



DnB NOR

Capital Markets Day

Oslo, 15 June 2011

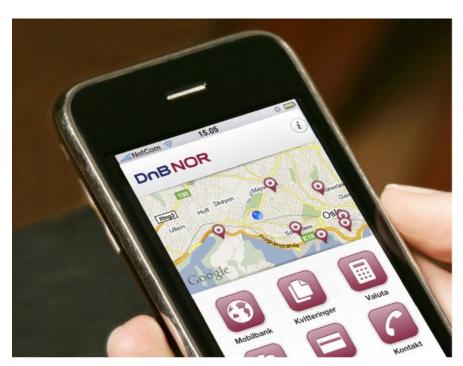




#### Agenda

9.00 - 9.30	New ambitions for profitable growth	Rune Bjerke
9.30 - 10.10	Financial ambitions and new regulations	Bjørn Erik Næss
10.10 - 10.35	Break	
10.35 – 11.20	Growth in Norway	Karin B. Orgland
11.20 - 11.50	International growth in the large corporate segment	Leif Teksum
11.50 - 12.15	Break	
12.15 - 12.40	The Baltics – Raising the bar	Terje Turnes
12.40 - 13.40	Q&A	
13.40 - 14.00	Concluding Remarks	Rune Bjerke





## New ambitions for profitable growth

Rune Bjerke, CEO









#### Financial ambitions towards 2015

Return on equity above 14 per cent

NOK 30 billion in pre-tax operating profits before write-downs

**Cost/income ratio below 45 per cent** 



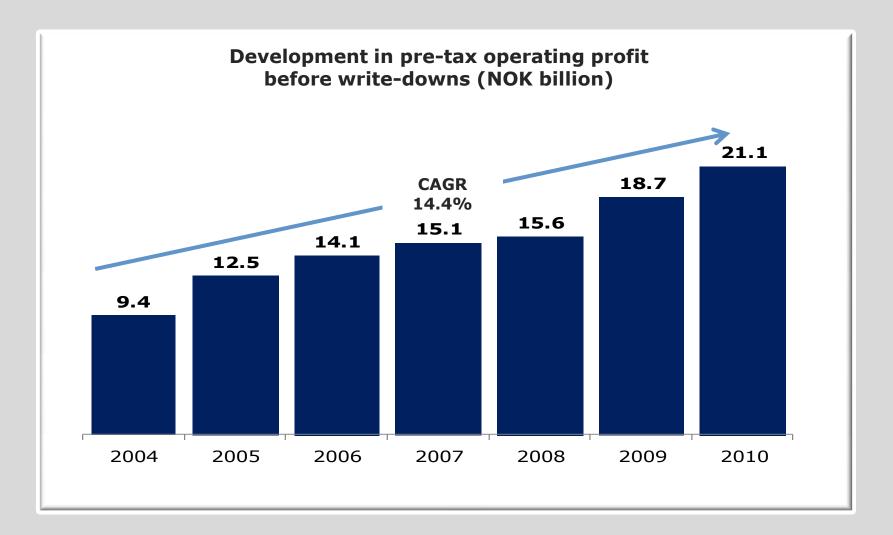
#### **Strong platform**

**Untapped opportunities** 

Robust strategy for profitable growth

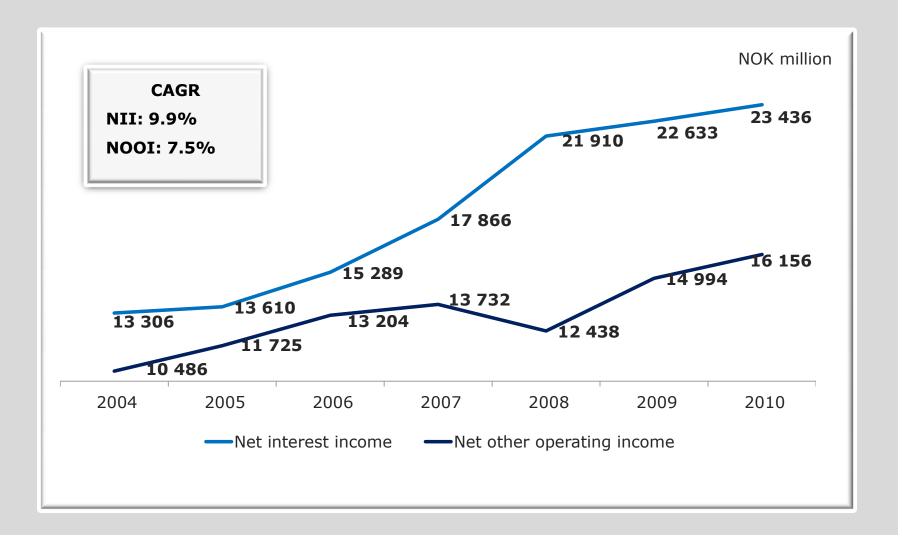


#### Strong development in operating profit



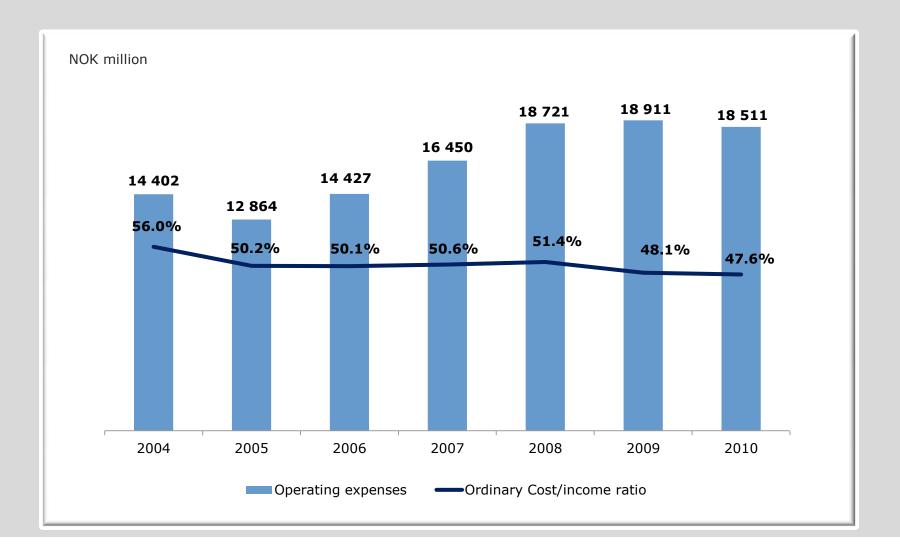


#### Significant growth in income



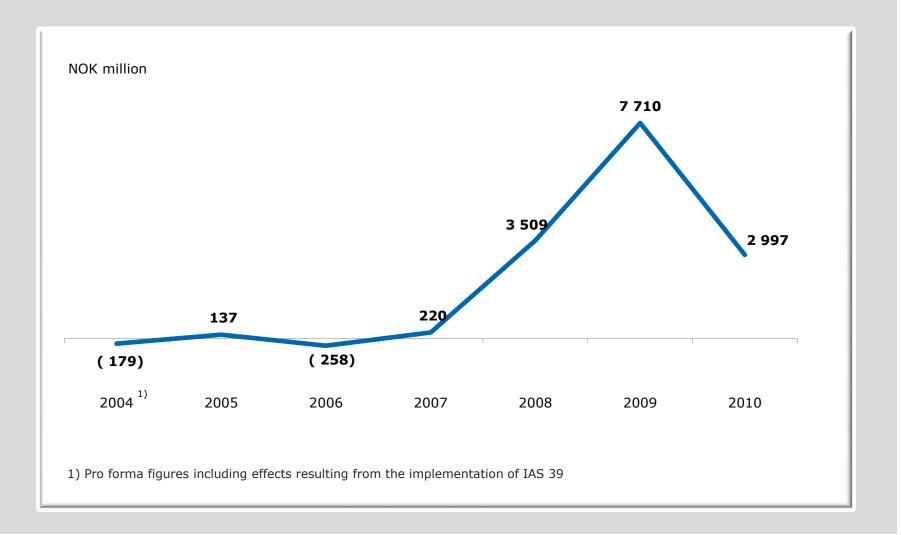


#### Improved cost efficiency



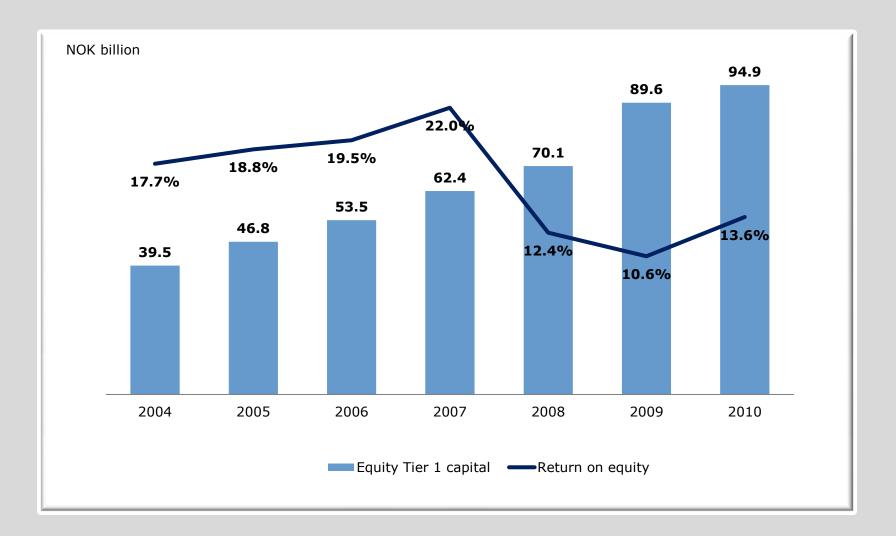


#### Sharp decline in loan losses after a peak in 2009



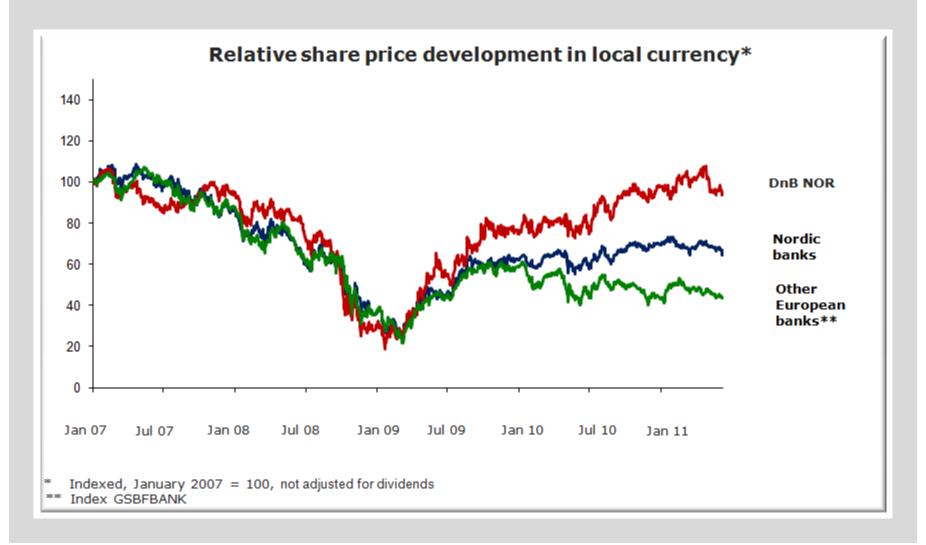


#### Strong ROE also in post-crisis environment





#### Strong share price development relative to peers





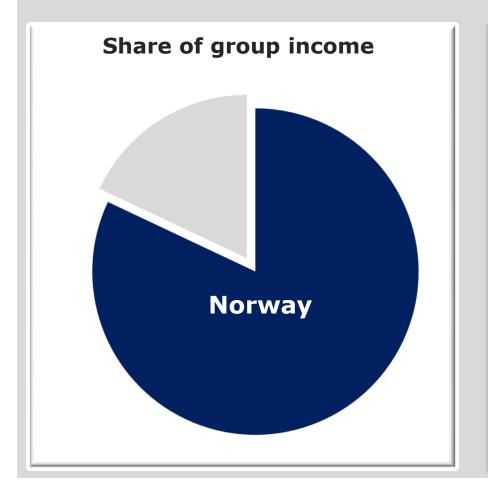
#### **Strong platform**

#### **Untapped opportunities**

Robust strategy for profitable growth



#### The Norwegian bank



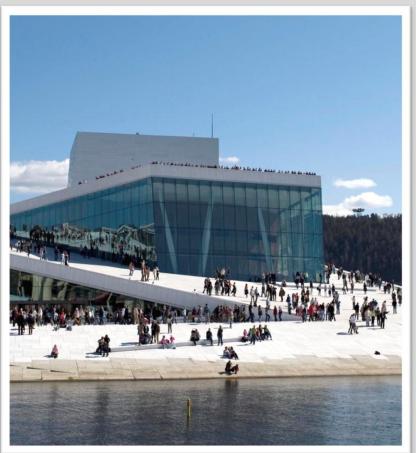
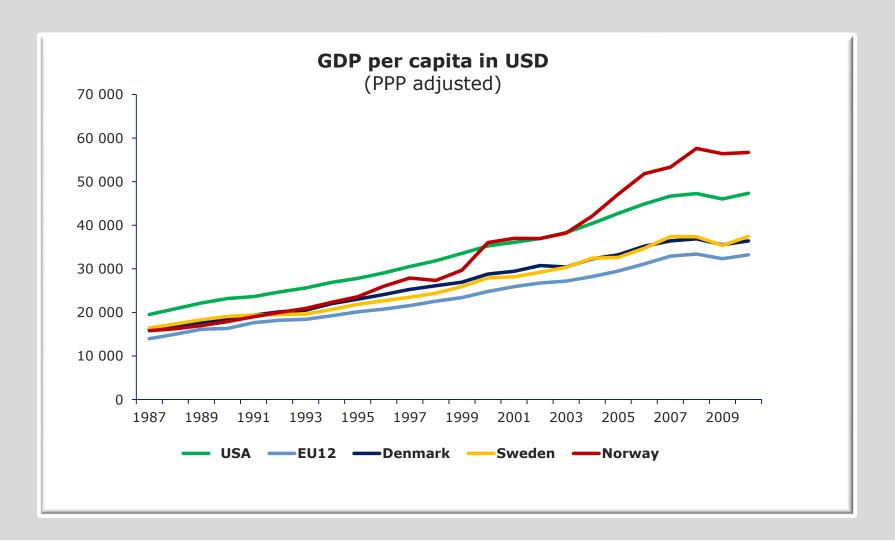


Photo: Erik Berg

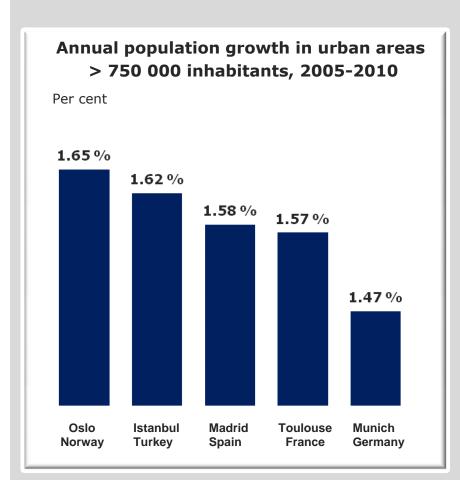


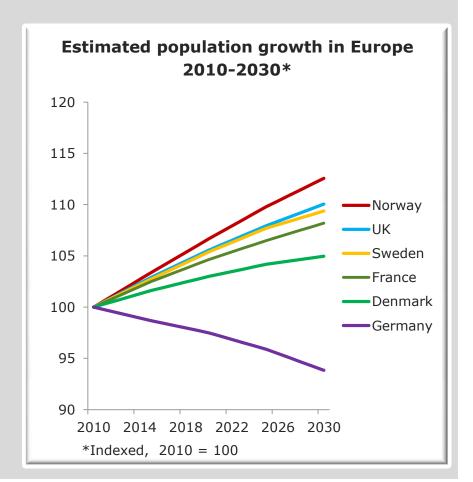
#### Norwegians - The most attractive customers





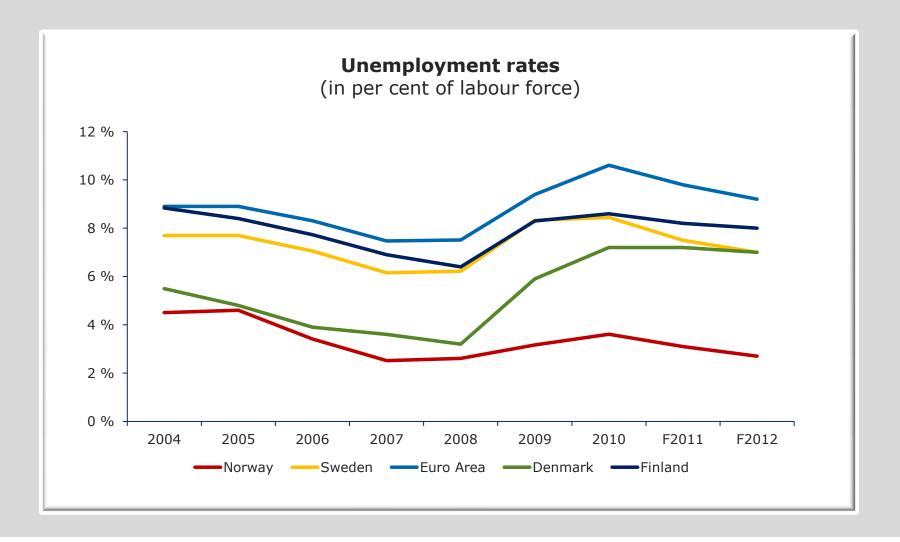
#### Among the fastest growing populations in Europe





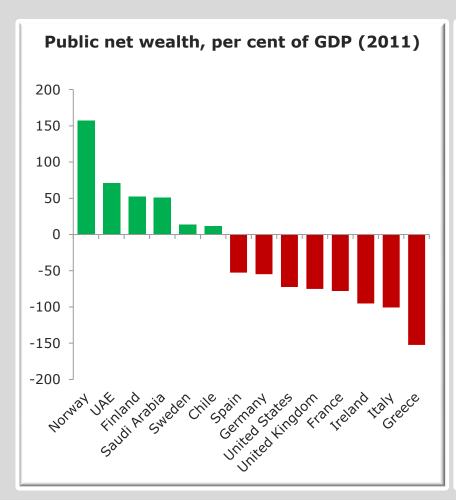


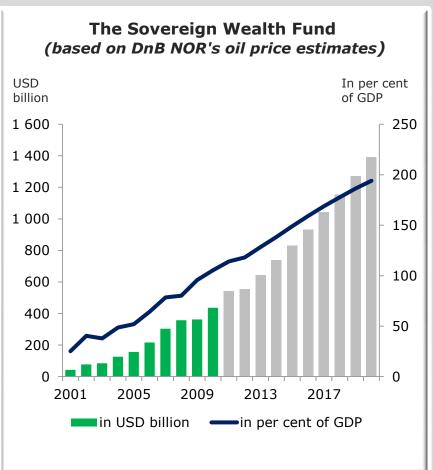
#### Stable low unemployment rates





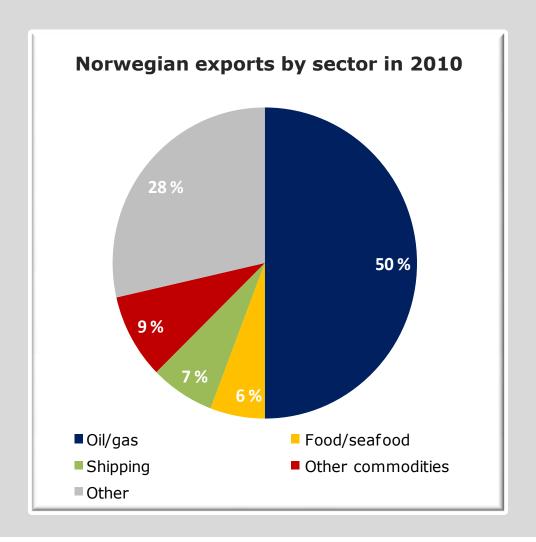
#### Norway - An economy in a unique position







#### Still rich in natural resources



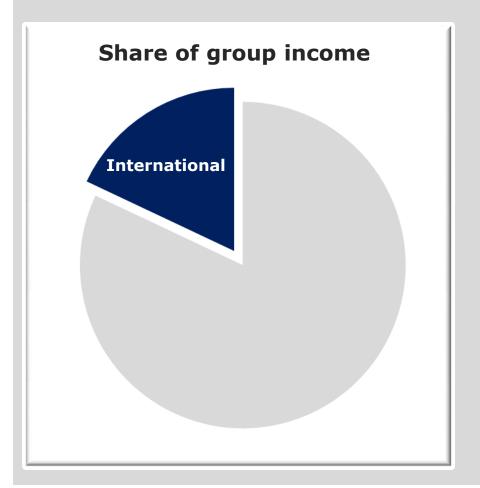


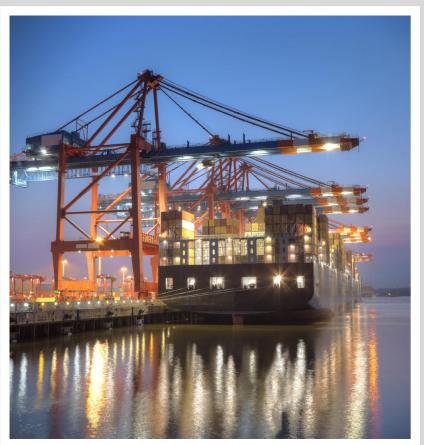






#### *The* Norwegian bank – also internationally

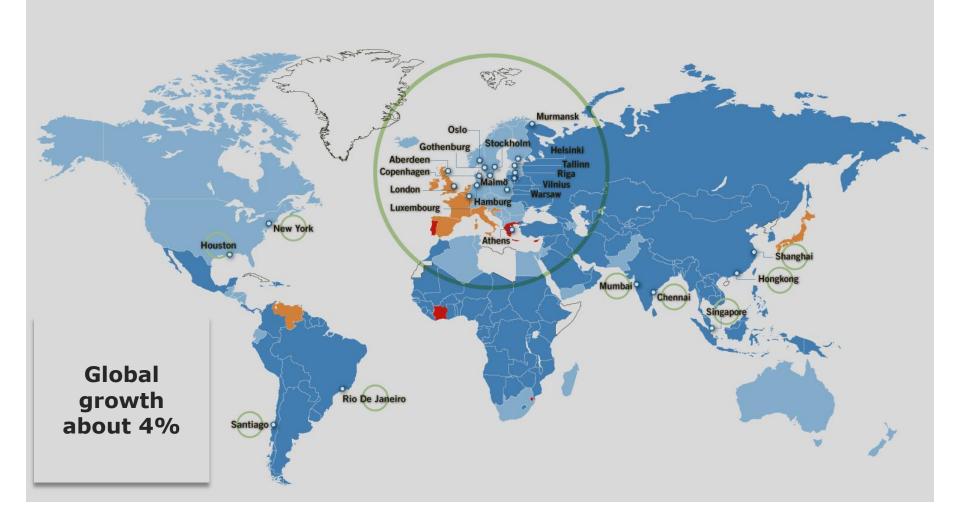






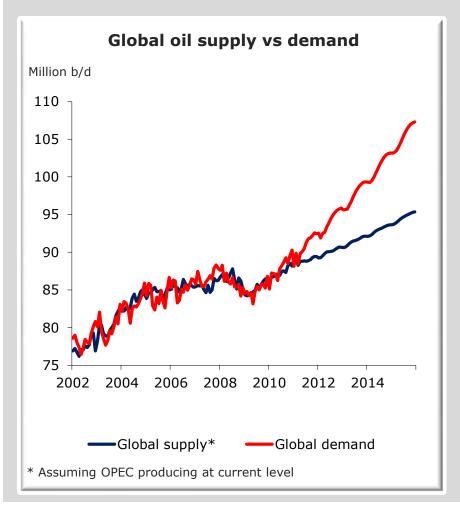
#### Increasing international activity

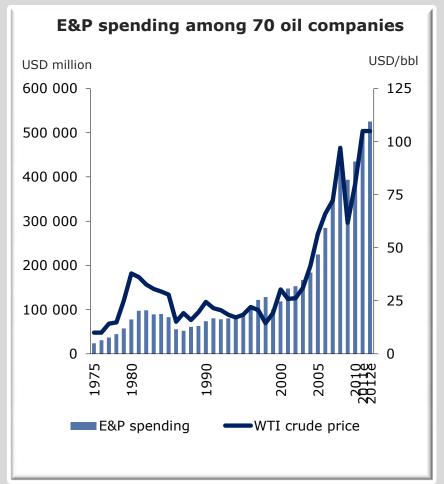
- presence in 20 countries





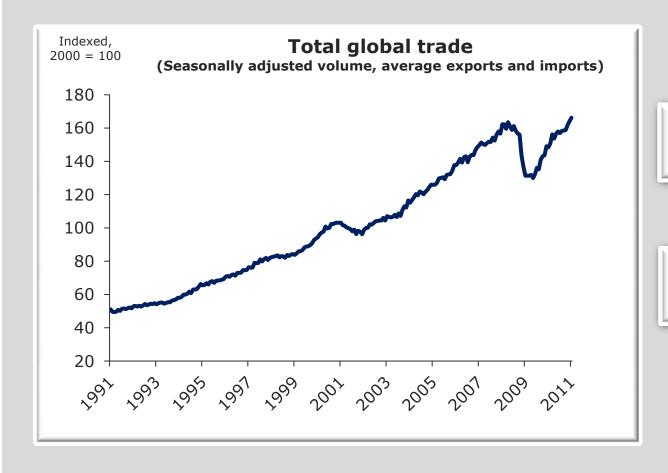
#### Oil demand exceeding supply - greater investment required







#### Global trade is back on track

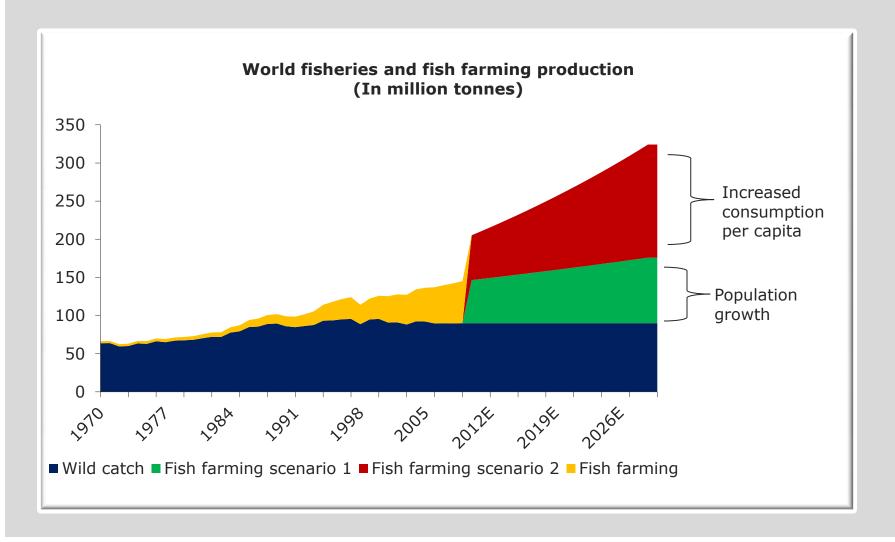


2-3 per cent higher growth in global exports than in global GDP

80-90 per cent of global trade goes by sea



#### Population growth and health focus drive demand for seafood





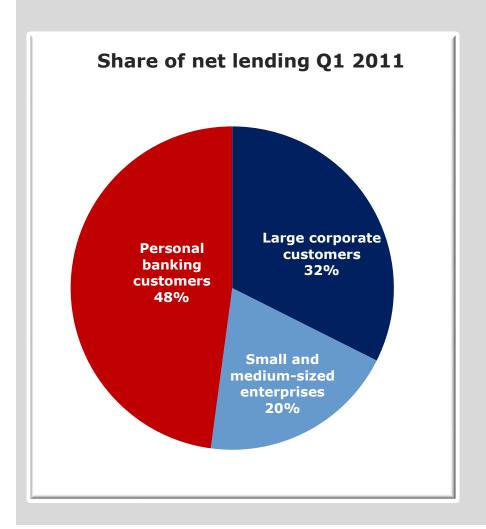
#### **Strong platform**

**Untapped opportunities** 

Robust strategy for profitable growth



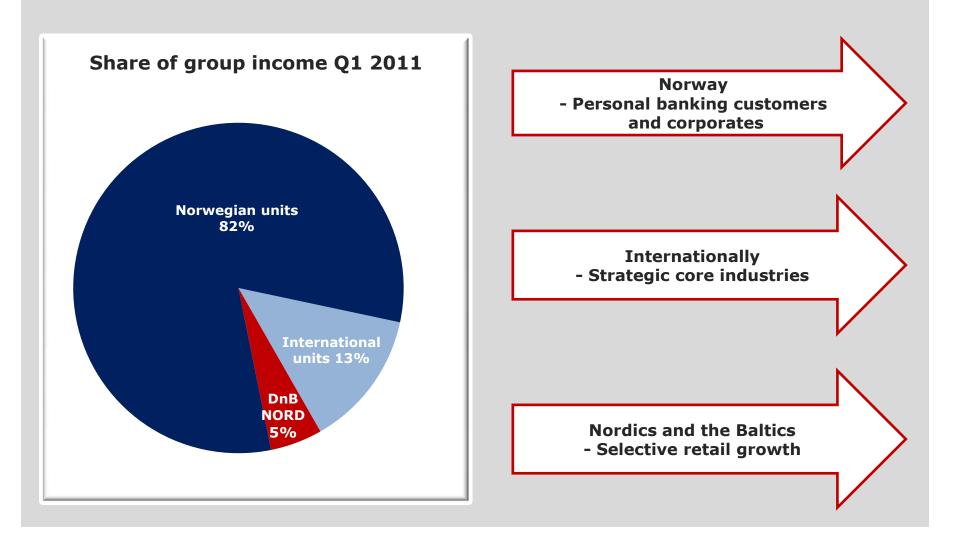
#### How to grow?



Maintain an even balance between personal banking customers and corporates



#### Where to grow?





#### Consider sale of Polish division

- Modest position
- Highly competitive market
- Costly to achieve a favourable strategic position
- Safeguard interests of both customers and employees



#### Stronger and united

- one group, one brand









Part of the DnB NOR Group







Sustainable strategy

Growth opportunities

More of the same



# DnBNOR



# Financial ambitions and new regulations

Bjørn Erik Næss, CFO







# Drivers for growth New regulations

**Funding** 



#### Financial targets 2012

Business is developing as planned, and we reconfirm the targets set in 2010

NOK 22-25 billion in pre-tax operating profit before write-downs

NOK 2 billion in cost reductions

Cost/income ratio below 46 per cent



#### Financial ambitions towards 2015

Return on equity above 14 per cent

NOK 30 billion in pre-tax operating profit before write-downs

NOK 1 billion in **new** cost reductions

Cost/income ratio below 45 per cent



#### No change in capital strategy and dividend policy

Be among the best capitalised banks in the Nordic region

Long-term AA rating for the bank

Approximately 50% dividend payout ratio



#### Assumptions underlying our financial ambitions

#### Basel III

 Basel III will be implemented according to the schedule presented in December 2010

## Norwegian regulations

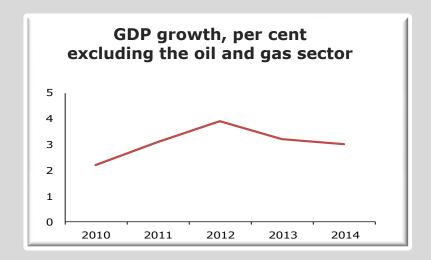
 The Norwegian authorities will not introduce additional regulations or taxes/fees for the Norwegian financial sector

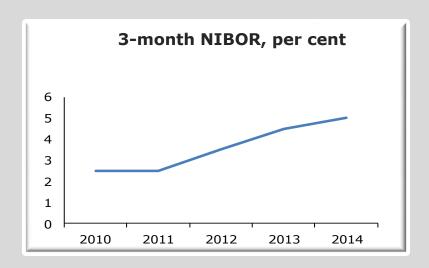
### Macroeconomic developments

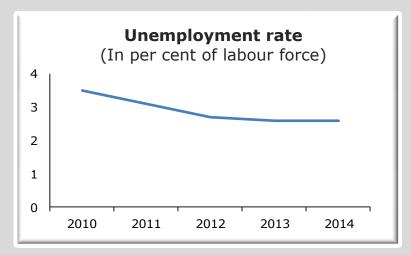
- Increasing economic growth in Norway
- Stable international growth
- NOK money market rates of 5% in 2014

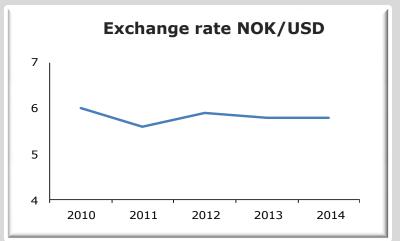


#### Robust macroeconomic development in Norway









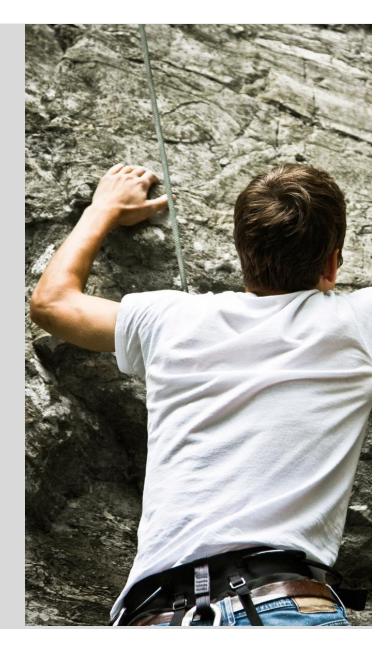


# **New financial ambitions Drivers for growth New regulations Funding**



#### Drivers for profitable growth

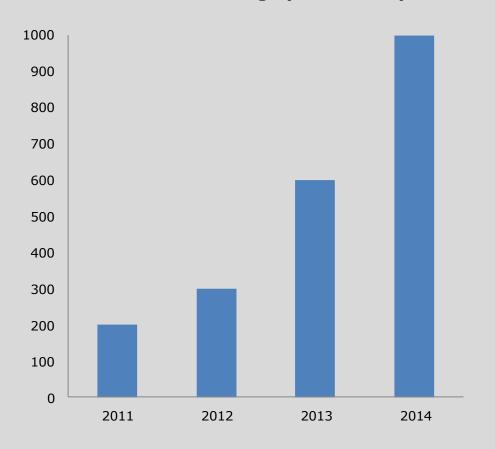
- Increase in volume above market growth
- Higher interest rates
- Wider combined spreads
- Improvement programmes and cost reductions
- Low write-downs





# Additional NOK 1 billion in targeted annual cost savings by year-end 2014

#### **Increased cost savings (NOK million)**



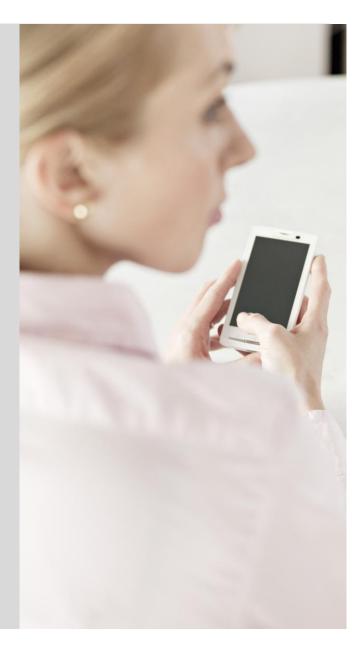




Streamlining of business processes

NOK million 350-400

- Automatisation
- Digitalisation
- Increased use of self-service options





## Consolidation and centralisation

## NOK million 300-400

- Postbanken, Vital and other entities united under one brand in Norway
- From 11 marketing units to one
- Streamlined distribution
- Full integration of DnB NORD, including closing down the Copenhagen office









Improving procurement routines

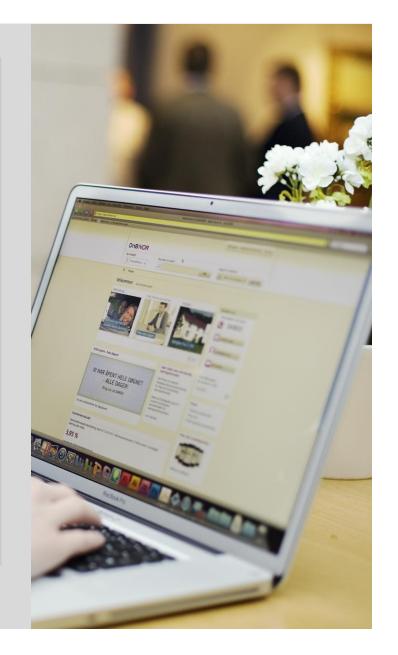
NOK million 50-100

- Better prices and terms
- Better allocation of resources
- Coordinated processes

Reorganising IT operations

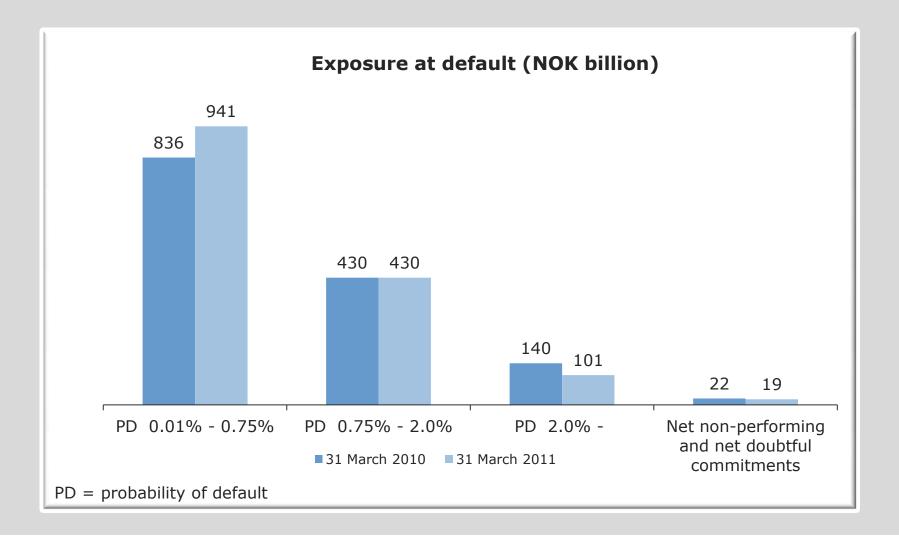
NOK million 200-225

- Simplification and standardisation
- From 14 IT units to one



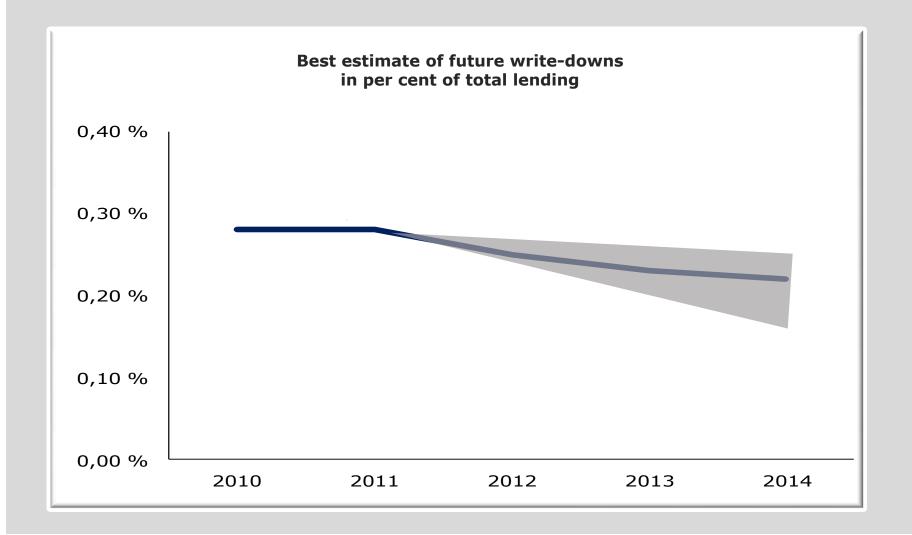


#### Portfolio quality remains strong





#### Low write-downs





**New financial ambitions Drivers for growth New regulations Funding** 



#### Basel III – four main issues

Implementation

 Prepare for the schedule presented in December 2010

Leverage ratio

• Leverage ratio best among Nordic peers

Capitalisation

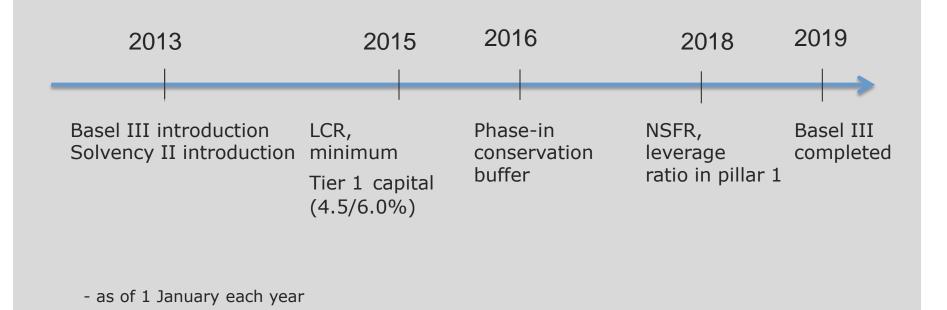
Capitalisation above expected requirements

Liquidity

• On track

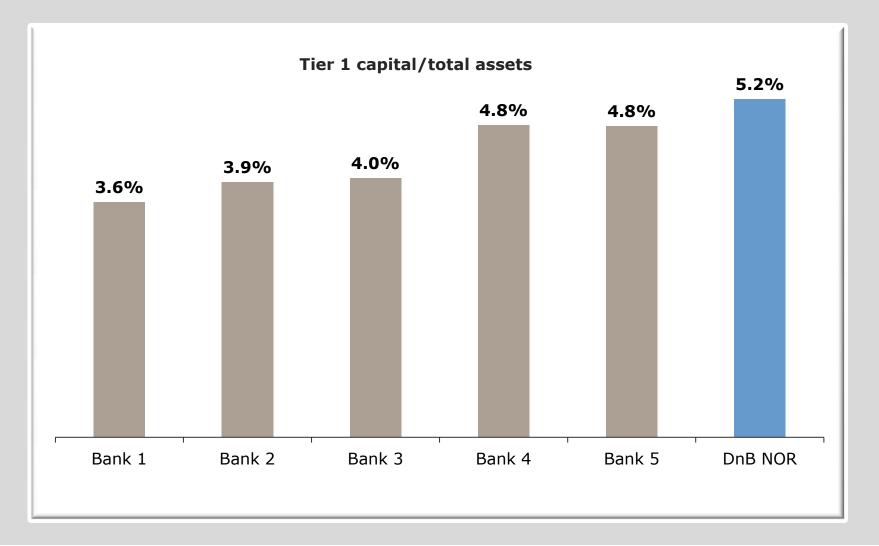


#### Expected implementation schedule



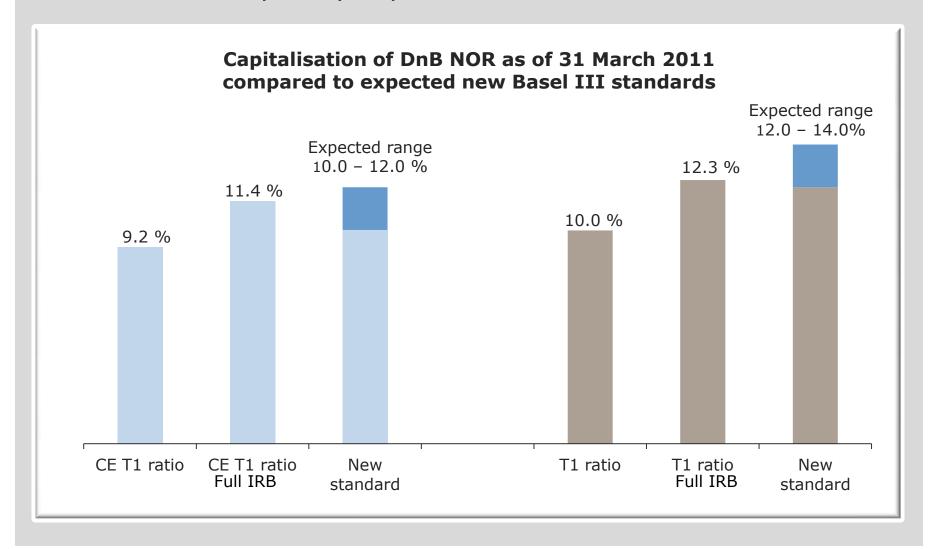


## Leverage ratio: best among Nordic peers





#### DnB NOR is adequately capitalised





**New financial ambitions Drivers for growth New regulations Funding** 



#### DnB NOR: a strong name in the funding market

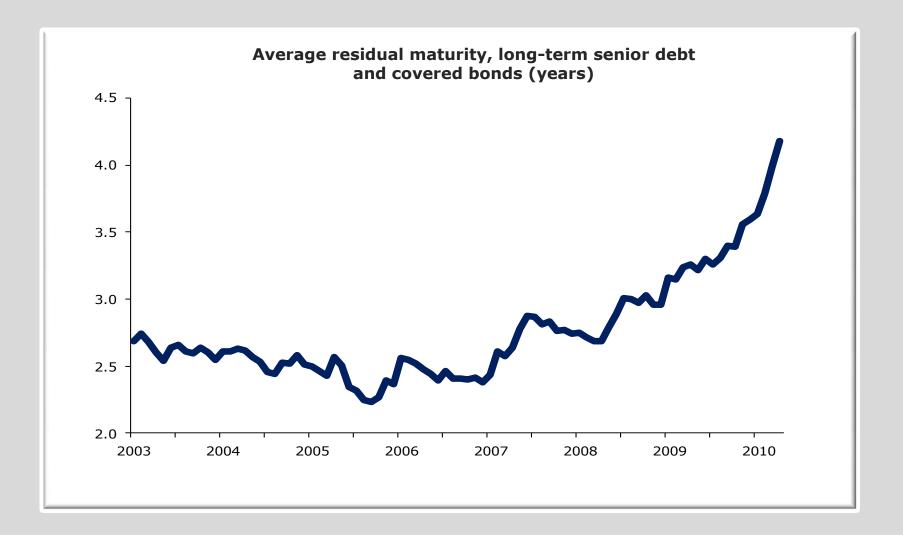
Increasing the average residual maturity on long- term senior debt and covered bonds

Diversifying funding activities to the USA and Australia with good results, both for long and short-term funding

Stable deposit coverage at about 55%

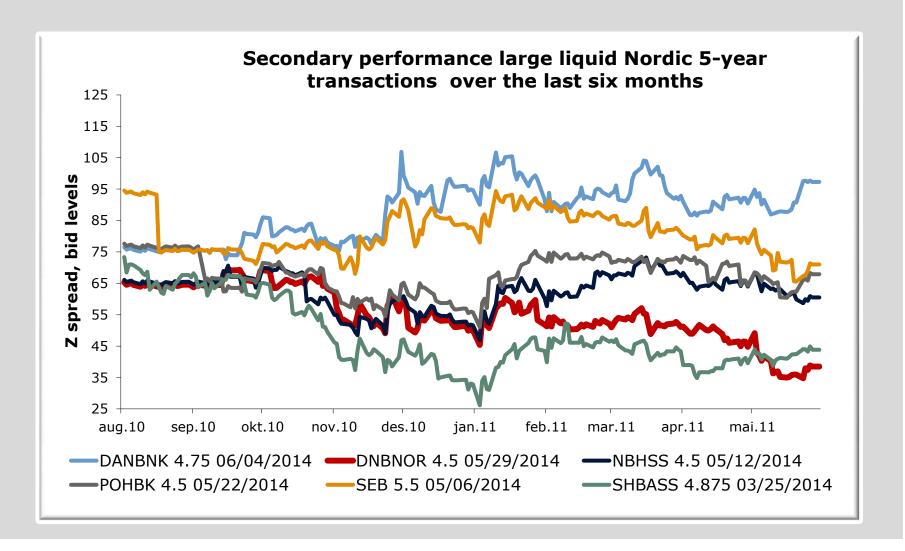


## Average residual maturity is increasing





#### Long-term funding at competitive prices





#### Well positioned

New and strong financial ambitions

Robust and profitable portfolio

Well prepared for new regulations

Good access to funding at competitive prices



# DnBNOR



## **Growth in Norway**

Karin Bing Orgland, head of Retail Banking









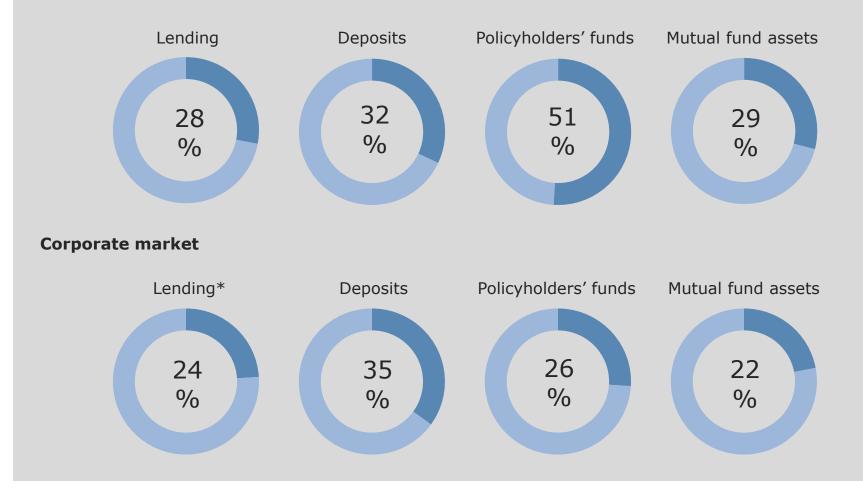
## **Strong platform in Norway**

Untapped opportunities for profitable growth



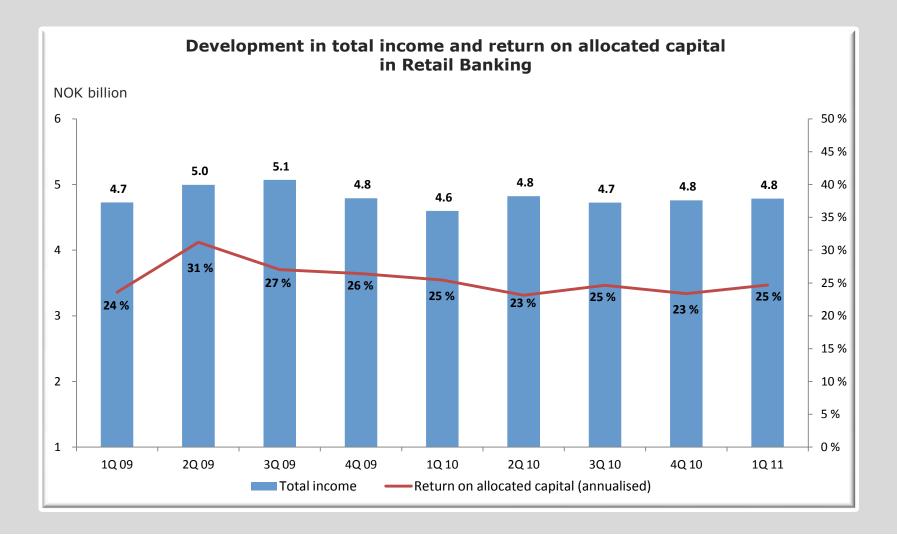
# Strong market shares Well positioned in home market – product areas and customer segments

#### **Retail market**



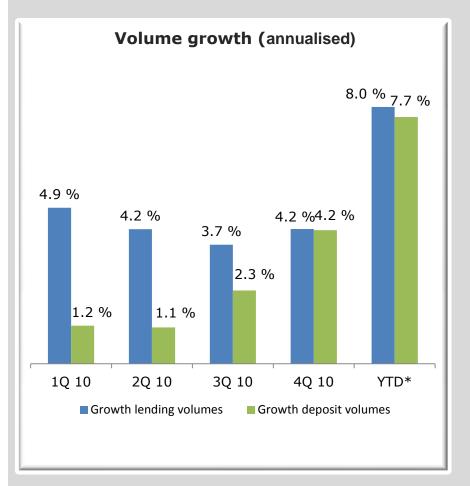


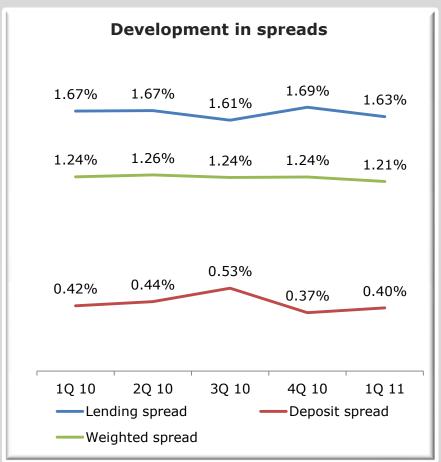
#### Stable total income and high return on allocated capital





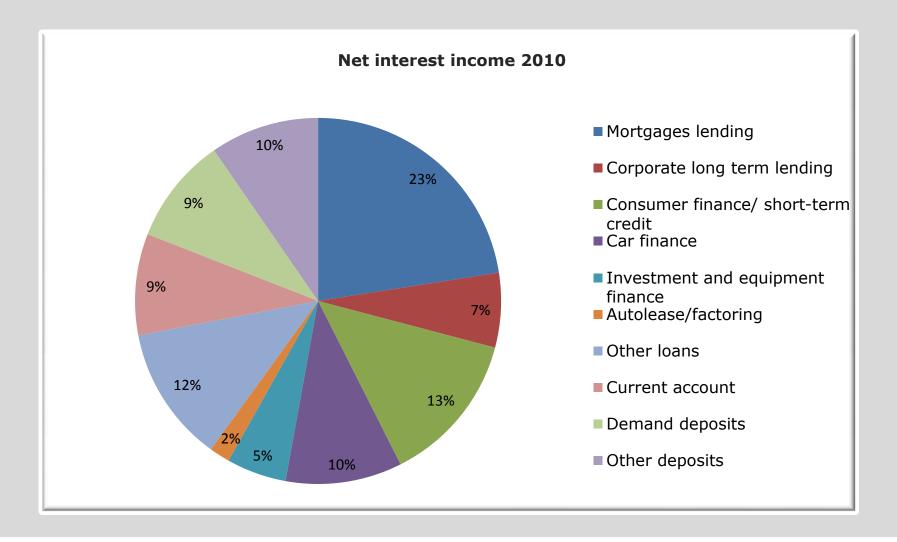
#### Increasing growth – relatively stable interest spreads





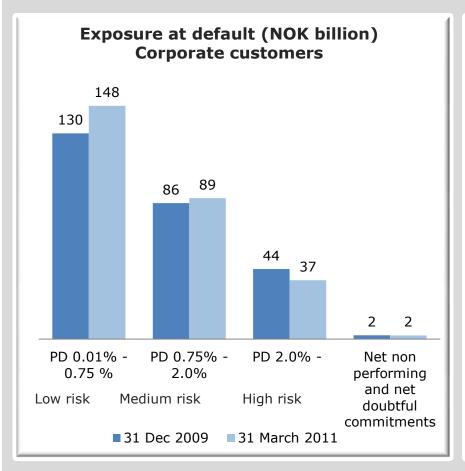


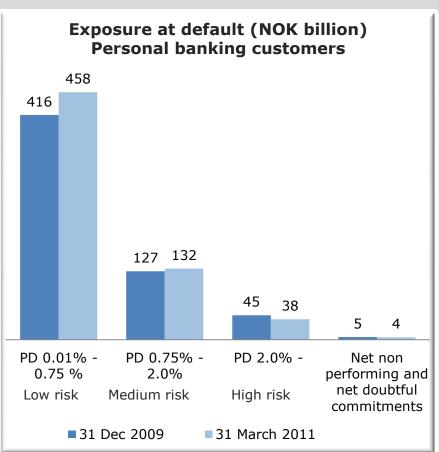
#### Income is well balanced between products and segments





#### Improved portfolio quality

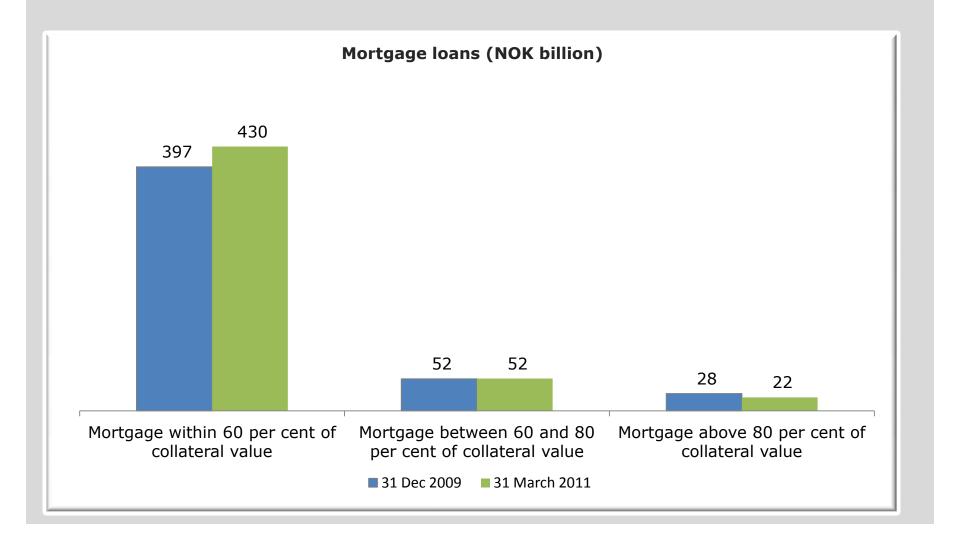




PD = Probability at default

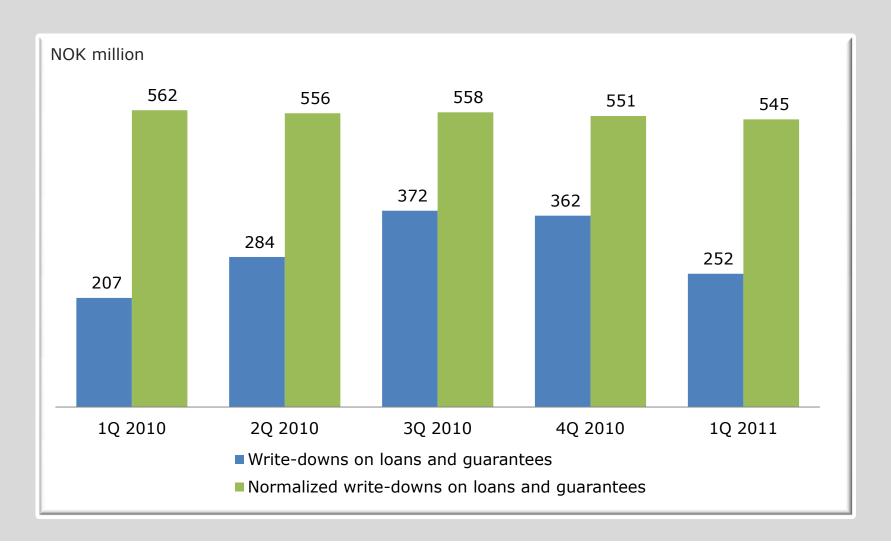


#### Sound asset quality in mortgage loan portfolio in Retail Banking





#### Actual write-downs on loans significantly below normal levels





#### Total customer base represents nearly half of the market

#### Out of 4 937 000 inhabitants:

2.1 million personal customers

200 000 corporate customers

1 million insurance policyholders

130 000 non-life insurance policyholders

600 000 mutual fund customers 400 000 mortgage loan customers

Estimated 40% of customers uses additional banks



#### Strong and unique distribution power in Norway



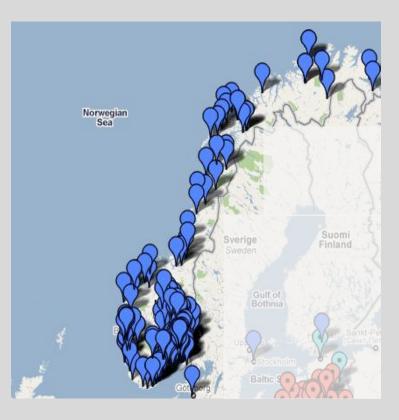
218 branch offices



208 post offices



2165 in-store banking and postal outlets



50 corporate advisory services centres



13 regional Markets sales desks



112 real estate offices



Only bank in Norway with services available on Saturdays



#### Strong and unique distribution power in Norway

#### **High Internet and broadband penetration\***



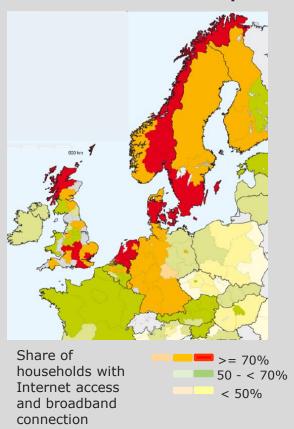
1.6 million online banking customers



17 000 daily calls and e-mails from customers



0.8 million mobile banking users



24/7 telephone banking



More than 4 million SMS per month



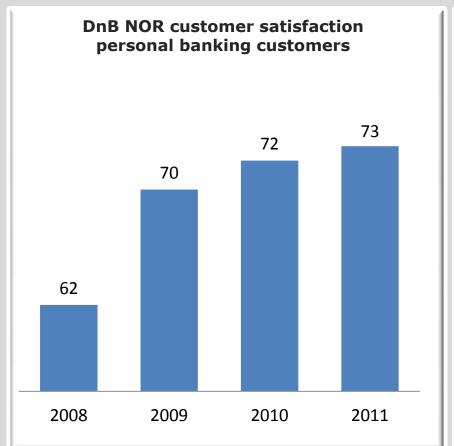
37 million debit card transactions per month

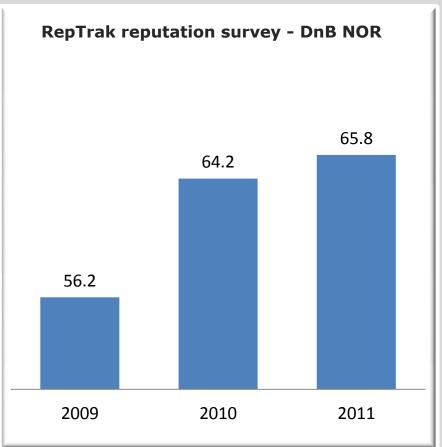


Only bank in Norway with customer service open 24 hours a day, every day



#### Having satisfied customers leads to long-term profitability







## Ambitions in Norway

Lending growth > national credit growth rate

Stable and high return on equity

Low and stable losses

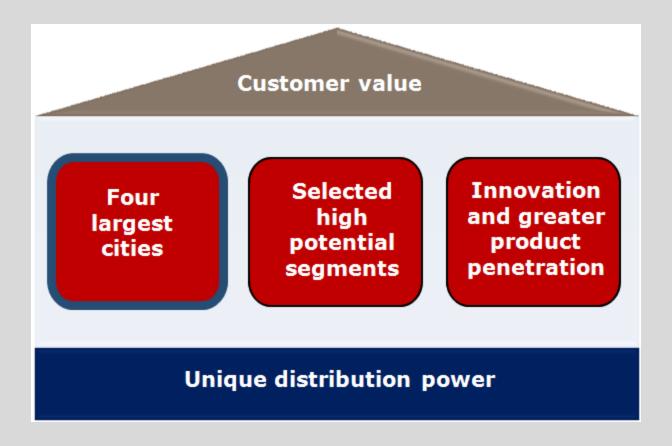


**Strong platform in Norway** 

Untapped opportunities for profitable growth



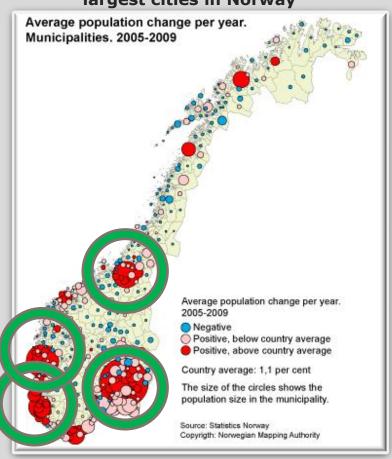
#### Opportunities for profitable and sustainable growth





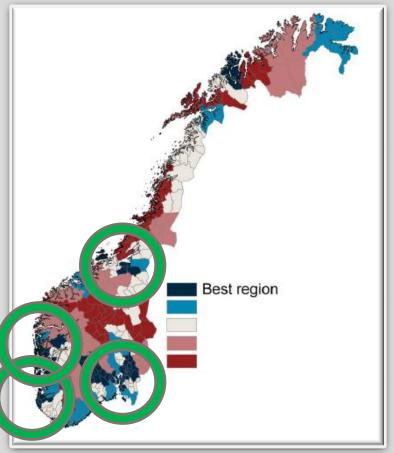
## Regional variations in growth rates

# High growth rate in the four largest cities in Norway



#### Source: Statistics Norway

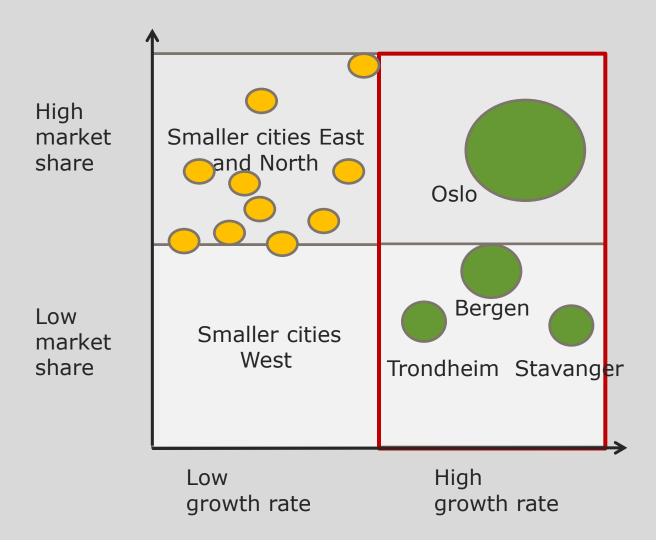
#### **Growth of new enterprises**



Source: The Confederation of Norwegian Enterprises (NHO)

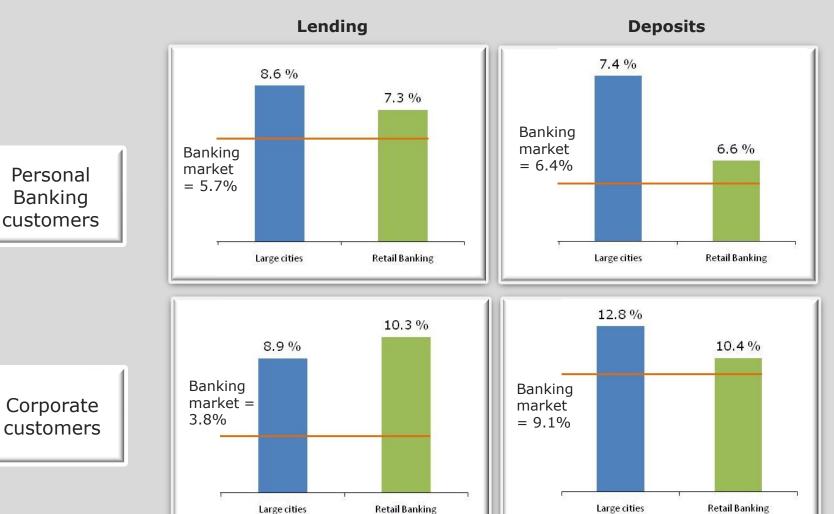


## We are well positioned for further growth



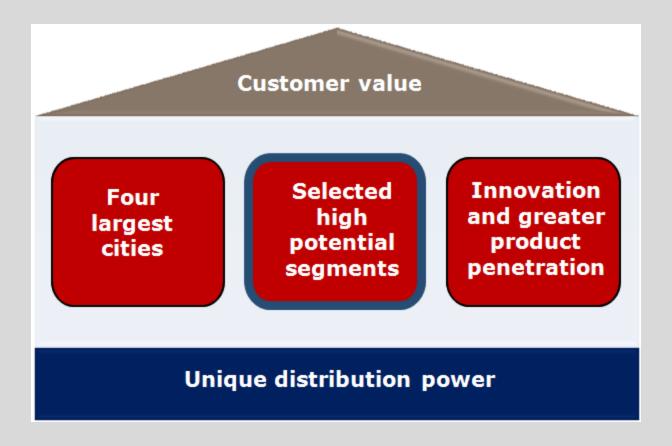


## Growth on schedule in the four largest cities



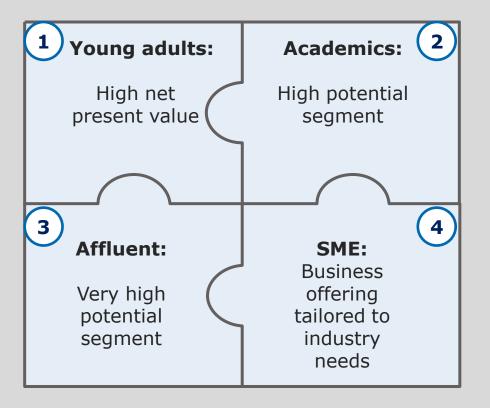


## Opportunities for profitable and sustainable growth





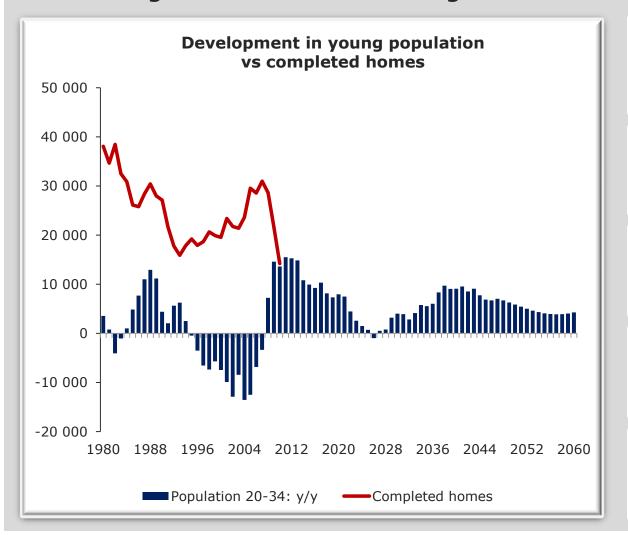
# High focus on selected segments with substantial potential







# Population growth among young adults – increasing need for new housing



Highly competitive mortgage loan interest rates

NOK 33 billion in 'BLU' loans

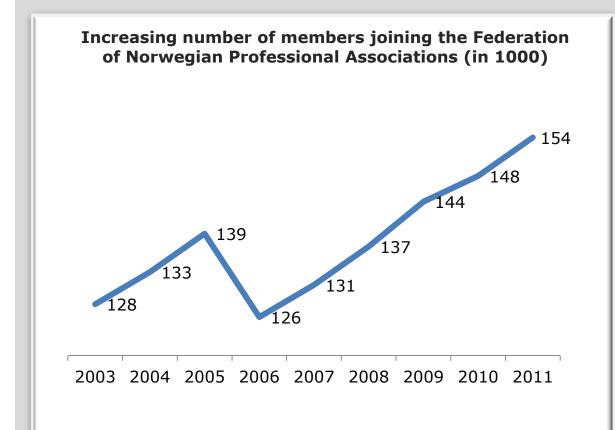
Cross-selling between a number of products

Distribution advantages home-university-work

Marketing and sponsorships



# Exclusive distribution to academics – attractive customer segment with high growth



Exclusive distribution agreement with the Federation of Norwegian Professional Associations

Best market terms – also for self-employed persons and SMEs

Product range to suit both professional and private needs



# Well positioned to be the natural choice for Norway's most affluent bank customers



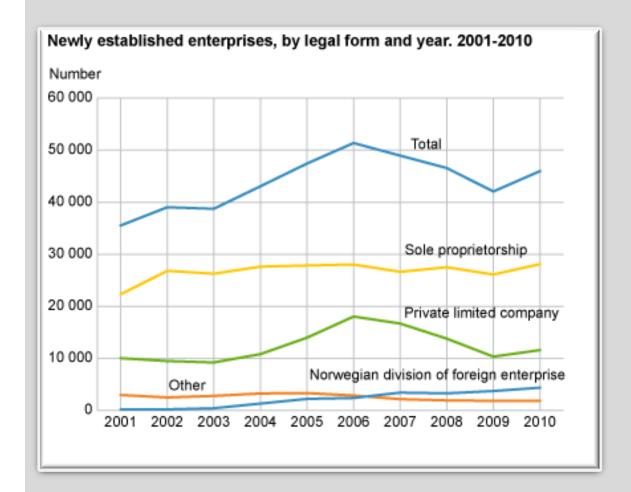
Assets under management – 33% annual growth rate

Proven excellent quality of management of proprietary mutual funds

Wide product range
– including non-proprietary products



# The number of newly established enterprises increased over the last 12 months



Corporate and personal needs

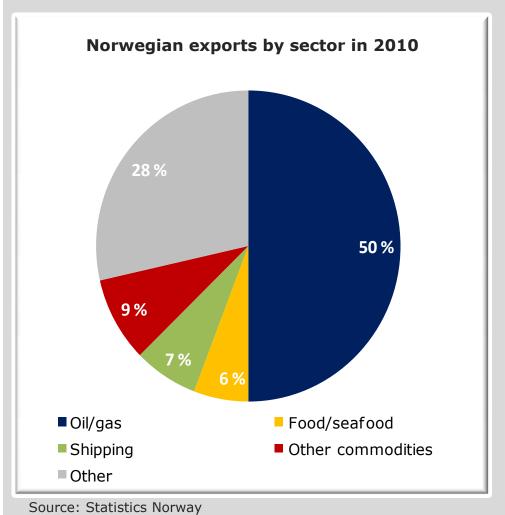
Entrepreneurs

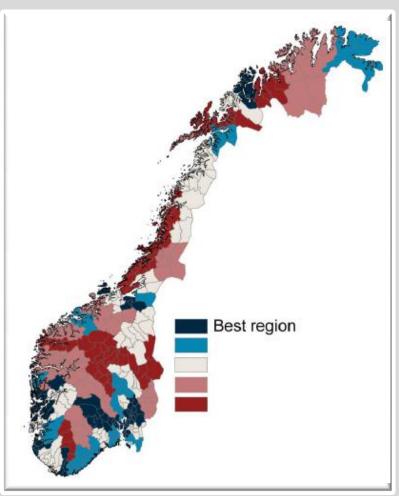
Franchises

Academics



## Export industries are generating growth in the SME segment

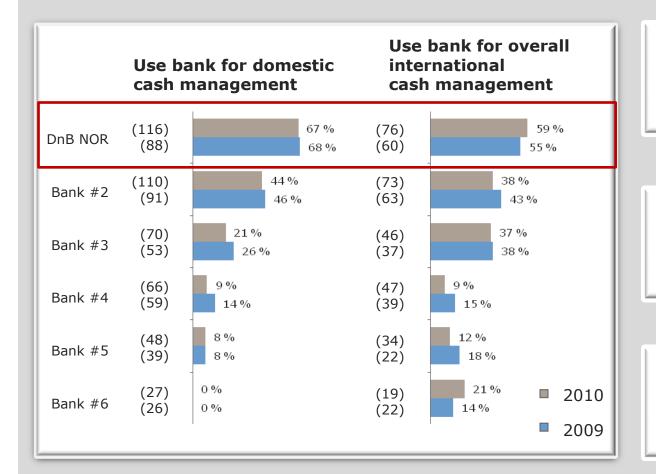




Source: The Confederation of Norwegian Enterprises (NHO)



## We are the preferred bank for CM solutions in Norway important driver for stable funding



Products tailored to customer size and growth

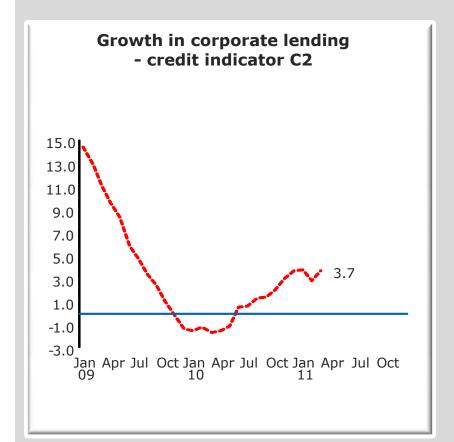
Services available on Saturdays through post offices

> Local and national bank





# Growth in demand and rising interest rates will reduce pressure on spreads



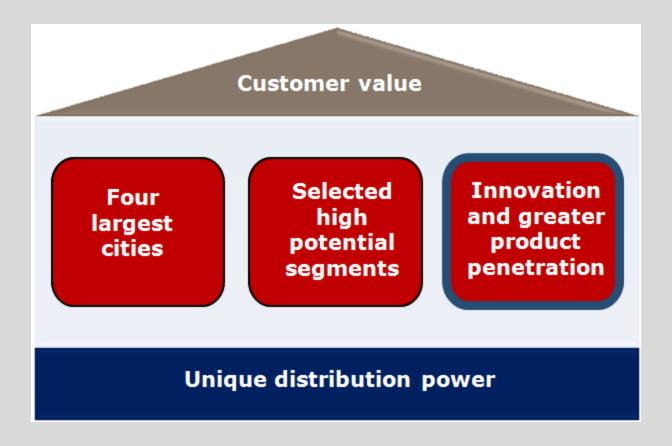
Stable interest rates generate pressure on spreads. Rising interest rates give opportunities over time

International spread adjustment not fully implemented in the Norwegian corporate market due to slack in demand

Competitive funding terms compared to local savings banks

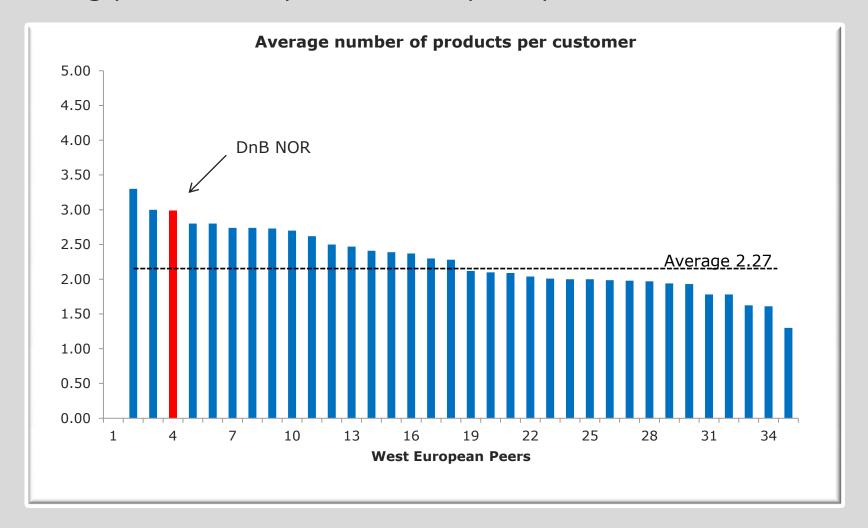


## Opportunities for profitable and sustainable growth



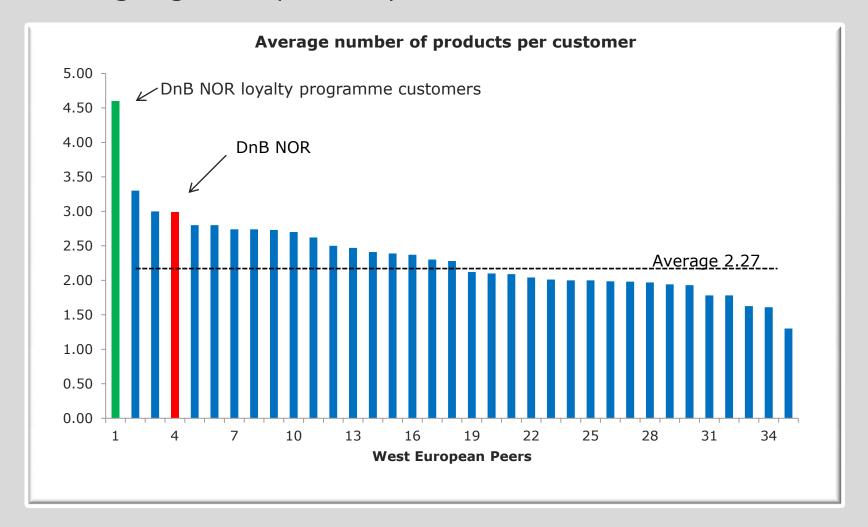


# Product penetration – leading position compared to European peers





# Still untapped potential – pricing scheme encourages greater product penetration





## Innovative products increase sales

#### Buy a car app - easier and more efficient



#### Find your "home" app

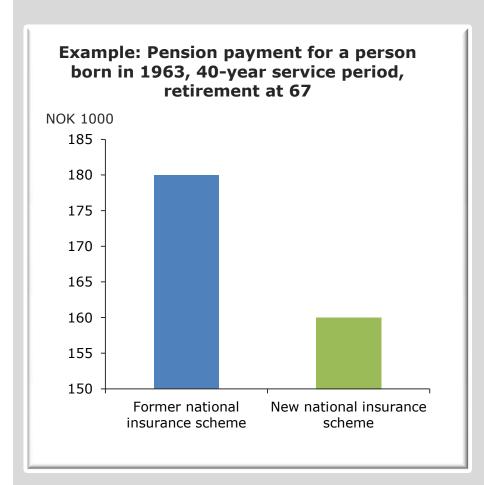


#### **Start-up enterprise app**





## New pension reform requires more private savings



Pro-active offering of professional advice and savings solutions

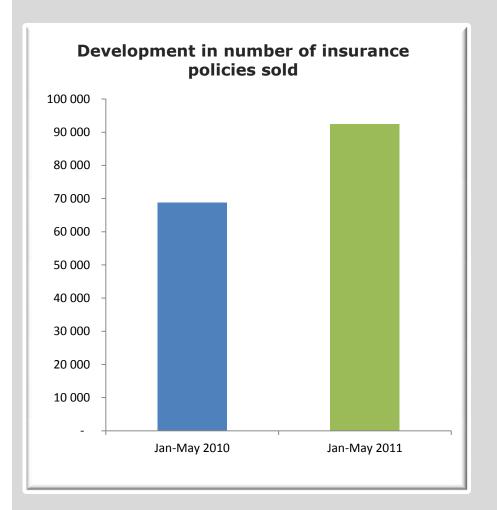
New product range and good track record

Discretionary asset management

More than 45% of top-rated mutual funds (Morningstar)



## Brisk sales of insurance products



Non-life insurance market share up almost 50% in two years\*

Number of life insurance policies up from 4 000 in 1Q 2010 to 9 000 in 1Q 2011

More than 90% of our sales people are certified



# Strong foothold in the market and high market share within consumer finance, with further growth potential



Substantial growth in credit card usage in Norway

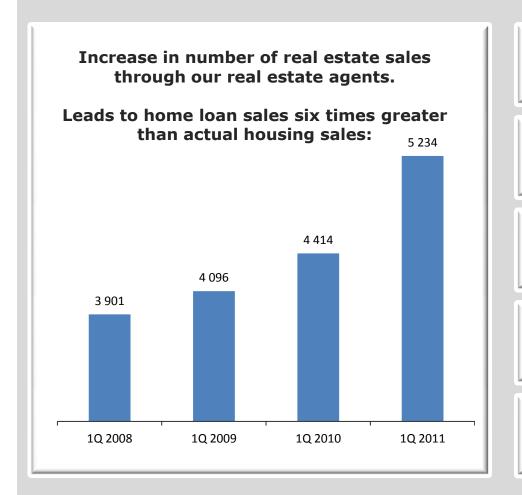
Increasing market share within car financing and credit cards

Strong sales from distribution through other retailers

Wider presence in neighbouring countries



# Close integration between real-estate business and home loan sales, with further growth potential



Market leader in Norway – strategy for growth

Increasing hit rate on mortgage leads – 36 000 leads yearly

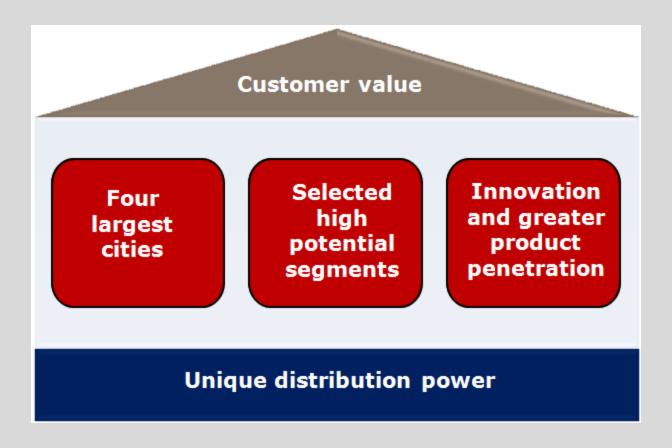
New projects – cooperation between brokers, private and corporate sales

Most satisfied and most loyal customers

Front runner in online solutions



## Four drivers for sustainable growth in the Norwegian market





# DnBNOR



# International growth in the large corporate segment

Leif Teksum, head of Large Corporates and International







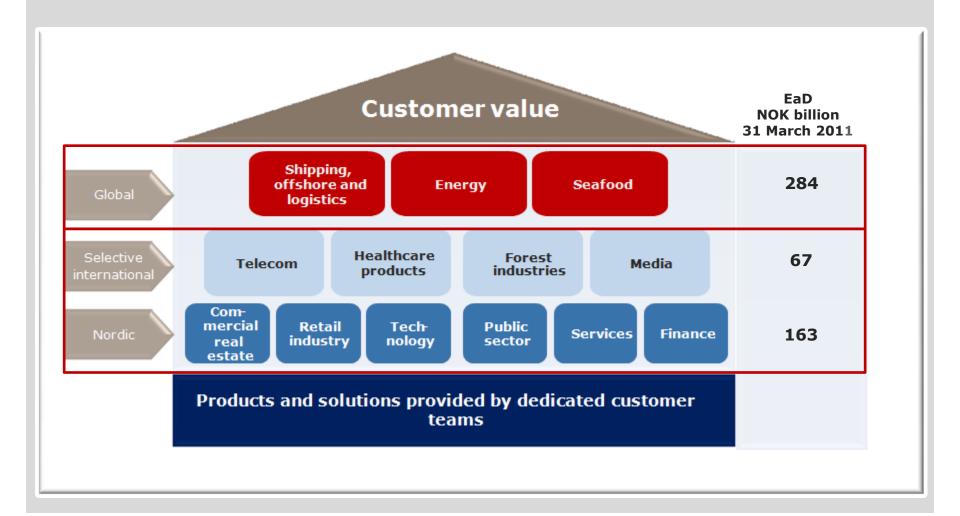


## **Proven strategy – solid results**

**Growth opportunities** 

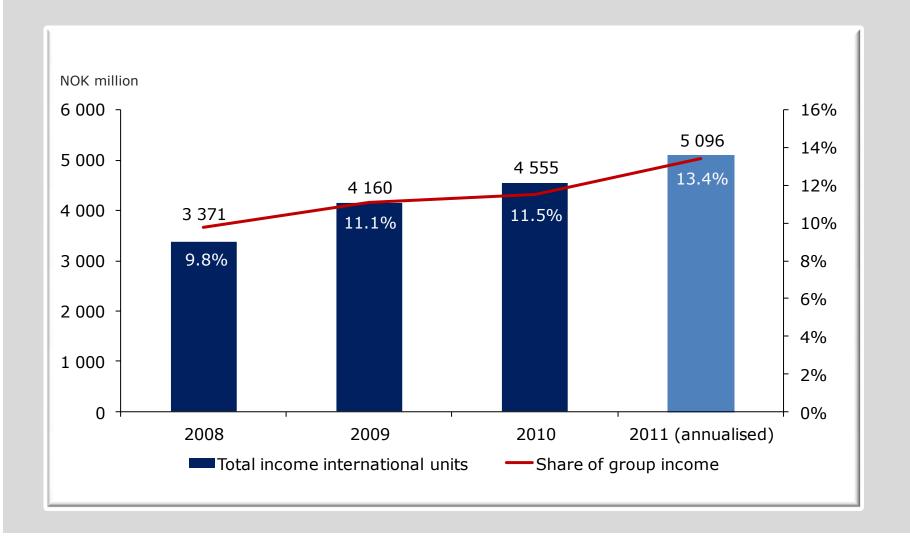


# Strategy based on long-term relationship-oriented banking and industry expertise





## Increasing share of total income from international business\*



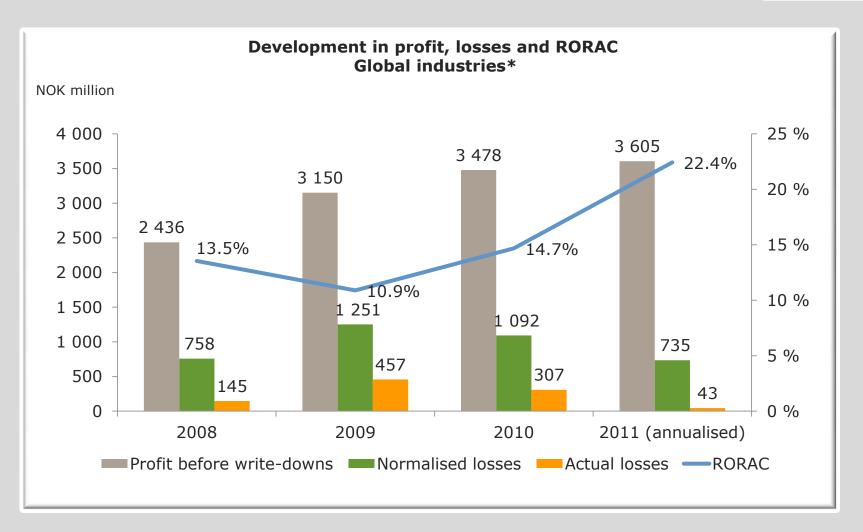
<sup>\*</sup>Baltics & Poland not included



<sup>&</sup>lt;sup>4</sup> Annualisation: Income = Q1-2011 \* 4, Share of group income = actual proportion Q1-2011

## Strong and profitable growth in our global industries





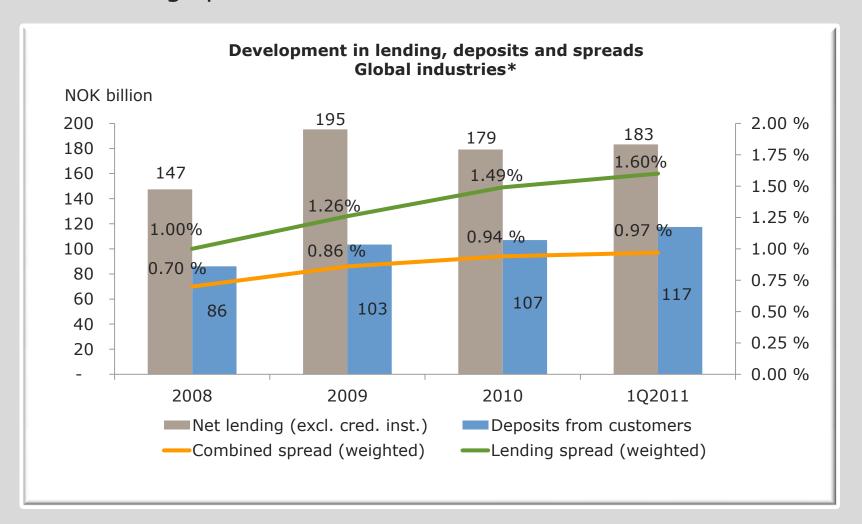


Annualisation 2011: Profit before write-downs = ytd May/5\*12, Actual losses = ytd May/5\*12, Normalised losses = ytd May/5\*12, RORAC = ytd May/5\*12



# Increased profitability driven by volume growth and wider lending spreads

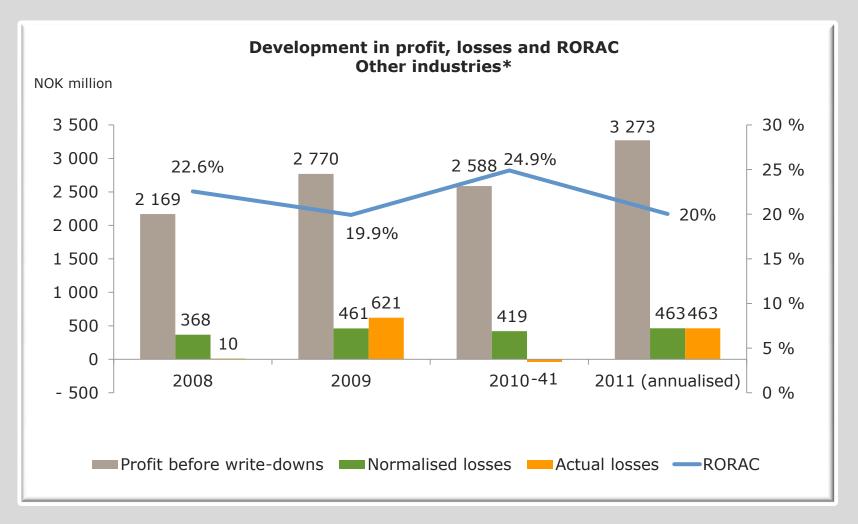






# Other industries are also important contributors to profitability and diversification



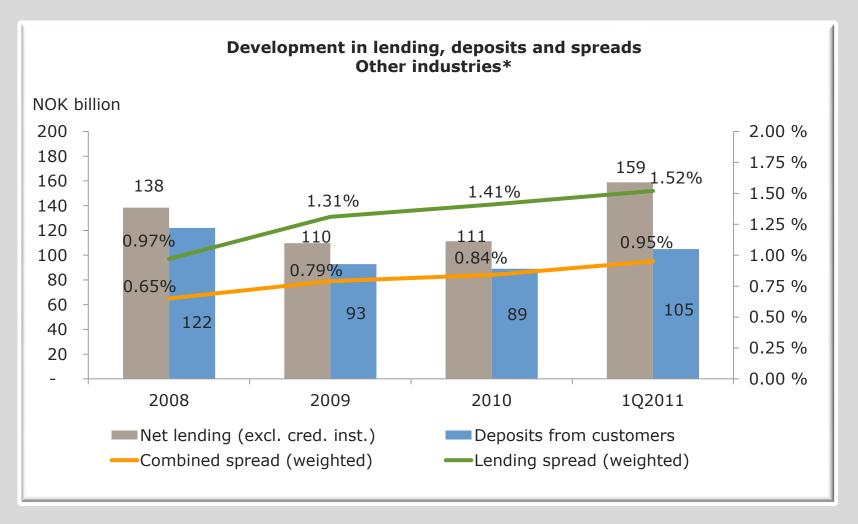


<sup>\*</sup>Sum of telecom, healthcare, forest industries, media, commercial real estate, retail industry, technology, public sector, services, finance

<sup>7</sup> Annualisation 2011: Profit before write-downs = ytd May/5\*12, Actual losses = Eguals normalised losses, Normalised Dob NOR losses = ytd May/5\*12, RORAC = ytd May/5\*12

# Significant increase in lending volume and spreads at the start of 2011





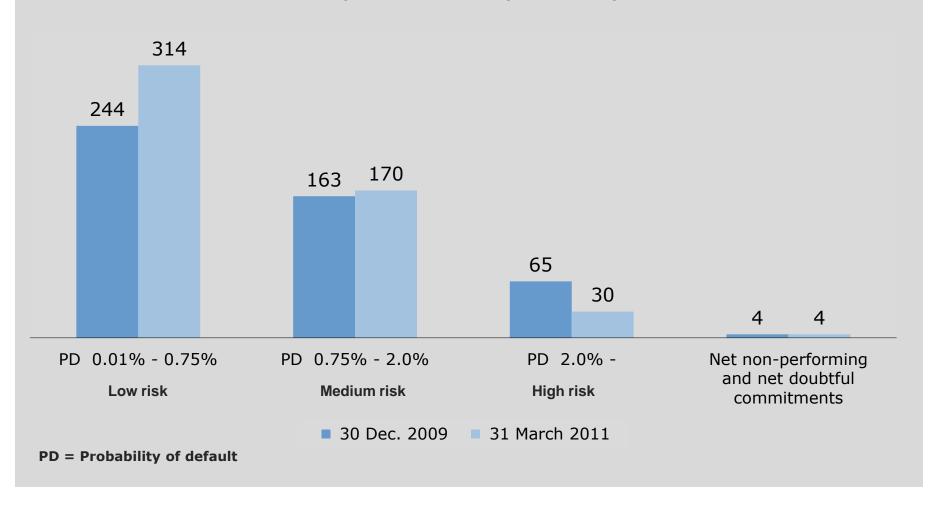
<sup>\*</sup>Sum of telecom, healthcare, forest industries, media, commercial real estate, retail industry, technology, public sector, services, finance



## Improved quality in the large corporate portfolio



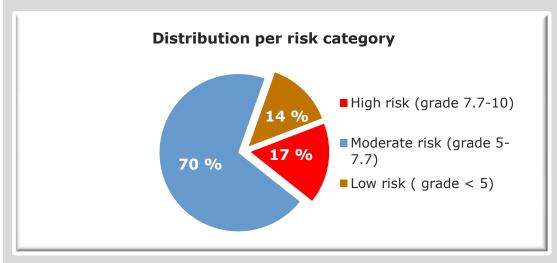
#### **Exposure at default (NOK billion)**



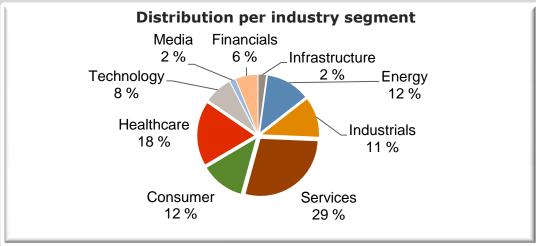


## Diversified LBO portfolio





Total portfolio of NOK 51.3 billion, comprising 92 exposures



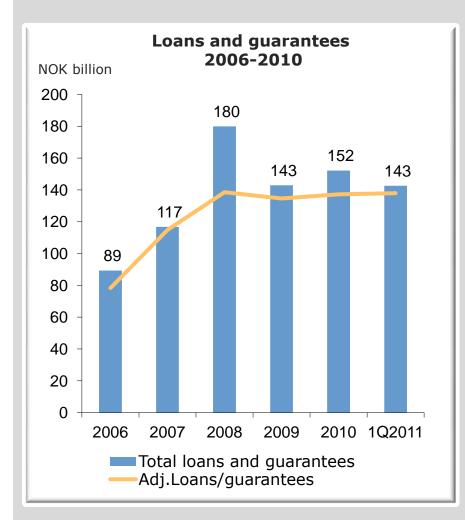
Acceptable risk level

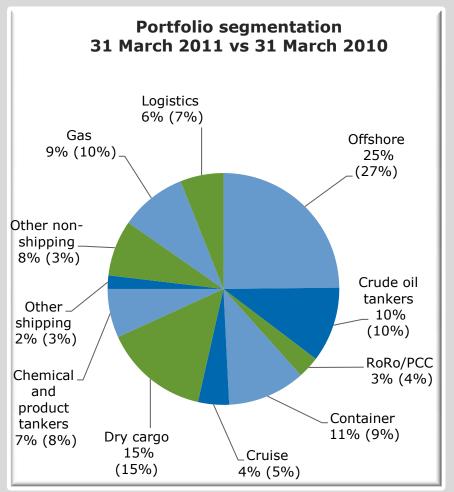
Well-diversified sector mix



# The shipping, offshore and logistics portfolio has been stable since the end of 2008



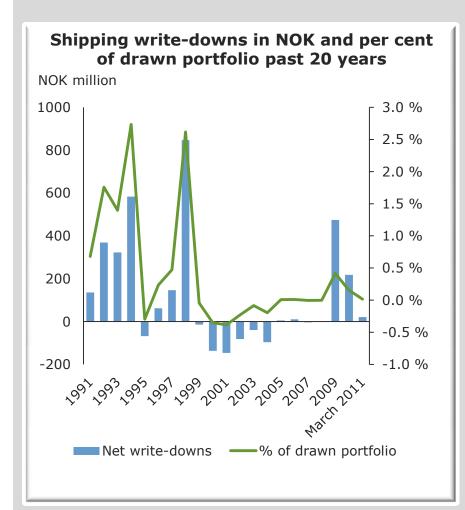


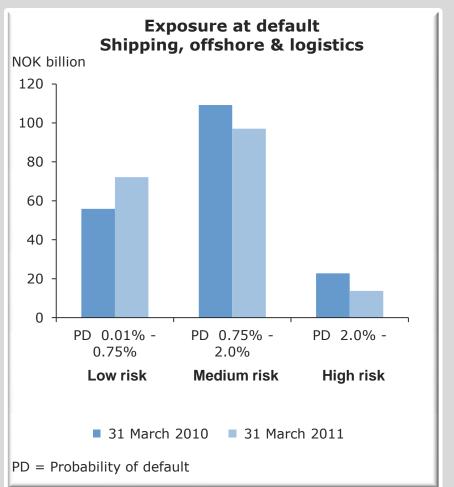




## Limited write-downs and improved portfolio quality



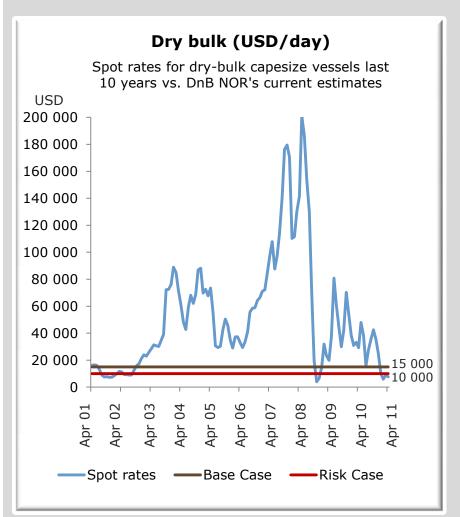


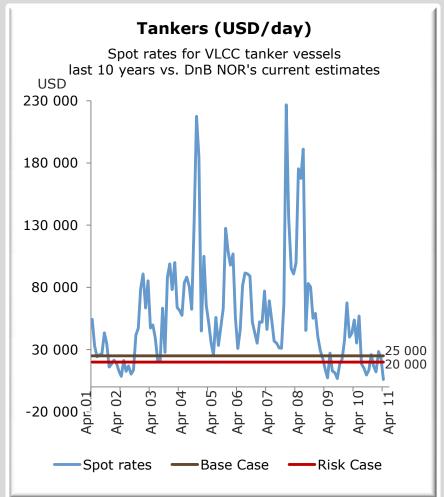




# The dry bulk and tanker segments are showing high volatility









**Proven strategy – solid results** 

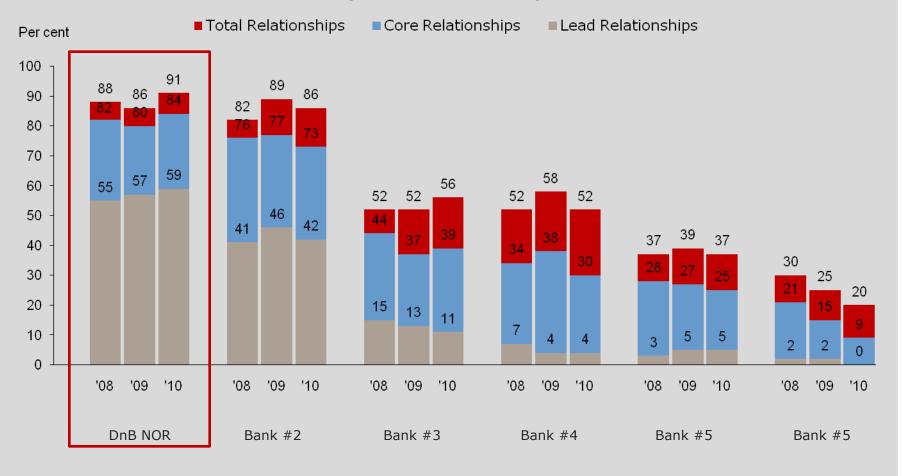
**Growth opportunities** 



#### We have a clear #1 position in the Norwegian market



#### Market penetration and tier position



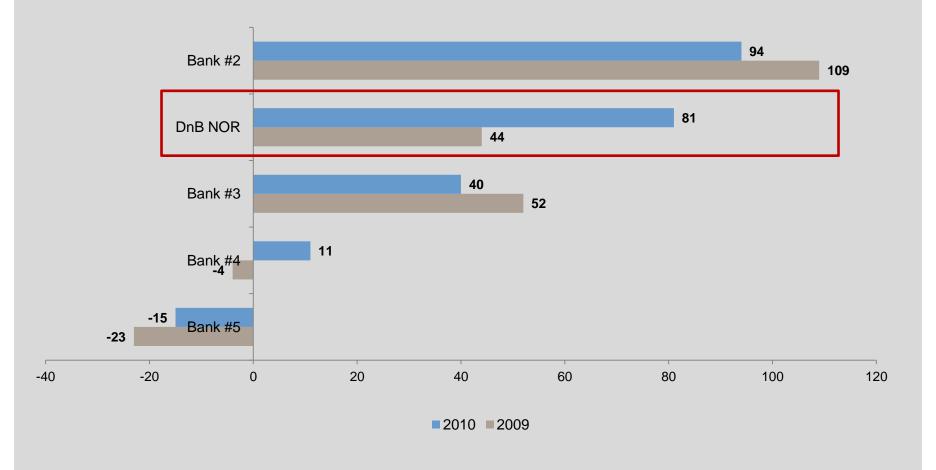




### Significant improvement in our pan-Nordic position



#### **Overall relationship quality – pan-Nordic**

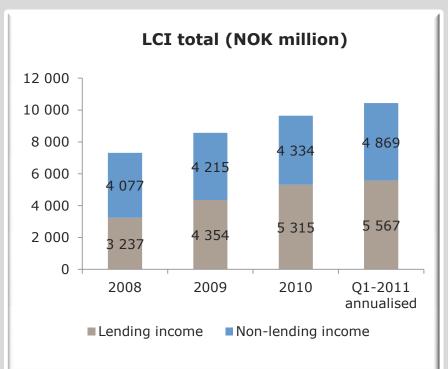


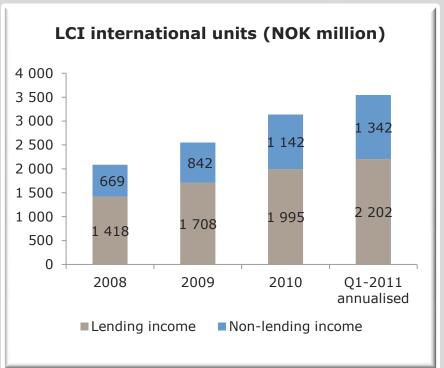




#### Growth in non-lending income







Dedicated customer teams drive cross-sales



#### We are one of the world's leading shipping banks



#### 2010 top bookrunner table: syndicated shipping loans **Bookrunner** Deal value \$m No. % share Pos. 5 714 1 **DnB NOR Bank** 39 11 2 Nordea Bank 4 622 22 3 Mitsubishi UFJ Financial Group 3 5 7 6 12 ING 1 952 4 9 5 Citi 1 679 7 6 **BNP Paribas** 1 156 4 7 **RBS** 1 072 4 8 **JPMorgen** 1 003 4 Bank of America Merrill Lynch 9 910 4 10 Danske Bank 900 2

Source: Dealogic



## We have supported our core clients and remained active throughout the financial crisis





We know the industry and our clients

We finance shipping companies, not vessels

We give priority to clients with cross-sale potential



### We are clearly visible in the major energy league tables



US IG Energy Bookrunner				
2009				
Rank	Bank	Volume		
1	DnB NOR	3 937		
2	JP Morgan	3 715		
3	Bank of America	3 695		
4	Wells Fargo	3 556		
5	BNP Paribas	1 960		
2010				
Rank	Bank	Volume		
1	Wells Fargo	15 694		
2	JP Morgan	15 149		
3	Bank of America Merril Lynch	12 285		
4	Citi	12 195		
5	DnB NOR	8 650		

EMEA Oil & Gas Bookrunner				
2010				
Rank	Bank	Volume		
1	BNP Paribas Group	5 769		
2	Societe Generale	5 528		
3	RBS	3 299		
4	Credit Agricole CIB	3 257		
5	JP Morgan	3 194		
6	ING Groep NV	2 697		
7	Standard Chartered PLC	2 541		
8	Misubishi UFJ finanncial	2 254		
9	Citi	2 214		
10	DnB NOR	1 990		



#### And well positioned to capitalise on future opportunities





Strong Norwegian platform

Energy professionals and products available worldwide

Reinforced international standing during the financial crisis

Selected transactions 2010 and 2011



## Our expertise and global presence enable us to capitalise on the opportunities within seafood





Cross-sales to our existing Norwegian customer base

Aquisition of selected customers in Chile and Peru, North-America and Northern Europe

Selected transactions 2009 and 2010



#### Our international presence supports our strategy





Organic growth in international network to meet customer needs

Significant industry and product capabilities added over the years

Proven model of control & governance – no business outside strategy



#### Well positioned for the future



No change in strategy. More of the same. Solid market position in key segments



Strong mega-trends support our growth opportunities within shipping, offshore, energy and seafood



International network with products and expertise adapted to our customers' needs



Well-positioned to tap into the growth areas of the future



# DnBNOR



# The Baltics – raising the bar

Terje Turnes, head of the Baltic Division









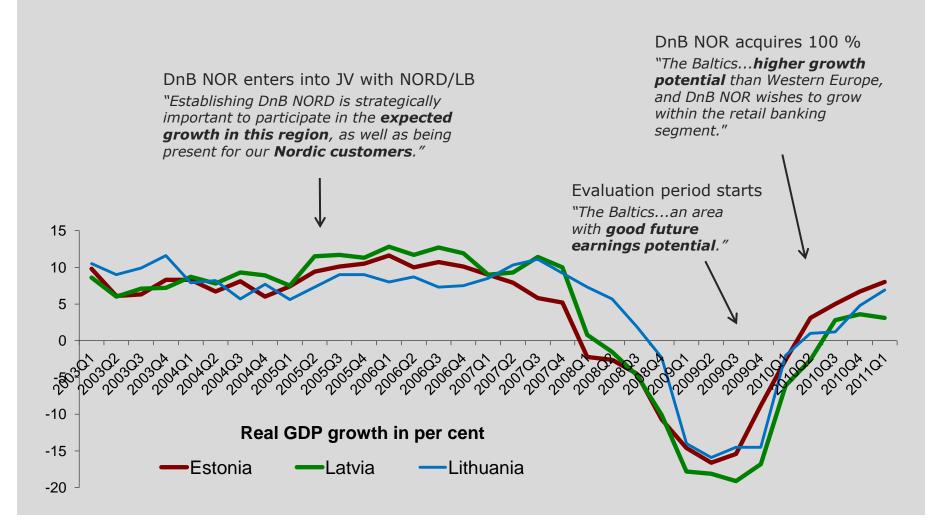
#### **Background**

**Macroeconomic situation and future outlook** 

**Growth** 



#### From joint venture to 100 per cent ownership





#### Governance model aligned with DnB NOR

"One Group" in the Baltics

New legal structure

New operational governance structure implemented

Strong central control of risk

Centralised funding



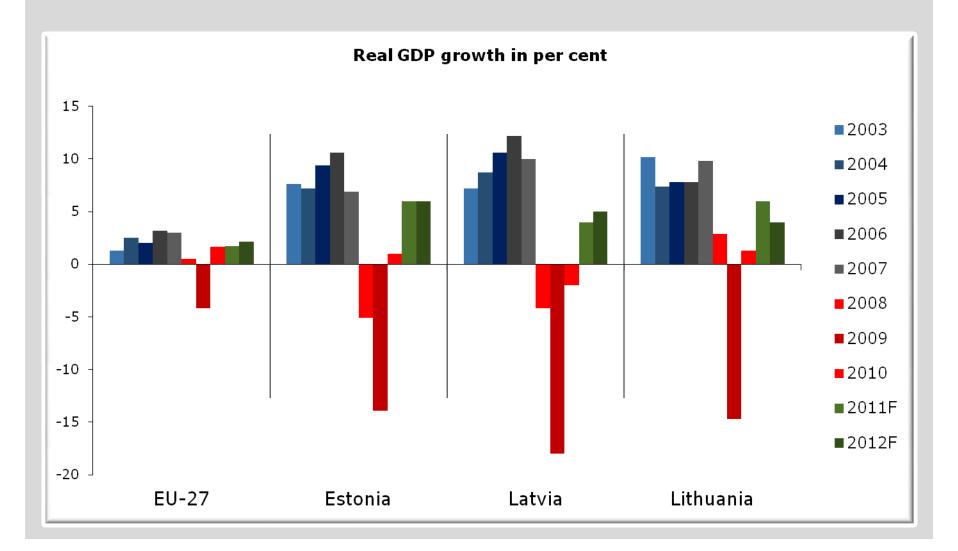
#### **Background**

#### **Macroeconomic situation and future outlook**

Growth

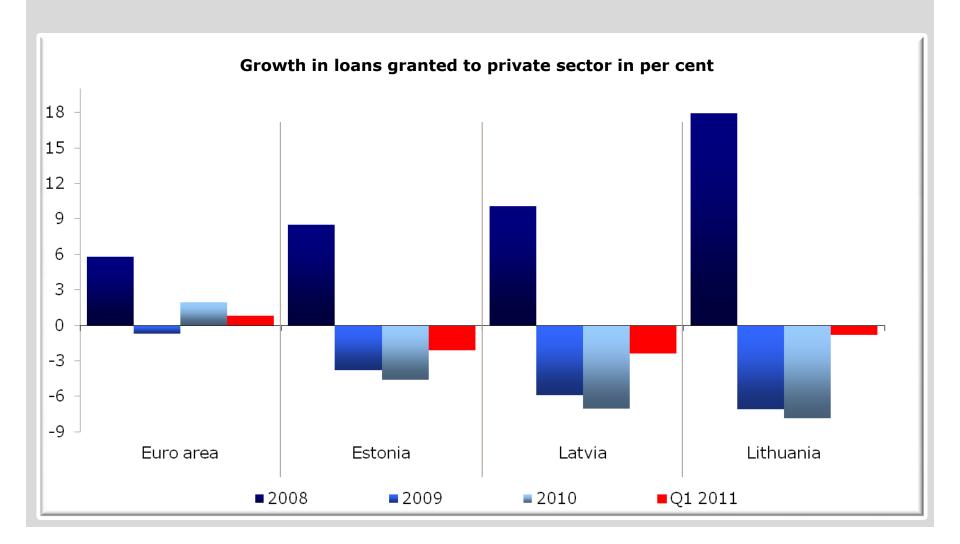


#### Recession over – strong recovery



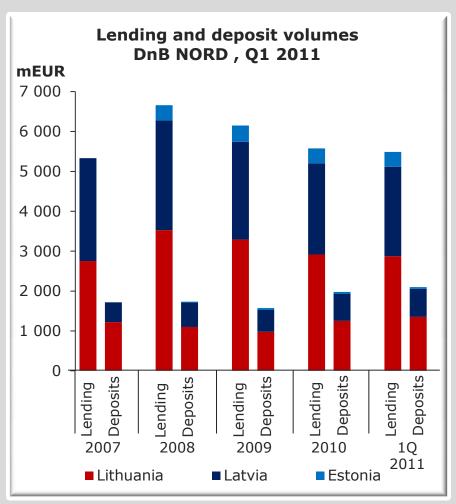


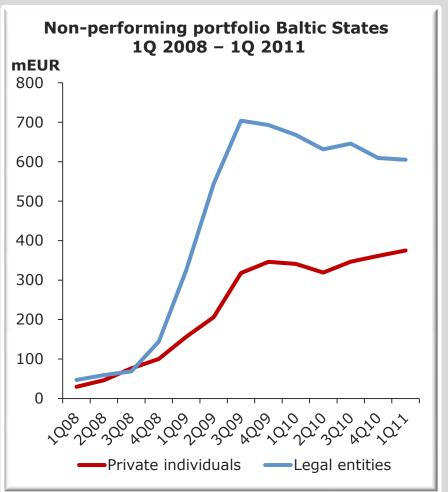
### Positive credit demand expected





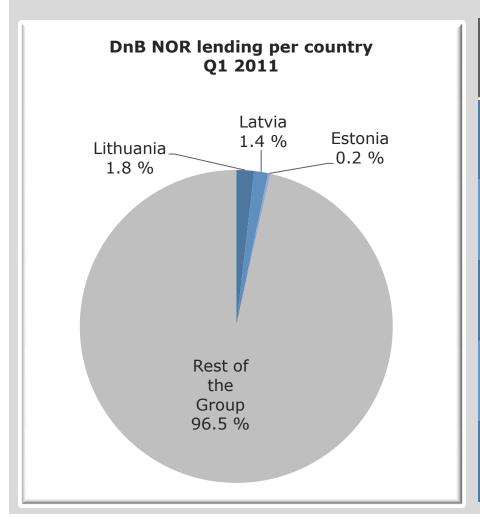
#### Customers have been safeguarding their financial position







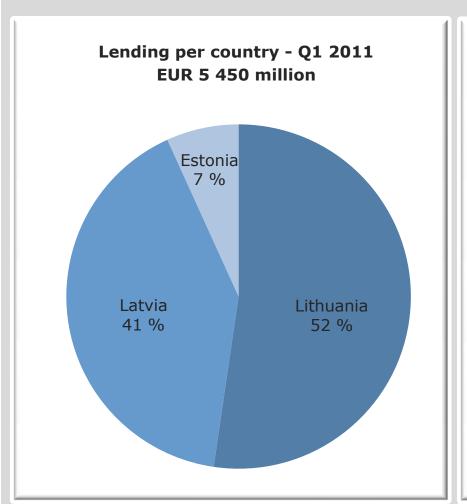
#### Growth potential in a sizeable market

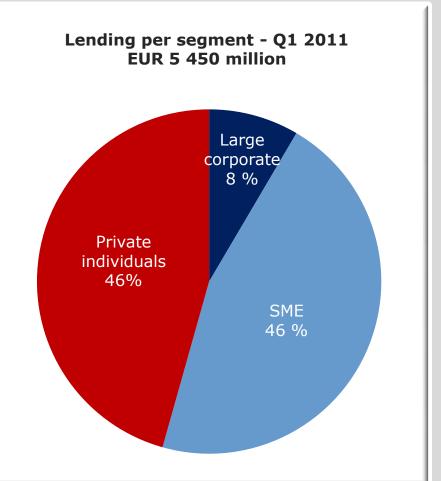


Country	Population	Market position	No of customers
Lithuania	3.3 mill	3	0.7 mill
Latvia	2.3 mill	4	0.2 mill
Estonia	1.3 mill	5	0.01 mill
Total Baltics	6.9 mill		0.9 mill
Norway	4.9 mill	1	2.1 mill



#### A well diversified retail portfolio







#### **Background**

**Macroeconomic situation and future outlook** 

**Growth** 



#### Good market coverage in Latvia and Lithuania

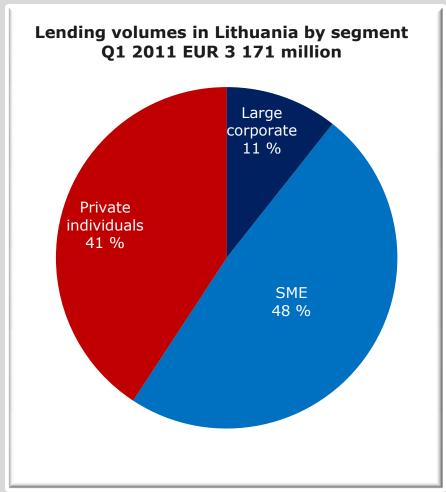
#### DnB NORD branches in the Baltics

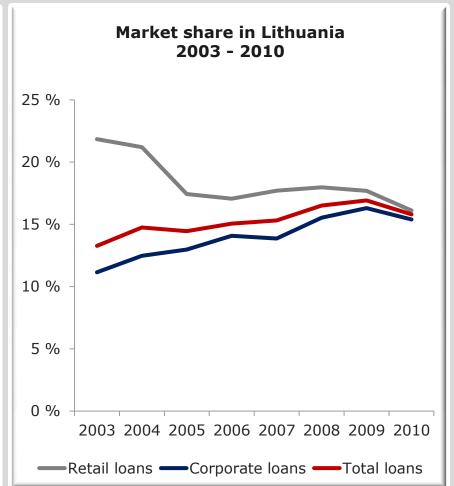


- Estonia: Mainly a corporate and leasing bank with efficient operations
- Latvia: A universal bank ranked number 2 within lending to private individuals
- Lithuania: A universal bank with an extensive branch network and a top position in rural areas and the public sector



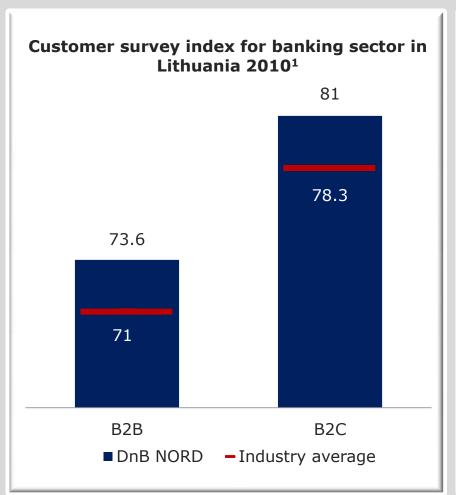
#### Lithuania: Expecting pick-up in retail market

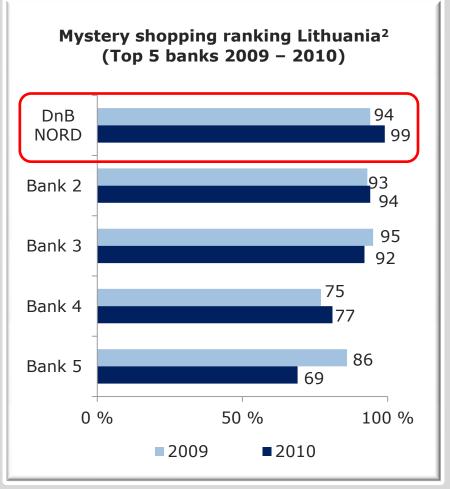






#### Lithuania: Customer feedback supports the potential for growth







<sup>2)</sup> Survey conducted by Spect-Dive ("Mystery shopping"), December 2010



#### Lithuania: Further develop an already strong position

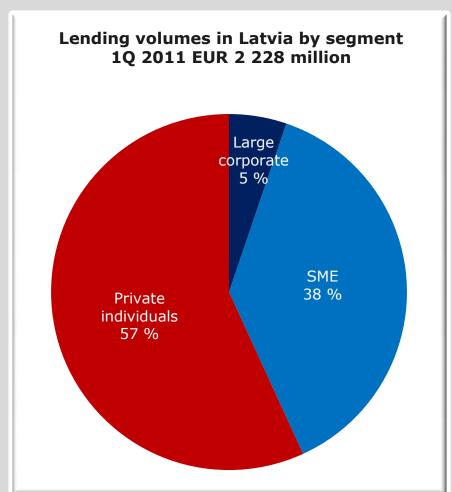


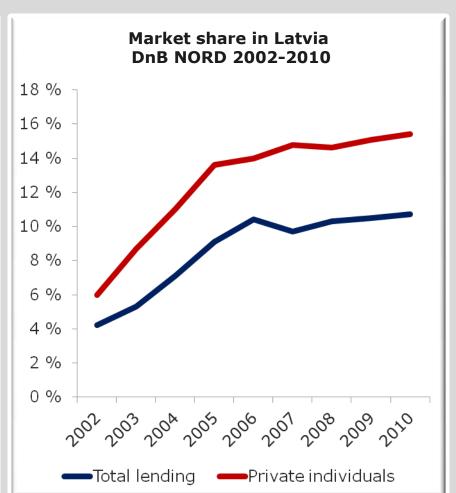


- Strengthen the position in the five main cities
- Protect the existing strong position in rural areas
- Cross-selling to existing customers
- Target to be number 1 or 2 in selected market segments



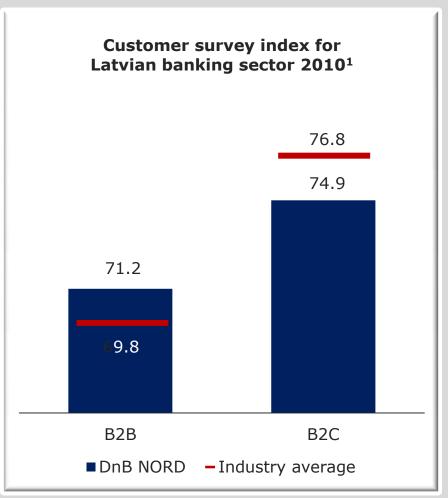
## Latvia: Second largest financial institution for private individuals

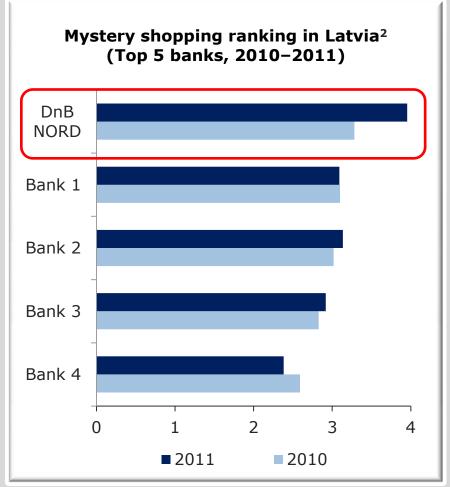






#### Latvia: Customer satisfaction increased











#### Latvia: Increase quality of income

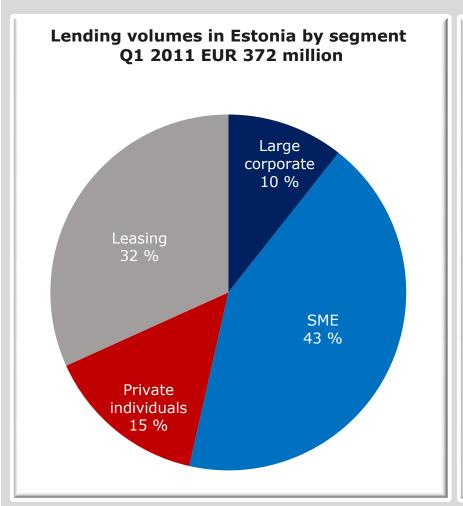


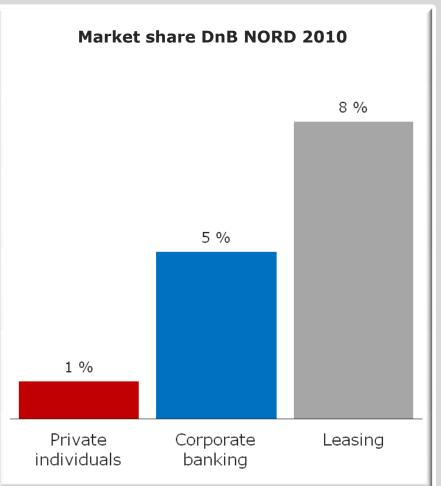


- Capitalise on position as the second largest bank for private individuals
- Focus on cost-efficient operations
- More emphasis on non-lending income
- Competence programme to enhance sales skills



### Estonia: A strong platform for leasing







#### Estonia: Set to grow





- Niche player challenging a consolidated market
- Utilisation of the Group's industry competence
- Increase income from cross-border banking primarily from the Nordic client base
- Re-entry into retail banking to be evaluated



#### Raising the bar in the Baltics



Lower write-downs

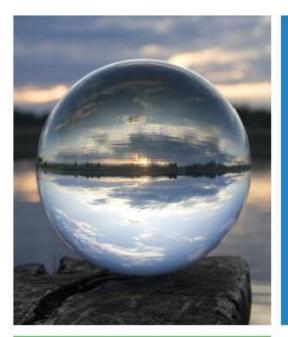
Pick-up in GDP growth

Increased cross-sales and quality of income

Evaluate organic and structural growth



# DnBNOR





### **Concluding Remarks**

Rune Bjerke, CEO







#### Well positioned for profitable growth

#### Strong platform

- Strong track record
- Unique distribution power and customer base
- Proven industry strategy

## **Untapped** opportunities

- Urbanization and population growth
- Increased demand for shipping, energy and seafood driven by emerging markets growth
- Pick up in GDP growth in the Baltics

#### **Robust strategy**

- A balanced portfolio
- Norway: Four largest cities and selected segments
- International: industry strategy
- Strengthening position in the Baltics and optimize integration



#### Financial ambitions towards 2015

Return on equity above 14 per cent

NOK 30 billion in pre-tax operating profits before write-downs

**Cost/income ratio below 45 per cent** 



# DnBNOR