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# Business performance

## Operating result

Operating result - non-life segment

Operating result - non-life segment consists of the following items:

- Income from operations and claims
- Income from other financial assets related to insurance business
- Income from other financial assets from financial service activities
- Income from other financial instruments at fair value through profit or loss
- Income from other financial instruments
- Income from other financial instruments and land and buildings (investment properties)
- Income from other financial instruments at fair value through profit or loss
- Income from other financial instruments and land and buildings (investment properties)
- Income from other financial instruments and land and buildings (investment properties)

Expenses before taxes - non-life segment

## Operating result: Other operating items

Other operating items in the property casualty segment, which mainly include acquisition and administration costs not related to the

## Non-operating result

The non-operating result in the property casualty segment was € 7916 million (€ 7606 million at 31 December 2011). The non-operating result was affected by impairment losses primarily on equity portfolios, amounting to € 7746 million (€ 7606 million at 31 December 2011) and by other operating items, amounting to € 170 million (€ 162 million at 31 December 2011).