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Business performance

Operating result - life segment

(Amounts in millions of euro)

	1st quarter 2011	1st quarter 2012
Operating result - life segment	[illegible]	[illegible]
Net insurance benefits and claims	[illegible]	[illegible]
Net change in the provisions for unit and index-linked policies	[illegible]	[illegible]
Acquisition and administration costs related to insurance business	[illegible]	[illegible]
Acquisition and administration costs	[illegible]	[illegible]
Commissions and other income related to insurance business	[illegible]	[illegible]
Net income from financial assets and liabilities related to unit and index-linked policies	[illegible]	[illegible]
Net income from financial assets and liabilities at fair value through profit or loss	[illegible]	[illegible]
Net income from financial assets and liabilities related to unit and index-linked policies	[illegible]	[illegible]
Net income from other financial instruments	[illegible]	[illegible]
Net income from other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Net realized gains on other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Net impairment losses on other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Net income from other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Other income from other financial instruments	[illegible]	[illegible]
Net income from other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Other income	[illegible]	[illegible]
Other income - life segment	[illegible]	[illegible]
Expenses from other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Expenses from other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Net realized losses on other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Net impairment losses on other financial instruments and land and buildings (investment properties)	[illegible]	[illegible]
Other operating expenses	[illegible]	[illegible]
Other operating expenses - life segment	[illegible]	[illegible]
Earnings before taxes - life segment	[illegible]	[illegible]

(1) Commissions related to investment contracts, which amounted to € 122.5 million (€ 113.7 million at 31 Decemb
(2) At 31 December 2011 the amount is net of operating taxes for € 64.1 million (€ 40 million at 31 December 2010
(3) The amount is net of the share attributable to the policyholders.
(4) The amount is net of the share attributable to the policyholders in Germany and Austria.