aggregate amount of Aegon Nederland's share of:		
- Profi from continuing operations	-	2
- Other comprehensive income	2	-2
- Total comprehensive income	**2**	**-**

11. Investments in joint ventures

	2020	2019
At January 1	1.159	1.001
Additions	19	89
Disposals	-	-1
Share in net income	19	125
Dividend	-34	-55
Reclassification to associates	-836	-
At December 31	**327**	**1.159**

The joint ventures of Aegon Levensverzekering are:
- Amvest Vastgoed B.V., Utrecht (50%), property management and real estate
- Amvest Development Fund B.V.. Utrecht (50%), real estate
- Amvest Living & Care Fund, (50%), real estate

Amvest Vastgoed B.V. is the fund manager of the funds. The other major participant in the joint venture, Stichting Pensioenfonds Zorg en Welzijn in Zeist, has equal interests and voting power in the entities mentioned above.

All joint ventures are unlisted and are considered to be non-current assets. There are no unrecognized shares of losses in joint ventures. The financial statements of all joint ventures have the same reporting date as the group.

Reclassification to associates entails the interest of Aegon Levensverzekering in the Amvest Residential Core Fund - refer to note 10 ‘Investment in associates’ for details.

Summarized financial information of material joint ventures

Aegon Levensverzekering considers its investment in the Amvest entities as material joint ventures. The summarized financial information below presents the material joint ventures of the Amvest entities on a 100% basis.

Summarized statement of financial position	31-12-2020			
	Amvest Living & Care Fund	Amvest Development Fund	Amvest Vastgoed B.V.	Total
Cash and cash equivalents	12	29	28	69
Other current assets	2	41	3	46
Total current assets	**14**	**71**	**31**	**115**
Non-current assets	314	359	67	740
Total assets	**327**	**429**	**98**	**855**
Current liabilities	5	75	1	81
Non-current liabilities	-	112	7	120
Total liabilities	**5**	**187**	**8**	**201**
Net assets	**322**	**242**	**90**	**653**
Summarized statement of comprehensive income				
Revenues	15	4	1	19
Profit or loss from continuing operations	21	18	5	44
Income tax expense or income	-	-3	-4	-7
Post-tax profit or loss from continuing operations	**21**	**15**	**1**	**37**
Post-tax profit or loss from discontinued operations	-	-	-	-
Other comprehensive income	-	-	-	-
Total comprehensive income	**21**	**15**	**1**	**37**
				-
Dividends received from joint ventures	7	15	13	34

	31-12-2019				
	Amvest Residential Core Fund	Amvest Living & Care Fund	Amvest Development Fund	Amvest Vastgoed B.V.	Total
Cash and cash equivalents	22	2	60	39	124
Other current assets	5	2	29	6	42
Total current assets	**28**	**4**	**89**	**45**	**166**
Non-current assets	3.627	279	338	73	4.318
Total assets	**3.655**	**284**	**427**	**118**	**4.483**
Current liabilities	94	7	65	8	175
Non-current liabilities	618	-	81	8	707
Total liabilities	**712**	**7**	**146**	**17**	**882**
Net assets	**2.943**	**276**	**281**	**101**	**3.602**
Summarized statement of comprehensive income					
Revenues	94	13	3	1	111
Interest expense	-8	-	-	-	-8
Profit or loss from continuing operations	342	29	23	13	406
Income tax expense or income	-	-	-6	-3	-9
Post-tax profit or loss from continuing operations	**342**	**29**	**17**	**10**	**398**
Post-tax profit or loss from discontinued operations	-	-	-	-	-
Other comprehensive income	-	-	-	-	-
Total comprehensive income	**341**	**29**	**17**	**10**	**397**
Dividends received from joint ventures	26	-	24	6	55

A reconciliation of the summarized financial information of material joint ventures to the carrying amounts of the joint ventures is as follows:

	2020	2019
Net assets of joint venture as presented above	653	3.602
Group share of net assets of joint venture, excluding fair value adjustments	327	1.159
Carrying amount of investments in joint ventures	**327**	**1.159**

Of the non-current assets in the table with ‘Summarized financial information of material joint ventures’, EUR 316 million is related to investment property under construction (2019: EUR 332 million).

12. Loans and group loans

	2020	2019
Loan Aegon Hypotheken B.V.	570	710
Loan Aegon Nederland N.V.	955	970
At December 31	**1.525**	**1.680**
Current	70	95
Non-current	1.455	1.585
Total	**1.525**	**1.680**

Aegon Levensverzekering has uncommitted financing arrangements with Aegon Hypotheken, a group company of the parent Aegon Nederland. Aegon Hypotheken's funding arrangement with Aegon Levensverzekering consists of secured and unsecured borrowings of in total EUR 630 million of which EUR 570 million drawn. As part of the funding structure, Aegon Hypotheken pledged mortgage loans and pools of mortgage loans underlying to sub (e.g. junior) notes and subordinated loans in the warehouses held for own account for secured borrowings and pledged all its mortgage loans that are not already pledged otherwise to unsecured borrowings. The secured and unsecured loans have a fixed rate.

The loan to Aegon Nederland of EUR 850 million was originally provided by Optas Pensioenen in 2007 with an interest rate of 6% and an indefinite maturity. Furthermore, as of June 2017 Aegon Levensverzekering has a loan of EUR 150 million with Aegon Nederland, consisting of ten loan parts of EUR 15 million with a maturity vary from 1 year to 10 years at fixed interest per loan part. In 2020 EUR 15 million was redeemed (2019: EUR 15 million).

The carrying amounts disclosed reasonably approximate fair value at year-end. Refer to note 31 'Fair value of assets and liabilities' for information on fair value measurement. No securities or guarantees have been agreed for these loans and no collateral is posted for these loans.

13. Deferred expenses

	2020	2019
At January 1	360	66
Costs deferred	12	2
Amortization through income statement	-23	-3
Impairment losses	-	-65
Increase due to 'DCOR' longevity reinsurance contracts*	-	360
Other	-214	-
At December 31	**135**	**360**
Current	15	21
Non-current	120	339
Total	**135**	**360**

* DCOR means deferred cost of reinsurance, see below for further details on this reinsurance contract.

The impairment losses in 2019 relate to the impairment of the DPAC due to the LAT deficit of Aegon Levensverzekering in 2019. Refer to note 16 'Insurance contracts' for more information on the LAT deficit.

The balance at year-end 2020 and 2019 consists entirely of the deferred cost of reinsurance. In December 2019, Aegon Levensverzekering entered into a longevity reinsurance contract with Canada Life Reinsurance. The contract reinsures a specified portfolio of insurance contracts (EUR 7.6 billion based on measurements in accordance with IFRS4 at the inception of reinsurance contract) against possible future mortality developments. The reinsurer will pay benefits as long as the participants live and receive fixed payments from Aegon Levensverzekering.

The balance at year-end 2020 of EUR 135 million consists of the deferred cost of reinsurance with regard to this reinsurance contract and is amortized over the duration of the underlying insurance contracts. Due to a significant model change and updated parameters in 2020 regarding education factors and mortality experience factors, a one-off adjustment of EUR 214 million was made on this deferred cost of reinsurance, which is also reflected as an adjustment of the same amount in the reinsurance liability. As such, the deferred cost of reinsurance has decreased from EUR 360 million in 2019 to EUR 135 million in 2020.

A net reinsurance liability for an equal amount was recognized initially (as 'Payables out of reinsurance' in note 22 'Other liabilities and accruals'). At year-end 2020, the net value of the reinsurance liability is EUR 132 million higher than the value of the asset. This is due to the impact of the mortality table updates on the reinsurance contract's floating leg. As this update lead to an increase in the value of the liability, the remeasurement was recognised in the income statement. The deferred cost of reinsurance asset is tested for impairment, but no remeasurement gains are recognised on it. Similar to the measurement of reinsured insurance liabilities under IFRS 4 the reinsurance contract components deferred cost of reinsurance and net reinsurance liability are measured based on current non-financial assumptions and non-current contractual financial assumptions.

14. Other assets and receivables

	2020	2019
Right-of-use assets	2	1
Non current	**2**	**1**
Investment debtors	65	143
Receivables from policyholders	121	133
Income tax receivable	270	-
Current account with group companies	-	576
Accrued interest	450	453
Prepaid expenses	3	5
Other	167	61
Provision for doubtful debts	-7	-6
Current	**1.070**	**1.364**
At December 31	**1.072**	**1.364**

The carrying amounts disclosed reasonably approximate the fair values at year-end. Refer to note 31 'Fair value of assets and liabilities' for information on fair value measurement.

'Other' consists partly of margin futures held for derivatives (2020: EUR 165 million, 2019: EUR 48 million). The provision for doubtful debts relates to receivables from policyholders.

In the cash flow statement the movement in this account in the book year is disclosed the line items 'Accrued income and prepayments'.

15. Equity

	2020	2019
Share capital	23	23
Share premium	1.355	1.355
Revaluation reserves	1.204	1.273
Retained earnings	2.932	4.229
Net income / (loss)	323	-1.151
At December 31	**5.837**	**5.729**

There are restrictions on the distribution to shareholders. Share capital, the revaluation reserves and other legal reserves together form the Legal reserves which are restricted from distribution to shareholders. Refer to note 15.2 'Revaluation reserves' for more information on these restrictions.

15.1. Share capital

	2020	2019
Authorized share capital	100	100
Not issued	77	77
At December 31	**23**	**23**

The authorized share capital is EUR 100 million, divided into 100,000 shares of EUR 1,000 nominal value each, of which 22,690 shares have been issued and fully paid. There have been no changes since the previous financial year. In 2020 Aegon Levensverzekering paid EUR 146 million dividend to Aegon Nederland (2019: no dividend was paid).

Under Dutch law the amount available for distribution as dividend to the shareholder can be calculated as total equity, deducted by the amount of the outstanding share capital (both the paid-in and the not paid-in amount on the share capital) and the amount equal to the legal and statutory reserves. Refer to note 15.2 'Revaluation reserves' for more information on these restrictions.

Furthermore, Aegon Levensverzekering may terminate proposed distributions of dividend where there is non-compliance with the solvency capital requirement or the distribution of dividend would lead to non-compliance with the solvency capital requirement. In such circumstances, a distribution of dividend may only take place if (i) DNB has exceptionally waived the cancellation of proposed dividend, (ii) the distribution would not lead to a further deterioration of the solvency position of the insurance subsidiary and (iii) the minimum capital requirement is still complied with after completion of the distribution.

15.2. Revaluation reserves

	2020	2019
At January 1	1.273	701
Gross revaluation	-79	-114
Net (gains) / losses transferred to income statement	-13	-232
Tax effect	13	93
Adjustment to the revaluation reserves*	11	825
At December 31	**1.204**	**1.273**

*In 2019 EUR 825 million was reclassified from retained earnings to the revaluation reserves in order to meet the requirements regarding the presentation of the legal leserves under the Dutch Civil Code Part 9 Book 2. This reclassification mainly relates to the unrealized gains on real estate investments and unrealized gains on participations in real estate investment funds for which legally a revaluation reserve should be formed. At year-end 2020 the adjustment for legal reserve presentation is EUR 836 million.

A revaluation reserve is formed for unrealised positive revaluations for AFS investments, subsidiaries, joint ventures, real estate investments, and for positive unrealised revaluation of investments which are illiquid or do not have a frequent market listing.

The revaluation reserves for available-for-sale financial assets comprise unrealized gains and losses on these investments, net of tax. Upon sale of available-for-sale securities, the realized result is recognized through the income statement. In the event of impairments, the unrealized loss is recognized through the income statement.

The revaluation reserves cannot be freely distributed. In case of negative balances for individual reserves legally to be retained, no distributions can be made out of retained earnings to the level of these negative amounts.

	2020	2019
Shares	9	13
Debt securities	3.539	2.967
Investments in associates	14	12
Total AFS Investments	**3.562**	**2.992**
Shadow accounting	-3.194	-2.544
Adjustment for legal reserves presentation	836	825
At December 31	**1.204**	**1.273**

Refer to note 16 'Insurance contracts' for more information on the LAT deficit and shadow accounting.

16. Insurance contracts

	2020	2019
At January 1	40.483	31.639
Increase as a result of merger	-	3.001
Gross premiums	712	902
Unwind of discount / interest credited	927	920
Insurance liabilities released	-1.951	-1.873
Changes in valuation of expected future benefits	3.643	4.783
Portfolio transfers and acquisitions	-29	-8
Expense loadings released	-83	-88
Net exchange differences	-	1
Movement unamortized interest rate contracts	248	609
Other	328	597
At December 31	**44.279**	**40.483**

Line item 'other' mainly consists of pension contracts which upon renewal were transferred from 'Insurance contracts for account of policyholders' to 'Insurance contracts'.

The life insurance contract liabilities increased by EUR 3,796 million (2019: increase of EUR 5,831 million). The change in valuation of expected future benefits mainly relates to an increased value of guarantees due to decreased interest rates and the adjustment of the LAT deficit.

The LAT deficit in the insurance liability at year-end 2020 amounts to EUR 7,335 million (2019: EUR 5,482 million). Aegon Levensverzekering applies shadow accounting and because of this EUR 4,259 million (EUR 3,194 million after tax) was booked from the revaluation reserves to the insurance liabilities (2019: EUR 3,253 million, after tax EUR 2,544 million).

In 2019 Aegon Levensverzekering also had a LAT deficit and then EUR 2,229 million was recorded as an expense in the account 'Policyholder claims and benefits. In 2020 an additional EUR 847 million was recorded as an expense in the same account.

Due to the LAT deficit in 2020, the insurance liabilities as per the end of 2020, as well as 2019, are de facto measured at accounting principles used in the liability adequacy test.

Deferred interest rebates

Movement unamortized interest rate contracts	2020	2019
At January 1	2.194	1.585
Rebates or future interest compensation granted	423	433
Amortization through income statement	-175	-134
Other	-	310
At December 31	**2.442**	**2.194**

Line item ‘other’ in 2019 mainly consists of pension contracts which upon renewal were transferred from ‘Insurance contracts for account of policyholders’ to ‘Insurance contracts’.

The deferred interest contracts form part of the insurance liabilities of Aegon Levensverzekering. As a result of the low interest rate environment, policyholders paid a surplus on the premium where previously a premium discount was given.

17. Insurance contracts for account of policyholders

	2020	2019
At January 1	26.506	24.242
Increase as a result of merger	-	690
Gross premiums	637	618
Unwind of discount / interest credited	1.338	1.737
Change in unit linked account value	78	707
Insurance liabilities released	-1.253	-1.362
Changes in valuation of expected future benefits	-203	907
Portfolio transfers and acquisitions	-74	-20
Expense loadings released	-105	-105
Other	-330	-909
At December 31	**26.594**	**26.506**

Line item ‘other’ mainly consists of pension contracts which upon renewal were transferred from ‘Insurance contracts for account of policyholders’ to ‘Insurance contracts’.

18. Guarantees

For financial reporting purposes Aegon Levensverzekering distinguishes between two types of minimum guarantees:

- *Financial guarantees* - These guarantees are treated as bifurcated embedded derivatives, valued at fair value and presented as derivatives (refer to note 18.1 ‘Financial guarantees’);
- *Minimum investment return guarantees* - These guarantees are not bifurcated from their host contracts, valued at fair value and presented together with the underlying insurance contracts (refer to note 18.2 ‘Minimum investment return guarantees).

18.1. Financial guarantees

Individual variable unit-linked products have a minimum benefit guarantee if premiums are invested in certain funds. The sum insured at maturity or upon the death of the beneficiary has a minimum guaranteed return (in the range of 3% to 4%) if the premium has been paid for a consecutive period of at least ten years and is invested in a mixed fund and/or fixed-income funds. No guarantees are given for equity investments only.

The following table provides information on the liabilities for financial guarantees for minimum benefits, net of present value of the expected future premiums that are received to cover these guarantees:

	2020	2019
At January 1	1.729	1.672
Changes in valuation of expected future benefits	296	57
At December 31	**2.025**	**1.729**

Balances are included in the derivatives liabilities, see note 9 'Derivatives' for more information. Aegon Levensverzekering provides guarantees to its customers on expiry date for certain insurance contracts. In order to mitigate the risks related to the guarantees Aegon Levensverzekering has setup a hedging program. Aegon Levensverzekering does not use reinsurance in order to mitigate risks related to insurance contracts with a guarantee component. The net amount at risk represents the sum of the positive differences between the discounted maximum amount payable under the guarantees and the account value, which is the actual fund value of the policyholder.

18.2. Minimum investment return guarantees

The traditional life and pension products offered by Aegon Levensverzekering include various products that accumulate a cash value. Premiums are paid by customers at inception or over the term of the contract. The accumulation products pay benefits on the policy maturity date, subject to survival of the insured. In addition, most policies also pay death benefits if the insured dies during the term of the contract. The death benefits may be stipulated in the policy or depend on the gross premiums paid to date. Premiums and amounts insured are established at inception of the contract. The amount insured can be increased as a result of profit sharing, if provided for under the terms and conditions of the product. Minimum interest guarantees exist for all generations of traditional accumulation products written. Older generations contain a 4% guarantee; in 1999 the guarantee decreased to 3% and in 2013 the guarantee decreased to 0%.

The traditional group pension contracts offered by Aegon Levensverzekering include large group insurance contracts that have an individually determined asset investment strategy underlying the pension contract. The guarantee given is that the profit sharing is the maximum of 0% and the realized return on an asset portfolio specified in the policy conditions adjusted for technical interest rates ranging from 3% to 4%. If the adjusted return is negative, the 0% minimum is effective, but the loss in any given year is carried forward to be offset against any future surpluses within the contract period. In general, a guarantee is given for the life of the underlying employees so that their pension benefit is guaranteed. Large group contracts also share technical results (mortality risk and disability risk). The contract period is typically five years and the premiums are fixed over this period. These guarantees are valued at fair value and are included as part of insurance liabilities with the underlying host insurance contracts. The following table provides information on the liabilities for guarantees that are included in the valuation of the host contracts, net of the present value of the expected future premiums that are received to cover these guarantees.

	2020	2019
At January 1	6.878	5.342
Changes in valuation of expected future benefits	1.798	1.536
At December 31	**8.677**	**6.878**

The table represents the guaranteed minimum investment return. Balances are included in the 'Insurance contracts' (note 16). Changes in valuation of expected future benefits mainly comprise the effect of guarantees from new contracts, releases related to expired out-of-the-money guarantees and fair value movements during the reporting year. The account value reflects the liability value of the insurance contracts as a whole. The net amount at risk represents the sum of the differences between the guaranteed and actual amount that credited to the policyholders. For individual policies only positive differences are included, for Group pensions contracts carry forwards of negative differences are recognized.

18.3. Fair value measurement of guarantees

The fair values of guarantees are calculated as the present value of future expected guarantee payments to policyholders less the present value of assessed rider fees attributable to the guarantees.

Aegon Levensverzekering utilizes different risk management strategies to mitigate the financial impact of the valuation of these guarantees on the results including asset and liability management and derivative hedging strategies to hedge certain aspects of the market risks embedded in these guarantees.

19. Investment contracts

	2020	2019
At January 1	199	209
Withdrawals	-8	-10
At December 31	**191**	**199**

This item relates to the Verzekeringsgroep Metaalindustrie (VGMI) contract and is repaid evenly over 26 years starting from 2012. The fair value at December 31, 2020 is EUR 190 million (2019: EUR 193 million). Refer to note 31 'Fair value of assets and liabilities' for information on fair value measurement.

20. Borrowings and group borrowings

	2020	2019
Debentures and other loans	8	8
Subordinated loan with Aegon Nederland	600	600
Short-term deposit with Aegon Nederland	-	76
Loan Aegon Derivatives N.V.	5.247	2.865
Other intercompany loans	16	51
Total	**5.871**	**3.600**
Current	5.264	2.992
Non-current	607	608
At December 31	**5.871**	**3.600**

The subordinated borrowing with Aegon Nederland was received in 2007. This borrowing was originally EUR 850 million and has an indefinite duration; the term of notice is five year. The subordination is to other creditors. The interest rate is 6%. In September 2010 EUR 250 million was repaid after approval of DNB.

The borrowing with Aegon Derivatives N.V. ('Aegon Derivatives') is cash collateral received under derivatives transactions. Aegon Derivatives settles this collateral with external parties on behalf of Aegon Levensverzekering. The derivative transactions are for ordinary operations. The collateral is the consequence of movements in market values on derivatives and is settled daily. These borrowings are current borrowings. ESTR[6] interest is applied on the variation margin. Clearing costs will be charged on quarterly basis.

The deposit loan with Aegon Nederland relates to an overnight deposit which has been settled on the first workday of 2020.

The carrying amounts disclosed reasonably approximate fair value at year-end. No securities or guarantees have been agreed for these loans and no collateral is posted for these loans.

21. Deferred tax

	2020	2019
Deferred tax assets	2.202	1.734
Deferred tax liabilities	2.167	1.438
Net deferred tax liability / (asset) at December 31	**-35**	**-296**

[6] As part of the IBOR Reform, the European clearing houses (Eurex and LCH) switched the remuneration for EUR cash collateral from EONIA (Euro Overnight Index Average) to ESTR (Euro Short-term rate) in July 2020.

Movements in deferred tax

2020	Real estate	Financial assets	Insurance contracts	Other	Total
At January 1	483	955	-1.637	-97	-296
Charged to income statement	113	273	-151	38	274
Charged to equity	-	343	-355	-	-12
At December 31	**595**	**1.572**	**-2.143**	**-58**	**-35**

2019	Real estate	Financial assets	Insurance contracts	Other	Total
At January 1	408	536	-901	3	47
Charged to income statement	74	206	56	-100	236
Charged to equity	-	213	-792	-	-579
At December 31	**483**	**955**	**-1.637**	**-97**	**-296**

Deferred tax assets and liabilities are netted if there is a legally enforceable right to net current tax assets and liabilities and the deferred tax items relate to the same taxation authority. Deferred tax assets are recognized for temporary differences, carry forward of unused tax losses and carry forward of unused tax credits when, in the opinion of management, it is probable that they can be utilized. Deferred tax assets and liabilities are expected to be recovered after more than one year after the balance sheet date.

Loss carry forward
At year-end, there were no deferred tax assets for pre-consolidation losses available for carry forward against future taxable profits (2019: nil).

22. Other liabilities and accruals

	2020	2019
Payables due to policyholders	319	450
Payables out of reinsurance	317	404
Investment creditors	311	189
Income tax payable	-	104
Social security and taxes payable	38	37
Current account with group companies	89	105
Accrued interest	39	80
Lease liabilities	4	1
Other creditors	51	482
At December 31	**1.168**	**1.851**
Current	907	1.491
Non-current	262	360
Total	**1.168**	**1.851**

The payables out of reinsurance mainly relates to the longevity reinsurance contract with Canada Life Reinsurance, Aegon Levensverzekering entered into. Refer to note 13 ‘Deferred expenses’ for more information.

At year-end 2019 the Line-item ‘Other creditors’ mainly relates to a negative amount on the cash pool with CITI Bank.

With the exception to the measurement of the longevity reinsurance contract liability with Canada Life Reinsurance (year-end 2020: EUR 267 million, year-end 2019: EUR 360 million), the carrying amounts disclosed reasonably approximate the fair values at year-end, given the predominantly current nature of the other liabilities. The fair value of the longevity reinsurance contract under the Solvency II framework, which is the present value of the reinsurance fees and the present value of the fixed minus the floating leg, is EUR 418 million (2019: EUR 525 million). Refer to note 31 ‘Fair value of assets and liabilities’ for information on fair value measurement.

In the cash flow statement the movement in this account in the book year is disclosed the line items ‘Accrued expenses and other liabilities’.

23. Premium income and premiums paid to reinsurers

Recurring premiums	2020			2019		
	Total			Total		
	Gross	Reinsurance	General Account	Gross	Reinsurance	General Account
Without profit sharing	284	12	272	300	11	289
With profit sharing	10	-	10	12	-	12
Life	**294**	**12**	**282**	**312**	**11**	**301**
Without profit sharing	242	-	242	253	-	253
With profit sharing	159	24	135	266	2	264
Pensions	**401**	**24**	**377**	**519**	**2**	**517**
Total recurring premiums	**695**	**35**	**660**	**831**	**13**	**818**

Single premiums	2020			2019		
	Total			Total		
	Gross	Reinsurance	General Account	Gross	Reinsurance	General Account
Without profit sharing	10	-	10	14	-	14
With profit sharing	47	-	47	163	-	163
Life	**57**	**-**	**57**	**177**	**-**	**177**
Without profit sharing	236	-	236	265	-	265
With profit sharing	645	-	645	538	-	538
Pensions	**881**	**-**	**881**	**803**	**-**	**803**
Total single premiums	**938**	**-**	**938**	**980**	**-**	**980**

Total direct business	**1.633**	**35**	**1.598**	**1.811**	**13**	**1.798**
Total indirect business						
Total	**1.633**	**35**	**1.598**	**1.811**	**13**	**1.798**

All premium income (including reinsurance) recognized relates to insurance contracts entered into from the Netherlands.

Premiums decreased in 2020 as the individual life portfolio is shrinking and new contribution plans are no longer offered by Aegon Levensverzekering, but are placed in Aegon Cappital, a subsidiary of Aegon Nederland. In 2019, the premium income was positively affected by a large buy-out deal.

24. Investment income

	2020	2019
Investment income related to general account	1.070	1.125
Investment income for account of policyholders	399	455
Total	**1.469**	**1.580**

Investment income consists of:

	2020	2019
Interest income out of:		
- Debt securities	563	574
- Loans	535	566
- Other investments	143	196
Dividend income from shares	168	188
Rental income from real estate	60	57
Total	**1.469**	**1.580**

Interest income accrued on impaired financial assets	1	1
Interest income on financial assets not carried at FVTPL	850	864

Investment income from financial assets held for general account:

	2020	2019
Available-for-sale	287	281
Loans	536	558
Fair value through profit or loss	44	26
Real estate	60	57
Derivatives	115	179
Other	27	25
Total	**1.070**	**1.125**

25. Income from reinsurance ceded

The negative income is largely explained by impact of the update of the population mortality model on the longevity reinsurance contract with Canada Life Reinsurance. Refer to note 3.1 ‘Changes in estimates’ for more information on this.

26. Results from financial transactions

	2020	2019
Net fair value change general account financial investments FVTPL, other than derivatives	-40	36
Realized gains / (losses) on financial investments	15	317
Gains / (losses) on investments in real estate	93	133
Net fair value change of derivatives	2.590	2.395
Net fair value change financial assets FVTPL for account of policyholder	1.068	2.853
Net foreign currency gains / (losses)	-52	15
Total	**3.675**	**5.749**

The difference of EUR 42 million between the amount disclosed here and the amount disclosed in the cash flow statement as non-cash item relates to the cash compensation received through the clearing house for any resulting impact on the valuation of derivatives due to the discount rate switch from EONIA (Euro Overnight Index Average) to ESTR (Euro Short-Term Rate).

<u>Realized gains and losses on financial investments</u>

	2020	2019
Shares (AFS)	9	12
Debt securities and money market investments (AFS)	5	220
Loans	2	86
Total	**15**	**317**

<u>Net fair value change of derivatives comprise:</u>

	2020	2019
Net fair value change economic hedges - no hedge accounting applied	2.908	2.481
Net fair value change bifurcated embedded derivatives	-311	-80
Amortization of the base-adjustment	-6	-6
Total	**2.590**	**2.395**

<u>Net fair value change on financial assets at FVTPL for account of policyholders</u>

	2020	2019
Shares	111	1.366
Debt securities and money market investments	116	451
Other	842	1.036
Total	**1.068**	**2.853**

27. Policyholder claims and benefits

	2020	2019
Claims and benefits paid to policyholders	2.928	3.016
Change in valuation of liabilities for insurance contracts	3.148	6.295
Total	**6.077**	**9.311**

Policyholders claims and benefits, includes claims and benefits in excess of account value for products for which deposit accounting is applied and the change in valuation of liabilities for insurance and investment contracts. The changes in valuation of liabilities for insurance and investment contracts is the result of fair value changes of the guarantee provision and insurance contracts for account of policyholders as a result of decrease in interest rates, the net fair value change of investments for account of policyholders (refer to note 26 'Results from financial transactions'), as well as the loss recorded as a result of the LAT deficit (refer to note 16 'Insurance contracts' for more information).

The change in valuation of liabilities for insurance and investment contracts include a loss of EUR 1,671 million (2019: loss of EUR 1,474 million) regarding fair value movements of guarantees. This change is due to the increase of the guarantee provision, as a result of lower interest rates in 2020.

28. Commissions and expenses

	2020	2019
Commissions	5	6
Employee expenses	47	42
Administration expenses	264	254
Amortization of VOBA	-	2
Total	**315**	**304**

Administration expenses
Aegon Nederland allocates expenses to subsidiaries according to the extent to which the expenses incurred can be related to the activities of the subsidiary. This allocation is examined each year. The administration expenses do not include depreciation expenses.

Employee expenses

	2020	2019
Salaries	24	26
Post-employment benefit costs	4	4
Social security charges	3	4
Other personnel costs	15	8
Total	**47**	**42**

Employees
Aegon Levensverzekering does not have employees, but makes use of the employees that are on the payroll of Aegon Nederland. The salaries, social security contributions and pension contributions for staff working for Aegon Levensverzekering are recharged to Aegon Levensverzekering by Aegon Nederland.

The assets and liabilities arising from employee benefits for staff working for Aegon Levensverzekering are recognized in the financial statements of Aegon Nederland. Refer to the financial statements of Aegon Nederland for more information on the pension plan and the defined benefit liabilities. The pension cost charged (post-employment benefit costs) to Aegon Levensverzekering are a fixed percentage of the salaries charged to the entity.

<u>Remuneration Board of Directors</u>
The members of the Board of Directors of Aegon Levensverzekering are also members of the Board of Directors of the other entities within the Aegon Nederland group, including the Board of Directors of Aegon Nederland The members of the Board of Directors are employees of Aegon Nederland and receive their remuneration via Aegon Nederland The total remuneration for their activities within Aegon Nederland group pursuant to Section 383:1 of Book 2 of the Dutch Civil Code is set out below. The amounts are in euro, instead of in EUR million.

Members of the Board of Directors	2020	2019
Gross salary and social security contributions	2.871.379	2.830.360
Pension premium	125.909	337.611
Other benefits*	1,070.733	433.793
Total	**4.068.021**	**3.601.765**

* 'Other benefits' consist mainly of pension compensation received due to the plan amendments as at January 1, 2020, shares allocated as fixed compensation, and the fixed expense allowance.

The members of the Board of Directors of Aegon Levensverzekering have been granted Variable compensation, which is paid in both cash and Aegon N.V. shares. Detailed information on these Variable compensation plans are disclosed in the financial statements of Aegon Nederland.

Aegon Nederland allocates expenses to subsidiaries according to the extent to which the expenses incurred can be related to the activities of the subsidiary. With respect to the total remuneration of the Board of Directors of Aegon Nederland in 2020 31% (2019: 41%) was allocated to the income statement of Aegon Levensverzekering.

Mortgage loans Board of Directors
On the reporting date, the current members of the Board of Directors had mortgage loans totaling EUR 2,560 thousand from a company associated with Aegon Nederland (2019: EUR 3,462 thousand) at variable interest rates ranging from 1.54% to 2,78% (2019: 2.09% to 2.80%) in line with the terms and conditions available to the employees of Aegon Nederland. Mortgages provided during the year amounted to EUR 300 thousand (2019: nil) and repayments amount to EUR 1,011 thousand (2019: EUR 596 thousand). Other movements within mortgages are the result of changes in the composition of the Board of Directors. No other loans, guarantees or advance payments exist.

<u>Remuneration Supervisory Board</u>
Members and former members of the Supervisory Board are regarded as key management personnel. The remuneration for current and former supervisory board members charged to the company in the financial year pursuant to Section 383:1 of Book 2 of the Dutch Civil Code was EUR 240 thousand (2019: EUR 218 thousand). This remuneration consists entirely of gross pay and the employer's share of social security charges. The members of the Supervisory Board employed by Aegon N.V. did not receive any remuneration for their membership. No payments were made in connection with severance schemes; no remuneration or rights attaching to shares were granted.

Mortgage loans Supervisory Board
On the reporting date, none of the Supervisory Board members had mortgage loans from a company associated with Aegon Nederland and no other balances such as loans, guarantees or advance payments exist.

28.1. Remuneration Independent Auditor

PricewaterhouseCoopers Accountants N.V. has served as Aegon Levensverzekering's independent public auditor during 2020 and audited these financial statements. The fees for services rendered to Aegon Nederland need not be disclosed in this Annual Report, based on article 382a of Book 2 of the Dutch Civil Code. The aggregate fees for services rendered by PricewaterhouseCoopers Accountants N.V. to the whole group of Aegon N.V. are disclosed in the Annual Report of Aegon N.V.

The services can be split into 'Audit assignments' and 'Audit-related assignments'.

Audit assignments
- Audit of the financial statements of Aegon Levensverzekering;
- Audit of the regulatory reports (Wft staten) of Aegon Levensverzekering as required by the Act on the financial supervision ('Wet op het financieel toezicht').

Included in these services are the other procedures required to be performed by the independent auditor to be able to form an opinion on Aegon Levensverzekering's financial statements. These other procedures include information systems and procedural reviews and testing performed in order to understand and place reliance on the systems of internal control, and consultations relating to the audit or quarterly review.

Audit-related assignments

- Assurance assignments other than assignments to audit or review historical financial information;
- Audit of internal control procedures;
- Audit of separate financial statements or audit of a specific element, account or item of a financial statement.

29. Impairment charges / (reversals)

	2020	2019
DPAC / VOBA	-	76
Financial assets AFS	1	-
Loans	-1	3
Other	19	-6
Total	**19**	**73**

In 2020 the investment in OB Capital Cooperatief U.A. was impaired with EUR 17 million. The impairment of DPAC and VOBA in 2019 was the result of the LAT deficit in 2019.

30. Income tax

	2020	2019
Current tax		
- current year	-79	177
- adjustments to prior year	-184	-12
Deferred tax		
- origination / (reversal) of temporary differences	170	-302
- changes in tax rates / bases	-50	37
- adjustment to prior year	154	9
Income tax for the period (income) / charge	**10**	**-92**

<u>Reconciliation between standard and effective corporate income tax:</u>

	2020	2019
Income before tax	334	-432
Income tax calculated using weighted average applicable statutory rates	84	-108
Difference due to the effects of:		
- non-taxable income	7	-18
- changes in tax rates / bases	-50	37
- adjustments to prior years	-30	-3
Income tax for the period (income) / charge	**10**	**-92**

The weighted average applicable statutory tax rate for Aegon Nederland in 2020 and 2019 was 25%. The earlier enacted change in the applicable tax rate as of 2021 (from 25% to 21.7%, which was approved in December 2019) has been replaced by the new law for 2021. This law was approved in December 2020 and the new enacted tax rate for 2021 will remain 25%. The changes in the enacted tax rate have been taken into account in the (reversal of) deferred taxes.

	2020	2019
Items that may be reclassified subsequently to profit and loss:		
Gains / losses on revaluation AFS investments	-9	-35
Gains / losses transferred to the income statement on disposal and impairment AFS investments	-3	-58
	-13	**-93**
Total income tax related to components of other comprehensive income	**-13**	**-93**

31. Fair value of assets and liabilities

The estimated fair values of assets and liabilities of Aegon Levensverzekering correspond with the amounts that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. When available, Aegon Levensverzekering uses quoted market prices in active markets to determine the fair value of investments and derivatives. In the absence of an active market, the fair value of investments in financial assets is estimated by using other market observable data, such as corroborated external quotes and present value or other valuation techniques. An active market is one in which transactions are taking place regularly on an arm's length basis. Fair value is not determined based upon a forced liquidation or distressed sale.

Valuation techniques are used when Aegon Levensverzekering determines the market is inactive or quoted market prices are not available for the asset or liability at the measurement date. However, the fair value measurement objective remains the same, that is, to estimate the price at which an orderly transaction to sell the asset or to transfer the liability would take place between market participants at the measurement date under current market conditions (i.e. an exit price at the measurement date from the perspective of a market participant that holds the asset or owes the liability). Therefore, unobservable inputs reflect the own assumptions of Aegon Levensverzekering about the assumptions that market participants would use in pricing the asset or liability (including assumptions about risk). These inputs are developed based on the best information available.

Aegon Levensverzekering employs an oversight structure over valuation of financial instruments that includes appropriate segregation of duties. Senior management, independent of the investing functions, is responsible for the oversight of control and valuation policies and for reporting the results of these policies. For fair values determined by reference to external quotation or evidenced pricing parameters, independent price determination or validation is utilized to corroborate those inputs. Further details of the validation processes are set out below.

Valuation of financial assets and liabilities is based on a pricing hierarchy, in order to maintain a controlled process that will systematically promote the use of prices from sources in which Aegon Levensverzekering has the most confidence, where the least amount of manual intervention exists and to embed consistency in the selection of price sources. Depending on asset type the pricing hierarchy consists of a waterfall that starts with making use of market prices from indices and follows with making use of third-party pricing services or brokers.

31.1. Fair value hierarchy

The table below provides an analysis of assets and liabilities recorded at fair value on a recurring basis by level of the fair value hierarchy.

2020	Level I	Level II	Level III	Total
Assets carried at fair value				
AFS investments				
- Shares	-	-	14	14
- Debt securities	14.776	7.479	147	22.402
- Other	-	78	-	78
FVTPL investments				
- Shares	47	4.767	857	5.671
- Debt securities	111	533	-	644
- Investments for account of policyholders	14.044	8.413	2.057	24.515
- Derivatives	2	9.736	22	9.760
- Investments in real estate	-	-	1.858	1.858
Total assets	**28.981**	**31.007**	**4.956**	**64.943**
Liabilities carried at fair value				
- Derivatives	33	4.523	2.025	6.581
Total liabilities	**33**	**4.523**	**2.025**	**6.581**

2019	Level I	Level II	Level III	Total
Assets carried at fair value				
AFS investments				
- Shares	-	-	20	20
- Debt securities	14.154	2.341	119	16.614
- Other	-	66	-	66
FVTPL investments				
- Shares	84	3.520	894	4.499
- Debt securities	-	30	-	30
- Investments for account of policyholders	12.553	9.198	2.536	24.287
- Derivatives	77	7.719	55	7.850
- Investments in real estate	-	-	1.829	1.829
Total assets	**26.868**	**22.873**	**5.454**	**55.195**
Liabilities carried at fair value				
- Derivatives	2	4.966	1.729	6.698
Total liabilities	**2**	**4.966**	**1.729**	**6.698**

*The investments for account of policyholders included in the table above only include investments carried at fair value through profit or loss.

Movements in Level III financial instruments measured at fair value

2020	As at 1-1-2020	Result income statement	Result OCI	Purchases	Sales	Transfers between I/II and III	As at 31-12-2020	Result year-end
Assets carried at fair value								
AFS investments								
- Shares	20	-	-	-	-6	-	14	-
- Debt securities	119	-	5	34	-11	-	147	-
FVTPL investments								
- Shares	894	-55	-	95	-77	-	857	-55
- Debt securities	-	-	-	-	-	-	-	-
- Investments for account of policyholders	2.536	77	-	86	-642	-	2.057	77
- Derivatives	55	-33	-	-	-	-	22	-33
- Investments in real estate	1.829	93		84	-149		1.858	93
Total assets	**5.454**	**82**	**5**	**300**	**-884**	**-**	**4.956**	**82**
Liabilities carried at fair value								
- Derivatives	1.729	296	-	-	-	-	2.025	296
Total liabilities	**1.729**	**296**	**-**	**-**	**-**	**-**	**2.025**	**296**

2019	As at 1-1-2019	Result income statement	Result OCI	Purchases	Sales	Transfers between I/II and III	As at 31-12-2019	Result year-end
Assets carried at fair value								
AFS investments								
- Shares	26	-	3	-	-9	-	20	-
- Debt securities	125	-	7	-	-13	-	119	-
FVTPL investments								
- Shares	889	46	-	197	-237	-	894	46
- Debt securities	-	-	-	-	-	-	-	-
- Investments for account of policyholders	2.592	106	-	516	-678	-	2.536	106
- Derivatives	33	20	-	2	-	-	55	20
- Investments in real estate	1.727	133		126	-156		1.829	133
Total assets	**5.392**	**304**	**10**	**841**	**-1.093**	**-**	**5.454**	**304**
Liabilities carried at fair value								
- Derivatives	1.672	57	-	-	-	-	1.729	57
Total liabilities	**1.672**	**57**	**-**	**-**	**-**	**-**	**1.729**	**57**

Result income statement: Includes impairments and movements related to fair value hedges. Gains and losses are recorded in the line item Results from financial transactions of the income statement.
Result OCI: Total gains and losses are recorded in line items: Gains/(losses) on revaluation of available-for-sale investments, (Gains)/losses transferred to the income statement on disposal and impairment of available-for-sale investments and Changes in revaluation reserve real estate held for own use of the statement of other comprehensive income.
Result year-end: Relates to the total income in the financial year during which the financial instrument was held as Level III instrument.

Some OTC derivatives are so-called longevity derivatives. The pay-out of longevity derivatives is linked to publicly available mortality tables. The derivatives are measured using the present value of the best estimate of expected pay-outs of the derivative plus a risk margin. The best estimate of expected pay-outs is determined using best estimate of mortality developments. Aegon determined the risk margin by stressing the best estimate mortality developments to quantify the risk and applying a cost-of-capital methodology. The most significant unobservable input for these derivatives is the interest rate due to the long duration of the derivatives. However, the interest rate risk is taken into account in our interest rate hedging strategy. Therefore the net most significant unobservable input is the (projected) mortality development.

Significant transfers between Levels I/II/III

During 2020 and 2019 no significant transfers from level II to level III or vice versa took place, nor were there significant transfers between level I and II or vice versa.

Significant unobservable assumptions

The table below presents information about the significant unobservable inputs used for recurring fair value measurements for certain Level III assets and liabilities.

2020	Carrying amount	Valuation technique	Significant unobservable input*	Range	Weighted average
Assets carried at fair value					
AFS investments					
Shares	14	Broker quote	n.a.	n.a.	n.a.
Debt securities - ABS	147	Broker quote	n.a.	n.a.	n.a.
FVTPL					
Shares	857	Broker quote	n.a.	n.a.	n.a.
Investments for account of policyholders	2.057	Broker quote	n.a.	n.a.	n.a.
Derivatives	22	Discounted cash flow	Mortality	5%	5%
Investments in real estate	1.858	External appraiser	n.a.	n.a.	n.a.
Total assets at fair value	**4.956**				
Liabilities carried at fair value					
Derivatives					
- Bifurcated embedded derivatives	2.025	Discounted cash flow	Credit spread	0,25%	0,25%
Total liabilities at fair value	**2.025**				

* Not applicable (n.a.) has been included when the unobservable inputs are not developed by Aegon Levensverzekering and are not reasonably available. Refer to the section Fair value measurement in this note for a detailed description of Aegon Levensverzekering's methods of determining fair value and valuation techniques.

2019	Carrying amount	Valuation technique	Significant unobservable input*	Range	Weighted average
Assets carried at fair value					
AFS investments					
Shares	20	Broker quote	n.a.	n.a.	n.a.
Debt securities - ABS	119	Broker quote	n.a.	n.a.	n.a.
FVTPL					
Shares	894	Broker quote	n.a.	n.a.	n.a.
Investments for account of policyholders	2.536	Broker quote	n.a.	n.a.	n.a.
Derivatives	55	Discounted cash flow	Mortality	5%	5%
Investments in real estate	1.829	External appraiser	n.a.	n.a.	n.a.
Total assets at fair value	**5.454**				
Liabilities carried at fair value					
Derivatives					
- Bifurcated embedded derivatives	1.729	Discounted cash flow	Credit spread	0,20%	0,20%
Total liabilities at fair value	**1.729**				

* Not applicable (n.a.) has been included when the unobservable inputs are not developed by Aegon Levensverzekering and are not reasonably available. Refer to the section Fair value measurement in this note for a detailed description of Aegon Levensverzekering's methods of determining fair value and valuation techniques.

Investments for account of policyholders are excluded from the disclosure regarding reasonably possible alternative assumptions in the following tables. Policyholder assets, and their returns, belong to policyholders and do not impact the net income or equity of Aegon Levensverzekering. The effect on total assets is offset by the effect on total liabilities.

Effect of changes in significant unobservable assumptions to reasonably possible alternatives

The following table shows the sensitivity of the fair value of Level III instruments to changes in key assumptions, by class of instrument. The effect of an increase of a reasonable possible alternative assumption on the carrying amount is shown in the column 'positive' and a decrease in the column 'negative'.

2020	Carrying amount	Significant unobservable input	Note	Effect of reasonably possible alternative assumptions	
				positive	negative
Assets carried at fair value					
FVTPL					
Derivatives	22	Mortality	a	-36	66
Liabilities carried at fair value					
Derivatives - Bifurcated embedded derivatives	2.025	Credit spread	b	-56	58

2019	Carrying amount	Significant unobservable input	Note	Effect of reasonably possible alternative assumptions	
				positive	negative
Assets carried at fair value					
FVTPL					
Derivatives	55	Mortality	a	-47	74
Liabilities carried at fair value					
Derivatives - Bifurcated embedded derivatives	1.729	Credit spread	b	-49	51

The table above presents the impact on a fair value measurement of a change in an unobservable input for financial assets and liabilities. The impact of changes in inputs may not be independent; therefore the descriptions provided below indicate the impact of a change in an input in isolation.

a. Some OTC derivatives are so-called longevity derivatives. The pay-out of longevity derivatives is linked to publicly available mortality tables. The derivatives are measured using the present value of the best estimate of expected pay-outs of the derivative plus a risk margin. The best estimate of expected pay-outs is determined using best estimate of mortality developments. Aegon Levensverzekering determined the risk margin by stressing the best estimate mortality developments to quantify the risk and applying a cost-of-capital methodology. Depending on the duration of the longevity swaps either the projected mortality (+/- 5%) development or discount rate (+/- 100 bps) are the most significant unobservable inputs.

b. To determine the fair value of the bifurcated embedded derivatives related to guarantees, a discount rate is used including own credit spread. An increase in the own credit spread results in lower valuation, while a decrease results in a higher valuation of the embedded derivatives. Aegon Levensverzekering increased or decreased the own credit spread by 20 basis points.

Fair value information about assets and liabilities not measured at fair value

The following tables presents the carrying values and estimated fair values of assets and liabilities, excluding assets and liabilities which are carried at fair value on a recurring basis.

For certain financial assets and liabilities disclosed in the table below, the carrying amounts of reasonably approximate the disclosed fair values at year-end. Therefore the unobservable inputs regarding the fair value are listed as not applicable (n.a.). All of the instruments disclosed in the table are held at amortized cost.

<u>Instruments not included in the table</u>
Certain financial assets and liabilities that are not carried at fair value are carried at amounts that approximate fair value, due to their short-term nature and generally negligible credit risk. These instruments include:

- cash and cash equivalents,
- short-term receivables and accrued interest receivable,
- short-term liabilities and accrued liabilities
- internal group borrowings and group loans.

2020	At December 31		Level of fair value hierarchy		
	Carrying amount	Estimated fair value	Level I	Level II	Level III
Assets					
Mortgage loans	15.523	17.727	-	-	17.727
Private loans	2.888	3.585	-	-	3.585
Other	24	24	-	24	-
Liabilities					
Borrowings	8	8	-	-	8
Investment contracts	191	190	-	-	190

2019	At December 31		Level of fair value hierarchy		
	Carrying amount	Estimated fair value	Level I	Level II	Level III
Assets					
Mortgage loans	14.821	16.985	-	-	16.985
Private loans	2.662	3.175	-	-	3.175
Other	180	180	-	180	-
Liabilities					
Borrowings	8	8	-	-	8
Investment contracts	199	193	-	-	193

31.2. Fair value measurement

Aegon Levensverzekering's methods of determining fair value and the valuation techniques are described on the following pages.

31.2.1. Shares

When available, Aegon Levensverzekering uses quoted market prices in active markets to determine the fair value of its investments in shares. For Level III unquoted shares, the net asset value can be considered the best approximation to the fair value. Net asset value is the value of an entity's assets minus the value of its liabilities and may be the same as the book value or the equity value of the entity. Also for unquoted shares, the fair value may be estimated using other methods, such as observations of the price/earnings or price/cash flow ratios of quoted companies considered comparable to the companies being valued. Valuations are adjusted to account for company-specific issues and the lack of liquidity inherent in an unquoted investment. Adjustments for lack of liquidity are generally based on available market evidence. In addition, a variety of other factors are reviewed by management, including but not limited to, current operating performance, changes in market outlook and the third-party financing environment.

31.2.2. Real estate funds, private equity funds and hedge funds

The fair values of investments held in non-quoted investment funds are determined by management after taking into consideration information provided by the fund managers. Aegon Levensverzekering reviews the valuations each month and performs analytical procedures and trending analysis to ensure the fair values are appropriate. The net asset value is considered the best valuation method that approximates the fair value of the funds.

31.2.3. Debt securities

The fair values of debt securities are determined by management after taking into consideration several sources of data. When available, Aegon Levensverzekering uses quoted market prices in active markets to determine the fair value of its debt securities. As stated previously, Aegon Levensverzekering's valuation policy utilizes a pricing hierarchy which dictates that publicly available prices are initially sought from indices and third party pricing services. In the event that pricing is not available from these sources, those securities are submitted to brokers to obtain quotes, the majority of which are non-binding. As part of the pricing process, Aegon Levensverzekering assesses the appropriateness of each quote (i.e., as to whether the quote is based on observable market transactions or not) to determine the most appropriate estimate of fair value. When broker quotes are not available, securities are priced using internal cash flow modelling techniques. These valuation methodologies commonly use the following inputs: reported trades, bids, offers, issuer spreads, benchmark yields, estimated prepayment speeds, and/or estimated cash flows.

To understand the valuation methodologies used by third-party pricing services Aegon Levensverzekering reviews and monitors the applicable methodology documents of the third-party pricing services. Any changes to their methodologies are noted and reviewed for reasonableness. In addition, Aegon Levensverzekering performs in-depth reviews of prices received from third-party pricing services on a sample basis. The objective for such reviews is to demonstrate that Aegon Levensverzekering can corroborate detailed information such as assumptions, inputs and methodologies used in pricing individual securities against documented pricing methodologies. Only third-party pricing services and brokers with a substantial presence in the market and with appropriate experience and expertise are used.

Third-party pricing services will often determine prices using recently reported trades for identical or similar securities. The third-party pricing service makes adjustments for the elapsed time from the trade date to the balance sheet date to take into account available market information. Lacking recently reported trades, third-party pricing services and brokers will use modelling techniques to determine a security price where expected future cash flows are developed based on the performance of the underlying collateral and discounted using an estimated market rate.

Periodically, Aegon Levensverzekering performs an analysis of the inputs obtained from third-party pricing services and brokers to ensure that the inputs are reasonable and produce a reasonable estimate of fair value. The asset specialists and investment valuation specialists consider both qualitative and quantitative factors as part of this analysis. Several examples of analytical procedures performed include, but are not limited to, recent transactional activity for similar debt securities, review of pricing statistics and trends and consideration of recent relevant market events. Other controls and procedures over pricing received from indices, third-party pricing services, or brokers include validation checks such as exception reports which highlight significant price changes, stale prices or non-priced securities. Additionally Aegon Levensverzekering performs back testing on a sample basis. Back testing involves selecting a sample of securities trades and comparing the prices in those transactions to prices used for financial reporting. Significant variances between the price used for financial reporting and the transaction price are investigated to explain the cause of the difference.

Credit ratings are also an important consideration in the valuation of securities and are included in the internal process for determining the view of Aegon Levensverzekering of the risk associated with each security. However, Aegon Levensverzekering does not rely solely on external credit ratings and there is an internal process, based on market observable inputs, for determining Aegon Levensverzekering's view of the risks associated with each security.

Aegon Levensverzekering's portfolio of private placement securities (held at fair value under the classification of available-for-sale or fair value through profit or loss) is valued using a matrix pricing methodology. The pricing matrix is obtained from a third-party service provider and indicates current spreads for securities based on weighted average life, credit rating, and industry sector. Each month, Aegon Levensverzekering's asset specialists review the matrix to ensure the spreads are reasonable by comparing them to observed spreads for similar bonds traded in the market. Other inputs to the valuation include coupon rate, the current interest rate curve used for discounting and a liquidity premium to account for the illiquid nature of these securities. The liquidity premiums are determined based upon the pricing of recent transactions in the private placements market; comparing the value of the privately offered security to a similar public security. The impact of the liquidity premium for private placement securities to the overall valuation is insignificant.

Aegon Levensverzekering's portfolio of debt securities can be subdivided in Sovereign debt, Residential mortgage-backed securities (RMBS), Commercial mortgage-backed securities (CMBS), Asset backed securities (ABS), and Corporate bonds. Below relevant details in the valuation methodology for these specific types of debt securities are described.

Sovereign debt
When available, Aegon Levensverzekering uses quoted market prices in active markets to determine the fair value of its sovereign debt investments. When Aegon Levensverzekering cannot make use of quoted market prices, market prices from indices or quotes from third-party pricing services or brokers are used.

Residential mortgage-backed securities (RMBS), commercial mortgage-backed securities (CMBS) and asset-backed securities (ABS)
Valuations of RMBS, CMBS and ABS are monitored and reviewed on a monthly basis. Valuations per asset type are based on a pricing hierarchy which uses a waterfall approach that starts with market prices from indices and follows with making use of third-party pricing services or brokers. The pricing hierarchy is dependent on the possibilities of corroboration of the market prices. If no market prices are available Aegon Levensverzekering uses internal models to determine fair value. Significant inputs included in the internal models are generally determined based on relative value analysis, which incorporate comparisons to instruments with similar collateral and risk profiles. Market standard models may be used to model the specific collateral composition and cash flow structure of each transaction. The most significant unobservable input is liquidity premium which is embedded in the discount rate.

Corporate bonds
Valuations of corporate bonds are monitored and reviewed on a monthly basis. The pricing hierarchy is dependent on the possibility of corroboration of market prices when available. If no market prices are available, valuations are determined by a discounted cash flow methodology using an internally calculated yield. The yield is comprised of a credit spread over a given benchmark. In all cases the benchmark is an observable input. The credit spread contains both observable and unobservable inputs. Aegon Levensverzekering starts by taking an observable credit spread from a similar bond of the given issuer, and then adjusts this spread based on unobservable inputs. These unobservable inputs may include subordination, liquidity and maturity differences.

31.2.4. Mortgage loans and private loans

For private loans, fixed interest mortgage loans and other loans originated by Aegon Levensverzekering, the fair value used for disclosure purposes is estimated by discounting expected future cash flows using a current market rate applicable to financial instruments with similar yield and maturity characteristics. For fixed interest mortgage loans, the market rate is adjusted for expenses, prepayment rates, lapse assumptions (unobservable inputs), liquidity and credit risk (market observable inputs). An increase in expense spread, prepayment rates and/or prepayment assumptions, would decrease the fair value of the mortgage loan portfolio.

The fair value of floating interest rate mortgage loans and private placements used for disclosure purposes is assumed to be approximated by their carrying amount, adjusted for changes in credit risk. Credit risk adjustments are based on market observable credit spreads if available, or management's estimate if not market observable.

31.2.5. Real estate

Valuations of both investments in real estate and real estate held for own use are conducted in full by independent external appraisers at least every three years and reviewed at least once a year by qualified internal appraisers to ensure the value correctly reflects the fair value at the balance sheet date. Appraisals are different for each specific local market, but are based on market guidelines such as International Valuation Standards, Uniform Standards of Professional Appraisal Practice or guidelines issued by the Investment Property Databank. Valuations are mostly based on active market prices, adjusted for any difference in the nature, location or condition of the specific property. If such information is not available, other valuation methods are applied, considering the value that the property's net earning power will support, the value indicated by recent sales of comparable properties and the current cost of reproducing or replacing the property. Discount rates used in the valuation of real estate reflect the risk embedded in the projected cash flows for the asset being valued. Capitalization rates represent the income rate for a real estate property that reflects the relationship between a single year's net operating income expectancy and the total property price or value. For property held for own use, appraisers consider the present value of the future rental income cash flows that could be achieved had the real estate been let out.

31.2.6. Money market and other short-term investment and deposits with financial institutions

The fair value of assets maturing within a year is assumed to be approximated by their carrying amount adjusted for credit risk where appropriate. Credit risk adjustments are based on market observable credit spreads if available, or management's estimate if not market observable.

31.2.7. Derivatives

Where quoted market prices are not available, other valuation techniques, such as option pricing or stochastic modelling, are applied. The valuation techniques incorporate all factors that a typical market participant would consider and are based on observable market data when available. Models are validated before they are used and calibrated to ensure that outputs reflect actual experience and comparable market prices.

Fair values for exchange-traded derivatives, principally futures and certain options, are based on quoted market prices in active markets. Fair values for over-the-counter (OTC) derivative financial instruments represent amounts estimated to be received from or paid to a third party in settlement of these instruments. These derivatives are valued using pricing models based on the net present value of estimated future cash flows, directly observed prices from exchange-traded derivatives, other OTC trades, or external pricing services. Most valuations are derived from swap and volatility matrices, which are constructed for applicable indices and currencies using current market data from many industry standard sources. Option pricing is based on industry standard valuation models and current market levels, where applicable. The pricing of complex or illiquid instruments is based on internal models or an independent third party. For long-dated illiquid contracts, extrapolation methods are applied to observed market data in order to estimate inputs and assumptions that are not directly observable. To value OTC derivatives, management uses observed market information, other trades in the market and dealer prices.

Aegon Levensverzekering normally mitigates counterparty credit risk in derivative contracts by entering into collateral agreements where practical and in ISDA[7] master netting agreements to offset credit risk exposure. In the event no collateral is held by Aegon Levensverzekering or the counterparty, the fair value of derivatives is adjusted for credit risk based on market observable spreads. Changes in the fair value of derivatives attributable to changes in counterparty credit risk were not significant.

Aegon Levensverzekering's valuation of its euro-denominated derivatives positions in the Netherlands is based on the Overnight Index Swap curve.

Some over-the-counter derivatives are so-called longevity derivatives. The pay-out of longevity derivatives is linked to publicly available mortality tables. The derivatives are measured using the present value of the best estimate of expected pay-outs of the derivative plus a risk margin. The best estimate of expected pay-outs is determined using best estimate of mortality developments. Aegon Levensverzekering determined the risk margin by stressing the best estimate mortality developments to quantify the risk and applying a cost-of-capital

[7] International Swaps and Derivatives Associations

methodology. Depending on the duration of the longevity swaps either the projected mortality development or discount rate are the most significant unobservable inputs.

31.2.8. Embedded derivatives in insurance contracts including guarantees

All bifurcated guarantees for minimum benefits in insurance contracts are carried at fair value. These relate mainly to minimum interest guarantees on insurance products.

Since the price of these guarantees is not quoted in any financial market, the fair values of these guarantees are based on discounted cash flows calculated as the present value of future expected payments to policyholders less the present value of assessed rider fees attributable to the guarantees. Given the complexity and long-term nature of these guarantees which are unlike instruments available in financial markets, their fair values are determined by using stochastic models under a variety of market return scenarios. A variety of factors are considered including own credit spread, expected market rates of return, equity and interest rate volatility, correlations of market returns, discount rates and actuarial assumptions. The most significant unobservable factor is own credit spread. The own credit spread used in the valuations of embedded derivatives in insurance contracts is 0.25% for the year-ended (2019: 0.20%).

Aegon Levensverzekering extrapolates yield curves beyond market observable maturities. The discount rates converge linearly in 10 years to an Ultimate Forward Rate of 3,65% from the last liquid point. The uniform last liquid point for all Aegon's major currencies (EUR, USD and GBP) is set at 30 years.

The expected returns are based on risk-free rates. Aegon Levensverzekering added a premium to reflect the credit spread as required. The credit spread is set by using the credit default swap spreads of a reference portfolio of life insurance companies (including Aegon), adjusted to reflect the subordination of senior debt holders at the holding company level to the position of policyholders at the operating company level (who have priority in payments to other creditors).

Since many of the assumptions are unobservable and are considered to be significant inputs to the liability valuation, the liability included in future policy benefits has been reflected within Level III of the fair value hierarchy. See also note 18 'Guarantees'.

31.2.9. Investment contracts

Investment contracts issued by Aegon Levensverzekering are carried at amortized cost (with fair value being disclosed in the notes to the financial statements).

Similar to embedded derivatives in insurance contracts, certain investment products are not quoted in active markets and their fair values are determined by using valuation techniques. Because of the dynamic and complex nature of these cash flows, stochastic or similar techniques under a variety of market return scenarios are often used. A variety of factors are considered, including expected market rates of return, market volatility, correlations of market returns, discount rates and actuarial assumptions.

31.2.10. Other borrowings

Other borrowings are either carried at fair value (if they are designated as financial liabilities at fair value through profit or loss) or amortized cost (with fair value being disclosed in the notes to the financial statements). For the determination of the fair value of the borrowings, the level hierarchy as described by IFRS is used. The preferred method of obtaining the fair value of the fair value option bonds is the quoted price (Level I). In case markets are less liquid or the quoted prices are not available, an internal model is used, using parameters which are market observable (Level II). Aegon Levensverzekering uses a discounted cash flow method including yield curves such as deposit rates, floating rate and 3-month swap rates. In addition Aegon Levensverzekering includes the own credit spread based on Aegon's credit default swap curve.

31.3. Summary of financial assets and financial liabilities at fair value through profit or loss

The table that follows summarizes the carrying amounts of financial assets and financial liabilities that are classified as at fair value through profit or loss, with appropriate distinction between those financial assets and financial liabilities held for trading and those that, upon initial recognition, were designated as at fair value through profit or loss.

	2020		2019	
	Trading	Designated	Trading	Designated
Investments for general account	-	6.329	-	4.550
Investments for account of policyholders	-	24.515	-	24.287
Derivatives with positive values	9.760	-	7.850	-
Total financial assets at FVTPL	**9.760**	**30.844**	**7.850**	**28.837**

	2020		2019	
	Trading	Designated	Trading	Designated
Liabilities for guarantees	-	8.677	-	6.878
Derivatives with negative values	4.556	2.025	4.968	1.729
Total financial liabilities at FVTPL	**4.556**	**10.702**	**4.968**	**8.608**

Gains and losses recognized in the income statement on financial assets and financial liabilities classified as at fair value through profit or loss can be summarized as follows:

	2020		2019	
	Trading	Designated	Trading	Designated
Net gains and losses	2.908	686	2.481	2.811

<u>Investments for general account</u>
Aegon Levensverzekering manages certain portfolios on a total return basis which have been designated at fair value through profit or loss. This includes portfolios of investments in limited partnerships and limited liability companies (primarily hedge funds) for which the performance is assessed internally on a total return basis.

Investments for general account backing insurance and investment liabilities that are carried at fair value with changes in the fair value recognized in the income statement, are designated at fair value through profit or loss. Aegon Levensverzekering elected to designate these investments at fair value through profit or loss, as classification of these financial assets as available-for-sale would result in accumulation of unrealized gains and losses in a revaluation reserve within equity whilst changes to the liability would be reflected in net income (accounting mismatch).

<u>Investments for account of policyholders</u>
Investments held for account of policyholders comprise assets that are linked to various insurance and investment contracts for which the financial risks are borne by the customer. Under the accounting policies of Aegon Levensverzekering these insurance and investment liabilities are measured at the fair value of the linked assets with changes in the fair value recognized in the income statement. To avoid an accounting mismatch the linked assets have been designated as at fair value through profit or loss.

In addition, the investments for account of policyholders include with ‘profit assets’, where an insurer manages these assets together with related liabilities on a fair value basis in accordance with a documented policy of asset and liability management. In accordance with Aegon Levensverzekering’s accounting policies, these assets have been designated as at fair value through profit or loss.

<u>Derivatives</u>
With the exception of derivatives designated as a hedging instrument, all derivatives held for general account and held for account of policyholders are included in the table above. No loans and receivables were designated at fair value through profit or loss. Changes in the fair value of financial liabilities designated at fair value through profit or loss were not attributable to changes in credit spread, with the exception of the life contingent guarantees. There are also no differences between the carrying amounts of these financial liabilities and the contractual amounts payable at maturity (net of surrender penalties).

32. Commitment and contingencies

32.1. Investments contracted

In the normal course of business, Aegon Levensverzekering has committed itself through purchase and sale transactions of investments, mostly to be executed in the course of 2021. The amounts represent the future outflow and inflow, respectively, of cash related to these investment transactions that are not reflected in the statement of financial position.

Contracted purchases	2020	2019
Real estate	180	168
Mortgage loans	840	672
Other	257	399

Contracted sales	2020	2019
Real estate	4	2
Mortgage loans	64	44

Aegon Levensverzekering has committed itself, through certain subsidiaries, to invest in real estate, private loans, mortgage loans and receivables and investment funds.

Real estate commitments represent the committed pipeline of investments in real estate projects. The sale of real estate relates to properties that are under contract to be sold as per December 31. Mortgage loan commitments represent undrawn mortgage loan facilities provided and outstanding proposals on mortgages. The sale of mortgage loans relates to pre-announced redemptions on mortgage loans. Other commitments include future purchases of interests in investment funds and limited partnerships.

32.2. Other commitments and contingencies

Guarantees have been issued for compliance with contractual obligations such as investment mandates of investment funds.

<u>Contractual obligations</u>
In March 2020 Aegon Levensverzekering and Aegon Spaarkas signed a contract with IBM with respect to the outsourcing of the administration of the individual life service book portfolio which consists of approximately 800,000 policies. The agreement is a 20-year contract in which Aegon Levensverzekering and Aegon Spaarkas have the option for prolongation after this period. At year-end 2020, outstanding transition charges are estimated to amount to approximately EUR 30 million (excluding VAT), which are expected to be recorded over the next three years, with fixed payments to IBM defined in the agreement and subject to completion of milestones which have been agreed with Aegon Nederland.

32.3. Off-balance sheet assets

As part of its core activities, Aegon Levensverzekering enters into transactions and maintains relationships with institutional and private customers for a wide range of financial services. As consideration for these services, Aegon Levensverzekering receives fees related to the value of the assets, the investment result or the risk run in connection with the contract.

32.4. Legal and arbitrary proceedings, regulatory proceedings and actions

Unit-linked products
Generally speaking, there is still media, political and regulatory attention regarding unit-linked policies (beleggingsverzekeringen). Individual customers as well as policyholder advocate groups and their representatives continue to focus on the fees and charges included in products, as well as alleged transparency aspects. Aegon Nederland expects this to remain an issue for the industry for the foreseeable future. Exposure and attention will be stimulated by court cases.

Proceedings in which Aegon Levensverzekering is involved

In September 2014, consumer interest group Vereniging Woekerpolis.nl filed a class action against Aegon Levensverzekering and Aegon Spaarkas in court. The claim was related to a range of unit-linked products which Aegon sold in the past and include products that already had been subject to litigation, such as KoersPlan. On June 28, 2017 (and revised in December 2017) the District Court of The Hague has rendered a final ruling which limited the scope to three products, Koersplan (tontine), Vermogensplan (tontine) and Fundplan (UL) and excluded all policies with a guarantee. The court upheld the principle that disclosures must be evaluated according to standards at the time when the relevant products were placed in-force. Most of the claims of Vereniging Woekerpolis.nl were dismissed under this standard, although the court found that Aegon did not adequately disclose the level of certain charges on a limited set of policies. According to the court these cost levels should be reasonable. The court did not give a judgement about the reasonableness of the cost levels and whether the previous compensation arrangements provide sufficient compensation. Both The Vereniging Woekerpolis.nl and Aegon have filed an appeal against the ruling of the District Court in The Hague. The appeal proceedings are pending. The Court of Appeal has stayed the proceedings at the request of Vereniging Woekerpolis.nl. Accordingly, there have not been any developments in 2020. Furthermore there are individual claims pending at the Klachteninstituut Financiële Dienstverlening (Kifid) filed by customers over products of Aegon Levensverzekering that arguably include similar allegations. At this time the decisions of Kifid and courts are far from homogenous.

Aegon expects the claims and litigation on unit-linked policies to continue for the foreseeable future. Developments in similar cases against other Dutch insurers currently before regulators, KIFID and courts may also affect Aegon. These matters will be defended; however, at this time, due to the nature and the type of claims, it is not practicable for Aegon to quantify a range or maximum liability or the timing of the financial impact, if any. There can be no assurance that such claims may not have a material adverse effect on Aegon's results of operations or financial position.

In May 2019 a claim was filed against Aegon Levensverzekering regarding the conditions of a co-insurance agreement. There have been no developments in 2020 due to court capacity which has been impacted by the COVID-19 measures and restrictions. At this time, Aegon is unable to estimate the range or potential maximum liability.

32.5. Capital commitments

	2020	2019
Share of contingent liabilities incurred in relation to interests in joint ventures	7	14

The contingent liabilities above not shown in the statement of financial position relate to investment obligations entered into by Aegon Levensverzekering (for its share of approximately 50%) for real estate development project of Amvest (in real estate development projects).

In addition, Amvest has unconditional obligations and planned total investments in real estate of EUR 1,152 million at year-end 2020 (2019: EUR 1,216 million). Of this, an amount of EUR 250 million is considered to be an unconditional obligation (2019: EUR 365 million). These amounts fully relate to the joint ventures.

33. Transfers of financial assets

Transfers of financial assets occur when Aegon Levensverzekering transfers contractual rights to receive cash flows of financial assets or when Aegon Levensverzekering retains the contractual rights to receive the cash flows of the transferred financial asset, but assumes a contractual obligation to pay the cash flows to one or more recipients in that arrangement.

Assets accepted

Aegon Levensverzekering's financial assets, that have been transferred, but do not qualify for derecognition are debt instruments used in securities lending and reverse repurchase activities. Aegon Levensverzekering retains substantially all risks and rewards of those transferred assets, this includes credit risk, settlement risk, country risk and market risk. The assets are legally transferred in return for cash collateral or other financial assets. Non-cash collateral is not recognised in the balance sheet. Cash collateral is recognised as an asset and an offsetting liability is established for the same amount as Aegon Levensverzekering is obligated to return this amount upon termination of the lending arrangement. The sum of cash and non-cash collateral is typically greater than the market value of the related securities lend. When transferring non-cash financial assets to another party under securities lending and repurchase activities, the counterparty has the right to sell or re-pledge the full amount.

Securities lending	2020	2019
Carrying amount of transferred financial assets	215	631
Fair value of cash collateral received	-	-56
Fair value of non-cash collateral received	-225	-596
Net exposure	**-10**	**-21**
Non-cash collateral that can be sold or repledged in the absence of default	225	596
Non-cash collateral that has been sold or transferred	-	-

Reverse repurchase agreements	2020	2019
Cash paid for reverse repurchase agreements	749	4.362
Fair value of non-cash collateral received	-749	-4.362
Net exposure	**-**	**-**
Non-cash collateral that can be sold or repledged in the absence of default	749	4.362
Non-cash collateral that has been sold or transferred	-	-

In addition, Aegon Levensverzekering can receive collateral related to derivative transactions that it enters into. The credit support agreement will normally dictate the threshold over which collateral needs to be pledged by Aegon Levensverzekering or its counterparty. Transactions requiring Aegon Levensverzekering or its counterparty to post collateral are typically the result of over-the-counter derivative trades, comprised mostly of interest rate swaps, currency swaps and credit swaps. Refer to the credit risk section in note 4.2.4 'Credit risk' for details on collateral received for derivative transactions. In addition, in order to trade derivatives on the various exchanges, Aegon Levensverzekering posts margin as collateral. These transactions are conducted under terms that are usual and customary to standard borrowing, derivative and securities borrowing activities, as well as requirements determined by exchanges where a bank acts as intermediary.

Assets pledged

Aegon Levensverzekering pledges assets that are on its statement of financial position in securities borrowing transactions, in repurchase transactions and against borrowings. Non-cash financial assets that are borrowed or purchased under agreement to resell are not recognized in the statement of financial position. To the extent that cash collateral is paid, a receivable is recognized for the corresponding amount. If other non-cash financial assets are given as collateral, these are not derecognized. At year-end 2019 and 2020 there were no assets pledged for repurchase agreements.

34. Offsetting, enforceable master netting arrangements and similar arrangements

The table below provides details relating to the effect or potential effect of netting arrangements, including rights to offset associated with the entity's recognized financial assets and recognized financial liabilities.

Financial assets and liabilities are offset in the statement of financial position when Aegon Levensverzekering has a legally enforceable right to offset and has the intention to settle the asset and liability on a net basis, or to realize the asset and settle the liability simultaneously.

Aegon Levensverzekering mitigates credit risk in derivative contracts by entering into collateral agreements, where practical, and in ISDA master netting agreements for each of the legal entities of Aegon Levensverzekering to facilitate Aegon Levensverzekering's right to offset credit risk exposure. The credit support agreement will normally dictate the threshold over which collateral needs to be pledged by Aegon Levensverzekering or its counterparty. Transactions requiring Aegon Levensverzekering or its counterparty to post collateral are typically the result of over-the-counter derivative trades, comprised mostly of interest rate swaps, currency swaps and credit swaps. These transactions are conducted under terms that are usual and customary to standard borrowing, derivative, securities lending and securities borrowing activities, as well as requirements determined by exchanges where the bank acts as intermediary.

Financial assets / liabilities subject to offsetting, enforceable master netting arrangements and similar agreements

	Assets		Liabilities	
	2020	2019	2020	2019
Financial instruments in balance sheet				
Gross (=Net) amounts of financial instruments	9.760	7.850	4.556	4.968
Related amounts not set off				
- Financial instruments	4.556	4.968	4.556	4.968
- Cash collateral pledged (excluding surplus collateral)	5.205	2.849	-	-
Net amount at December 31	**-**	**33**	**-**	**-**

35. Investments in structured entities

On May 23, 2019, Aegon Levensverzekering closed a transaction under the Dutch SAECURE program to issue Class A mortgage backed securities (RMBS). 'SAECURE 17' consists of EUR 2,900 million of class A notes with an expected weighted average life of 4.99 years and a fixed coupon of 0.50%. These notes can be used as collateral for repurchase facilities Aegon Levensverzekering has entered into with third parties, or alternatively sold to third party investors. As all notes have been retained by Aegon Levensverzekering, the notes acquired by Aegon Levensverzekering are eliminated against the notes issued by the SPE in the consolidation process.
At year-end 2020 EUR 575 million (market value EUR 524 million) has been posted as collateral with respect to the longevity reinsurance contract with Canada Life Reinsurance (2019: EUR 510 million).

Refer to note 4.2.5 'Credit risk concentration' for more information on unconsolidated structured entities.

36. Related party transactions

In the normal course of business, Aegon Levensverzekering enters into various transactions with related parties. The principal ones are described in this section. Parties are considered to be related if one party has the ability to control or exercise significant influence over the other party in making financial or operating decisions. Transactions between related parties have taken place on an arm's length basis, and include rendering and receiving of services, leases, transfers under finance arrangements and provisions of guarantees or collateral. There are no significant provisions for doubtful debts or individually significant bad debt expenses recognised on outstanding balances with related parties.

Aegon Levensverzekering participates in the treasury and derivative valuation services of Aegon N.V. The interest rate swaps that Aegon Levensverzekering uses to mitigate interest rate risk are concluded with Aegon Derivatives.

Aegon Nederland, without the joint venture Amvest Vastgoed, is a member of the Aegon N.V. tax group and settles its current tax liabilities with the head of the tax grouping as if it were an autonomous taxpayer. Aegon Nederland is jointly and severally liable for all tax liabilities of the entire Aegon N.V. tax group. It also uses the tax expertise of Aegon N.V.

Aegon Levensverzekering has group borrowings and group loans with group companies, see note 20 'Borrowings and group borrowings' and note 12 'Loans and group loans' for further information.

Except for the sales transactions of Mortgages, the majority of the transactions with group companies pass through Aegon Nederland and are accounted for in the current account with Aegon Nederland. This current account relationship is uncollateralized and can be either a claim or a debt position. The current account position is subject to internally set limits which are monitored; regular realignments occur even if no limit is exceeded. At the end of the year, Aegon Levensverzekering had a current account payable from Aegon Nederland of EUR 68 million (2019: EUR 373 million receivable).

Aegon Levensverzekering has a current account relationship with Aegon Hypotheken B.V. to facilitate the payment for the deliverance of mortgages by Aegon Hypotheken B.V. These mortgage transactions are settled within several days. At the end of the year, Aegon Levensverzekering had a current account payable to Aegon Hypotheken B.V. of EUR 21 million (2019: EUR 105 million payable).

Aegon DL B.V., a subsidiary of Aegon Levensverzekering, has made capital commitments of USD 500 milllion, for which Aegon Levensverzekering acts as guarantor for the amount that is not yet invested of EUR 10 million at year-end 2020 (2019: EUR 36 million).

Aegon Levensverzekering received EUR 5 million from its parent Aegon Nederland for the rental of the Aegon offices in The Hague (2019: EUR 5 million). In the income statement, the rental income is recognized in note 24 'Investment income'.

Aegon Levensverzekering offers its products to employees of Aegon Nederland. The conditions for these products are the same for key management personnel and other staff.

Aegon Nederland has a defined benefit pension plan for its employees which is administered by Aegon Levensverzekering. As of January 1, 2020 this plan is closed for new members and there will be no further accrual of benefits to existing members. Entitlements before January 1, 2020 will remain unchanged and the indexation agreements for those accruals will remain in force. The premium paid to Aegon Levensverzekering for this scheme was EUR 12 million (2019: EUR 50 million).

In 2020 Aegon Levensverzekering paid EUR 146 million dividend to Aegon Nederland (2019: no dividend was paid).

Aegon Nederland employs the staff that carries out work for Aegon Levensverzekering and its subsidiaries; the related expenses are recharged to Aegon Levensverzekering. Furthermore Aegon Nederland provides Aegon Levensverzekering with administrative support and facilities at cost. Overhead expenses of EUR 151 million (2019: EUR 164 million) were recharged.

Investment and derivative activities are undertaken through Aegon Investment Management B.V. and securities custody through Aegon Custody B.V.. Costs are recharged on normal commercial terms. The recharge was EUR 27 million (2019: EUR 25 million).

The premium income from the production of Aegon Cappital related to Aegon Levensverzekering was EUR 40.5 million (2019: EUR 29 million). As of January 2020, Aegon Cappital receives a fee from Aegon Levensverzekering for the administration of the risk insurance contracts. The fee received in 2020 was EUR 0.8 million.

The mortgages held by Aegon Levensverzekering are managed and administered by Aegon Hypotheken B.V. The recharge for these services was EUR 23.7 million (2019: EUR 23.5 million). Aegon Hypotheken B.V. has originated mortgages for Aegon Levensverzekering for a total amount of EUR 1,571 million (2019: EUR 1,095 million).

In 2019 Aegon Levensverzekering sold a mortgage portfolio to Aegon Bank of EUR 522 million (book value). This sale generated a profit of EUR 80 million. In 2020 Aegon Hypotheken sold a mortgage portfolio to Aegon Levensverzekering of EUR 216 million.

Furthermore, in 2020 Aegon Hypotheken obtained a new loan facility with Aegon Levensverzekering. This loan facility is an uncommitted secured loan facility with a maximum of EUR 250 million. Aegon Hypotheken can request funding on a daily basis, but due to the uncommitted nature of the loan, Aegon Levensverzekering is not obligated to grant the request. Aegon Hypotheken pays a commitment fee on the undrawn amount and the coupon rate for the drawn amount is ESTR plus 80 bps. At year-end 2020 there was no commitment.

Aegon Levensverzekering paid EUR 4 million fees to TKP Pensioen for the maintenance of the DC and DB portfolio (2019: EUR 2 million).

37. Events after the reporting period

In March 2021 EUR 25 million dividend was paid to Aegon Nederland.

There are no other post reporting date events and expectations that have not already been taken into account in the directors’ report or financial statements.

38. Approval of the financial statements

The financial statements of Aegon Levensverzekering for the year ended 31 December 2020 were approved by the Board of Directors and by the Supervisory Board on April 8, 2021.

The financial statements will be put for adoption to the General Meeting of Shareholders. The shareholders meeting may decide not to adopt the financial statements, but may not amend these during the meeting.

39. Proposal for profit appropriation

A proposal will be put to the General Meeting of Shareholders to appropriate the result for the financial year of EUR 334 million to the retained earnings. This proposal has not yet been incorporated in the financial statements.

The Hague, April 8, 2021

The Supervisory Board,

D. Jansen Heijtmajer (chair)	
G.J.M. Vrancken	
M.J.E. Hoek	
G.T. Kepecs	
D.F.R. Jacobovits de Szeged	

The Hague, April 8, 2021

The Board of Directors,

M.J. Edixhoven (chair)	
B. Magid	
W.A. Hekstra	
A. Schlichting	
W. Horstmann	

Other information

Statutory provisions regarding profit appropriation

Appropriation of profit will be determined in accordance with article 17 of the Articles of Association of Aegon Levensverzekering. The relevant provisions read as follows:

1. Of the profit as determined by adaption of the financial statements as much is retained as the Annual General Meeting shall determine.
2. A portion of the profit after allocation to the reserves as determined in Section 1, is allocated to policyholders who are entitled to a share in the annual profit. The remaining profit is at the disposal of the Annual General Meeting.
3. Distribution of profit shall take place after adoption of the financial statements which show this to be permissible.
4. The General Meeting of Shareholders may resolve to make interim distributions and/or distributions charged to a reserve of the company.
5. Distributions on shares may only take place up to the amount of the distributable shareholders' equity.
6. The Annual General Meeting may decide to an interim distribution, if the requirements are met as evidenced by an interim statement of net assets pursuant to Section 2:105(4) of the Dutch Civil Code.

Independent auditor’s report

Independent auditor's report

To: the general meeting and the supervisory board of Aegon Levensverzekering N.V.

Report on the financial statements 2020

Our opinion

In our opinion, the financial statements of Aegon Levensverzekering N.V. ('the Company') give a true and fair view of the financial position of the Company as at 31 December 2020, and of its result and its cash flows for the year then ended in accordance with International Financial Reporting Standards as adopted by the European Union ('EU-IFRS') and with Part 9 of Book 2 of the Dutch Civil Code.

What we have audited

We have audited the accompanying financial statements 2020 of Aegon Levensverzekering N.V., The Hague.

The financial statements comprise:

- the statement of financial position as at 31 December 2020;
- the following statements for 2020: the income statement, the statement of comprehensive income, the statement of changes in equity and the cash flow statement; and
- the notes, comprising the significant accounting policies and other explanatory information.

The financial reporting framework applied in the preparation of the financial statements is EU-IFRS and the relevant provisions of Part 9 of Book 2 of the Dutch Civil Code.

The basis for our opinion

We conducted our audit in accordance with Dutch law, including the Dutch Standards on Auditing. We have further described our responsibilities under those standards in the section 'Our responsibilities for the audit of the financial statements' of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

PricewaterhouseCoopers Accountants N.V., Thomas R. Malthusstraat 5, 1066 JR Amsterdam, P.O. Box 90357, 1006 BJ Amsterdam, the Netherlands
T: +31 (0) 88 792 00 20, F: +31 (0) 88 792 96 40, www.pwc.nl

Independence

We are independent of Aegon Levensverzekering N.V. in accordance with the European Union Regulation on specific requirements regarding statutory audit of public-interest entities, the 'Wet toezicht accountantsorganisaties' (Wta, Audit firms supervision act), the 'Verordening inzake de onafhankelijkheid van accountants bij assuranceopdrachten' (ViO, Code of Ethics for Professional Accountants, a regulation with respect to independence) and other relevant independence regulations in the Netherlands. Furthermore, we have complied with the 'Verordening gedrags- en beroepsregels accountants' (VGBA, Dutch Code of Ethics).

Our audit approach

Overview and context

Aegon Levensverzekering N.V. is, directly and through its Dutch subsidiaries, a provider of life insurance, pensions, (savings) mortgages, and asset management activities. The Company, including its subsidiaries, investments in associates and investments in joint ventures ('the Group'), is comprised of several components and therefore we considered our group audit scope and approach as set out in the section 'The scope of our audit'. The Company does not prepare consolidated financial statements in accordance with the IFRS 10 exemption, as disclosed in Note 2.1 'Basis of presentation' to the financial statements. We paid specific attention to the areas of focus driven by the operations of the Company and by the impact of the COVID-19 pandemic on the financial statements, as set out below.

As part of designing our audit, we determined materiality and assessed the risks of material misstatement in the financial statements. In particular, we considered where management made important judgements, for example, in respect of significant accounting estimates that involved making assumptions and considering future events that are inherently uncertain. In Note 3 'Critical accounting estimates and judgment in applying accounting policies', the Company describes the areas of judgment in applying accounting policies and the key sources of estimation uncertainty. Given the significant estimation uncertainty and the related higher inherent risks of material misstatement in the valuation of liabilities arising from insurance contracts and the valuation of certain Level 3 investments, we consider these matters as key audit matters as set out in the section 'Key audit matters' of this report. Furthermore, we identified uncertainties in policyholder claims and litigation and disclosures on the capital position based on Solvency II regulations as key audit matters.

In identifying these key audit matters we also considered the impact of the COVID-19 pandemic on critical estimates and assumptions, taking into account the estimation uncertainty as a result of the global pandemic. Based on that assessment, the meetings that we had with the Company's management, and procedures we performed during our audit, we identified no additional key audit matters as a result of the impact or general uncertainty of the pandemic.

Given the importance of information technology (IT) for the Company and hence for our audit of the financial statements, we have, to the extent relevant to our audit, paid specific attention to the IT dependencies and IT general controls, which comprise the policies and procedures to ensure reliable automated processing of information used for financial reporting purposes, and relevant application controls.

We ensured that the audit teams included the appropriate skills and competences that are needed for the audit of a diverse financial institution, such as Aegon Levensverzekering N.V., including industry expertise in life insurance and asset management.

We, therefore, included experts and specialists in the areas of amongst others risk assurance, tax, the valuation of certain types of assets (e.g. complex financial instruments and real estate) and liabilities (actuarial services for liabilities arising from insurance contracts and valuation services for investment contracts) in our team.

The outline of our audit approach was as follows:

Materiality

- Overall materiality: €95 million.

Audit scope

- We conducted audit work on all significant components within Aegon Levensverzekering N.V.
- We included all regulated insurance activities in the scope of our audit, including the investment and real estate operations managed by outsourcing partners.
- Virtual site-visits were conducted for certain real estate related investments where we make use of the work of other auditors. For the other segments we performed the audit work ourselves.

Key audit matters

- Valuation of liabilities arising from insurance contracts
- Valuation of certain Level 3 investments
- Uncertainties in policyholder claims and litigation
- Disclosures on the capital position based on Solvency II regulations

Materiality

The scope of our audit is influenced by the application of materiality, which is further explained in the section ‘Our responsibilities for the audit of the financial statements’.

Based on our professional judgement we determined certain quantitative thresholds for materiality, including the overall materiality for the financial statements as a whole as set out in the table below. These, together with qualitative considerations, helped us to determine the nature, timing and extent of our audit procedures on the individual financial statement line items and disclosures and to evaluate the effect of identified misstatements, both individually and in the aggregate, on the financial statements as a whole and on our opinion.

Overall materiality	€95 million (2019: €72 million).
Basis for determining materiality	At the start of the planning of our audit we performed a stakeholders’ analysis that identified suitable benchmarks and thresholds for determining overall materiality for the financial statements. We utilised quantitative and qualitative measures that included the perspective of the common information needs of the (ultimate) parent company, policyholders, creditors and regulators for assessing suitable benchmarks and thresholds for determining overall materiality.

	Our evaluation of overall materiality, based on our professional judgment, has been based on applying 1.75% of equity. This resulted in an initial overall materiality of €102 million (2019: €100 million). The allocated materiality that was used for group reporting purposes to the auditor of the ultimate parent company (Aegon N.V.) amounted to €95 million (2019: €72 million). We applied the lower of the two amounts as overall materiality in our audit of the financial statements.
Rationale for benchmark applied	We used equity as the primary benchmark, a generally accepted auditing practice, based on our analysis of the common information needs of users of the financial statements, which includes regulators, policyholders and other creditors. On this basis, we believe that equity is an important metric for the financial performance of the Company.

We also take misstatements and/or possible misstatements into account that, in our judgement, are material for qualitative reasons.

We agreed with the supervisory board that we would report to them misstatements identified during our audit above €4.75 million (2019: €3.6 million) as well as misstatements below that amount that, in our view, warrant reporting for qualitative reasons.

The scope of our audit

Aegon Levensverzekering N.V. holds shares in subsidiaries. The financial position and the result of Aegon Levensverzekering N.V. are materially affected by these subsidiaries.

The Company is a wholly owned subsidiary of Aegon Nederland N.V. The accounting process is structured around a centralised finance function in Aegon Nederland N.V. that supports the insurance operations, called reporting units. We consider these reporting units to be components in planning and executing our audit. The Aegon Nederland N.V. finance function maintains all actuarial and tax functions, its own accounting records and controls. In establishing the overall approach to the audit, we determined the type of work that is needed to be performed by our audit team at each of the reporting units. As the audits of Aegon Nederland N.V. and the Company are performed by the same audit team, audit procedures performed at Aegon Nederland N.V. level are utilised in a one-stream approach for the audit of the Company. The audit primarily focussed on the significant activities within Aegon Nederland relevant for the Company, which have been identified, based on type of products, geographical location and industry, being: Head Office, Group Pensions, Individual Life and Mortgages, Asset Management and Real Estate managed by an outsourcing partner.

Considering our ultimate responsibility for the opinion we are responsible for the direction, supervision and performance of the audit of the financial statements, including the financial effects of the subsidiaries. In this context, we have determined the nature and extent of the audit procedures for the subsidiaries to ensure that we performed enough work to be able to give an opinion on the financial statements as a whole.

In our view, due to their significance and/or risk characteristics, the financial information of the Company's insurance operations, including material underlying investments in subsidiaries, joint ventures and associates, as disclosed in Note 8 'Shares in group companies', Note 10 'Investments in associates' and Note 11 'Investments in joint ventures' of the financial statements, were in scope of our audit.

For all of these operations the engagement team performed the audit procedures, except for one investment in joint ventures where the audit of the financial information was performed by the component auditor.

Where the component auditor performed the work, we determined the level of involvement we needed to have in their audit work to be able to conclude whether we had obtained sufficient and appropriate audit evidence as a basis for our opinion on the financial statements as a whole.

We issued instructions to the component audit team in our audit scope as referred to above. These instructions included amongst others our risk analysis, materiality and scope of the work.
We explained to the component audit team the structure of the Aegon Nederland group, the main developments that are relevant for the component auditor, the risks identified, the materiality levels to be applied and our group audit approach. We also included specific requirements in our instructions to the component auditor to understand and address the impact of the COVID-19 pandemic, including the risks arising from working in a remote environment.

Furthermore, we had calls with the component audit team during the year and upon conclusion of their work. During these calls, we discussed the risk assessment and audit approach with the component team (particularly concerning the risk of fraud, the valuation of real estate in development, significant estimates and the impact of the COVID-19 pandemic on the risk assessment), the significant accounting and audit issues identified by the component auditor, their reports, the findings of their procedures and other matters, which could be of relevance for the financial statements.
In addition, we developed an oversight strategy for the component, which included procedures such as regular meetings and discussions to challenge and review significant audit matters and judgments.
We analysed the reports received from the component auditor and conducted a virtual site-visit with the component team where we also reviewed selected working papers of the component auditor via remote access to the component team audit file.

To obtain sufficient and appropriate audit evidence for the Company's Dutch real estate operations managed by an outsourcing partner (including Investments in real estate, Investments in joint ventures and Investments in associates), we analysed available reports from the service organisation auditor and publicly available reports from auditors, had calls with these auditors and conducted a virtual site-visit with these auditors where we also reviewed selected working papers of these auditors via remote access to their audit files in order to assess whether those reports provide sufficient and appropriate audit evidence for the purpose of our audit.

By performing the procedures above, we have been able to obtain sufficient and appropriate audit evidence on the Company's financial information, as a whole, to provide a basis for our opinion on the financial statements.

Our focus on the risk of fraud and non-compliance with laws and regulations

Our objectives

The objectives of our audit are:

In respect to fraud:

- to identify and assess the risks of material misstatement of the financial statements due to fraud;

- to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate audit responses; and
- to respond appropriately to fraud or suspected fraud identified during the audit.

In respect to non-compliance with laws and regulations:
- to identify and assess the risk of material misstatement of the financial statements due to non-compliance with laws and regulations; and
- to obtain reasonable assurance that the financial statements, taken as a whole, are free from material misstatement, whether due to fraud or error when considering the applicable legal and regulatory framework.

The primary responsibility for the prevention and detection of fraud and non-compliance with laws and regulations lies with the board of directors with the oversight of the supervisory board. We refer to Note 4 'Risk Management' of the financial statements where the board of directors included their perspectives on the risk of fraud.

Risk of fraud

As part of our process of identifying fraud risks, we evaluated fraud risk factors with respect to financial reporting fraud, misappropriation of assets and bribery and corruption. Together with our forensic specialists, we evaluated the fraud risk factors to consider whether those factors indicate a risk of material misstatement due to fraud. We also considered the impact of the COVID-19 pandemic on the control environment in our fraud risk assessment. The potential risks resulting from the COVID-19 pandemic, such as pressure on earnings and ineffective monitoring of controls, were already included in our identified fraud risk factors. Therefore, we concluded that the COVID-19 pandemic and the remote working environment did not lead to the identification of additional fraud risk factors.

As in all of our audits, we addressed the risk of management override of internal controls, including evaluating whether there was evidence of bias by management that may represent a risk of material misstatement due to fraud. We evaluated the design and the implementation and, where considered appropriate, tested the operating effectiveness of internal controls that mitigate fraud risks, tested high-risk manual journal entries and evaluated key estimates and judgments for bias by management, taking into account the impact of the COVID-19 pandemic. Finally, we incorporated elements of unpredictability in our audit. We refer to the key audit matter section where we included examples of our approach related to areas of higher risk due to accounting estimates where management makes significant judgments.

Risk of non-compliance with laws and regulations

There is an industry risk that emerging compliance or litigation areas have not been identified and or addressed by management for financial statement purposes. This includes the consideration whether there is a need for the recognition of a provision or a contingent liability disclosure on the future outcome of legal or regulatory processes.

In line with Standard 250 we made a distinction between those laws and regulations in our audit approach that:
- Have a direct effect on the determination of material amounts and disclosures in the financial statements. For this category, in line with the requirements as included in Standard 250, we obtained sufficient audit evidence regarding compliance with the provision of those laws and regulations; and

- Do not have a direct effect on the determination of material amounts and disclosures in the financial statements, but where compliance may be fundamental to the operation of the business, to the Company's ability to continue its business or to avoid material penalties. For this category, we performed specific procedures to identify non-compliance with those laws and regulations that may have a material effect on the financial statements.

We identified that the risk of non-compliance with laws and regulations relates mainly to the laws and regulations that have an indirect impact on the financial statements, such as anti-money laundering and anti-terrorist financing regulations and regulations linked to the insurance operating license of the company, including Solvency II.

Key audit matters

Key audit matters are those matters that, in our professional judgement, were of most significance in the audit of the financial statements. We have communicated the key audit matters to the supervisory board. The key audit matters are not a comprehensive reflection of all matters identified by our audit and that we discussed. In this section, we describe the key audit matters and include a summary of the audit procedures we performed on those matters.

We address the key audit matters in the context of our audit of the financial statements as a whole, and in forming our opinion thereon. We do not provide separate opinions on these matters or on specific elements of the financial statements. Any comment or observation we make on the results of our procedures should be read in this context.

The key audit matters described below are mostly related to the nature of the Company and are therefore expected to occur year over year. We took the impact of the COVID-19 pandemic into consideration in the audit procedures we performed on the existing key audit matters. These are described in more detail in the individual key audit matters below, where appropriate.

Key audit matter	***Our audit work and observations***
Valuation of liabilities arising from insurance contracts. *Refer to Note 2.15 'Insurance contracts', Note 3 'Critical accounting estimates and judgment in applying accounting policies', Note 9 'Derivatives', Note 16 'Insurance contracts', Note 17 'Insurance contracts for account of policyholders' and Note 18 'Guarantees'.* The Company has insurance contracts stated at € 44.3 billion (2019: € 40.5 billion), insurance contracts for account of policyholders stated at € 26.6 billion (2019: € 26.5 billion) and bifurcated embedded derivatives stated at € 2.0 billion (2019: € 1.7 billion) at December 31, 2020 representing 86% (2019: 87%) of the Company's total liabilities.	Our audit focused on the application of complex valuation models and the judgments applied in the assumption setting process, taking into account the uncertainty, complexity and subjectivity associated with this. We assessed the design and tested the operating effectiveness of internal controls over the actuarial process that are relevant for the purpose of our audit, including management's determination and approval process for setting economic and actuarial assumptions as well as controls over management's actuarial analyses, including estimated versus actual results and experience studies, controls over data integrity and change management for internally operated valuation models (including Aegon's model validation process) and controls over the valuation of mortgage loans. Based on this work, we found that we, to the extent relevant for our audit, could rely on these controls.

Key audit matter	*Our audit work and observations*
This area involves the use of complex valuation models and significant judgment over uncertain future outcomes, including the timing and ultimate full settlement of long-term policyholder liabilities, including related guarantees, and as a result is more prone to material misstatement. Therefore, we consider this area a key matter for our audit. To assess the adequacy of the liabilities for insurance contracts, the Company performs liability adequacy testing. This testing is done to verify that the valuation of the liabilities is adequate compared to the expected future contractual cash flows. Consistent with common practice in the insurance industry, the Company uses valuation models to support the calculations of the insurance contract liabilities. The complexity of the models may give rise to errors as a result of inadequate/ incomplete data, design or application of the models. Models considered more complex include those in respect of group pensions, the guarantees associated with group pension products and cash flow modelling of pension products. The main assumptions used in measuring the liabilities for insurance contracts relate to mortality, investment return, future expenses and lapses. Significant judgment is applied in setting these assumptions. In addition, the Company adjusts the outcome of the liability adequacy test for the difference between the fair value and the book value of mortgage loans within the scope of the liability adequacy test. The fair value of mortgage loans is determined using significant assumptions that require judgment, including conditional prepayment rate assumptions. Given the magnitude of the insurance contract liabilities and the sensitivities as explained in Note 16 'Insurance contracts' and note 4.2.9 'Underwriting risk', a change in assumptions (especially mortality and lapse) could have a significant impact on net income and shareholders' equity.	We performed audit procedures over the complex valuation models and the model updates to determine the appropriateness of those. We tested the impact of model updates against supporting evidence. For the models used, we tested the completeness and accuracy of key data underlying the development of the aforementioned significant assumptions, as well as actuarial judgments applied, which may vary depending on the product and/or the specifications of the product, and the compliance of the models with the applicable accounting standards. We evaluated the reasonableness of management's significant assumptions, taking into account the impact of the COVID-19 pandemic and current management initiatives, especially on assumed future expenses. In our assessment we considered the risk of management bias in setting these significant assumptions. Based on our procedures we found these assumptions to be reasonable and appropriate. Our work on the liability adequacy test included assessing the reasonableness of the projected cash flows and challenging the main assumptions adopted in the context of both the Company's and industry experience and specific product features, as well as reconciliations to support audit information. The quality of prior years' assumptions is assessed by the analyses of the actual versus expected developments. Where expert judgment was used, we challenged management on the judgment applied and the use of alternative scenarios. Based on our procedures performed, we found that the assumptions set by management are supported by available audit information and are within a range we consider acceptable based on the Company's and industry experience.

Key audit matter	*Our audit work and observations*
During 2020, the Company continued a multi-year review of its actuarial models, focussing on those considered medium and high risk. Model updates, in combination with the actuarial and economic assumption updates, resulted in certain charges being recorded for the year as explained in Note 3.1. 'Changes in estimates'.	In respect of mortgage loans, we evaluated the reasonableness of management's estimate of the fair value of the portfolio by independently developing a range of acceptable outcomes and comparing management's estimate to the independently developed range. Developing the independent estimate involved utilising a range of available market inputs and assumptions and testing the completeness and accuracy of data provided by management. We also evaluated whether the disclosures in the financial statements are adequate and in accordance with EU-IFRS. We found the disclosures to be appropriate in this context.
Valuation of certain Level 3 investments. *Refer to Note 2.7 'Investments', Note 3 'Critical accounting estimates and judgment in applying accounting policies', Note 6 'Investments' and Note 31 'Fair value of assets and liabilities'.* The Company has investments, including investments for account of policyholders, of € 73.6 billion (2019: € 65 billion), of which € 5 billion are categorised as Level 3 investments in the valuation hierarchy. This includes positions that are presented at fair value in the statement of financial position (investments in real estate of € 1.9 billion; 2019: € 1.8 billion) and those that are carried at amortised cost, but for which the fair value is required to be disclosed and for which the fair value is used to determine the excess value in the liability adequacy test (mortgage loans, private loans and inflation linked loans of € 21.3 billion; 2019: € 20.2 billion, on a fair value basis). Management's estimate of the valuation of Level 3 investments is developed using quotes from third-party brokers, external appraisals or internal cash flow modelling techniques that use significant unobservable inputs, including discount and capitalisation rates, default rates, liquidity assumptions, issuer specific credit adjustments and indicative quotes from market makers. These estimates involve significant judgment by management and have a higher potential risk to be affected by error or management bias. Therefore, this area is considered a key audit matter.	We assessed the design and tested the operating effectiveness of internal controls over the investments' valuation and impairment process including management's determination and approval of assumptions and methodologies used in model-based calculations, controls over data integrity and change management for internally operated valuation models and management's review of valuations provided by external experts, brokers or data vendors, in addition to the evaluation of management's procedures to assess service organisation reports over real estate investments. Based on this work, we found that we, to the extent relevant for our audit, could rely on these controls. We performed substantive audit procedures to supplement procedures over internal controls testing. These procedures included, among others, developing an independent estimate of the value for a sample of investments by obtaining independent pricing from third party vendors, if available. We evaluated the reasonableness of management's estimate for the full population of private loans and inflation linked notes by developing an independent range of prices utilising a range of prices and comparing management's estimate to the independently developed ranges. Developing the independent estimate involved utilising a range of available market inputs and assumptions and testing the completeness and accuracy of data provided by management. We assessed pricing models and the underlying methodologies against industry practice and valuation guidelines.

Key audit matter	*Our audit work and observations*
Our focus considered both the positions that are presented at fair value on the balance sheet and those positions carried at amortised cost on the balance sheet, but for which fair value is required to be disclosed. The risk is considered higher for investments traded in the absence of an active market as the fair value of those instruments is estimated by using other market observable data, such as corroborated external quotes and present value or other valuation techniques using unobservable data. The significant inputs used in valuing real estate are monthly rent rolls, capital expenditure budgets provided by the outsourcing partner, and discount rates and capitalisation rates obtained from external parties. In addition, real estate properties are valued using industry standard models and sales comparison based on the type of property. Given the nature of certain inputs/rates utilised and valuation methodology employed, the valuation of real estate has a high estimation uncertainty and a change in assumptions could have a significant effect on net income and shareholders' equity.	We used real estate valuation experts to assess on a sample basis the fair value of properties as determined by management and as reported by outsourcing parties based on available market information. Based on our procedures we consider that the valuation of these investments was within the bandwidth that we consider acceptable. We also evaluated whether the disclosures in the financial statements are adequate and in accordance with EU-IFRS. We found the disclosures to be appropriate in this context.
Uncertainties in policyholder claims and litigation. *Refer to Note 32 'Commitments and contingencies'.* The insurance industry continues to face consumer activism and regulatory scrutiny over product design and selling practices. The Company has encountered claims and litigations in this respect. Depending on the actual legal position and expectations from management, claims, including related litigations, are either provided for as a liability or reflected as contingent liabilities in the notes to the financial statements based on the criteria as outlined in IAS 37. The Company uses internal and external legal experts where applicable to evaluate its legal positions. Given the uncertainty and judgment in this area in terms of valuation and presentation and disclosure, this area is subject to the risk of understatement of recorded liabilities and incomplete disclosure of contingent liabilities. Therefore, we determined this as a key audit matter.	We gained an understanding of the policyholders' claims and litigations through discussions with management, the general legal counsel and the compliance office. We have read the internal position papers prepared by the Company. We also obtained lawyers' letters to the extent considered necessary for our audit. For all (potential) material claims, we tested the underlying facts and circumstances considered and assessed the best estimate of outflows as determined by the Company. We tested that the Company has adequately reflected the claims and litigations in either the provisions or the contingent liabilities by assessing these against the criteria in IAS 37. In this respect we assessed whether the Company has a present obligation (legal or constructive) as a result of a past event, whether it is probable (i.e. more likely than not) that an outflow of resources embodying economic benefits will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Key audit matter	*Our audit work and observations*
Disclosures on the capital position based on Solvency II regulations. *Refer to Note 4.4 'Capital management and solvency'* The Company, as a regulated insurer, determines the required capital to cover its risk exposure based on the Solvency II requirements. The capital position is determined based upon the available capital ('Own Funds') of € 5.5 billion (2019: € 5.3 billion) and the required capital of € 3.5 billion (2019: € 3.2 billion). This results in a solvency ratio of 159% as per December 31, 2020 (2019: 164%). The risk of misstatement is higher due to estimates and complex valuation models. The fact that the solvency ratio constitutes a key indicator and the Solvency II information is relevant within the Company's capital and dividend policy means that we consider the audit of this information to be important. Available capital The determination of the available capital position is based on the economic balance sheet drawn up by the Company. Several important estimates and valuation models are applied that use inputs not observable in the market. The main estimates are: • The cash flows used to determine the economic value of the technical provisions and reinsurance liabilities (parameters and assumptions with respect to mortality, investment returns, lapse, and future expenses); • Projected fiscal results and an analysis of future realisations; and • Material contingencies. Required capital For some risks the Company uses a partial internal model approved by the Dutch Central Bank (or DNB) to determine the capital requirements. For the other risks, the standard formula is applied. An important estimate for determining required capital is the loss-absorbing capacity of deferred taxes in case of a shock in the solvency capital (LAC-DT). The main elements are disclosed under available capital above.	Available capital We tested the economic balance sheet, which was drawn up for the determination of the available capital, against the valuation and classification criteria of the Solvency II regulations. We tested the estimates to determine the cash flows (parameters and assumptions with respect to mortality, investment returns, lapse and future expenses) based on historical developments within the insurance portfolio and market developments. We challenged the assumptions made by management for feasibility and impact by testing them against information available to the Company and relevant market developments. We determined that management's estimates are substantiated and we, therefore, consider the estimates to be reasonable. Required capital We tested the capital requirements for each risk component as to whether these were calculated in accordance with the criteria of the Solvency II regulations or the approved internal model, where applicable. For this purpose, we tested the internal control procedures concerning the data used, the model governance and the calculation process. We also tested the data and calculations applied. We tested the loss absorbing capacity of deferred taxes that is taken into account in determining the required capital. On the basis of this test, we evaluated the projections of future (fiscal) results, which included the evaluation of the reliability of the forecasted results. These forecasted results, such as the release of the risk margin and the excess return on general account assets, have been tested to determine the reasonableness. We determined that the valuation differences between the fiscal and the Solvency II valuation were taken into account in the correct year of the projection. Furthermore, we focussed on the accuracy of the movements in the expected results due to measures to recover that capital position, the correct timing of the inclusion of losses from the shock in fiscal results, the correct application of corporate tax rates and the correct application of regulations with respect to the offsetting of losses. We determined that management's estimates are adequately substantiated by audit-evidence.

Key audit matter	*Our audit work and observations*
	Other We have taken note of the correspondence with DNB and the findings reported therein with respect to the calculations of the capital position and we ensured that new elements of the partial internal model representing 'major model changes' were duly approved by DNB. We discussed the revised Q&A from DNB on LAC-DT with management to understand and verify how the Company has reflected these changes in the LAC-DT model and how it was substantiated by including various scenarios based on the good practices included in the Q&A. Disclosures We also evaluated whether the disclosures relating to the available capital and the disclosures of the required capital are adequate. We also verified the compliance with the applicable financial reporting framework. We found the disclosures to be appropriate in this context.

Report on the other information included in the annual report

In addition to the financial statements and our auditor's report thereon, the annual report contains other information that consists of:

- the Report of the Board of Directors;
- the Report of the Supervisory Board; and
- the Other information pursuant to Part 9 of Book 2 of the Dutch Civil Code.

Based on the procedures performed as set out below, we conclude that the other information:

- is consistent with the financial statements and does not contain material misstatements;
- contains the information that is required by Part 9 of Book 2 of the Dutch Civil Code.

We have read the other information. Based on our knowledge and understanding obtained in our audit of the financial statements or otherwise, we have considered whether the other information contains material misstatements.

By performing our procedures, we comply with the requirements of Part 9 of Book 2 of the Dutch Civil Code and the Dutch Standard 720. The scope of such procedures was substantially less than the scope of those performed in our audit of the financial statements.

The board of directors is responsible for the preparation of the other information, including the directors' report and the other information in accordance with Part 9 of Book 2 of the Dutch Civil Code.

Report on other legal and regulatory requirements

Our appointment

We were initially appointed as auditors of Aegon Levensverzekering N.V. by the board of directors following the passing of a resolution by the shareholders of Aegon N.V. at the annual meeting held on 15 May 2013. We are the independent auditor for a total period of 7 years.

No prohibited non-audit services

To the best of our knowledge and belief, we have not provided prohibited non-audit services as referred to in Article 5(1) of the European Regulation on specific requirements regarding statutory audit of public-interest entities.

Services rendered

The services, in addition to the audit, that we have provided to the Company, for the period to which our statutory audit relates, are disclosed in note 28.1. 'Remuneration Independent Auditor' to the financial statements.

Responsibilities for the financial statements and the audit

Responsibilities of the board of directors and the supervisory board for the financial statements

The board of directors is responsible for:

- the preparation and fair presentation of the financial statements in accordance with EU-IFRS and with Part 9 of Book 2 of the Dutch Civil Code; and for
- such internal control as the board of directors determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

As part of the preparation of the financial statements, the board of directors is responsible for assessing the Company's ability to continue as a going concern. Based on the financial reporting frameworks mentioned, the board of directors should prepare the financial statements using the going concern basis of accounting unless the board of directors either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so. The board of directors should disclose events and circumstances that may cast significant doubt on the Company's ability to continue as a going concern in the financial statements.

The supervisory board is responsible for overseeing the Company's financial reporting process.

Our responsibilities for the audit of the financial statements

Our responsibility is to plan and perform an audit engagement in a manner that allows us to obtain sufficient and appropriate audit evidence to provide a basis for our opinion. Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error and to issue an auditor's report that includes our opinion. Reasonable assurance is a high but not absolute level of assurance, which makes it possible that we may not detect all material misstatements. Misstatements may arise due to fraud or error. They are considered to be material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

Materiality affects the nature, timing and extent of our audit procedures and the evaluation of the effect of identified misstatements on our opinion.

A more detailed description of our responsibilities is set out in the appendix to our report.

Amsterdam, 8 April 2021
PricewaterhouseCoopers Accountants N.V.

Original has been signed by A.R. Vermeulen RA MSc

Appendix to our auditor's report on the financial statements 2020 of Aegon Levensverzekering N.V.

In addition to what is included in our auditor's report, we have further set out in this appendix our responsibilities for the audit of the financial statements and explained what an audit involves.

The auditor's responsibilities for the audit of the financial statements

We have exercised professional judgement and have maintained professional scepticism throughout the audit in accordance with Dutch Standards on Auditing, ethical requirements and independence requirements. Our audit consisted, among other things of the following:

- Identifying and assessing the risks of material misstatement of the financial statements, whether due to fraud or error, designing and performing audit procedures responsive to those risks, and obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the intentional override of internal control.
- Obtaining an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board of directors.
- Concluding on the appropriateness of the board of directors' use of the going concern basis of accounting, and based on the audit evidence obtained, concluding whether a material uncertainty exists related to events and/or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion.
  Our conclusions are based on the audit evidence obtained up to the date of our auditor's report and are made in the context of our opinion on the financial statements as a whole. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluating the overall presentation, structure and content of the financial statements, including the disclosures, and evaluating whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Considering our ultimate responsibility for the opinion on the financial statements, we are responsible for the direction, supervision and performance of the audit of the financial statements. In this context, we have determined the nature and extent of the audit procedures for subsidiaries to ensure that we performed enough work to be able to give an opinion on the financial statements as a whole.

We communicate with the supervisory board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit. In this respect, we also issue an additional report to the risk and audit committee in accordance with Article 11 of the EU Regulation on specific requirements regarding statutory audit of public-interest entities. The information included in this additional report is consistent with our audit opinion in this auditor's report.

We provide the supervisory board with a statement that we have complied with relevant ethical requirements regarding independence, and communicated with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related actions taken to eliminate threats or safeguards applied.

From the matters communicated with the supervisory board, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor’s report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, not communicating the matter is in the public interest.