



# Presentation for Investors

## 18 February 2004

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# **Year-end Report 2003**

## **Press conference**

18 February 2004  
Lars G Nordström  
President and Group CEO

## **Solid improvements in 2003**

- Net profit up 68% to EUR 1,490m (EUR 887m in 2002)
- Operating profit up 17% to EUR 1,812m (EUR 1,547m)
- Total income largely unchanged at EUR 5,639m (EUR 5,670m)
- Total costs down 2%
- Earnings per share EUR 0.51 (EUR 0.30)
- Return on equity (excluding goodwill) 16.7% (11.3%)
- Proposed dividend EUR 0.25 per share, an increase by 9%

## Underlying positive trend confirmed in Q4

- Operating profit EUR 383m (EUR 470m in Q3)
- Total income at EUR 1,399m (EUR 1,403m); net interest and commission income up
- Costs largely unchanged on a comparable basis taking reservation for profit sharing and start-up costs related to the joint venture with IBM into account
- Loan losses down to EUR 84m (EUR 89m)
- Net profit EUR 202m (EUR 628m) reflecting write-down related to the real estate divestment process, and a deferred tax income in Q3

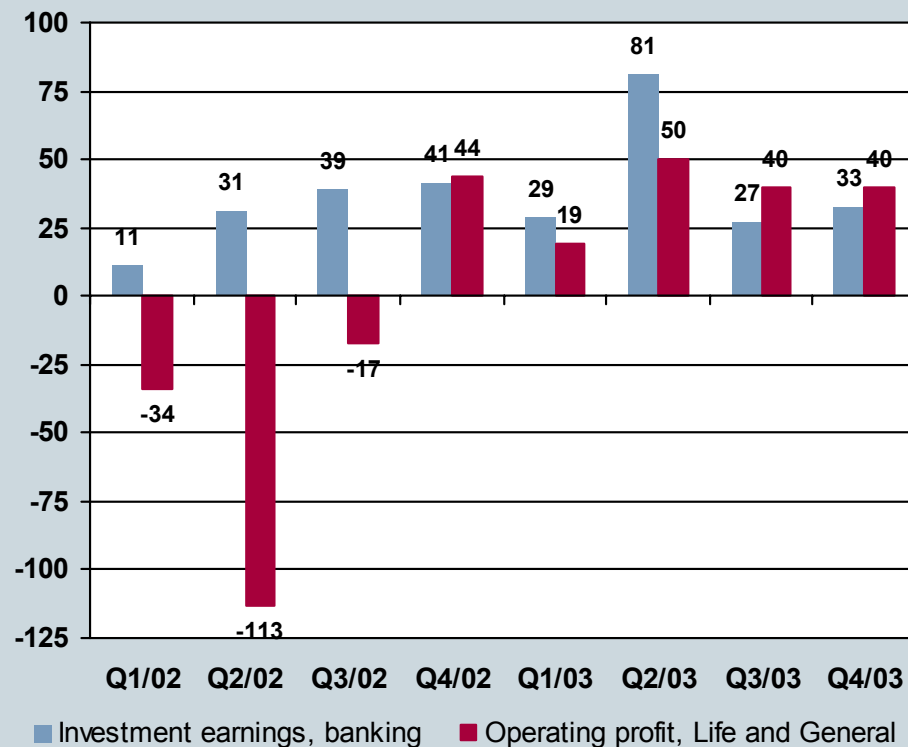
## **Short-term top priorities have been addressed - delivering on promises**

- **Reduce volatility and ensure growth of income**
- **Improve cost control**
- **Ensure capital efficiency**
- **Maintain credit portfolio quality**

# Volatility has been reduced

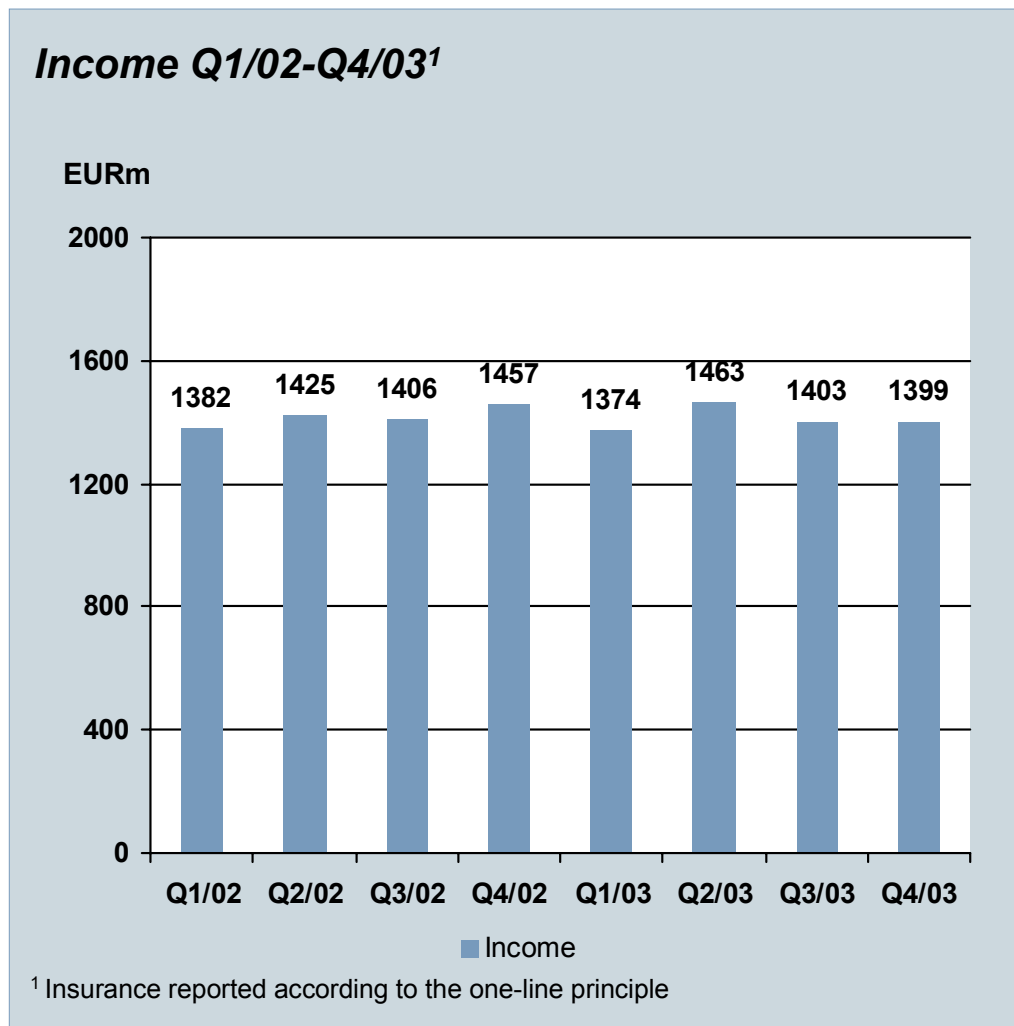
*Investment earnings and insurance operating profit Q1/02-Q4/03*

EURm



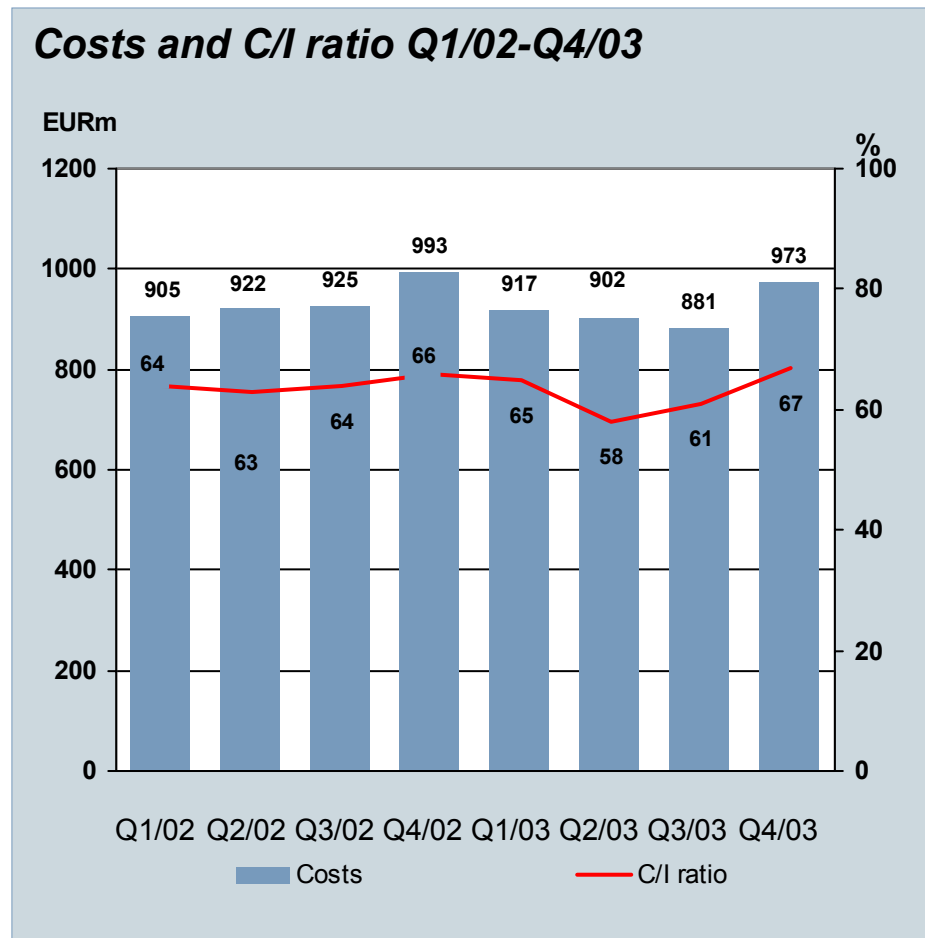
- Investment earnings up EUR 48m
  - position taking benefited from reduced interest rates particularly in Q2
- Operating profit in Life & Pensions up EUR 147m
  - gradual implementation of changed business model
  - new model key element in reducing volatility
- Earnings volatility significantly down in 2003

# Income maintained at a stable level



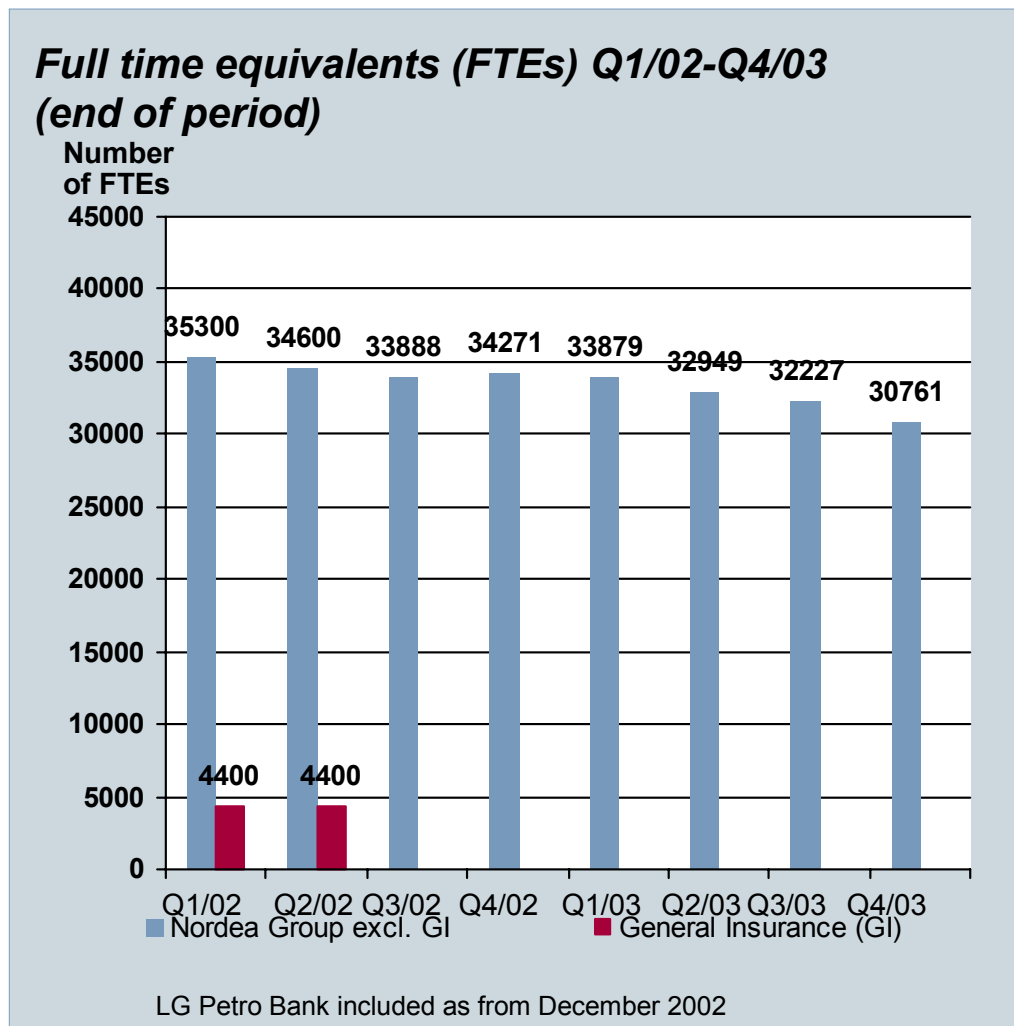
- Marginal increase when including currency effect
- Net interest income down 2%
  - pressure on deposit margins following lower interest rates
  - compensated by increase in mortgage lending
- Commission income slightly down
  - brokerage reduced
  - strong net inflows within Asset Management
  - continued growth in payment commissions
- Increased trading income

# Costs are kept well within the flat cost target



- Reported expenses including profit sharing down EUR 72m or 2% to EUR 3,673m
- Underlying expenses down approx. 5.5%
  - profit sharing
  - new business, Poland
  - higher restructuring costs
  - higher variable salaries
  - f/x effects
- Costs in 2004 are expected to be unchanged compared to 2003

# Number of employees down

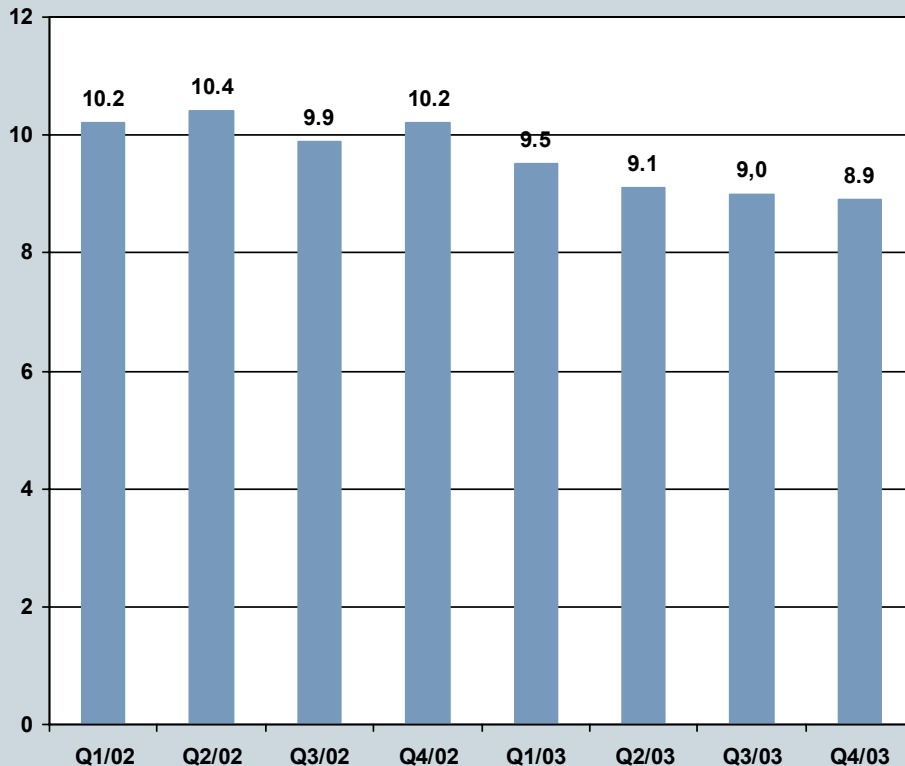


- Number of full-time employees (FTE) down by 3,510 to 30,761
  - 900 FTEs to joint venture with IBM
  - 500 FTEs related to the sale of Huoneistokeskus
- Number of FTEs down 6% on a comparable basis in 2003

# Capital efficiency strengthened

## *Economic capital* 01/02-Q4/03

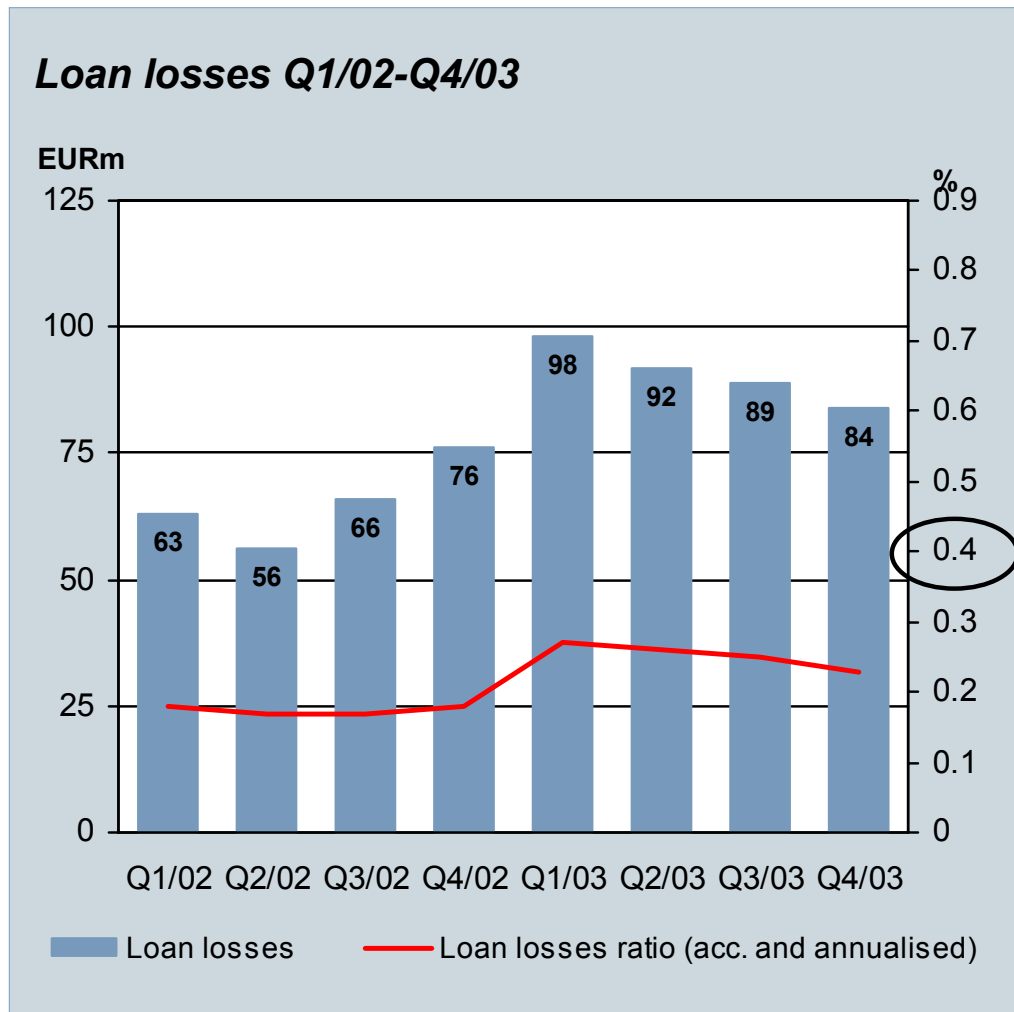
EURbn



- Economic capital reduced by EUR 1.3bn since end of 2002
- Divestment of real estate and other non-core assets
- Growth of off-balance-sheet business
- Implementation of economic capital and economic profit framework
- Regulatory capital ratios maintained well above targets
- Repurchase of own shares

	Q1/02	Q2/02	Q3/02	Q4/02	Q1/03	Q2/03	Q3/03	Q4/03
Tier 1	7.2	7.4	7.0	7.1	7.2	7.5	7.5	7.3
Total	9.2	8.9	9.0	9.9	9.7	9.8	9.8	9.3
RWA	140	136	137	135	137	135	135	134

# Credit portfolio in general in healthy shape



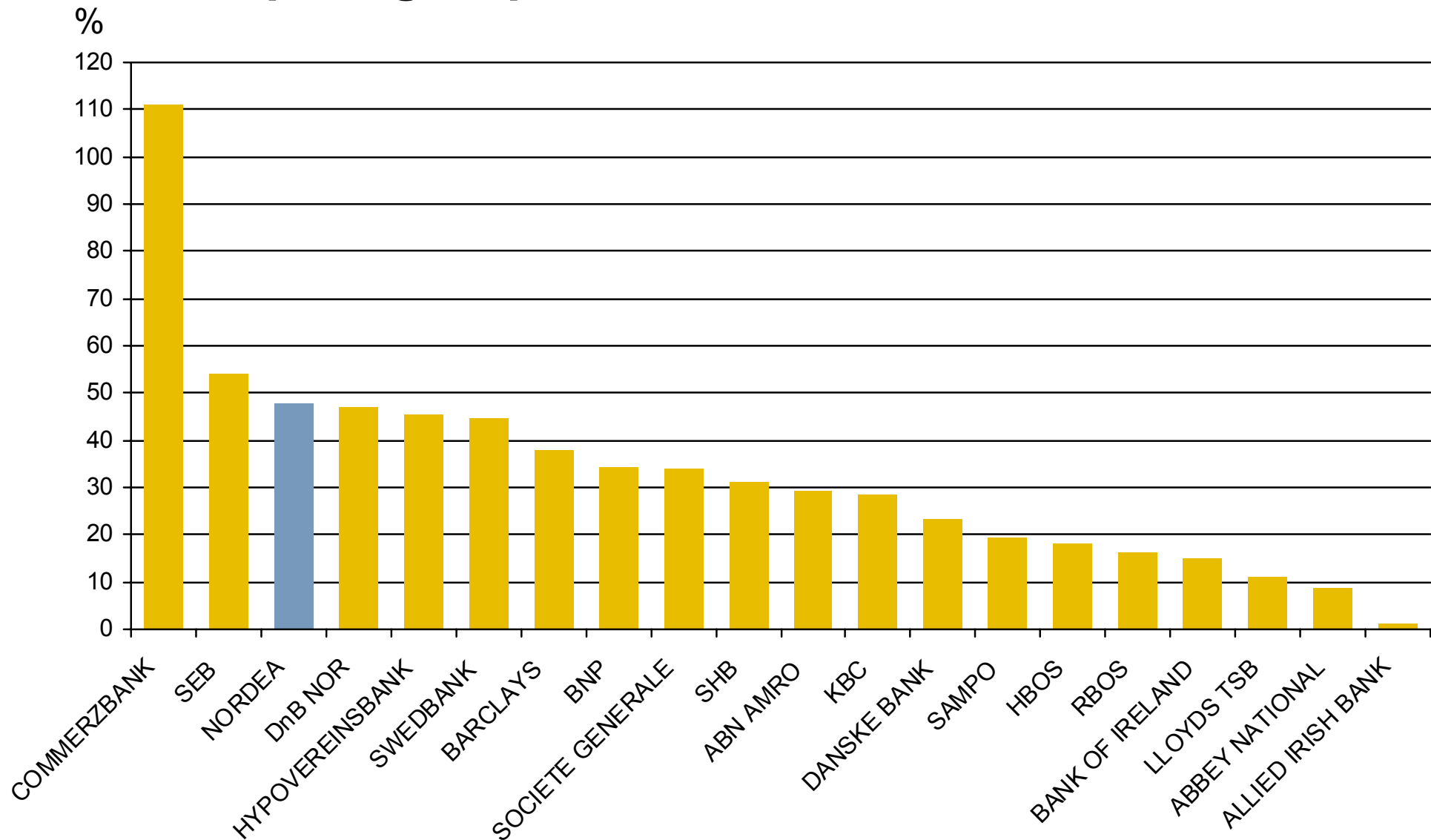
- Concentration on Nordic customers has helped maintain good credit quality
- Loan losses were EUR 102m higher than in 2002, but slightly decreasing throughout 2003
- Majority of loan losses stems from the Norwegian lending portfolio - especially fish farming
- Loan losses correspond to 0.25% of total loans and guarantees

## Increased dividend per share proposed

Per share, EUR	0.25
Total, EURm	712
Pay-out ratio (of the net profit, target >40%)	48%
Dividend yield (calculated on share price 30 Dec, 2003)	4.2%

# Total shareholder return (TSR) 2003

## Nordea peer group



## Strategic themes 2004



## In summary

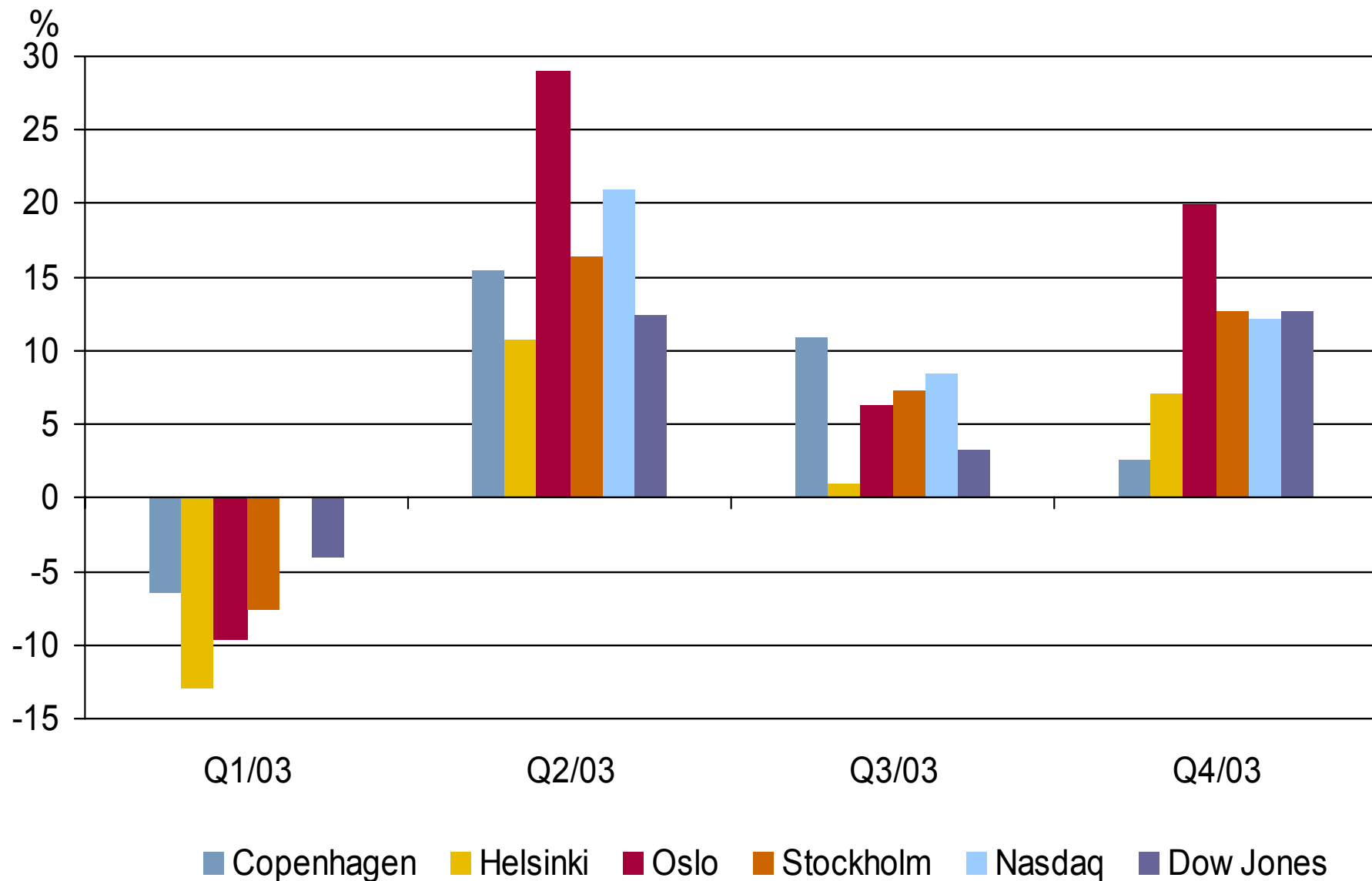
- Increased focus and speed led to improved performance in 2003
- Mission accomplished - delivering on our promises
  - Volatility has been reduced and income maintained at a stable level
  - Costs are kept well within the flat cost target – strict cost management leads to raised cost ambition for 2004
  - Capital efficiency has been strengthened
  - Credit losses slightly decreasing throughout the year – credit portfolio in general in healthy shape
- Platform for future improvements in place
  - Continued strict cost and risk management
  - Special attention on income development

# Financial highlights

## Q4/03



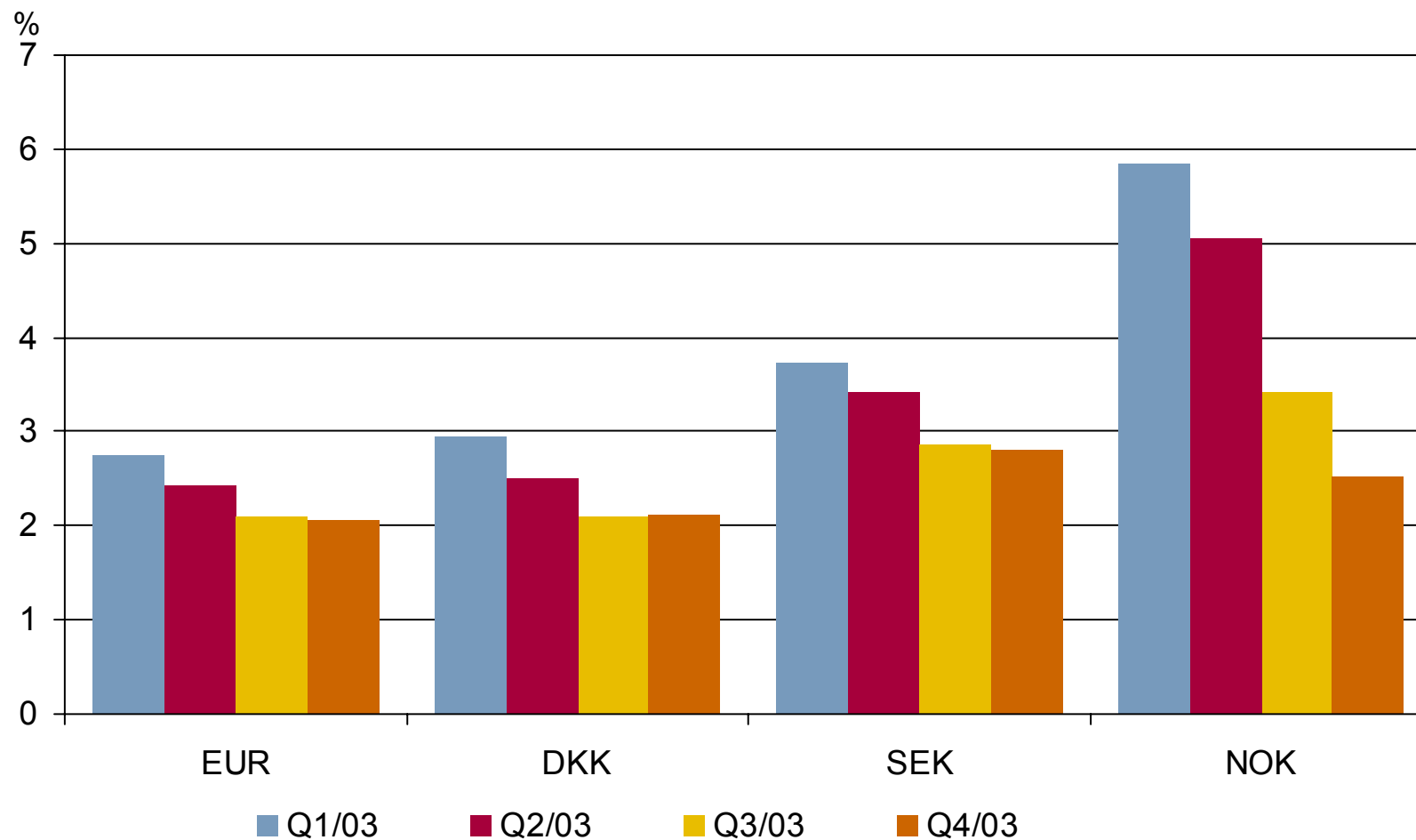
## Market development – stock market indexes



## Market development – interest rates

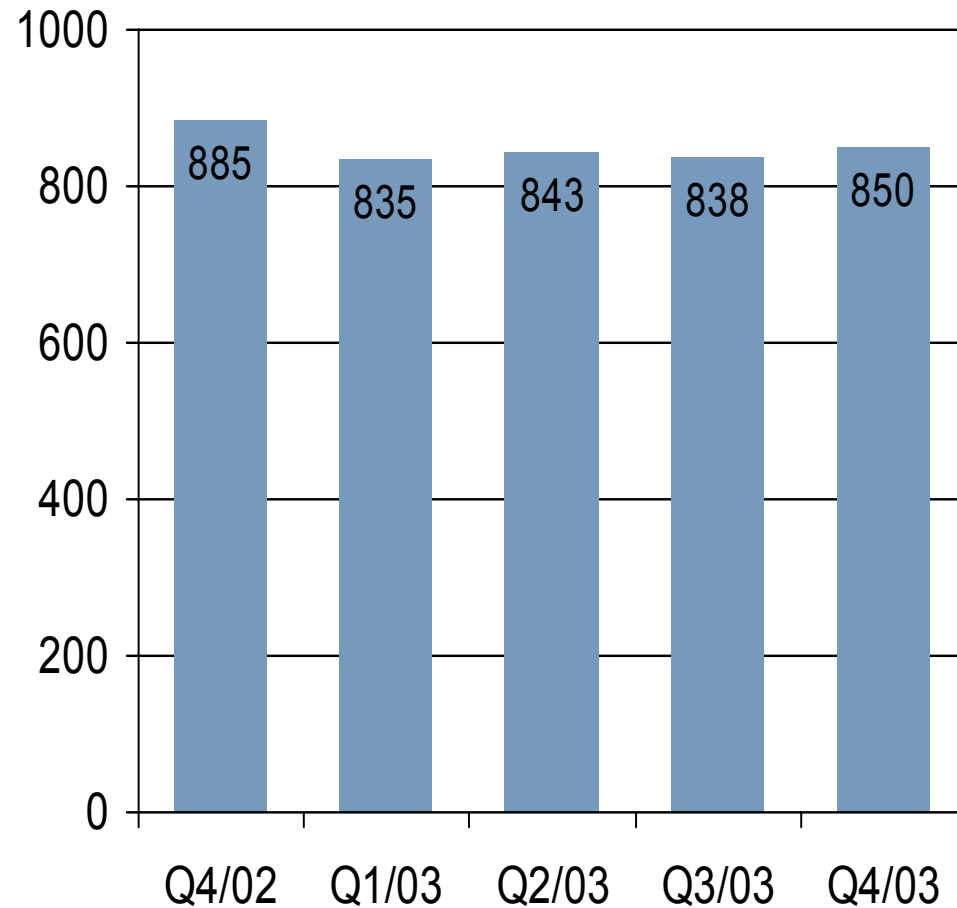
%	30-09-03	31-12-03	Change Q4/03	Change 2003
Short, EUR (one week)	2.07	2.07	0	-0.93
Long, EUR (5 years)	3.10	3.50	+0.40	+0.09
Short, DK	2.10	2.12	+0.02	-0.94
Long, DK	3.34	3.64	+0.30	-0.04
Short, NO	2.76	2.22	-0.54	-4.47
Long, NO	4.04	3.84	-0.20	-1.59
Short, SE	2.82	2.80	-0.02	-1.05
Long, SE	3.77	4.14	+0.37	0

## Short interest rates - average (one week)



# Net interest income

EURm



YoY:

- Nii down 2%
- Pressure on deposit margins
- Strong demand for mortgages
- Corporate lending margins improved

QoQ:

- Nii up 1%
- Interest rates at historical low level
- Deposit margins stable overall
  - supported by "hedges"
- Improved corporate lending margins

## Nii – active management of interest rate exposure

- Falling interest rates have had a negative impact on deposit margins in 2003
- “Hedges” reduced negative effect on Nii in H2 2003 by approx. EUR 10-15m per quarter
- Effect expected to be reduced from and including Q2 2004

## Structural Interest Income Risk (SIIR)

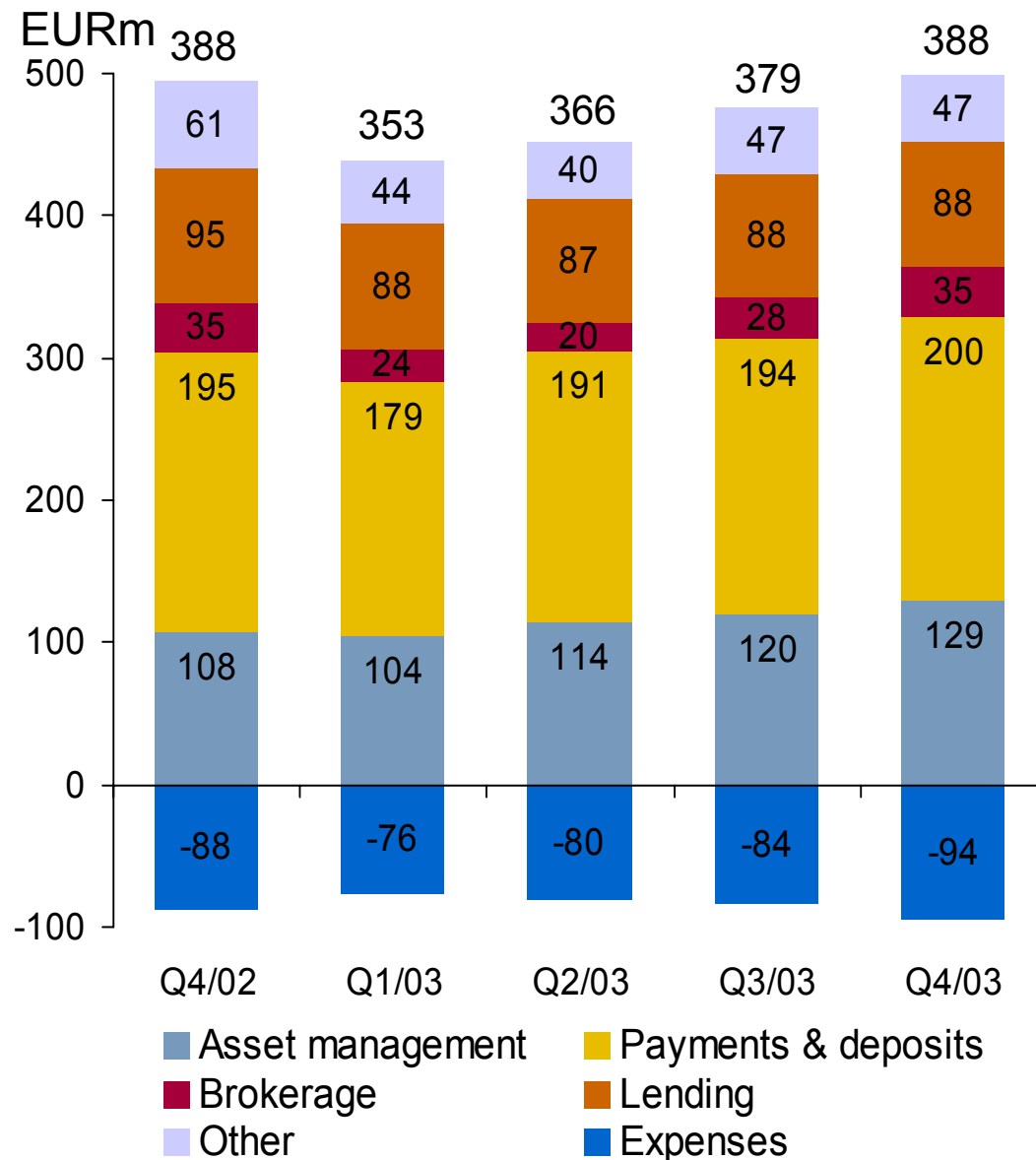
EURm, annualised effect on Nii*	Q4/03	Q3/03
Increasing market rates, 100bp	275	220
Decreasing market rates, 100bp	-251	-240

\*Approx. end of period

- Increased SIIR
  - maturity of current "hedges" shortened compared to Q3

SIIR is defined as the effect on net interest income (Nii) in the next 12 months if market rates change by one percentage point. Figures are asymmetrical as interest rates on deposits from customers cannot be reduced below 0%. Figures are based on maturity and repricing structure, and the effect going forward will be subject to management decisions and the competitive situation in the market.

# Net commission income



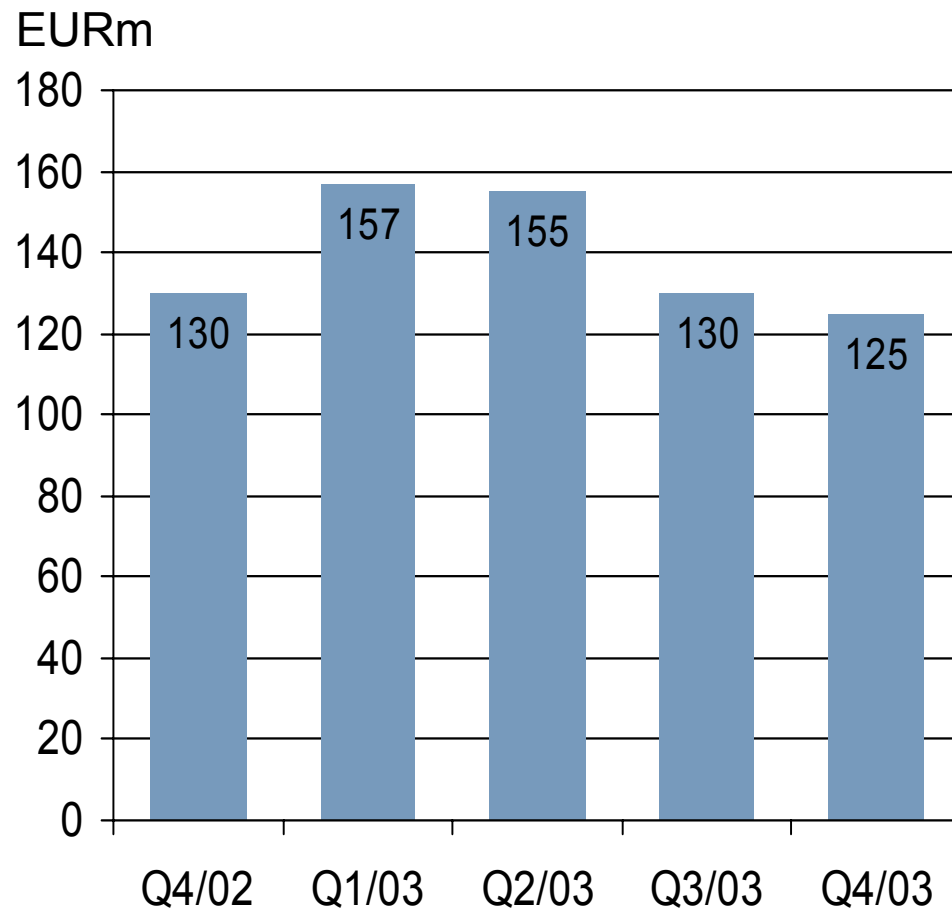
YoY:

- Down 3%
  - reflecting mainly lower brokerage income
  - partly compensated by Asset Mgmt and payments

QoQ:

- Up 2%
- AuM up 6% to EUR 113bn
  - high net inflows
  - strengthening of equity markets
- Payment commissions improved
  - card payments up 8%

# Trading



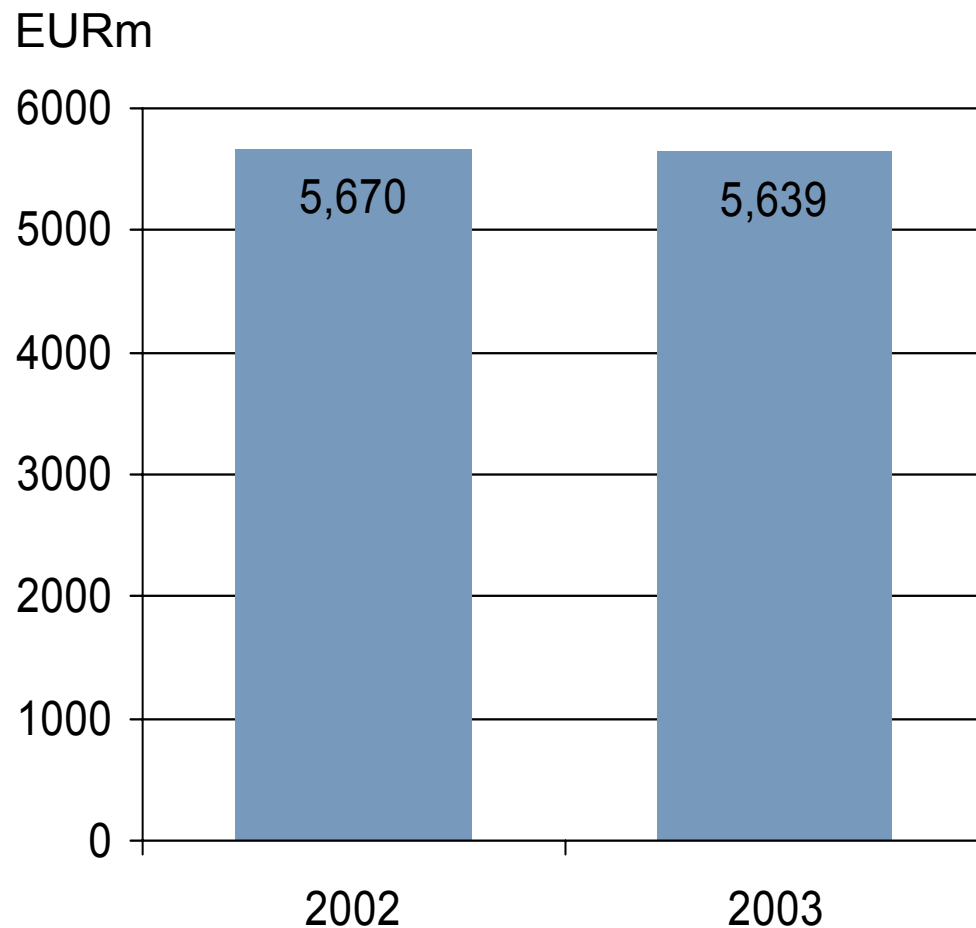
YoY:

- Increased by 7%
- Leading Nordic provider of derivatives and debt capital market services
- High quality earnings
  - customer driven revenue stream

QoQ:

- Largely unchanged reflecting maintained activity level

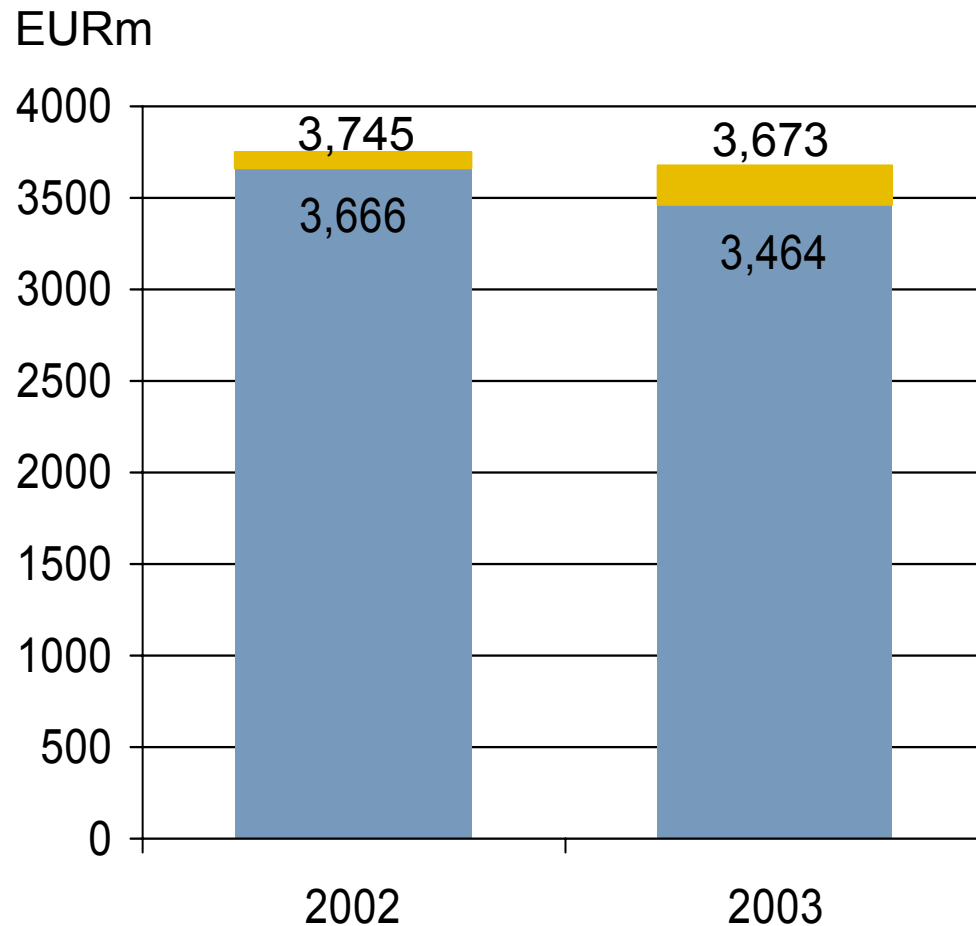
# Total income



YoY:

- Maintained income level despite difficult markets
  - negative currency effect of 1%
- Net interest income down 2%
  - pressure on deposit margins following lower interest rates
  - compensated by increase in mortgage lending
- Commission income down 3%
  - brokerage reduced
  - strong net inflows within Asset Mgmt
  - continued growth in payment commissions
- Increased trading income
- Other income includes non-recurring items in 2003

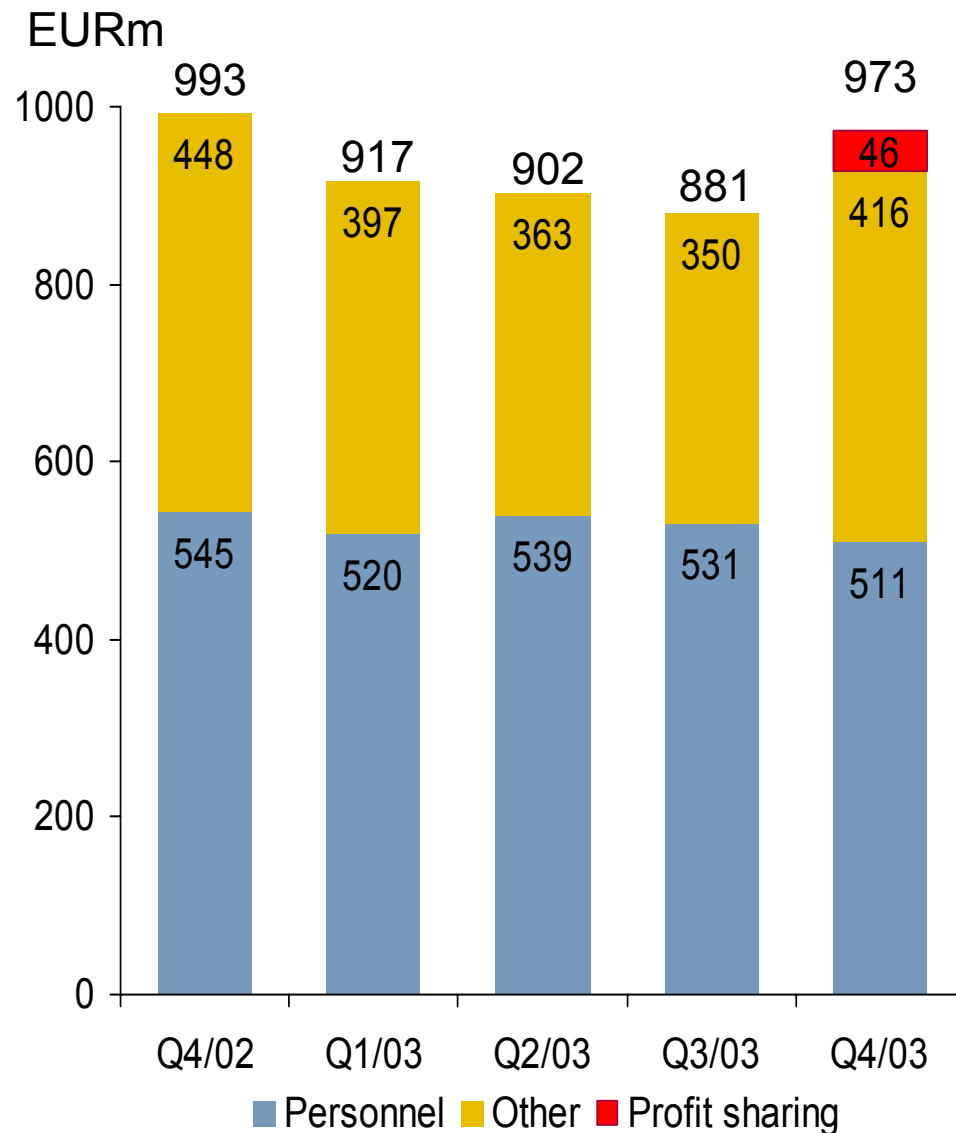
## Expenses – underlying development



YoY:

- Reported expenses down 2%
  - personnel expenses increased by 1%
  - other expenses decreased 8%
- Underlying expenses down 6%
  - profit sharing
  - new business, Poland
  - higher restructuring costs
  - higher variable salaries
  - f/x effects

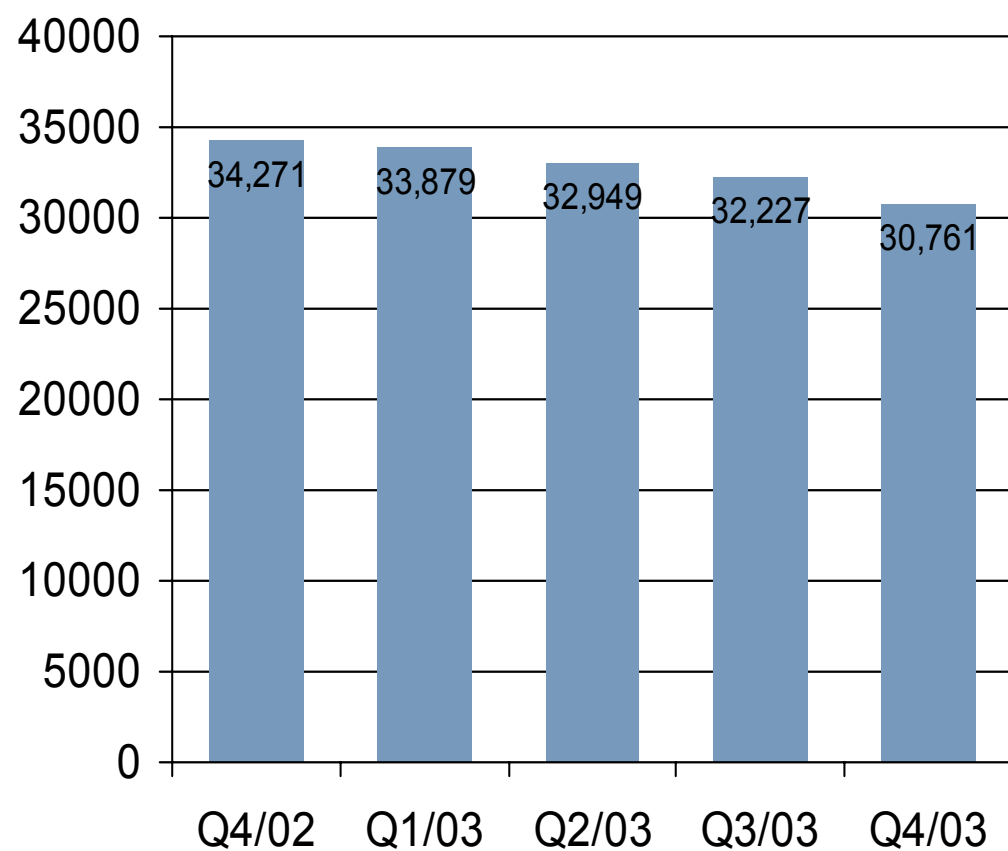
# Expenses



QoQ:

- Expenses increased by EUR 92m in Q4 of which:
  - profit sharing EUR 46m
  - Start-up IBM JV EUR 30m
- Variable salaries and restructuring costs increased EUR 12m
- Shift of EUR 12m between personnel and other due to IBM JV
- Underlying costs unchanged

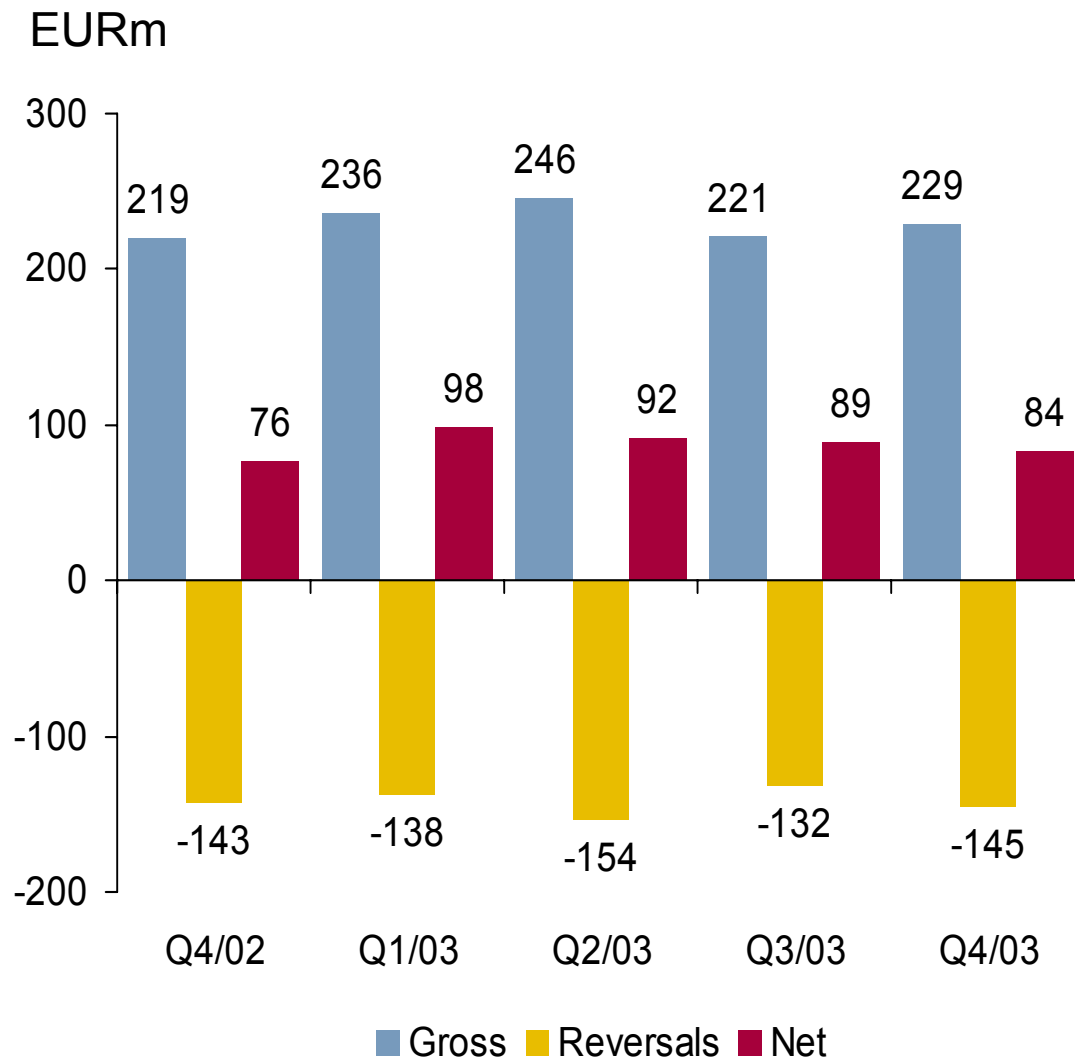
# Development of FTEs



End of period

FTEs	2003	2002
Retail	18,407	20,300
CIB	2,102	2,444
AM & Life	1,796	1,866
GPT	6,772	7,710
Other	1,684	1,951
<b>Total</b>	<b>30,761</b>	<b>34,271</b>
<b>Change</b>	<b>-10%</b>	
Outsourced/ insourced	+1,321	
<b>Underlying change</b>	<b>-6%</b>	

# Loan losses



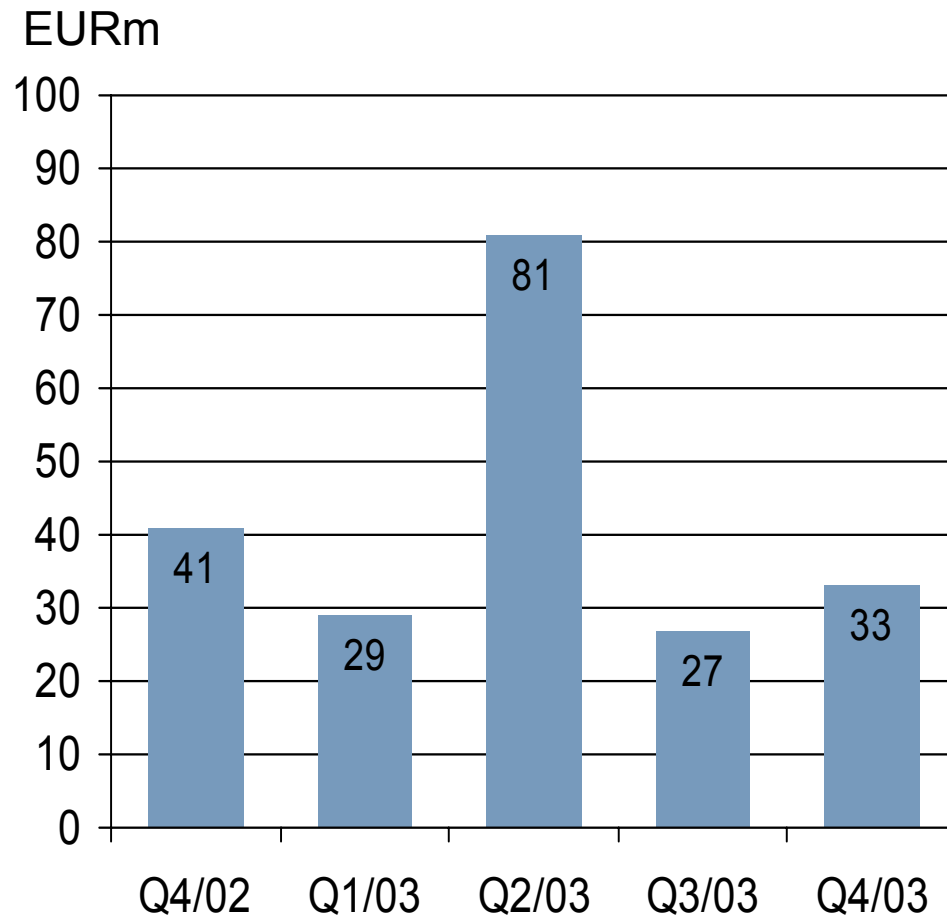
## YoY:

- Loan loss ratio 0.25% in 2003
- Loan losses concentrated to Norwegian retail portfolio
- Large part relates to fish farming
- Pan Fish shares valued at zero

## QoQ:

- Loan loss ratio 0.23% in Q4

## Investment earnings, banking



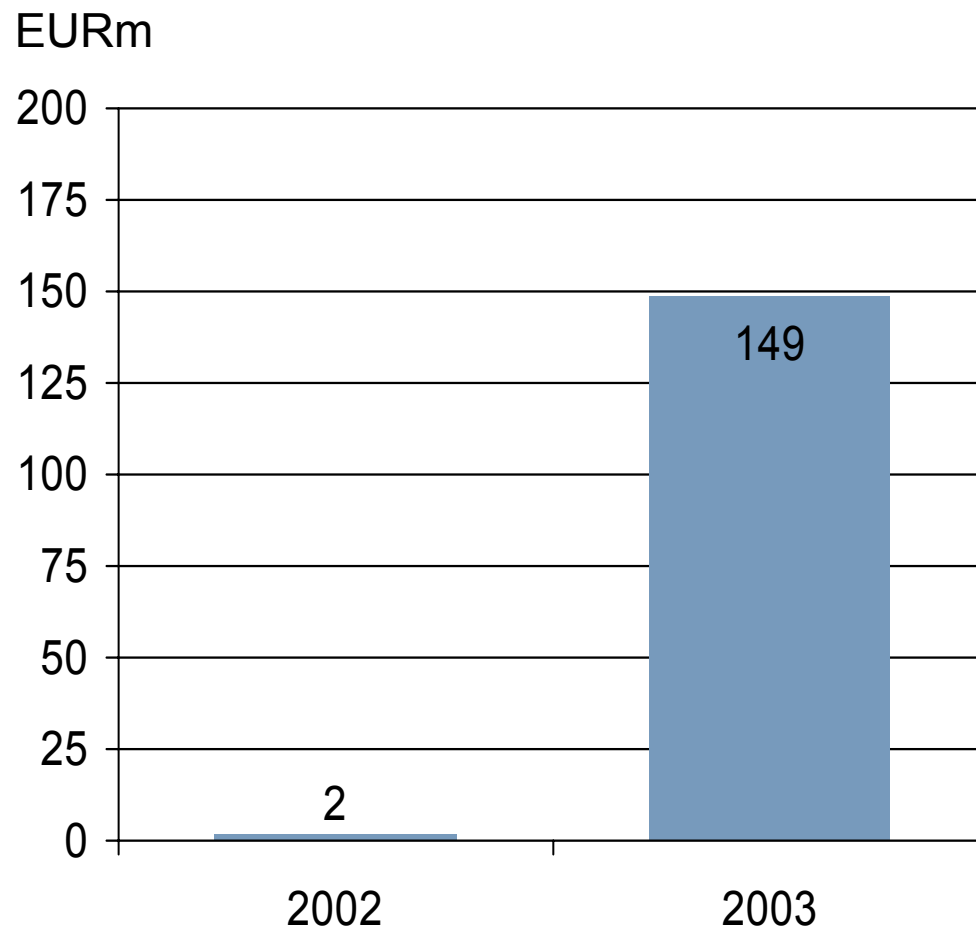
YoY:

- Increased EUR 48m
- Gains on fixed income portfolio in H1
- Gains on equity portfolio in H2

QoQ:

- Equity portfolios performed well
- Positive contribution also from fixed income portfolios

## Operating profit, Life insurance



YoY:

- Substantially Increased profit in 2003
- Gradual implementation of changed business model
- Higher investment return
  - 5.8% in 2003 (0.2% in 2002)
  - financial buffers increased

QoQ:

- Maintained profit level

## Income statement summary

EURm	2003	2002	Change %
Total income	5,639	5,670	-1
Total expenses	-3,673	-3,745	-2
Loan losses, net	-363	-261	
Equity method	57	52	
Profit before inv. earnings and insurance	1,660	1,716	-3
Investment earnings, banking	170	122	
Operating profit, life insurance	149	2	
Operating profit, general insurance	-	-122	
Goodwill depreciation	-167	-171	
Operating profit	1,812	1,547	17

## Real estate holdings reduced

- Write-down of EUR 115m in Q4
- Expected gain of approx. EUR 300m in 2004
  - net financial effect of real estate disposals expected to be a gain of approx. EUR 200m

Book value. EURbn	2003	2002
Owner occupied properties	0.4	1.2
Non owner occupied properties	0.1	0.2
Shares in real estate companies	0.2	0.4
<b>Total</b>	<b>0.7</b>	<b>1.8</b>

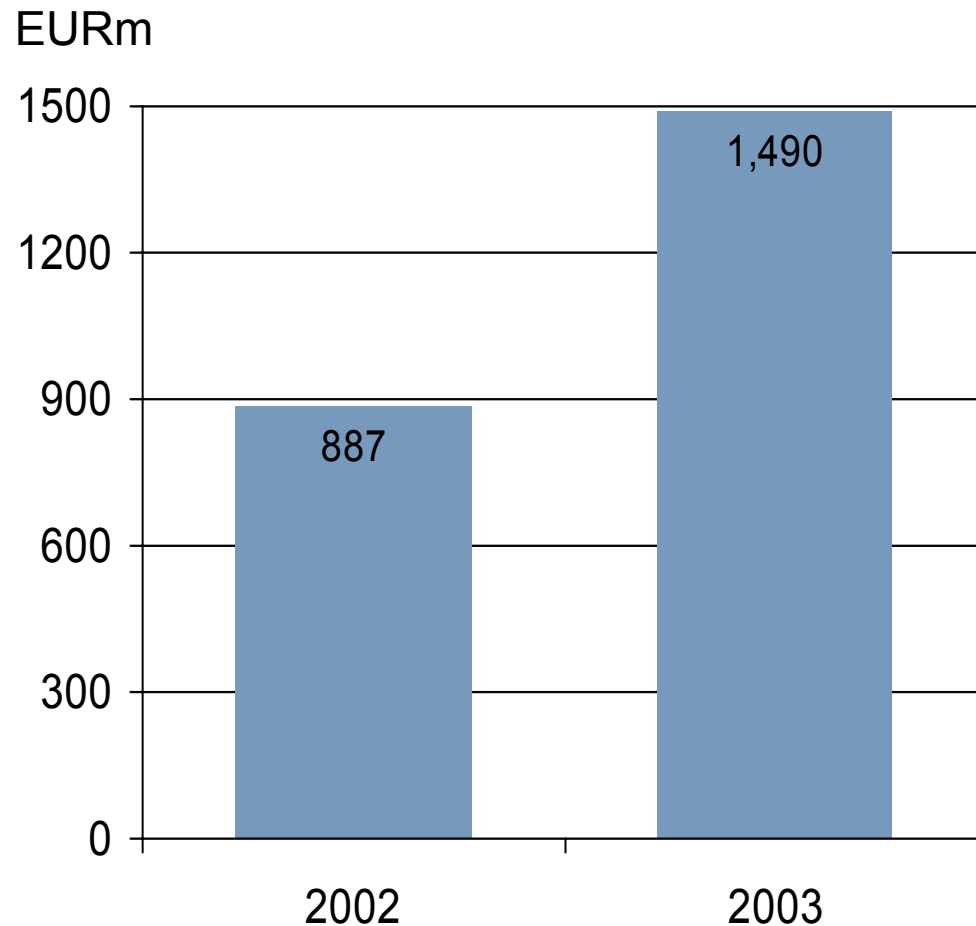
### 2003

- Divestment of residential property and owner-occupied properties in Denmark
- Sale of shares in Nordisk Renting and Citycon
- Divestment of 97 offices in Finland, Norway and Sweden

### 2004

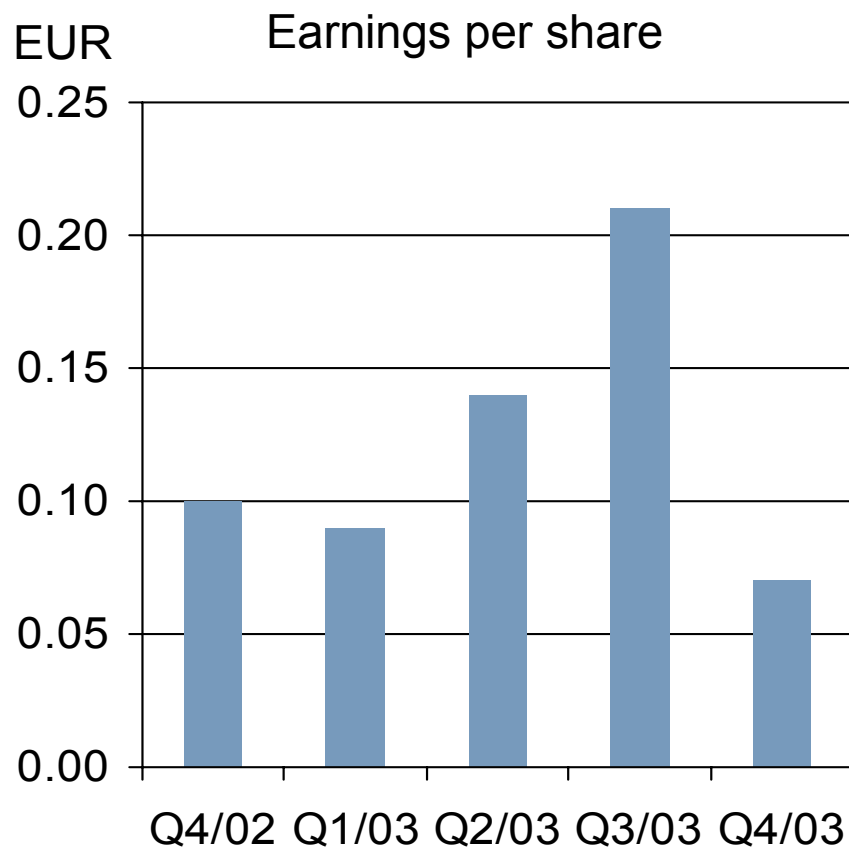
- Further properties in Finland sold
- Letter of intent signed regarding remaining properties

# Net profit

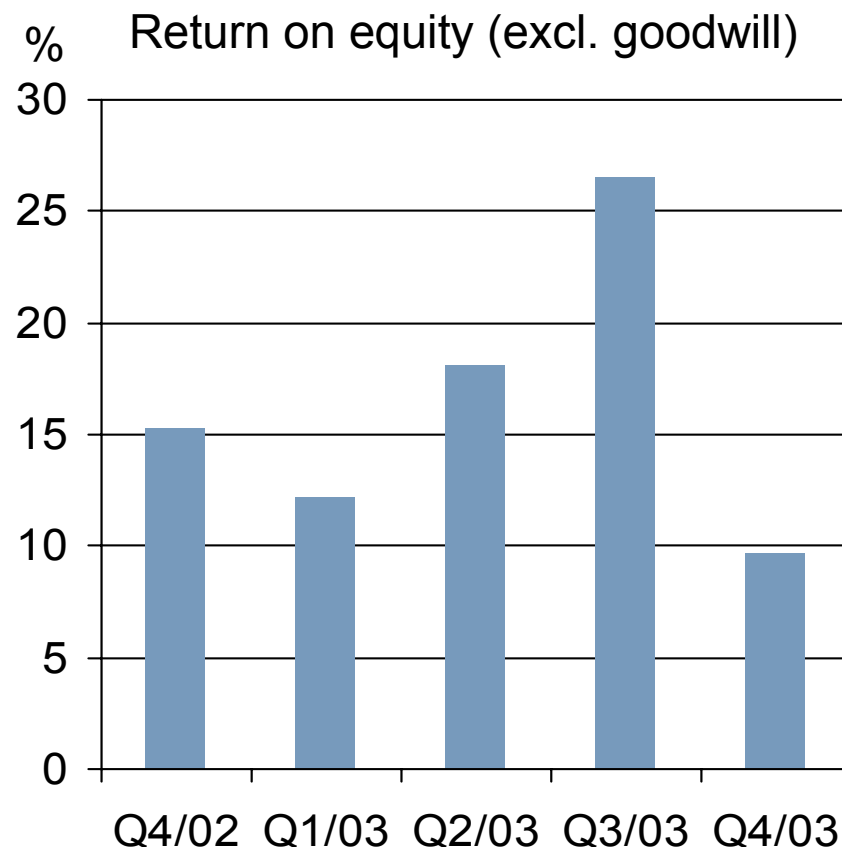


- Increased by 68%
- Operating profit up 17%
- Deferred tax income of EUR 300m included in Q3/03
- Write-down of real estate included at year-end, EUR 115m
- Allocation to pension fund in 2002 (EUR 255m)

## Key figures

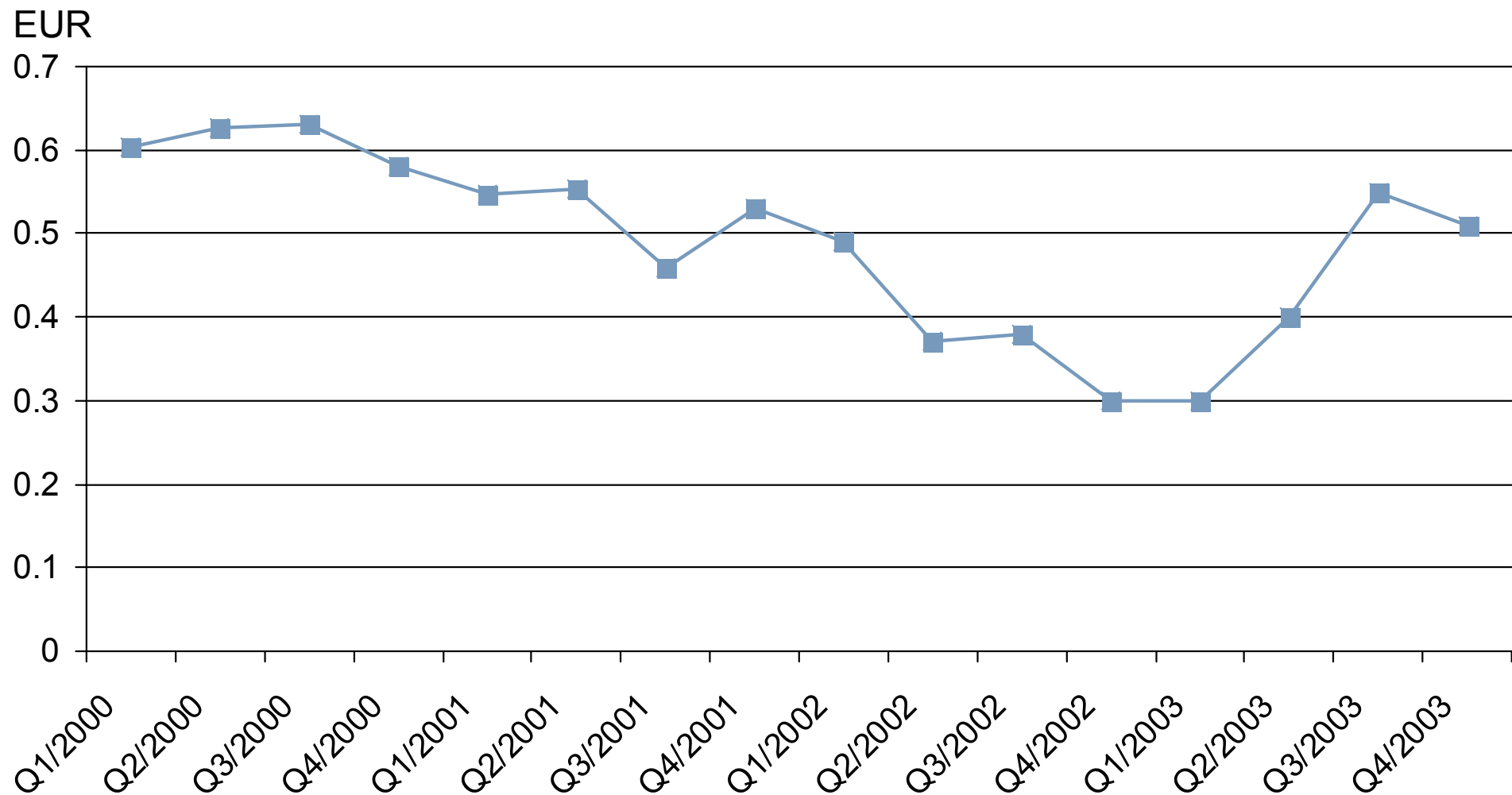


<b>EPS 2003</b>	<b>EUR 0.51</b>
<b>EPS 2003 adjusted to standard tax and for real estate write-down</b>	<b>EUR 0.43</b>



<b>RoE 2003</b>	<b>16.7%</b>
<b>RoE adjusted to standard tax and for real estate write-down</b>	<b>14.5%</b>

## Earnings per share – 12 months rolling



## Increased dividend proposed

● Per share, EUR	0.25
● Total, EURm	712
● Pay-out ratio (of the net profit, target >40%)	48%
● Dividend yield (calculated on share price Dec 30, 2003)	4.2%
● Ex dividend date	1 April
● Record date	5 April
● Payment date	14 April

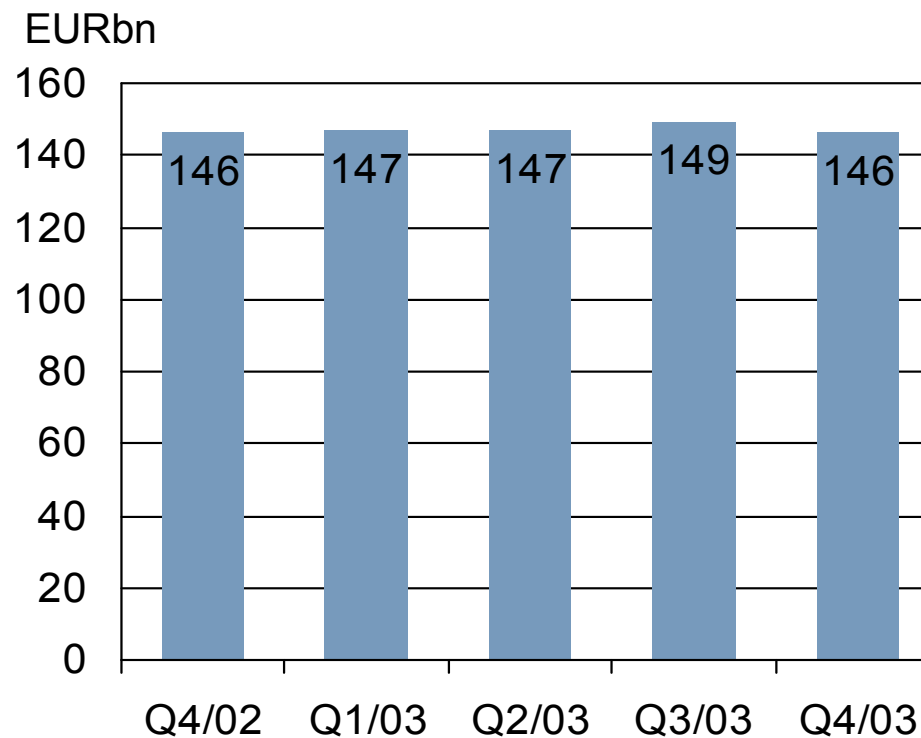
## Balance sheet - key items

EURbn	2003	2002	Change, 12 months %
Lending	145.6	145.7	0
Deposits	95.6	94.2	1
Shareholders' equity	12.2	11.9	2
Total assets	262.2	249.6	5
Risk-weighted assets	134.4	134.7	0

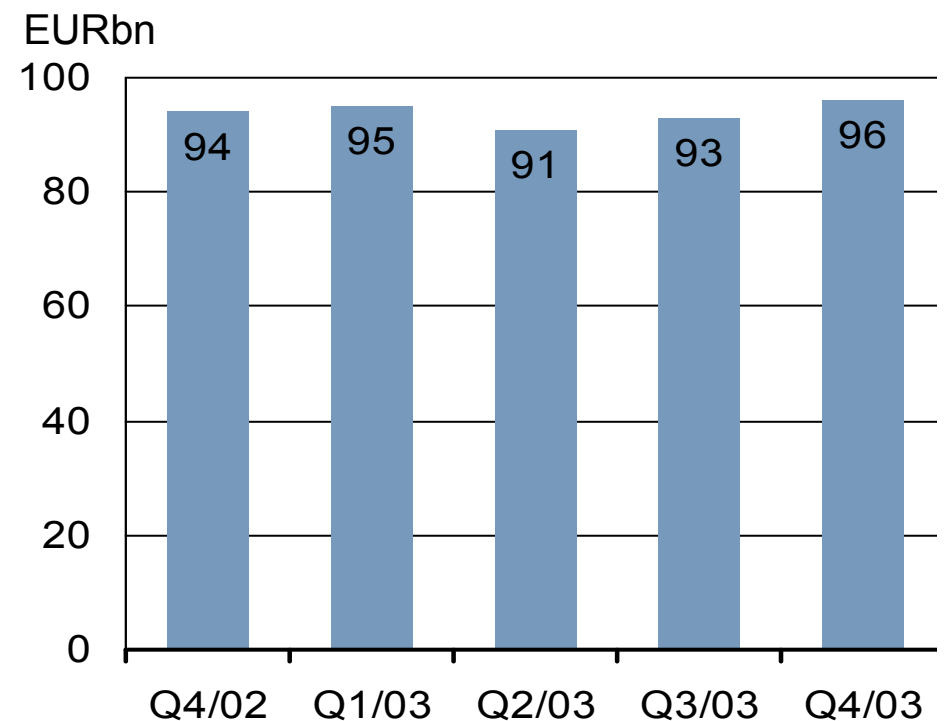
End of period

# Lending and deposits

Lending

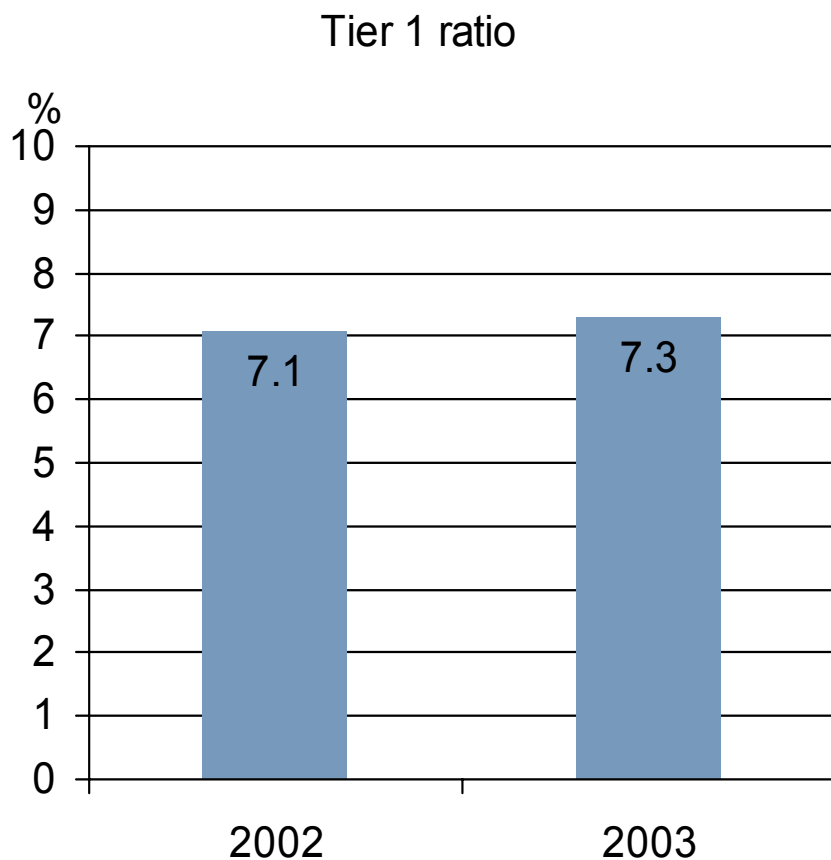


Deposits



End of period

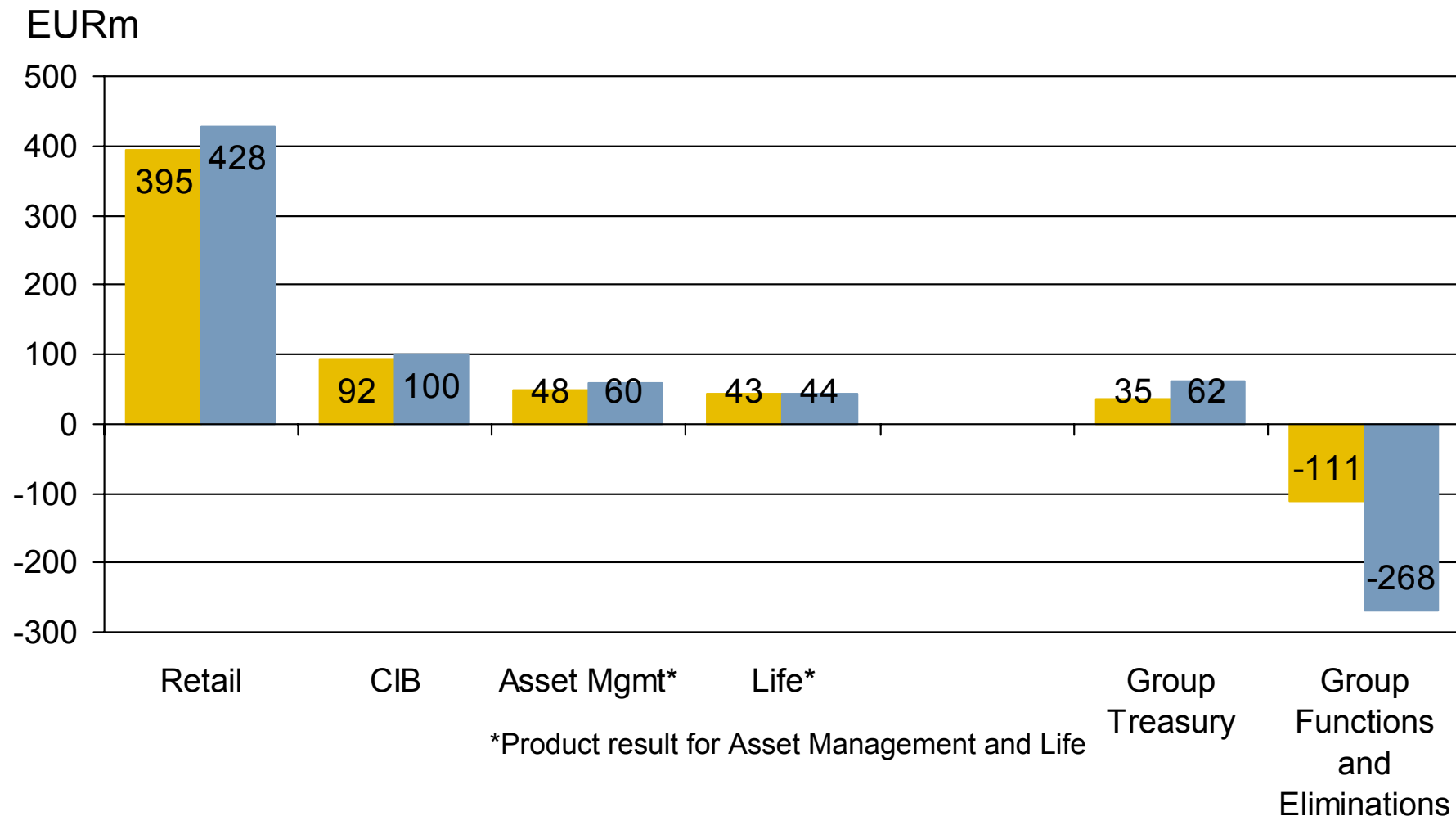
# Capital position



- Approx 2.8% of outstanding shares repurchased by end 2003
- Implementation of IAS19/RR29 (pensions) from 2004
  - reduction of equity of EUR 183m
  - reduction of Tier 1 by approx. 15bp
- New authorisation to purchase up to 10% of the total no. of shares suggested

End of period

# Result by business area

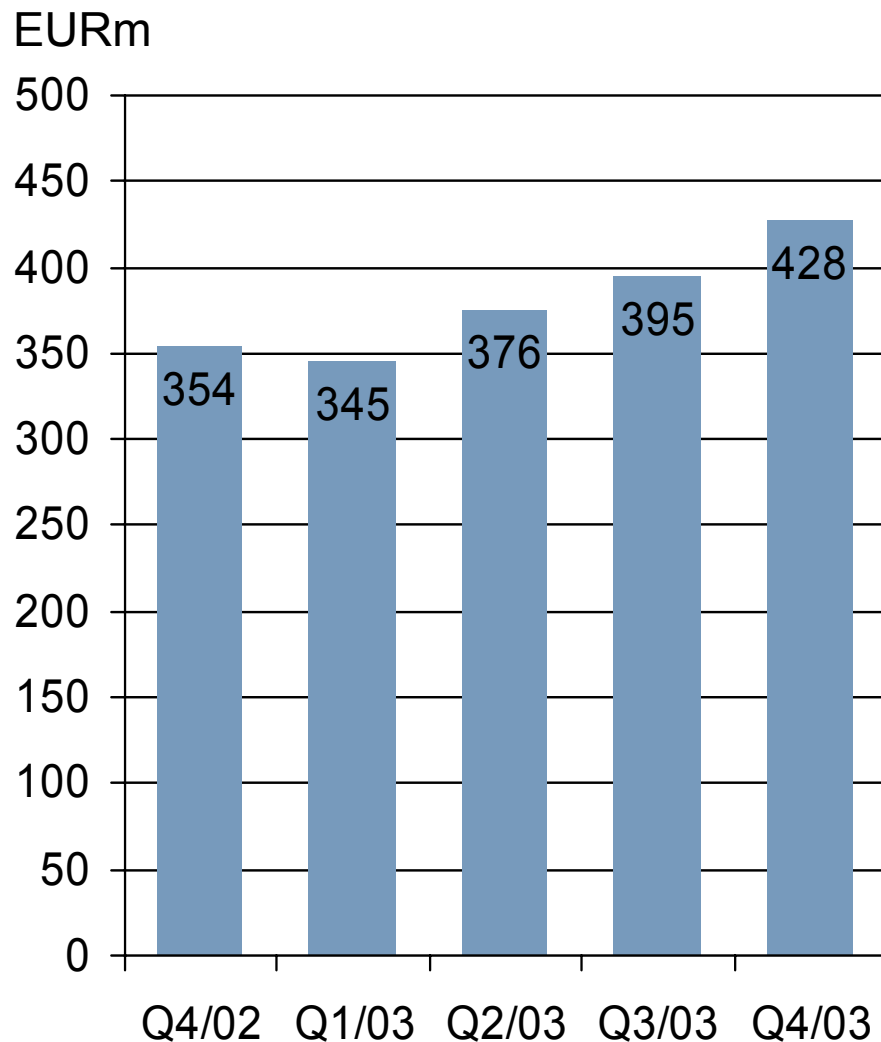


■ Q3/03

■ Q4/03

Figures are disclosed and consolidated using end of period and average currency rates in conformity with the ordinary statutory reporting. Previously, fixed planning rates were used. Historical information has been restated accordingly.

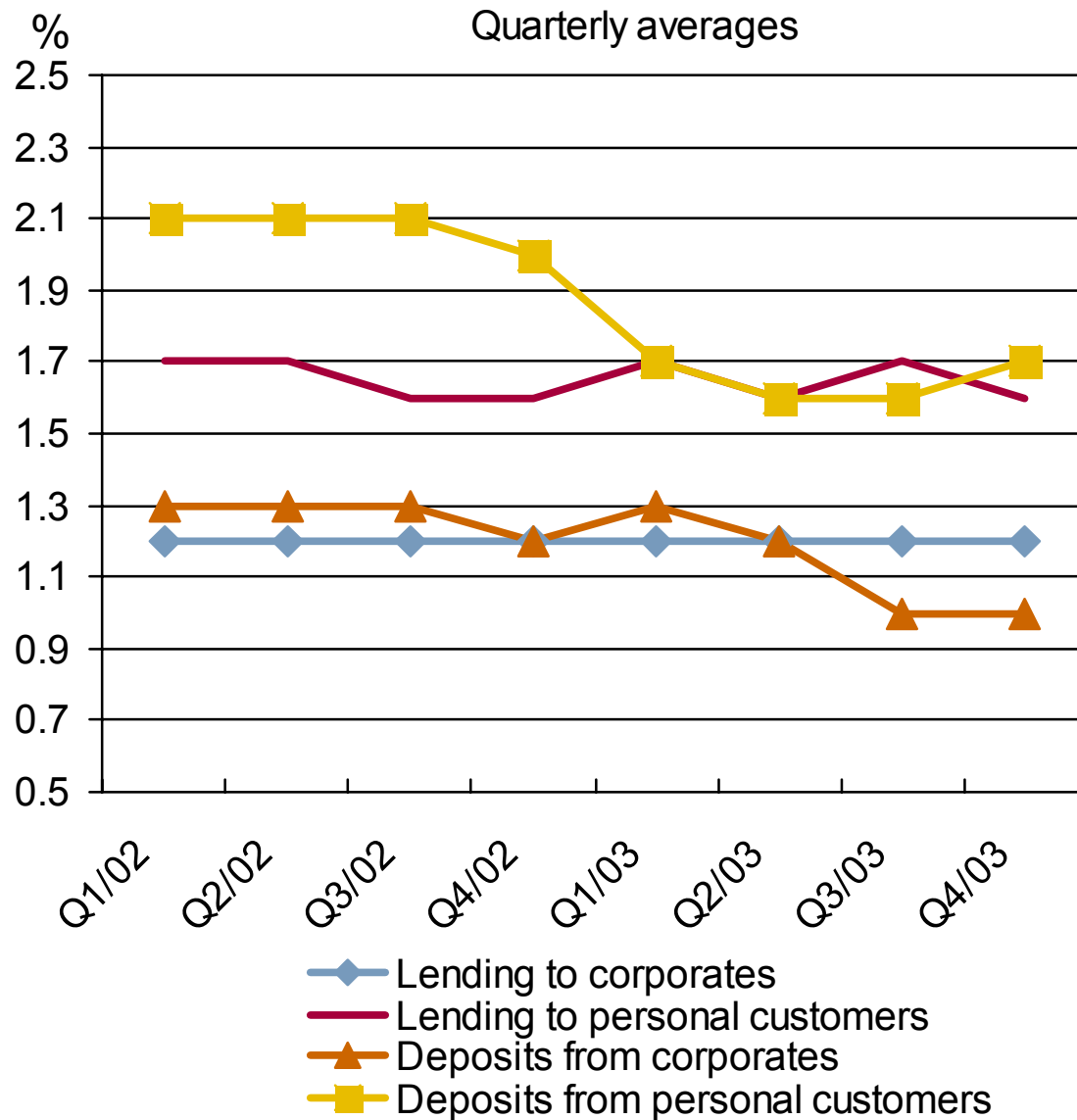
# Retail Banking operating profit



- Strong sales
- Increase in payment transactions
- Loan losses in Retail Banking Norway
- Improved RoE

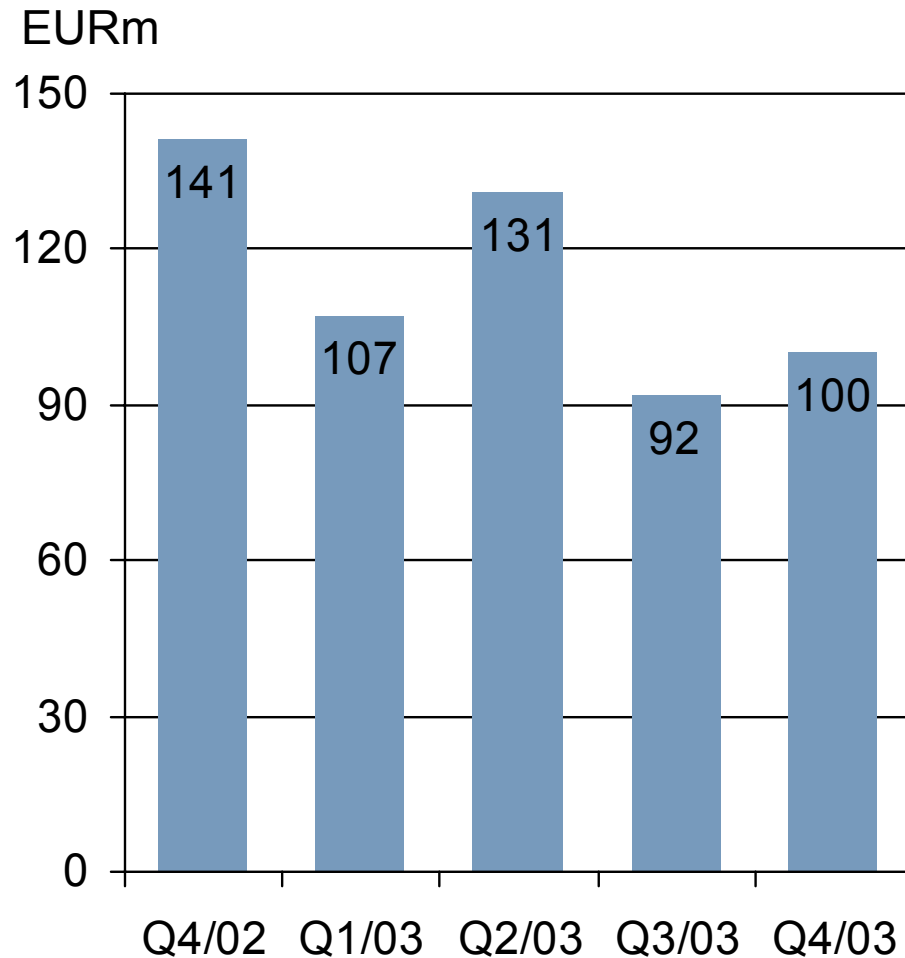
Key ratios	Q4/03	Q3/03
C/I ratio, %	55	56
RoE, %	26	24

# Retail Banking, lending and deposit margins



- Stable lending margins
- Stable deposit margins
  - supported by "hedges"

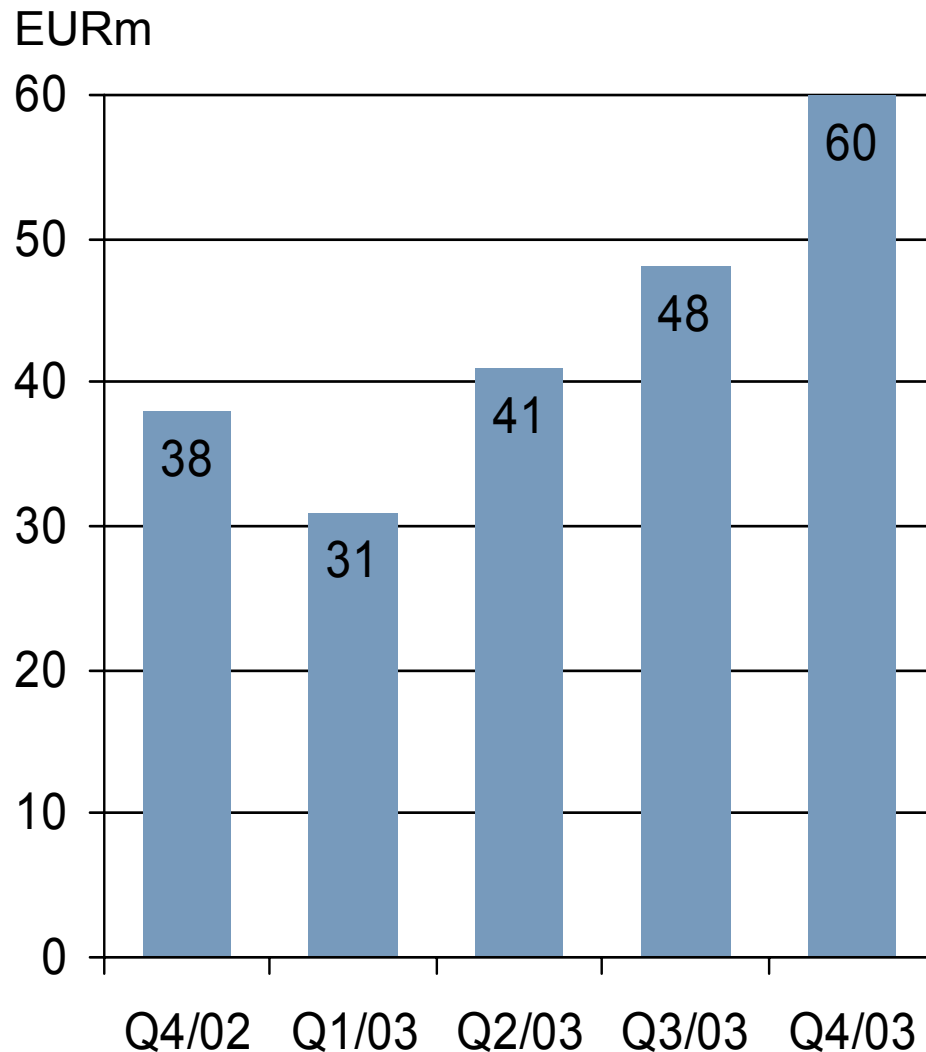
# CIB operating profit



- Income picked up in Q4
- Maintained high activity in Markets
- Continued low loan losses

Key ratios	Q4/03	Q3/03
C/I ratio, %	54	56
RoE, %	15	13

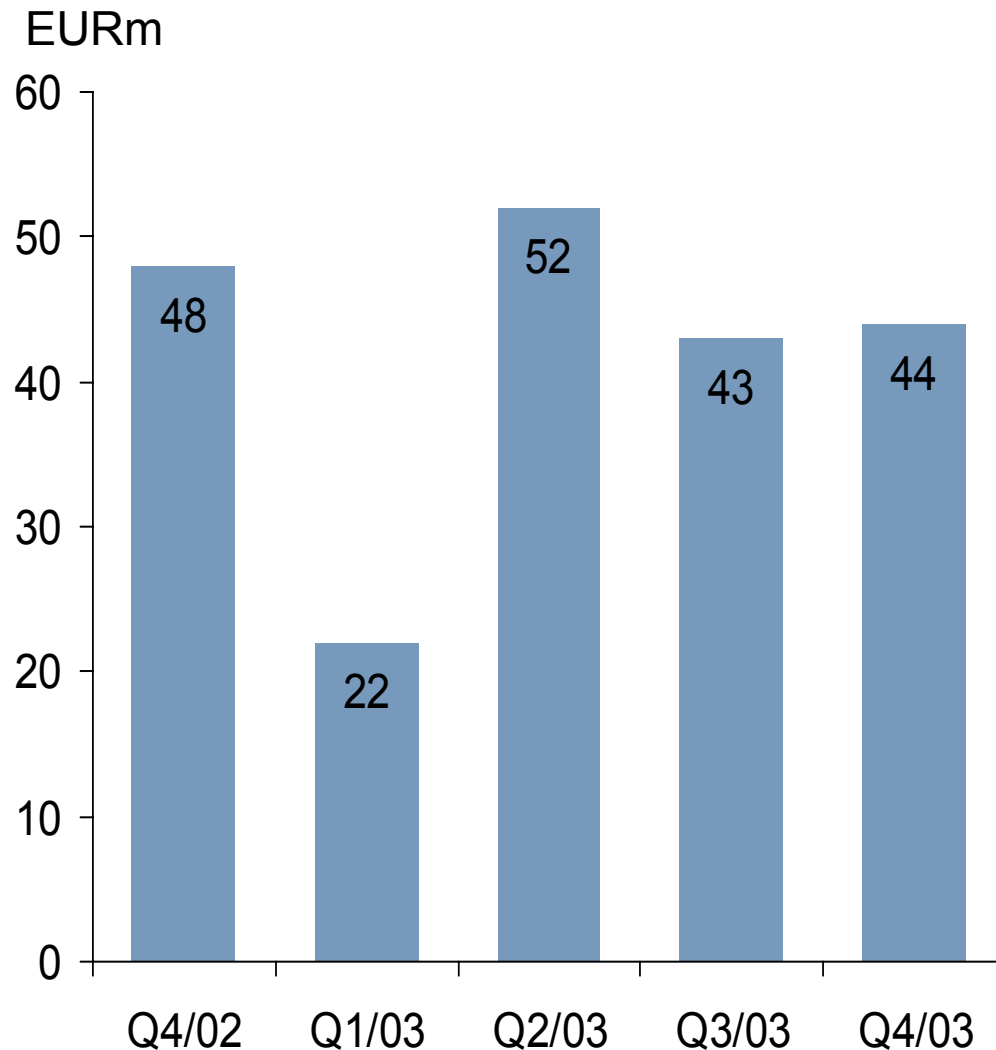
# Asset Management product result



- Strong sales and result
- Net inflow of EUR 5.8bn Q4
  - net inflow in 2003 EUR 12.5bn
- AuM up 6% to EUR 113bn Q4
  - up 18% from end 2002

Key ratios	Q4/03	Q3/03
C/I ratio, %	56	60
AuM, EURbn	113	107

# Life Insurance, product result



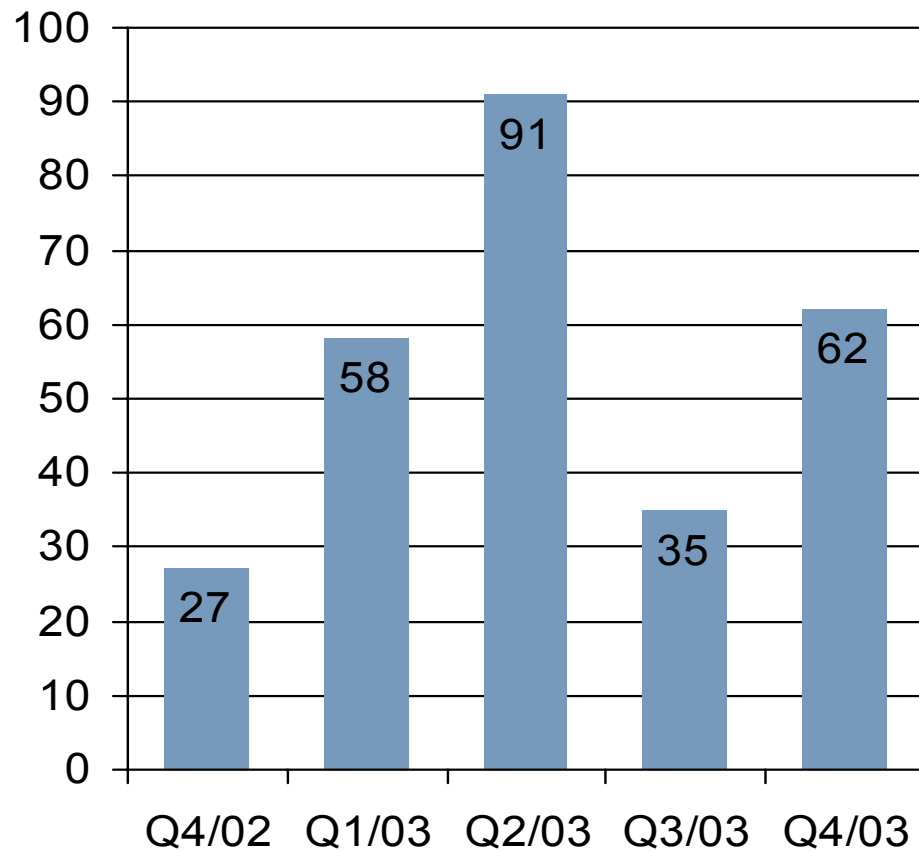
- Stable result development
- Changed business model key to reduced volatility
- Improved investment return
  - financial buffers stable on Q3

Key ratios	Q4/03	Q3/03
Inv return, %	0.7	0.4
Financial buffers*, %	4.7	4.6

\* Financial buffers in % of provisions

## Group Treasury operating profit

EURm



- High funding activity
- Gain on equities

## Group Functions and Eliminations

	Q4/03	Q3/03
Income	-69	17
Expenses	-173	-102
Loan losses	-14	-7
Equity method	6	5
Operating profit, Life	14	7
Goodwill	-32	-31
Operating profit	-268	-111

QoQ:

- OM/HEX shares EUR 27m Q3
- SWAP reservation to CIB Q3
- IBM JV start-up costs EUR 30m Q4
- Profit sharing EUR 46m Q4
- General:
- Results from real estate holdings (non-owner occupied)
- Expenses in Group functions not defined as service offered to business areas
- Depreciation of goodwill related to the creation of Nordea

## Outlook 2004

- Economic growth expected to increase in the Nordic region in 2004
- Increased short-term interest rates not expected until late 2004, at the earliest
- Outlook for increased revenues is positive, although at a moderate level
- Sharp attention on cost control will be maintained also going forward
- Total costs in 2004 expected to be unchanged compared to 2003
- Loan losses not expected to exceed the level in 2003

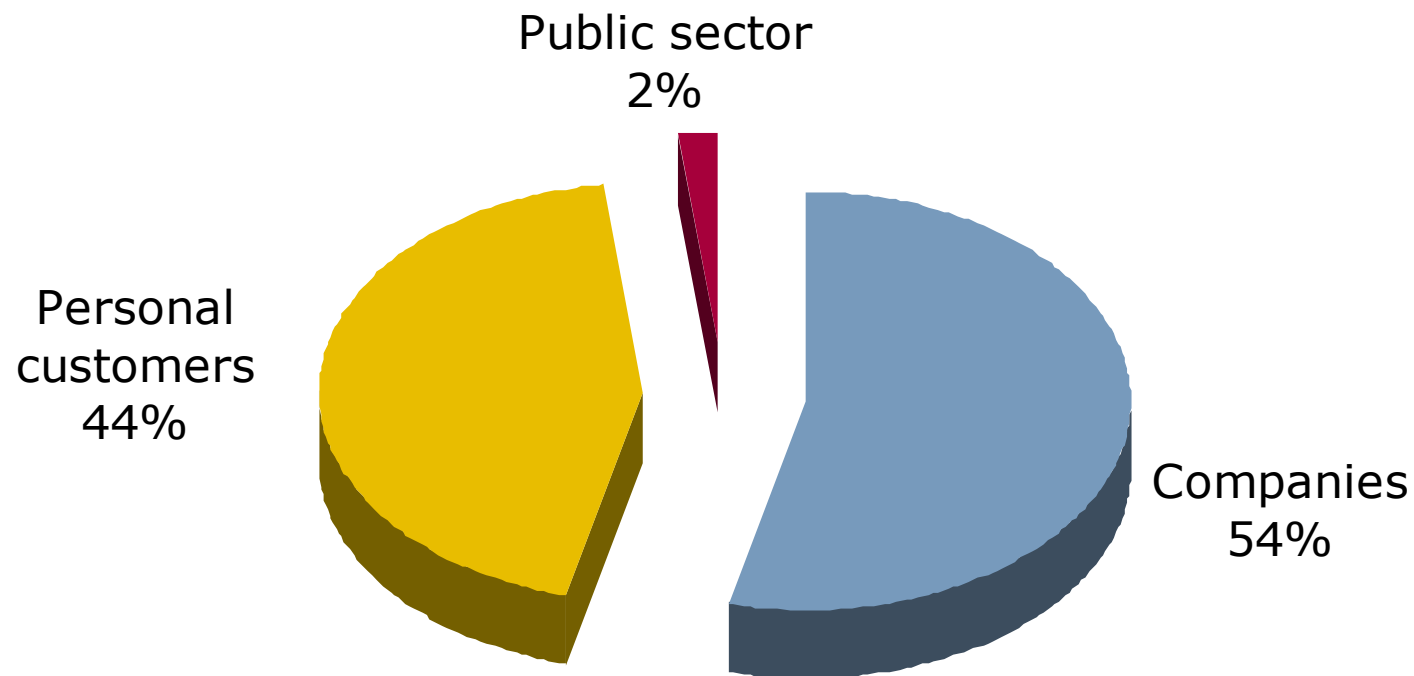
# Credit quality



# Loan portfolio by customer group

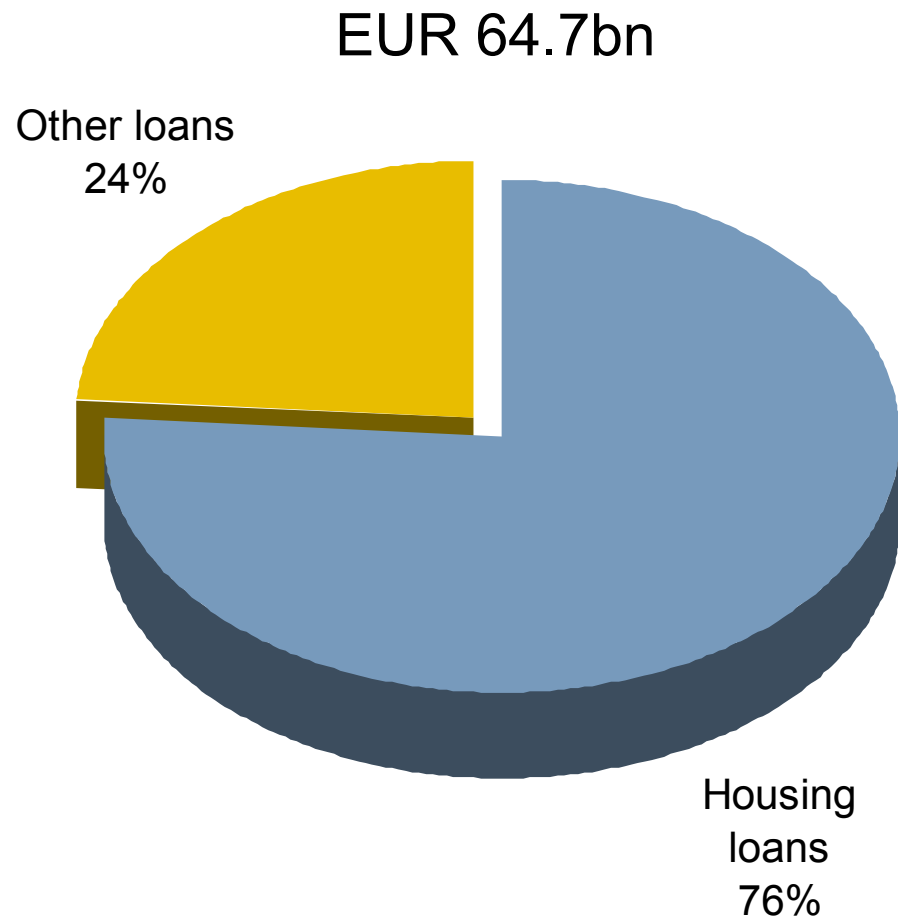
End of 2003

EUR 145.6bn



# Lending to personal customers

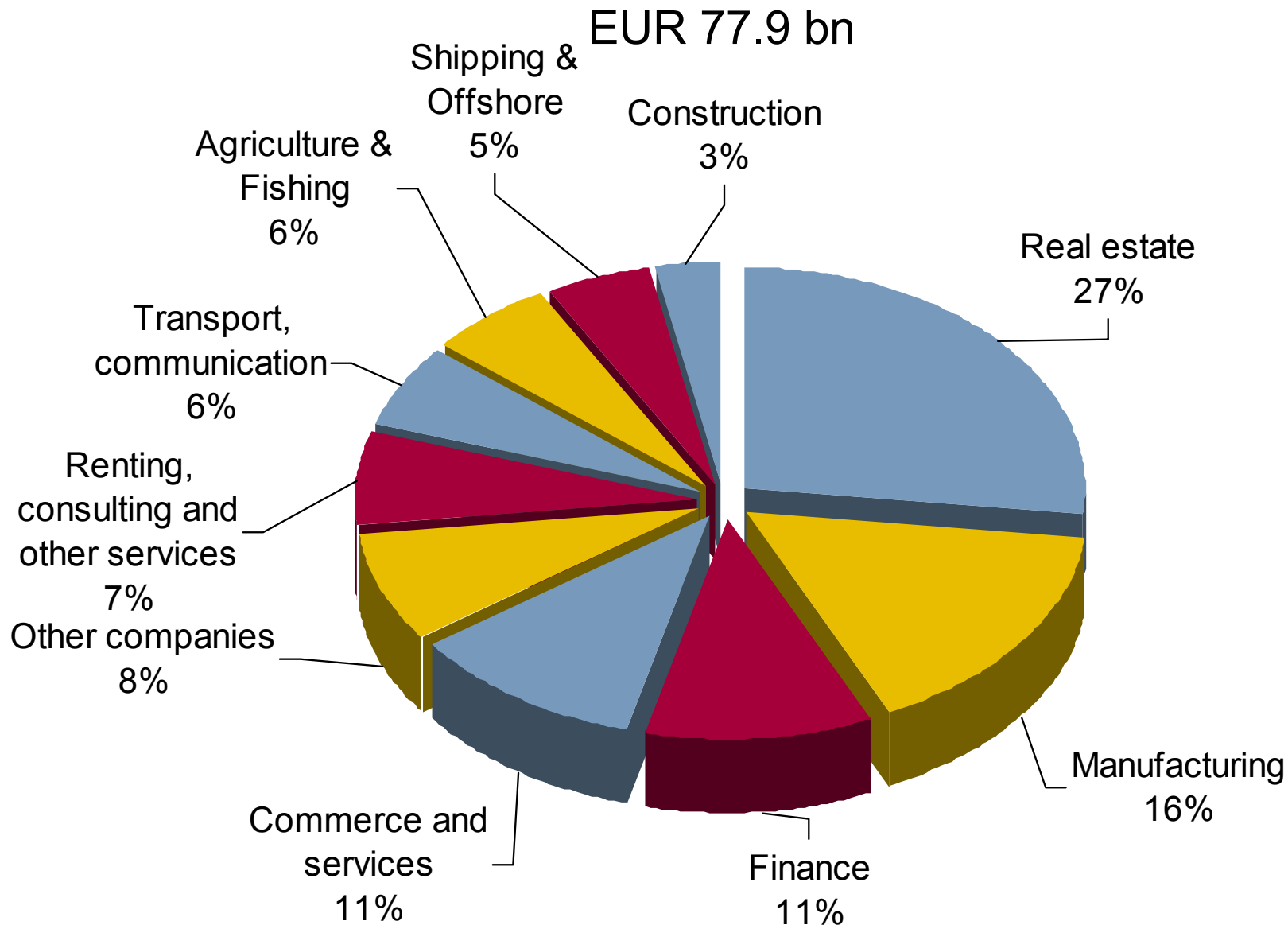
End of 2003



- Continued strong growth in mortgage lending
- Other loans comprise
  - consumer credits
  - investment credits
  - car financing
  - overdraft facilities
  - credit cards

# Lending to companies by industry

End of 2003



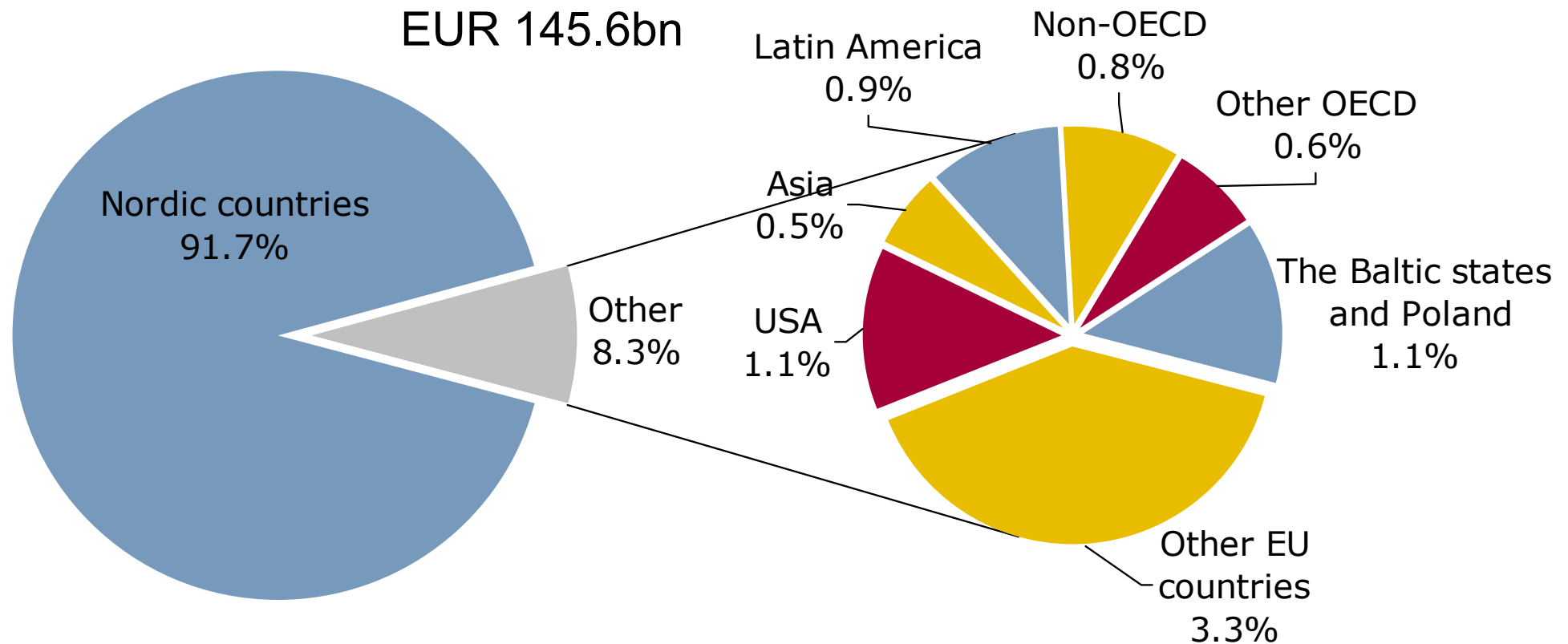
# Loan portfolio

EURbn	Q4/03	Q3/03	Q2/03	Q1/03	Q4/02
Personal customers	64.7	63.5	60.2	58.6	57.9
Real estate	21.2	22.0	22.0	22.6	22.4
Construction	2.6	2.5	2.8	2.9	3.1
Transport, communication	4.4	4.6	3.8	3.5	3.5
Trade and services	8.7	9.1	9.1	8.9	8.3
Manufacturing	12.5	13.2	12.5	13.5	13.9
Finance	8.3	11.2	12.2	10.7	9.1
Renting, Consulting and other services	5.7	6.1	7.0	8.7	8.2
Other companies/public sector	9.5	8.3	8.6	8.5	10.3
Agriculture & Fishing	4.3	4.3	4.3	4.3	4.3
Shipping & Offshore	3.7	3.9	4.5	4.7	4.6
Total	145.6	148.7	147.0	147.0	145.7

End of period

# Lending by geographical area

End of 2003



## Nordic countries, EUR 133.6bn

● Denmark	38.2
● Finland	31.0
● Norway	22.0
● Sweden	42.4

# Transfer risk exposure

EURm. End of 2003

Asia	682
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<i>-of which</i>	China	352
	South Korea	114
	Indonesia	22

Middle East	309
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<i>-of which</i>	Iran	104
	Turkey	64

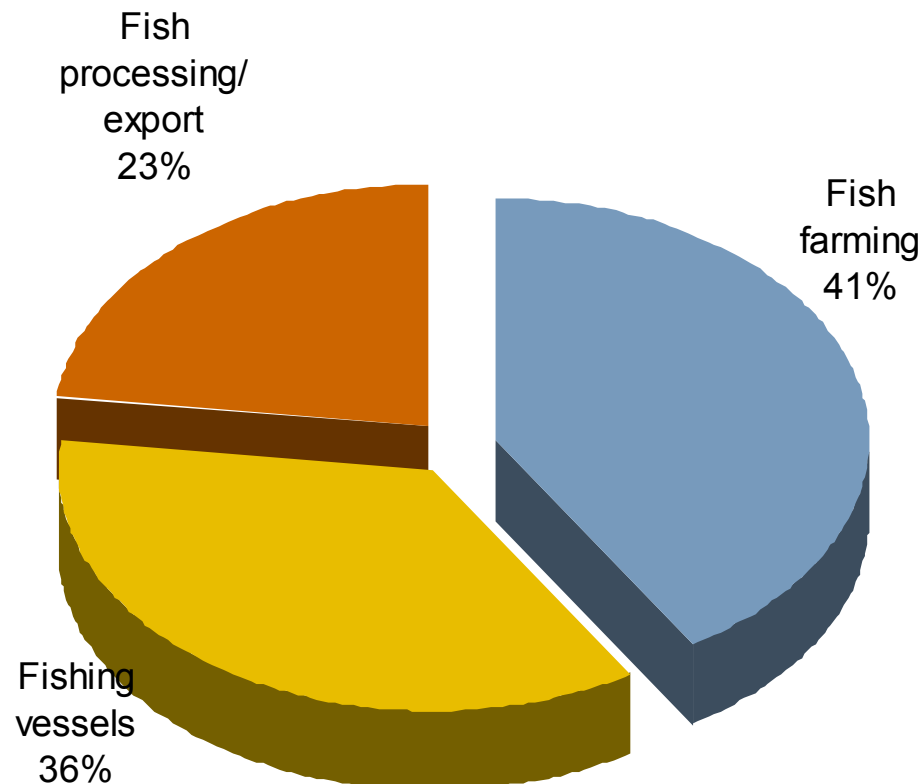
Latin America	262
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<i>-of which</i>	Brazil	140
	Mexico	47
	Chile	21
	Panama	31
	Argentina	2

# Nordea fisheries financing

End of 2003

Total exposure approx. EUR 2.1 bn



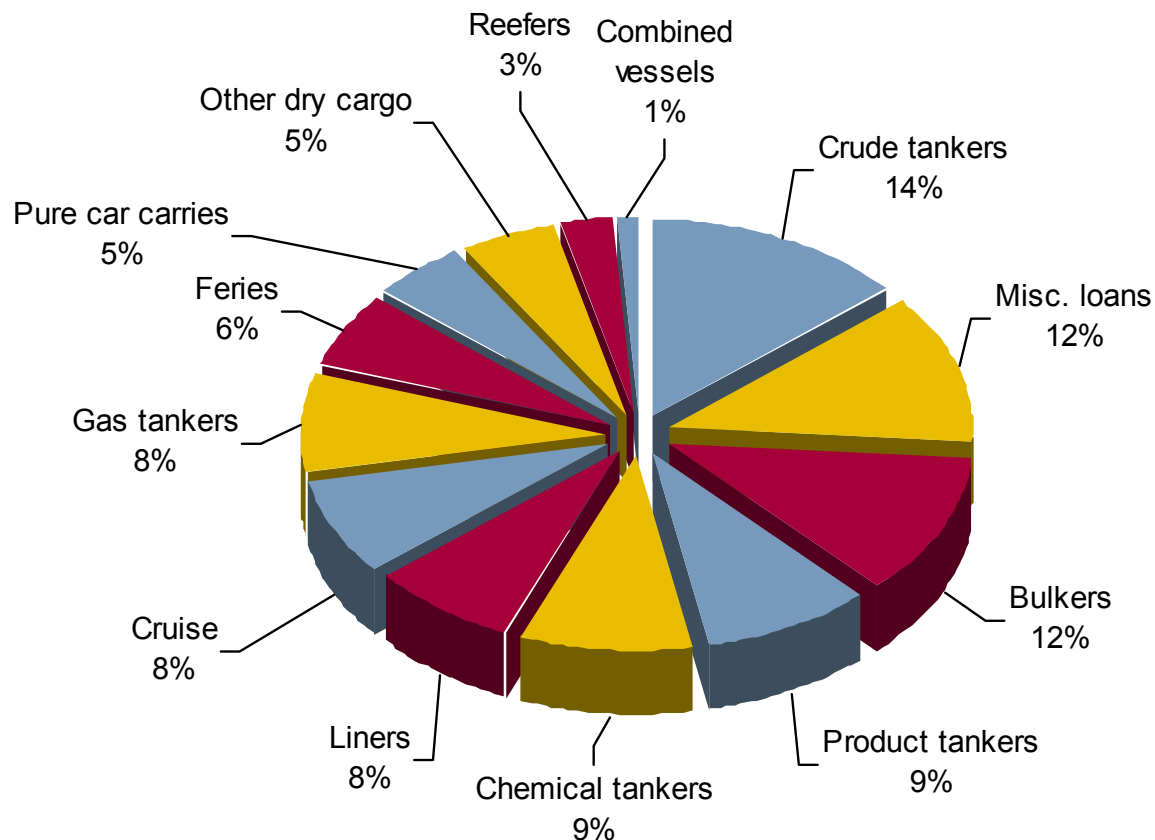
- Total outstanding EUR 1.8bn
- Mainly Norwegian exposure
- Fish farming the troubled area
  - represents approx. 0.6% of total loan book
- Increased salmon prices but still not on satisfactory level

# Nordea shipping portfolio

Distribution by type of vessel

End of 2003

Total exposure approx. EUR 5.6bn

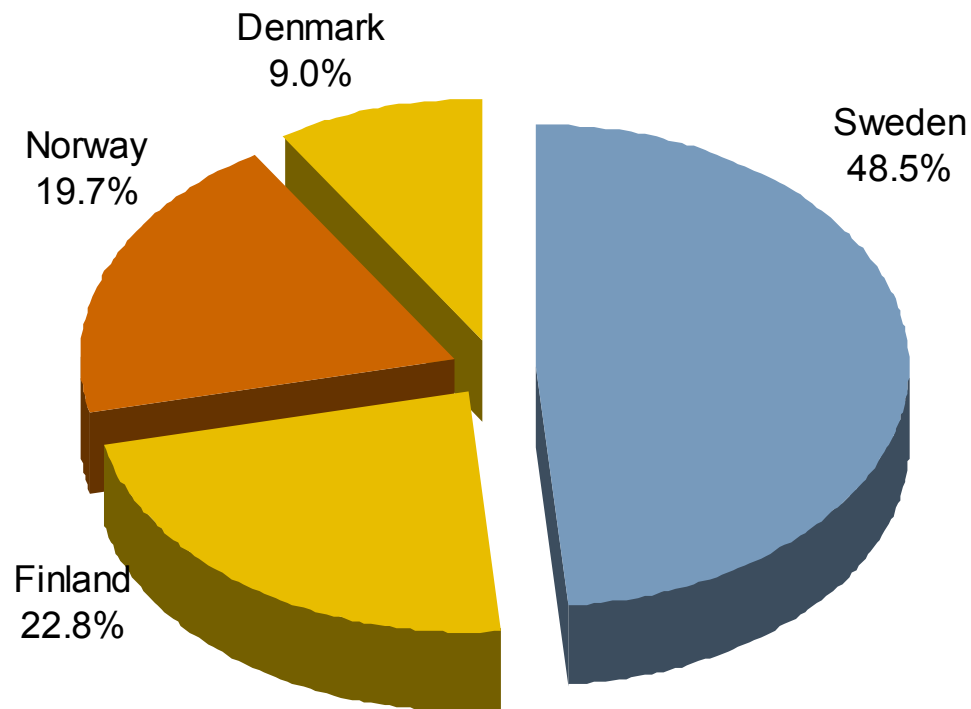


- Outstanding, EUR 4.9bn  
– reduced following weak USD
- Well diversified portfolio by type of vessel
- Focus on large industrial players
- Exposure split approx 55% / 45% Nordic / Int'l.

# Nordea real estate financing portfolio

End of 2003

Total exposure approx. EUR 21.2bn



- Largest industry exposure
- Relatively large and financially strong companies
- High level of collateral coverage
- Lending to residential real estate companies approx 50%

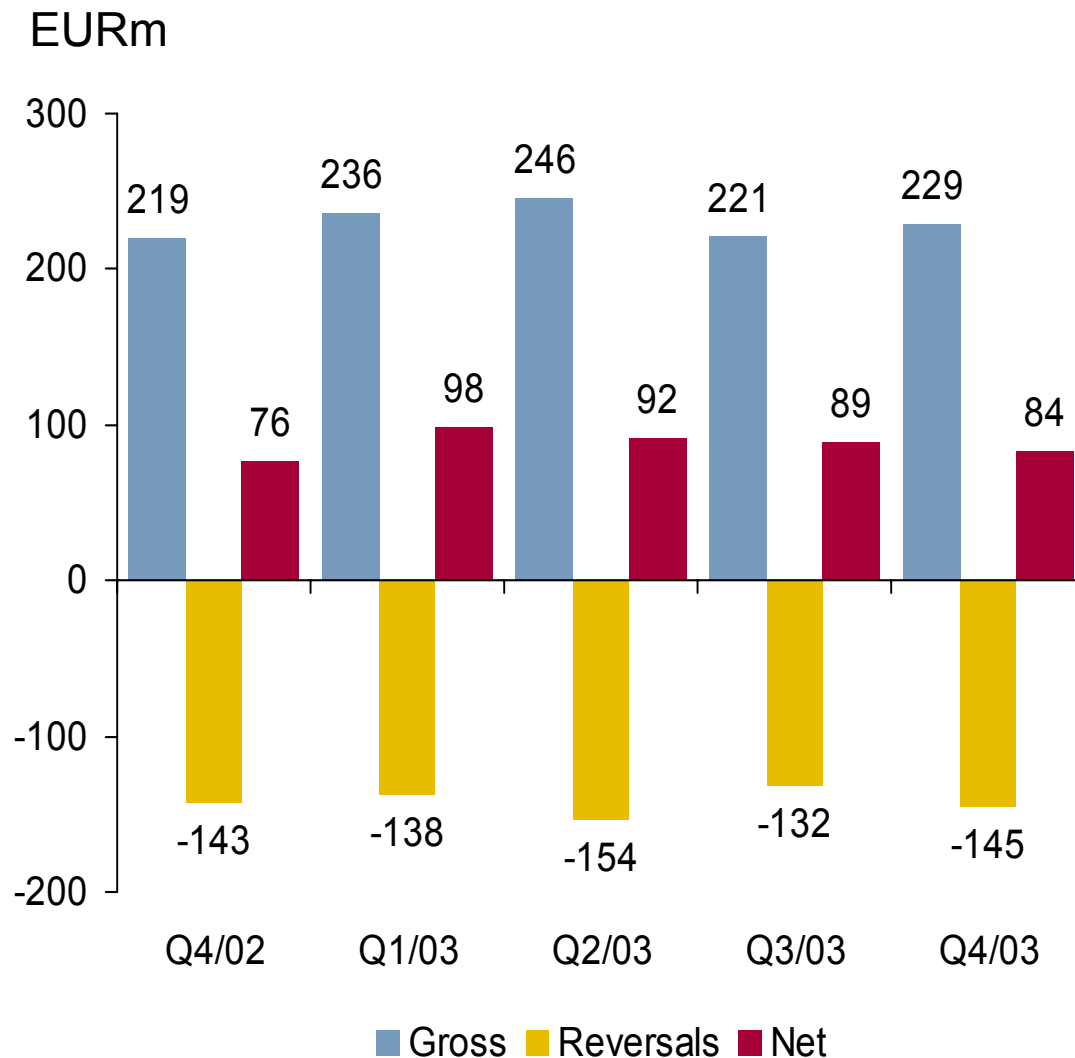
# Impaired loans

EURm. End of period	Q4/03	Q3/03	Q2/03	Q1/03	Q4/02
Impaired loans, gross	2,649	2,916	2,851	2,892	3,260
Provisions	-1,936	-2,072	-2,015	-2,087	-2,153
<i>Of which:</i>					
<i>Specific provisions</i>	-1,468	-1,624	-1,571	-1,630	-1,698
<i>Appraised by category</i>	-62	-64	-65	-64	-64
<i>General provisions</i>	-406	-384	-379	-393	-391
Impaired loans, net	713	844	836	805	1,107
Transfer risk reserve	99	105	109	124	130
<i>Provisions/impaired loans, gross (%)</i>	73	71	71	72	66
<i>Impaired loans, net/lending (%)</i>	0.49	0.57	0.57	0.55	0.76

# Impaired loans

EURm. End of 2003	Gross	Provisions	Net
Personal customers	557	351	206
Real estate	211	143	68
Construction	73	63	10
Transport, communication	255	181	74
Trade and services	222	168	54
Manufacturing	242	206	36
Finance	37	21	16
Renting, Consulting and other services	261	229	32
Other companies	458	304	154
Public sector	1	1	0
Agriculture & Fishing	259	207	52
Shipping & Offshore	73	62	11
Total	2,649	1,936	713

# Loan losses



## YoY:

- Loan loss ratio 0.25% in 2003
- Loan losses concentrated to Norwegian retail portfolio
- Large part relates to fish farming
- Pan Fish shares valued at zero

## QoQ:

- Loan loss ratio 0.23% in Q4

# Comments on certain industries

## Real estate

- Vacancy rates increasing from very low levels in commercial real estate
- Rent levels down from peak but still higher than original levels 3-5 years ago
- Low interest rates help secure cash flow and secondary market values
- New construction volumes adjusted to decreased demand
- Large foreign interest in Nordic property market
- Residential part of portfolio performing strongly

## Comments on certain industries

### Shipping and Offshore industry

- Pick up in economy leading to increased rates
- Bulk market particularly strong
- Tanker market strong but volatile
- Cruising market recovering from global uncertainties
- Offshore industry suffering from uncertainty of oil prices
- Nordea's exposure well diversified with modern ships and globally competitive companies
- Restructuring and consolidation of industry continue

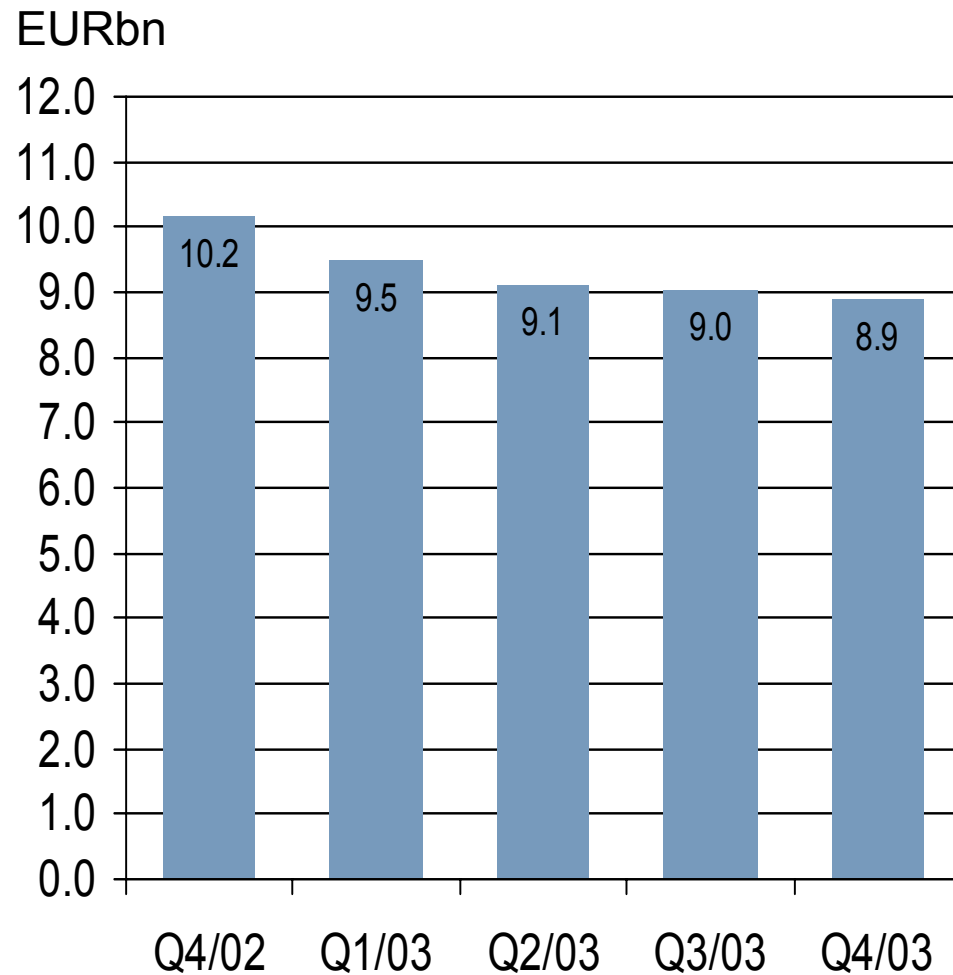
# Economic capital



## Economic capital (EC)

- EC is the capital required by Nordea to cover unexpected losses
- 6 different risk categories are incorporated
- The measurement period is one year
- The confidence level is 99.97%
- The economic capital may change over time due to:
  - composition of risk exposures
  - changes in parameters
- Economic capital is used for
  - risk management
  - performance measurement
  - capital allocation

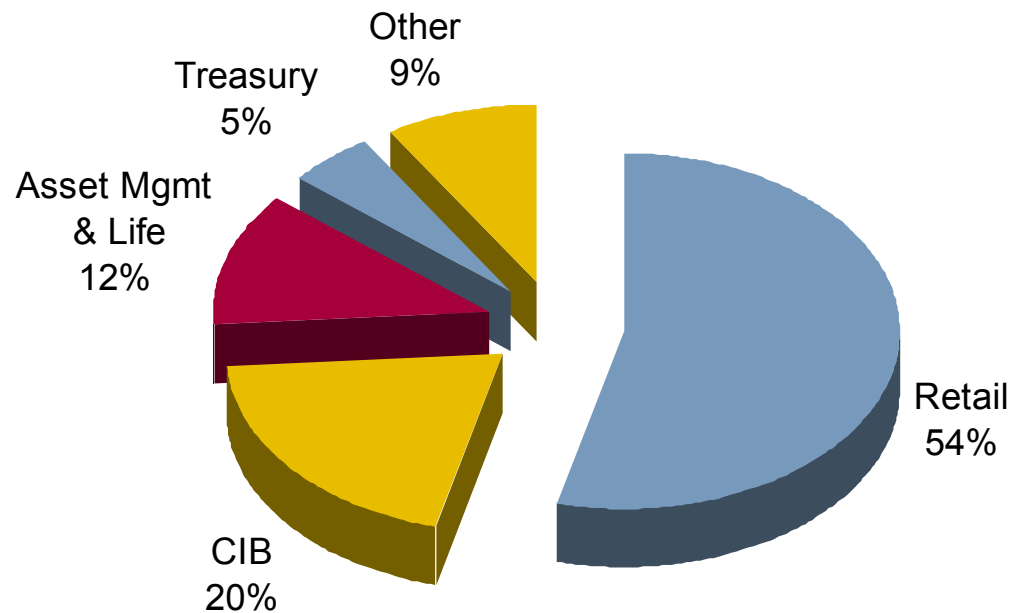
# Economic capital



- EC reduced by EUR 1.3bn in 2003
- No major changes in Q4
- Ongoing sale of real estate holdings

# Economic capital per business area

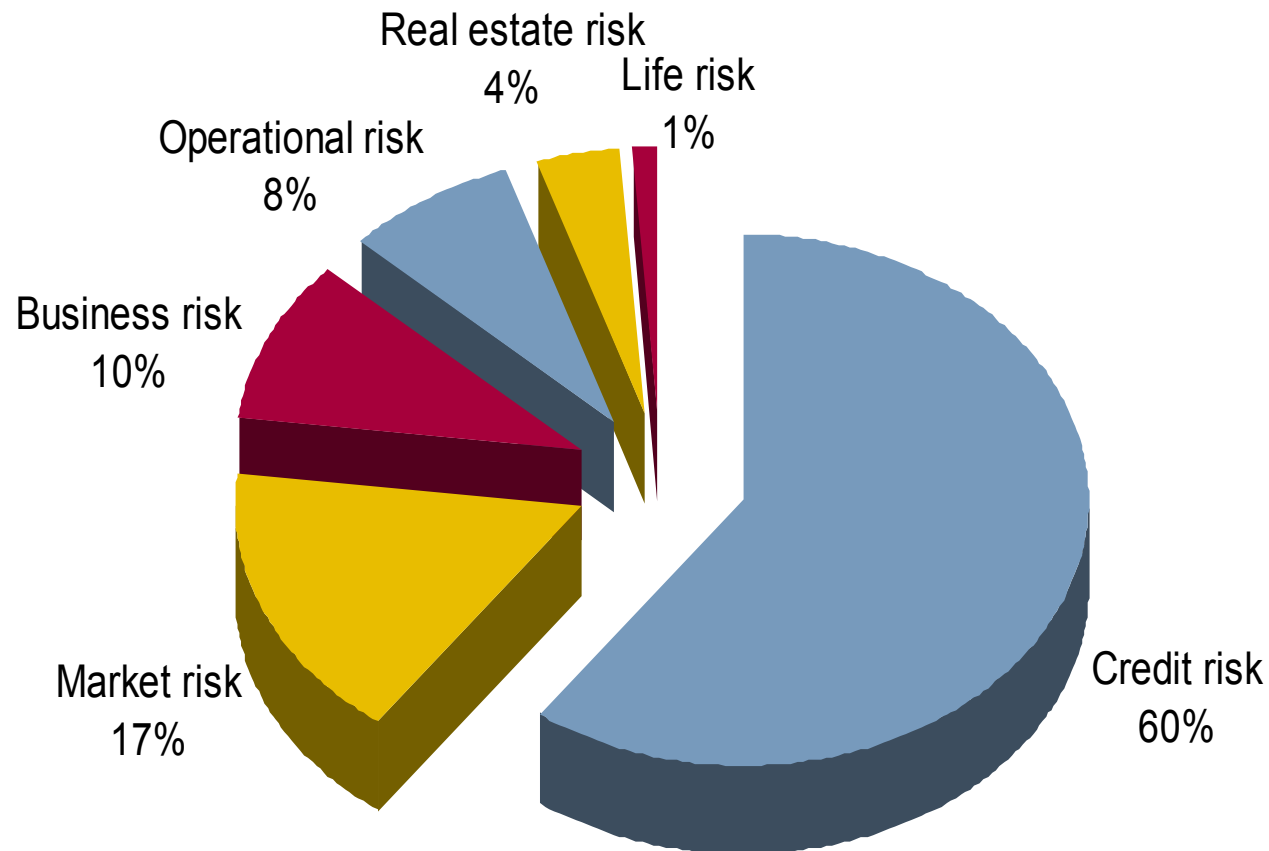
End of 2003



EC per business area, EURbn	Q4/03
Retail Banking	4.7
CIB	1.8
Asset Mgmt	0.1
Life	1.0
Treasury	0.5
Other	0.8
<b>Total</b>	<b>8.9</b>

# Distribution of economic capital - by risk category

End of 2003



# Nordea



## Mission: 'Making it possible'

By providing a broad set of easily accessible and competitive financial services and solutions, Nordea helps customers to reach their objectives.

## Vision

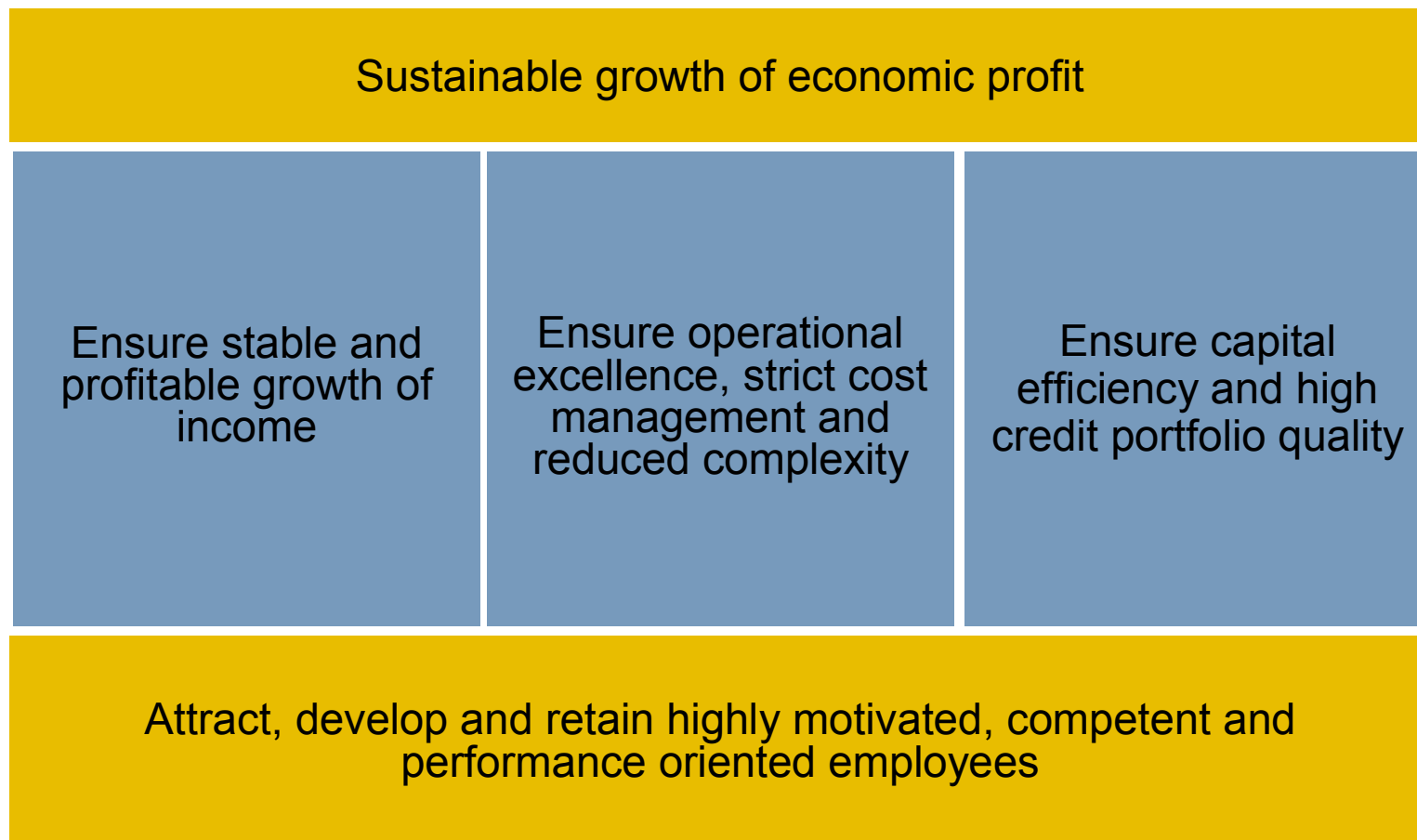
We will be valued as the leading financial services group in the Nordic and Baltic markets with a substantial growth potential.

We will be in the top league or show superior profitable growth in every market and product area in which we choose to compete.

We will have the leading multichannel distribution with a top world ranking in e-based financial solutions and a high level of usage of our e-services

We will be a good corporate citizen ensuring confidence and trust

## Strategic themes



# Strategic themes firmly anchored throughout the Group

	Retail Banking	Corp. and Inst. Banking	Asset Management & Life	Group / Group functions
<i>Ensure stable and profitable growth of income</i>	<ul style="list-style-type: none"> <li>• Increase sales to all existing customers</li> <li>• Acquire new profitable customers</li> <li>• Sell more through all channels: Branches, Netbank and Contact Centres</li> <li>• Sell products in bundles</li> </ul>	<ul style="list-style-type: none"> <li>• Increase share of wallet</li> <li>• Further enhance position among large corporate customers in Sweden</li> <li>• Increase focus on Financial Institutions</li> </ul>	<ul style="list-style-type: none"> <li>• Capture share of growth in the long-term savings and life area</li> <li>• Grow economic profit in Life &amp; Pensions at low volatility</li> </ul>	
<i>Ensure operational excellence, strict cost management and reduced complexity</i>	<ul style="list-style-type: none"> <li>• Implement common solutions</li> <li>• Encourage the customers to use Netbank and Contact Centres</li> <li>• Handle customers according to segment-based strategy</li> <li>• Enforce strict cost management</li> </ul>	<ul style="list-style-type: none"> <li>• Realise full potential of the existing cost saving initiatives and harvest full benefits</li> <li>• Increase organisational efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Standardise service concepts</li> <li>• Streamline support functions</li> <li>• Ensure continuous product range management</li> <li>• Leverage on existing products/processes</li> </ul>	<ul style="list-style-type: none"> <li>• Centralisation and consolidation of production processes</li> <li>• Centralisation and consolidation of administrative processes</li> <li>• Selective use of sourcing alternatives</li> </ul>
<i>Ensure capital efficiency and high credit portfolio quality</i>	<ul style="list-style-type: none"> <li>• Use economic profit to determine individual corporate customer strategy</li> <li>• Secure the right procedure for credit-granting</li> <li>• Monitor credit risks and take rapid action</li> <li>• Use credit-scoring models</li> </ul>	<ul style="list-style-type: none"> <li>• Limited use of balance sheet</li> <li>• Price according to risk</li> <li>• Proactive handling of credit risk</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively manage compliance and operational risk</li> <li>• Realise full potential of the changed business model in Life &amp; Pensions</li> </ul>	<ul style="list-style-type: none"> <li>• Complete divestment of real estate</li> <li>• Roll-out of economic capital/economic profit framework</li> </ul>

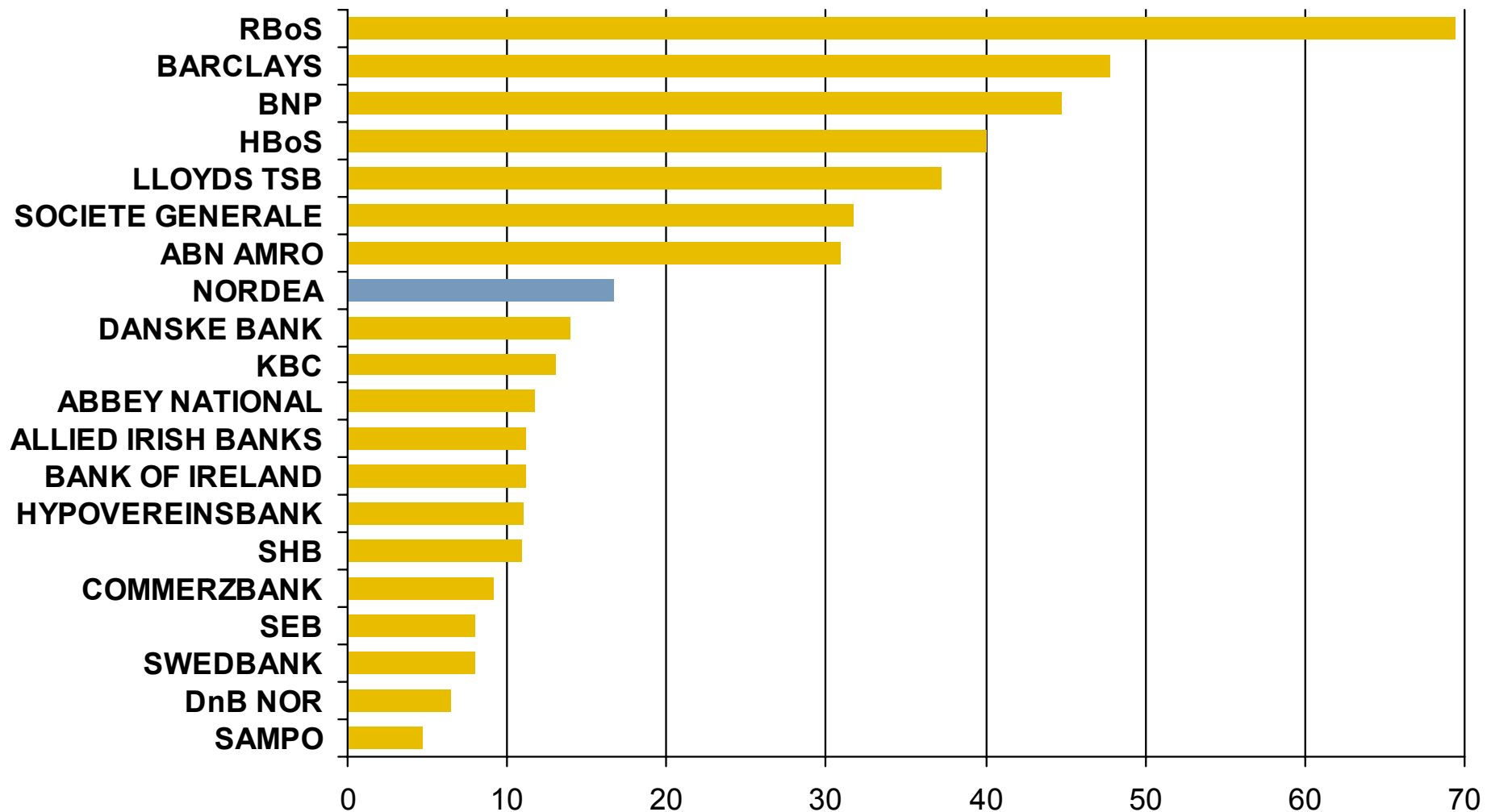
## Financial targets

Key performance indicator	2003	2002	Target
Total shareholder return, peer group ranking	3rd	15th	In the top five of the peer group
Return on equity excluding goodwill, %	16.7	11.3	Sustainable RoE>15% from 2004
Costs, EURm	3,673	3,745	Same cost level as in 2003
Cost/income ratio, %	63	64	< 55 % from 2005 and with present business mix
Loan losses ratio, %	0.25	0.19	< 0.40% of loans and guarantees on average over a business cycle
Dividend pay-out ratio,%	48*	76	> 40 % of net profit
Tier 1 capital ratio, %	7.3	7.1	> 6.5%

\*Proposed dividend for 2003 EUR 0.25 per share. Dividend for 2002 was EUR 0.23 per share


# Peer group\* by market cap, EURbn

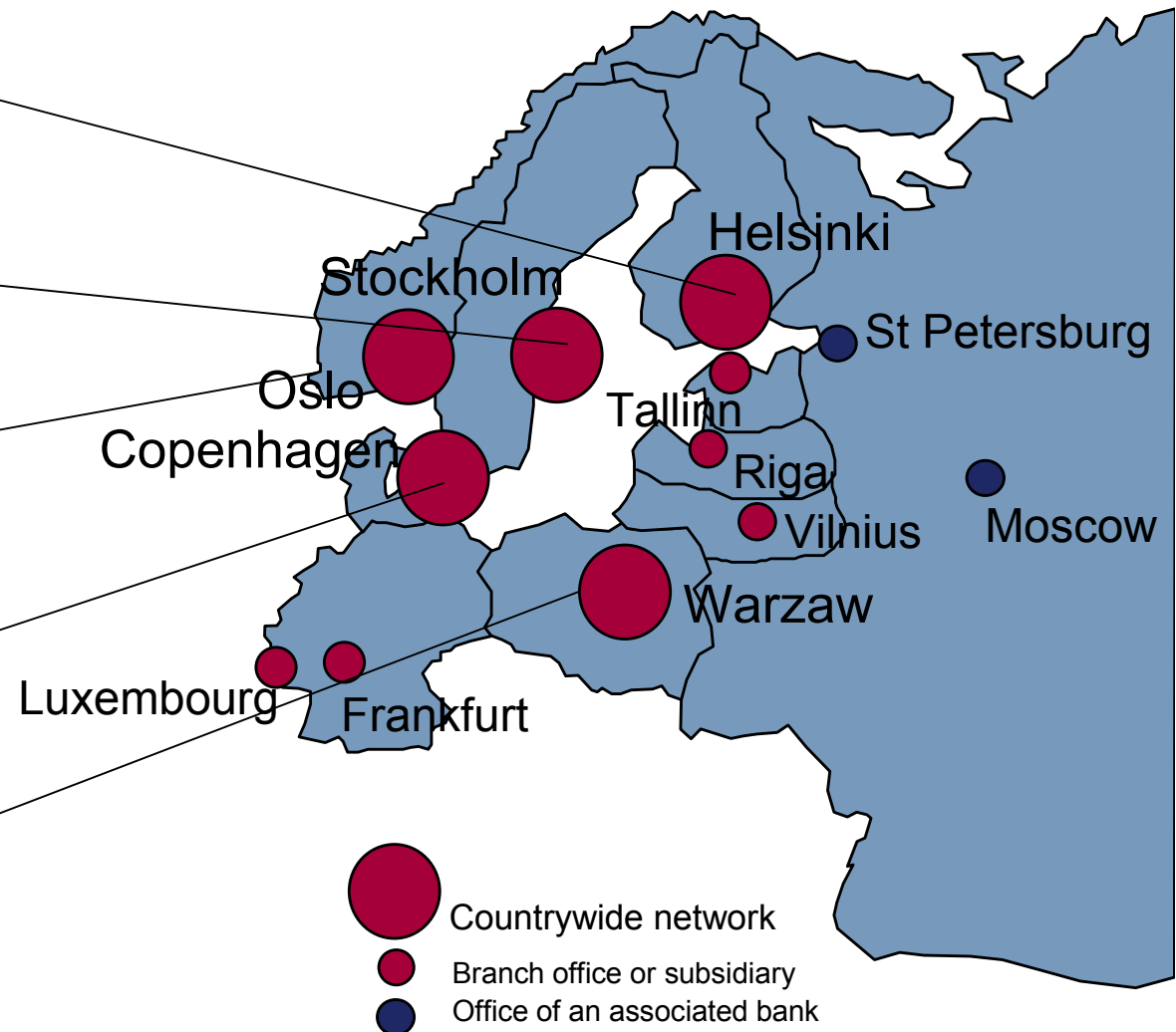
6 February 2004







\*As defined by Nordea

# Strong distribution network throughout the Nordic and Baltic Sea region

	Finland		
	Branch offices	416	
	Personnel	9,118	
	Sweden		
	Branch offices	260	
	Personnel	7,659	
	Norway		
	Branch offices	130	
	Personnel	3,836	
	Denmark		
	Branch offices	345	
	Personnel	8,657	
	Poland and Baltic		
	Branches/salepoints	73	
	Personnel	1,491	
	Total locations	1,224	
	Total personnel	30,761	



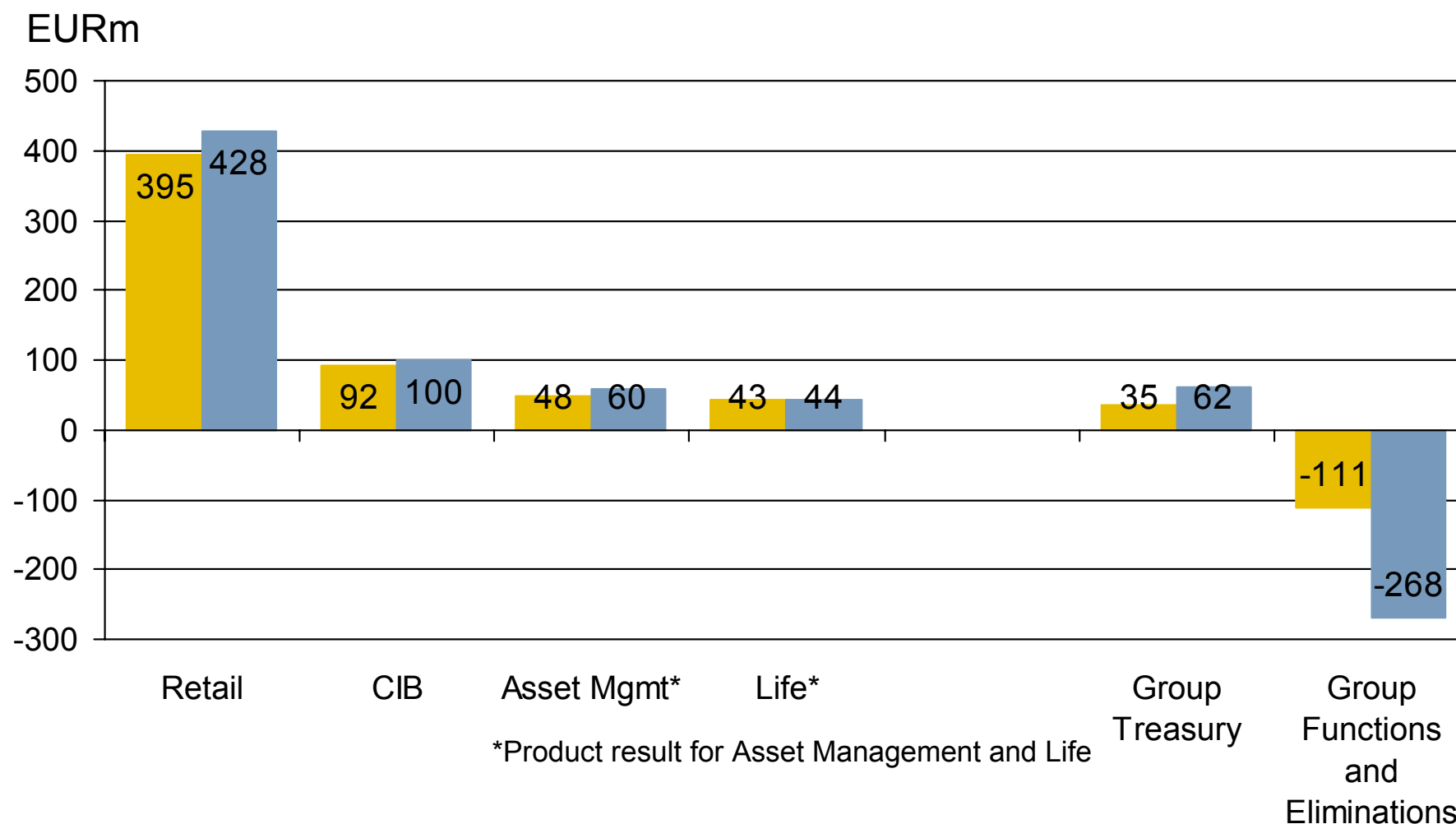
## Large customer base with high penetration in e-banking

	 DK	 FI	 NO	 SE	Baltic Sea Region	Total
<i>Banking customers (1,000)</i>						
Personal customers	1,620	2,960	630	4,100	280	9,590
Corporate customers	80	320	65	440	30	935
Life insurance customers (1,000)	615	312	220	463	55	1,665
E-banking customers (1,000)	523	1,218	280	1,588	43	3,652

# Business areas



# Result by business area



■ Q3/03

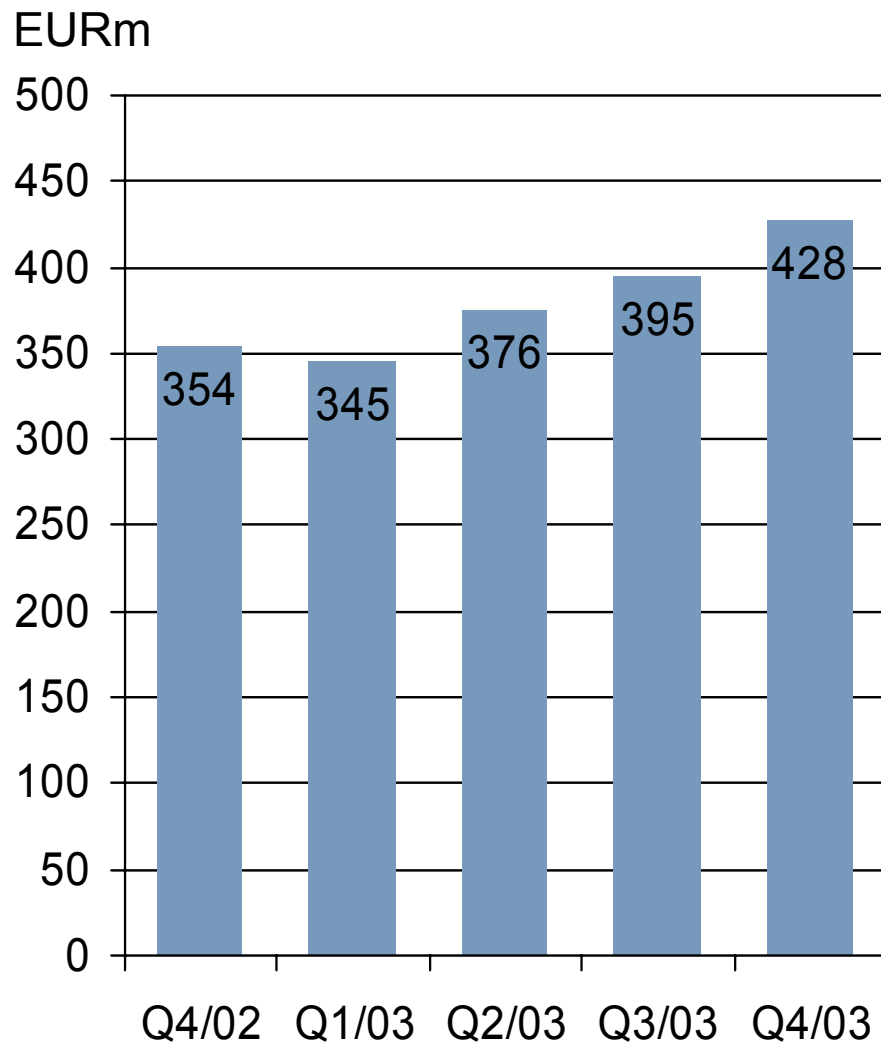
■ Q4/03

Figures are disclosed and consolidated using end of period and average currency rates in conformity with the ordinary statutory reporting. Previously, fixed planning rates were used. Historical information has been restated accordingly.

# Retail Banking



# Retail Banking operating profit



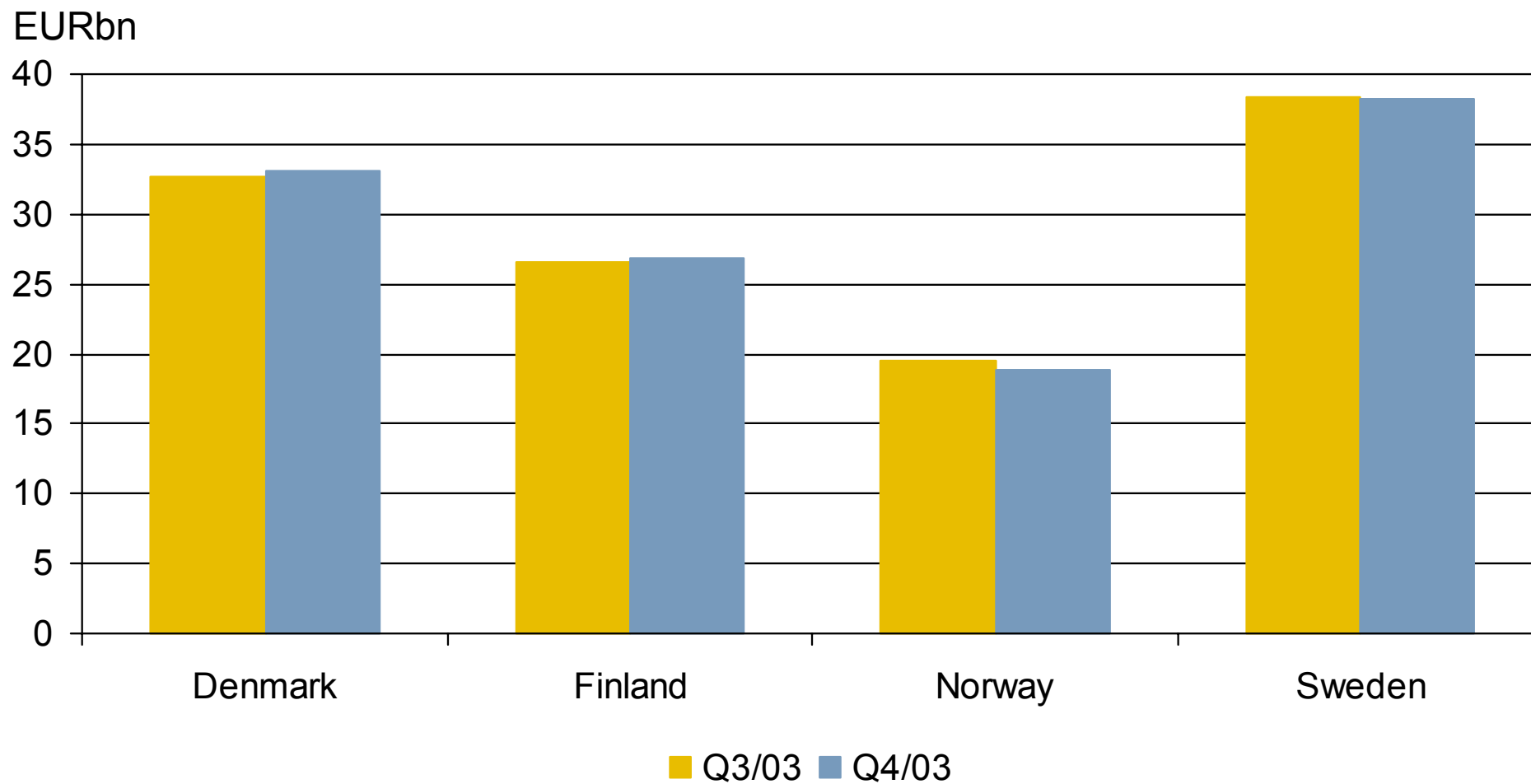
- Strong sales
- Increase in payment transactions
- Loan losses in Retail Banking Norway
- Improved RoE

Key ratios	Q4/03	Q3/03
C/I ratio, %	55	56
RoE, %	26	24

## Retail Banking operating profit by markets

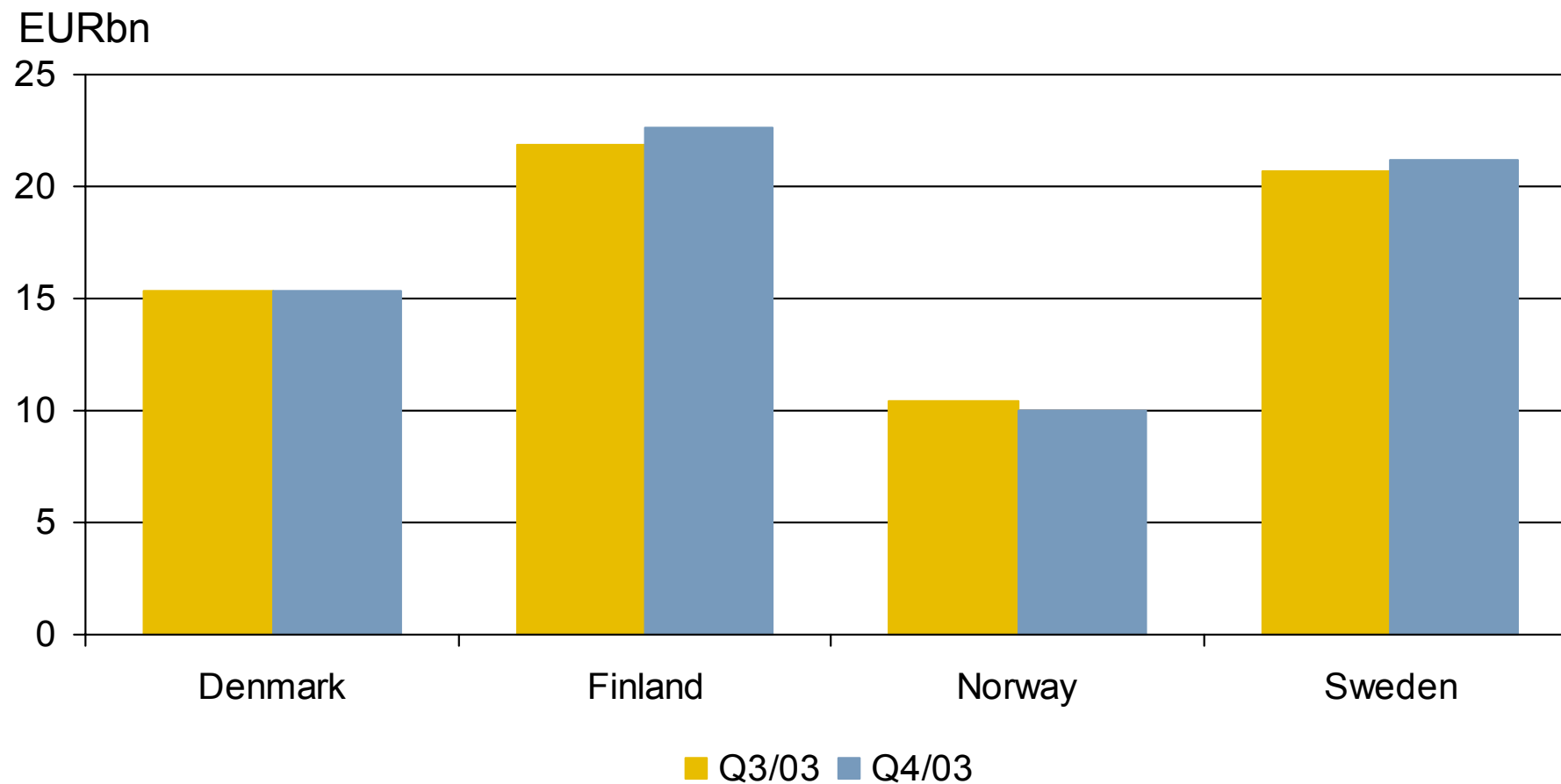
	Retail		DK		FI		NO		SE		P&B	
EURm	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3
Net interest income	758	751	208	203	198	191	117	124	225	222	11	11
Non-interest income	356	340	87	91	99	78	35	46	124	116	8	6
Total income	1,114	1,091	295	294	297	269	152	170	349	338	19	17
Total expenses	-619	-611	-161	-155	-151	-151	-98	-96	-188	-191	-15	-14
Profit bef. loan loss	495	480	134	139	146	118	54	74	161	147	4	3
Loan losses	-65	-83	-19	-13	22	-3	-60	-68	-8	2	1	-1
Operating profit	428	395	120	131	168	115	-6	6	149	145	3	0
C/I ratio %	55	56	54	52	51	56	65	56	54	57	79	84
RoE %	26	24	25	28	44	30	-2	2	32	31	9	-1
Economic capital, EURbn	4.7	4.7	1.4	1.3	1.1	1.1	0.8	0.9	1.3	1.3	0.1	0.1

## Retail Banking lending



End of period

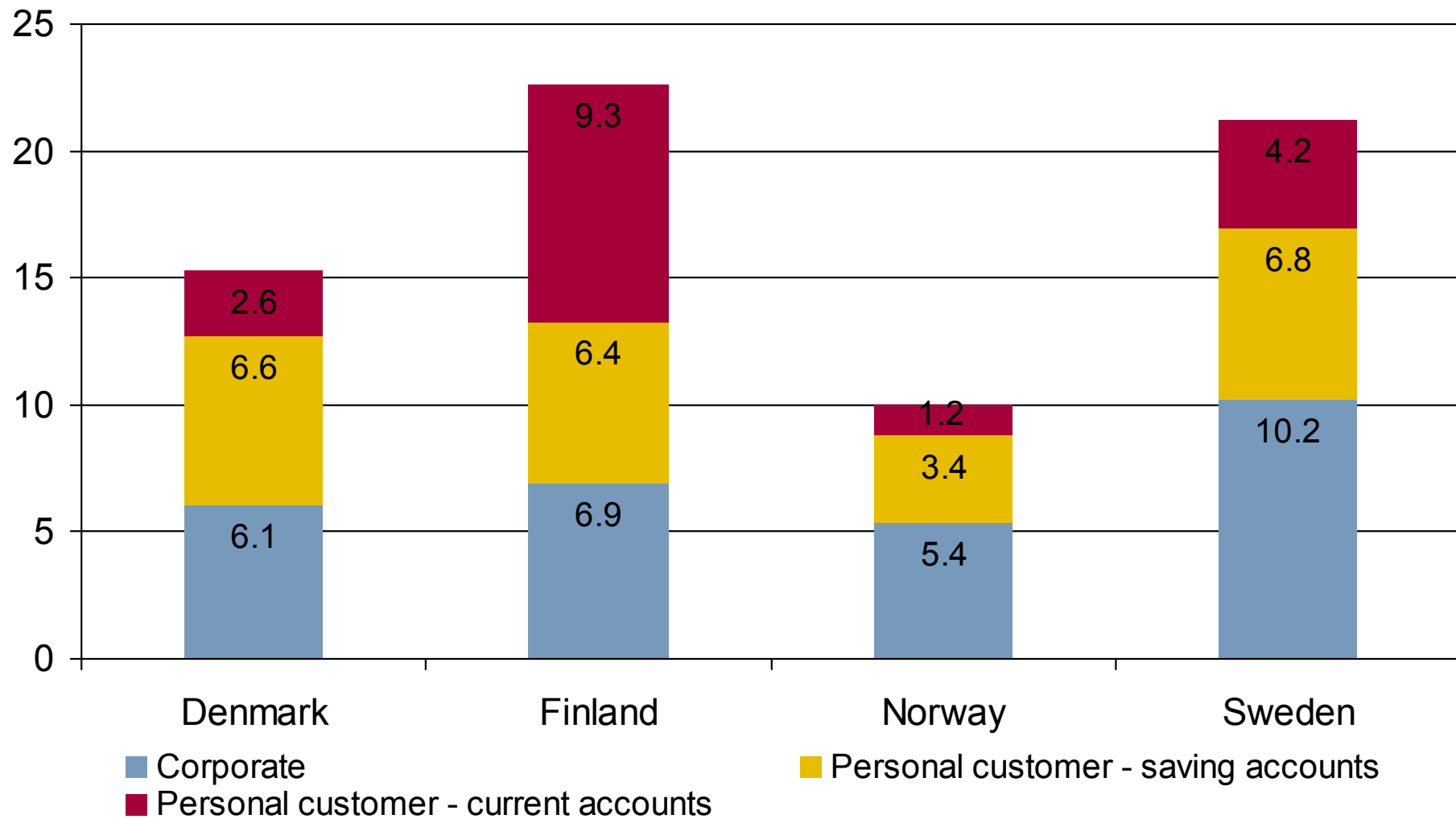
# Retail Banking deposits



End of period

# Retail Banking deposits

EURbn. End of 2003

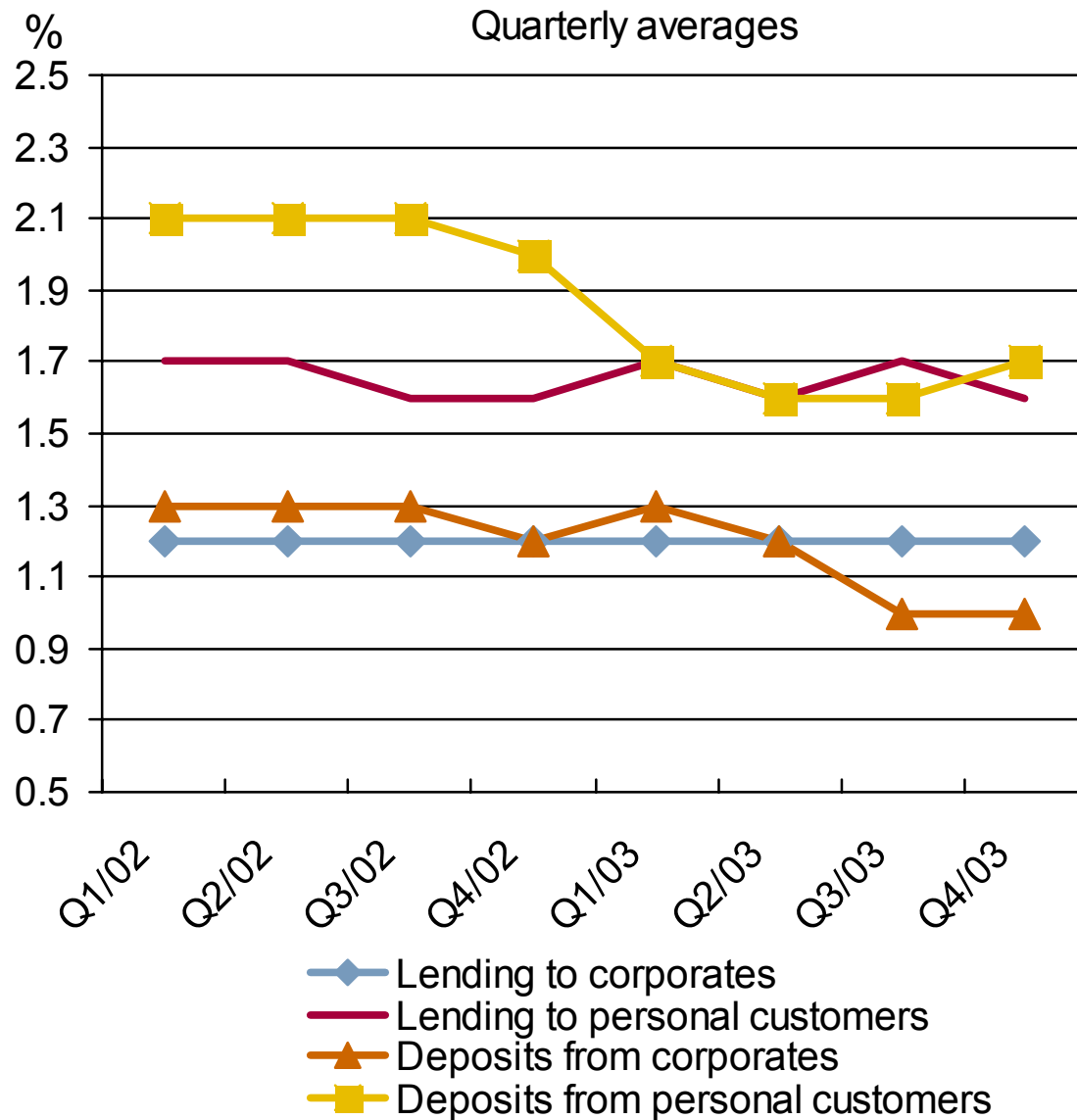


## Retail Banking, volumes and margins

EURbn	Volumes		Margins	
	Q4/03	Q3/03	Q4/03	Q3/03
Lending to corporates	56.0	57.3	1.2%	1.2%
Lending to personal customers	63.0	61.5	1.6%	1.7%
Total lending	119.0	118.8	1.4%	1.5%
Deposits from corporates	29.0	28.2	1.0%	1.0%
Deposits from personal customers	41.0	41.1	1.7%	1.6%
Total deposits	70.0	69.3	1.4%	1.4%

Margins are quarterly averages and exclude Poland and Baltic, volumes end of period

# Retail Banking, lending and deposit margins

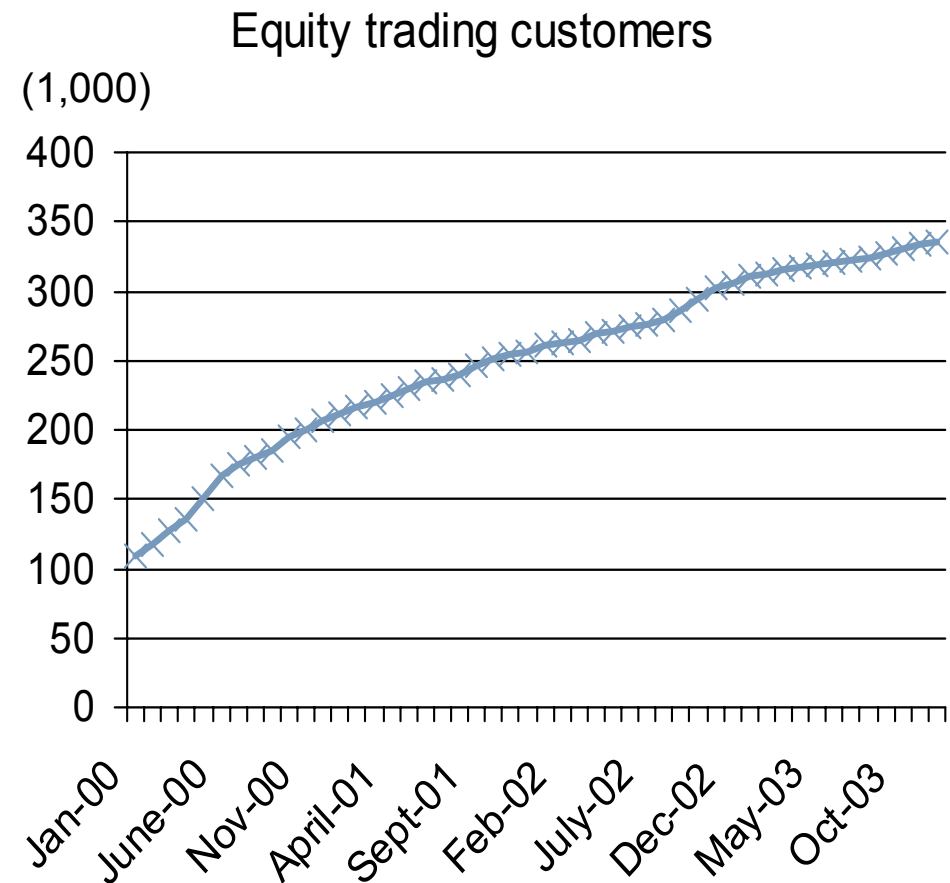
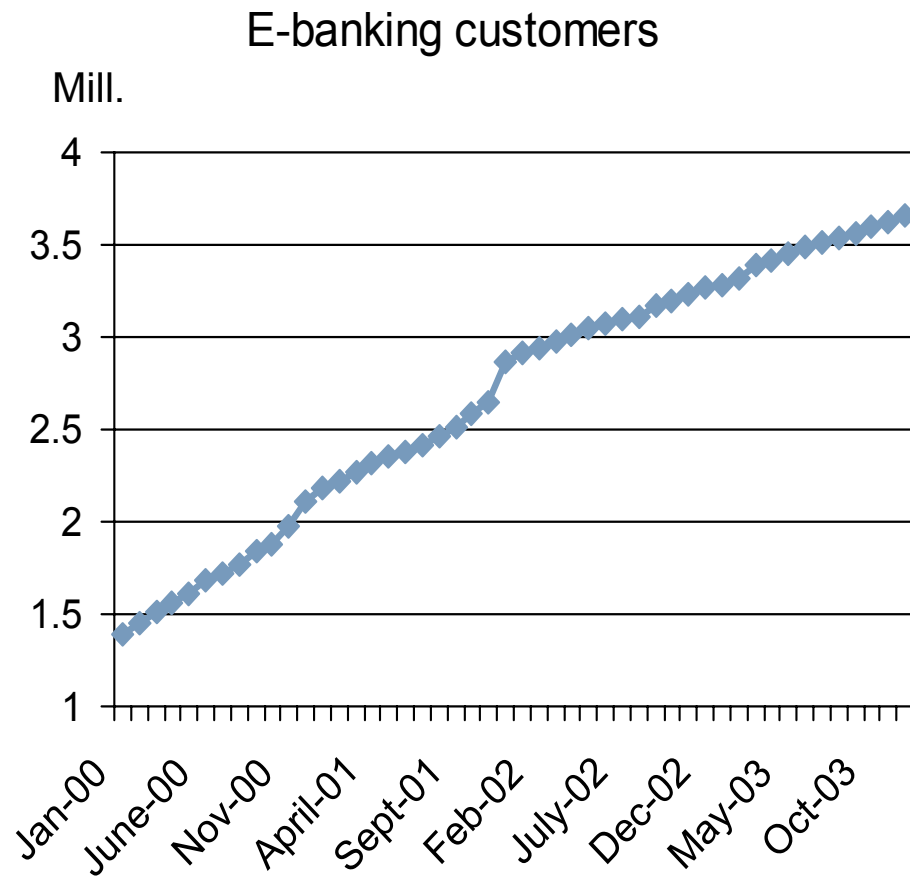


- Stable lending margins
- Stable deposit margins
  - supported by "hedges"

# E-banking & transactions

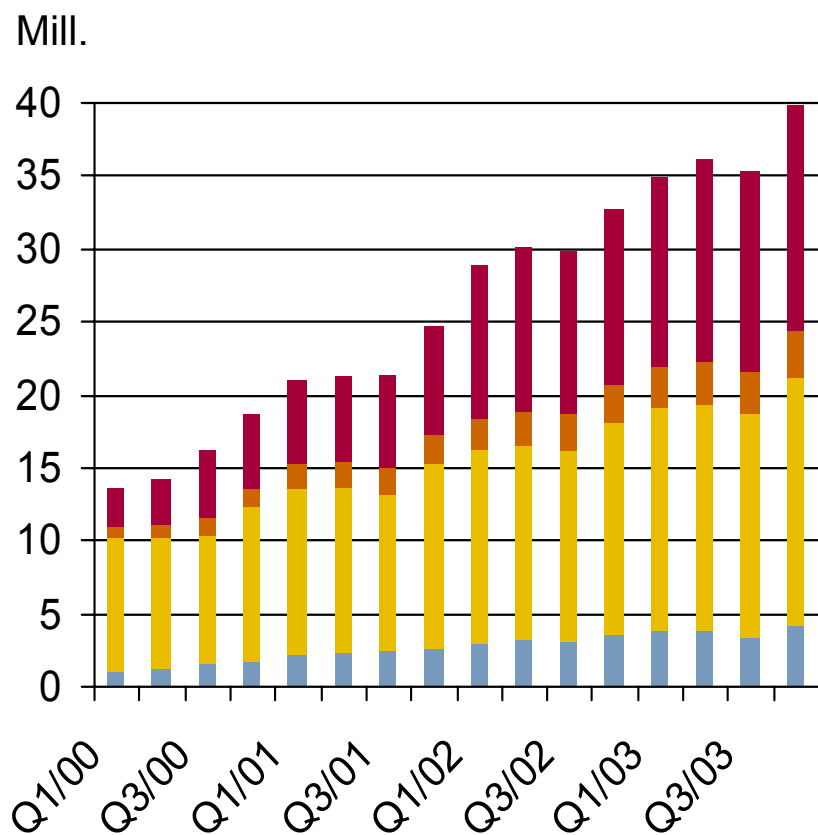


# E-banking customers

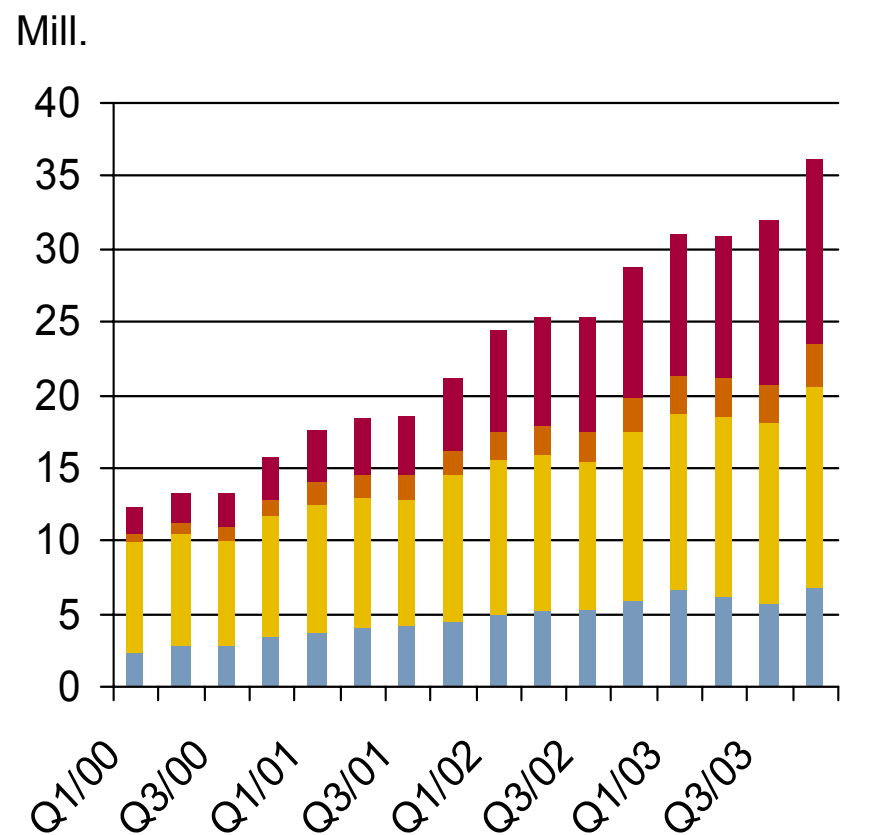


# Payments and log-ons

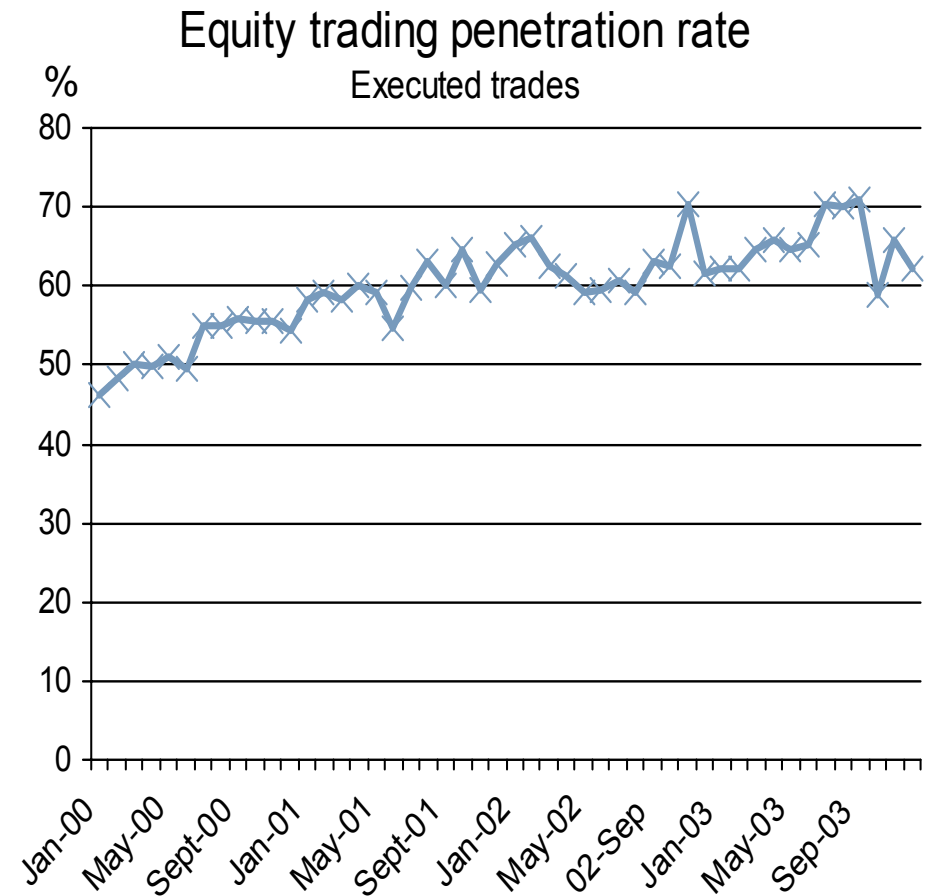
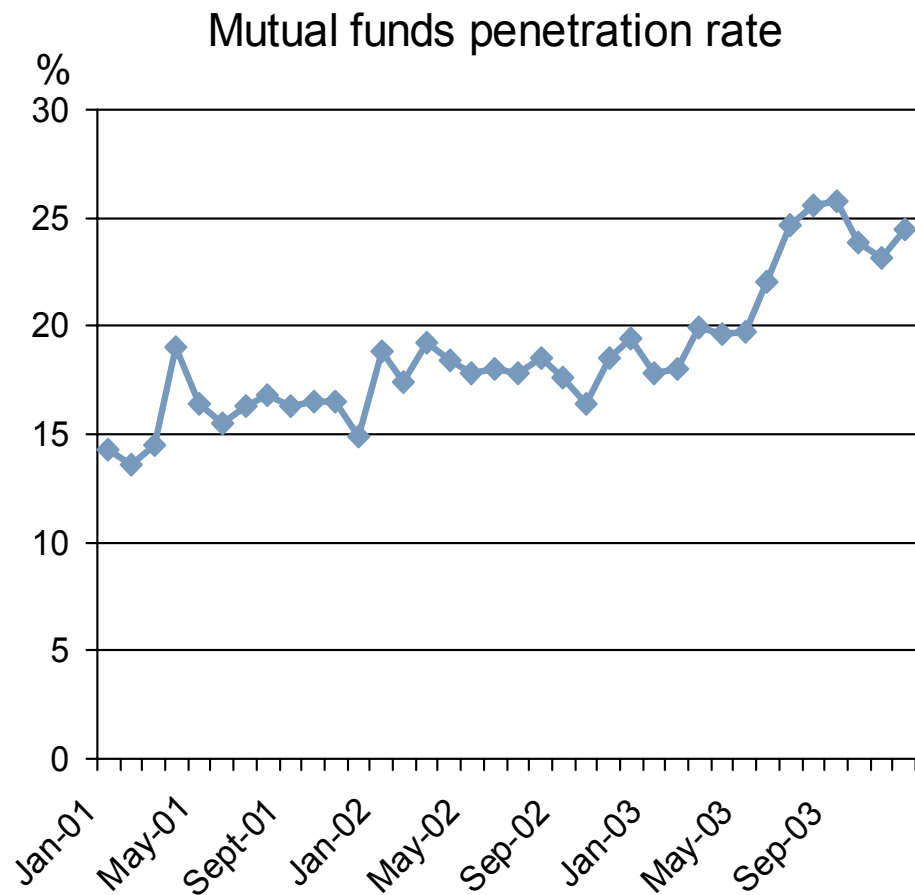
E-banking payments



E-banking log-ons

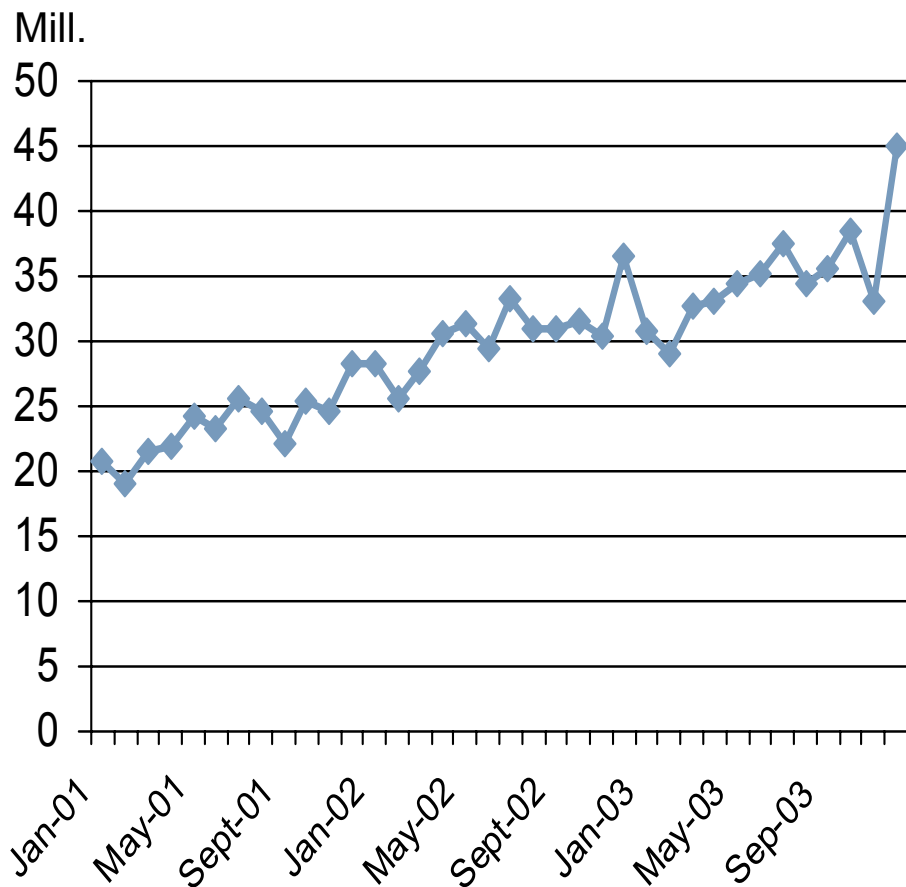


# Penetration on the net

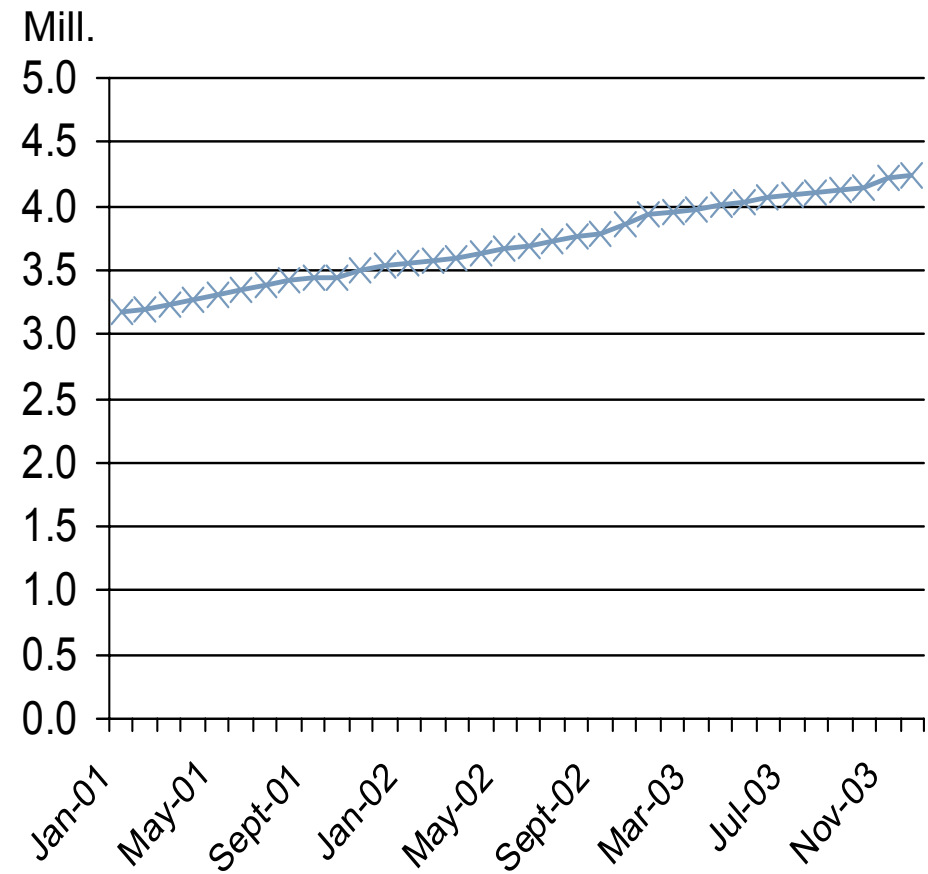


# Cards

Card payments

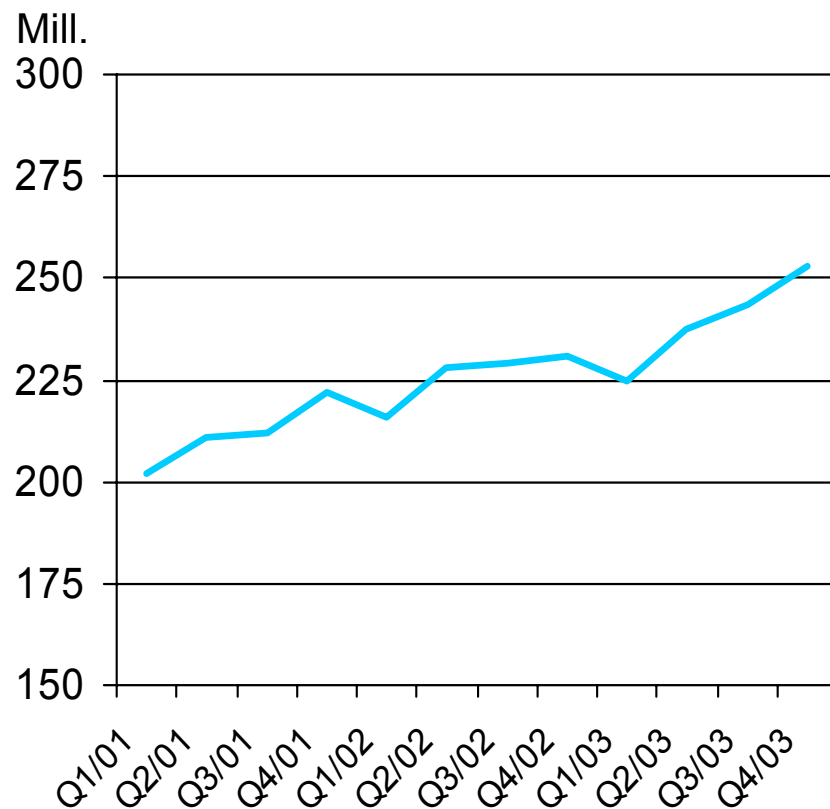


Issued debit and credit cards

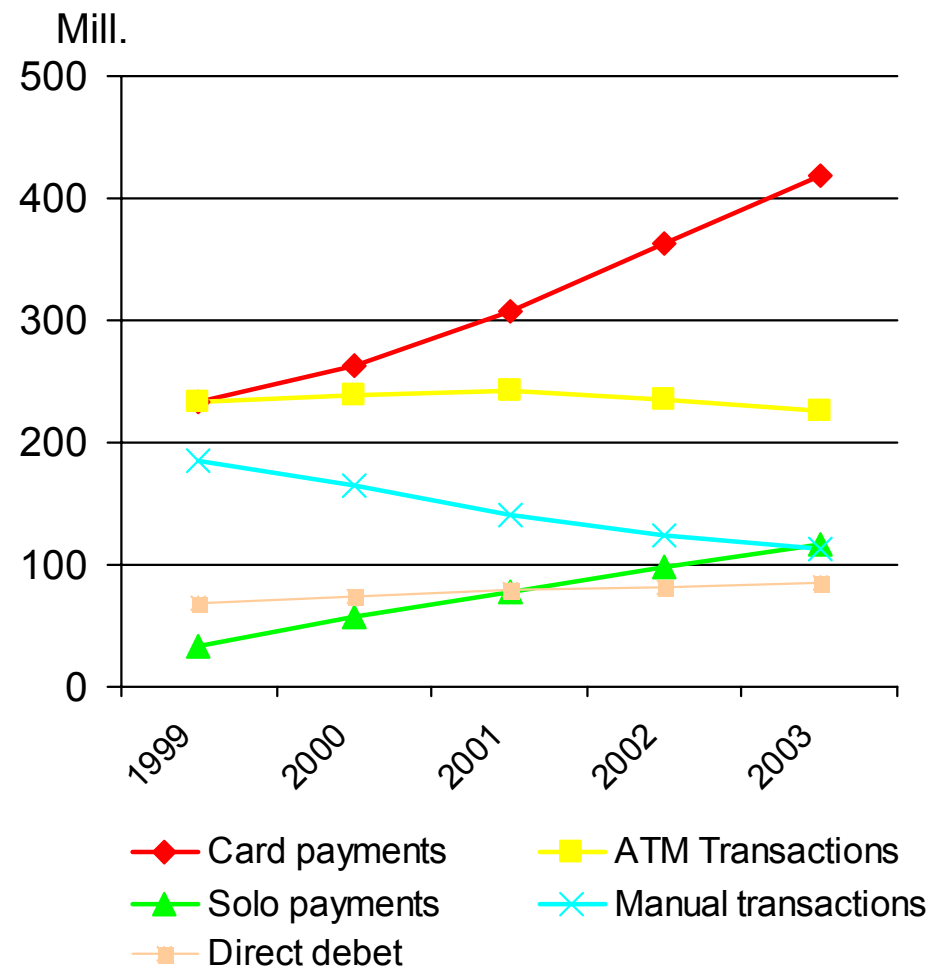


# Payment transactions, households

Payments transactions, households



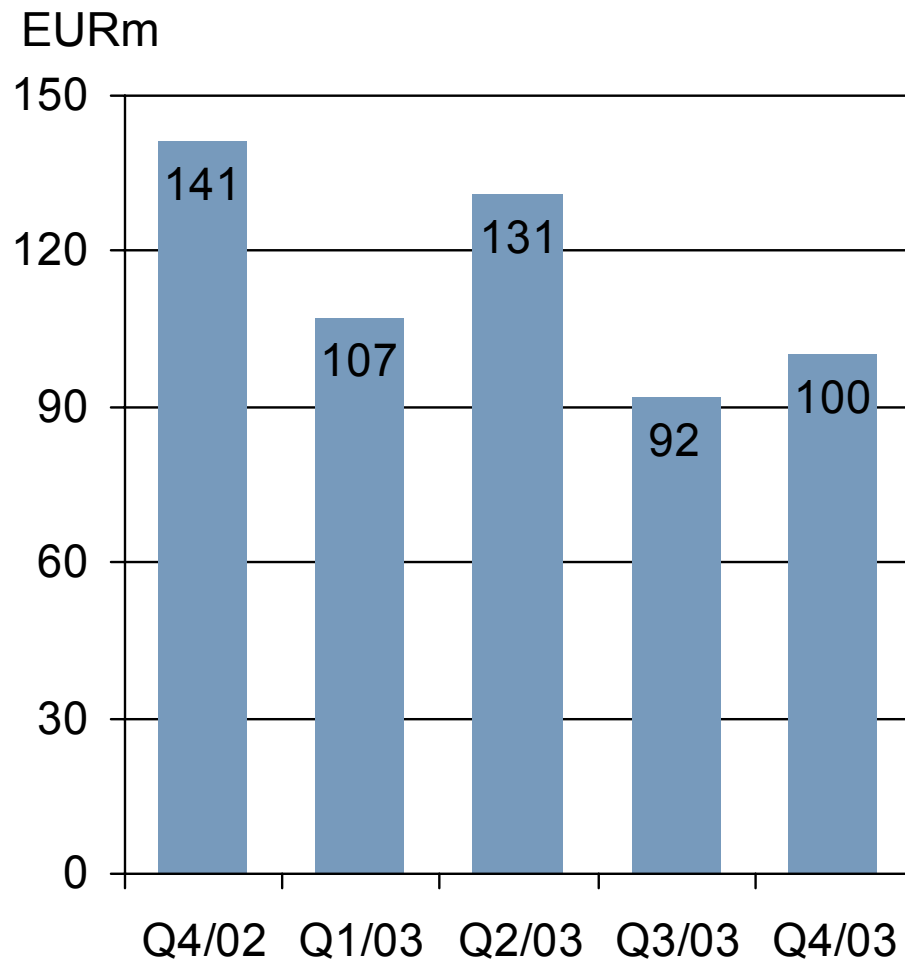
Breakdown of transactions



# Corporate and Institutional Banking (CIB)



# CIB operating profit



- Income picked up in Q4
- Maintained high activity in Markets
- Continued low loan losses

Key ratios	Q4/03	Q3/03
C/I ratio, %	54	56
RoE, %	15	13

# Stock market development

	Market Volume		Market index
	Q4 2003, EURbn	Chg Q4 vs Q3, %	Q4 2003, %
Denmark	17.1	-2.8	2.6
Finland	37.6	-3.1	8.3
Norway	19.6	0.5	19.9
Sweden	77.0	2.4	12.7

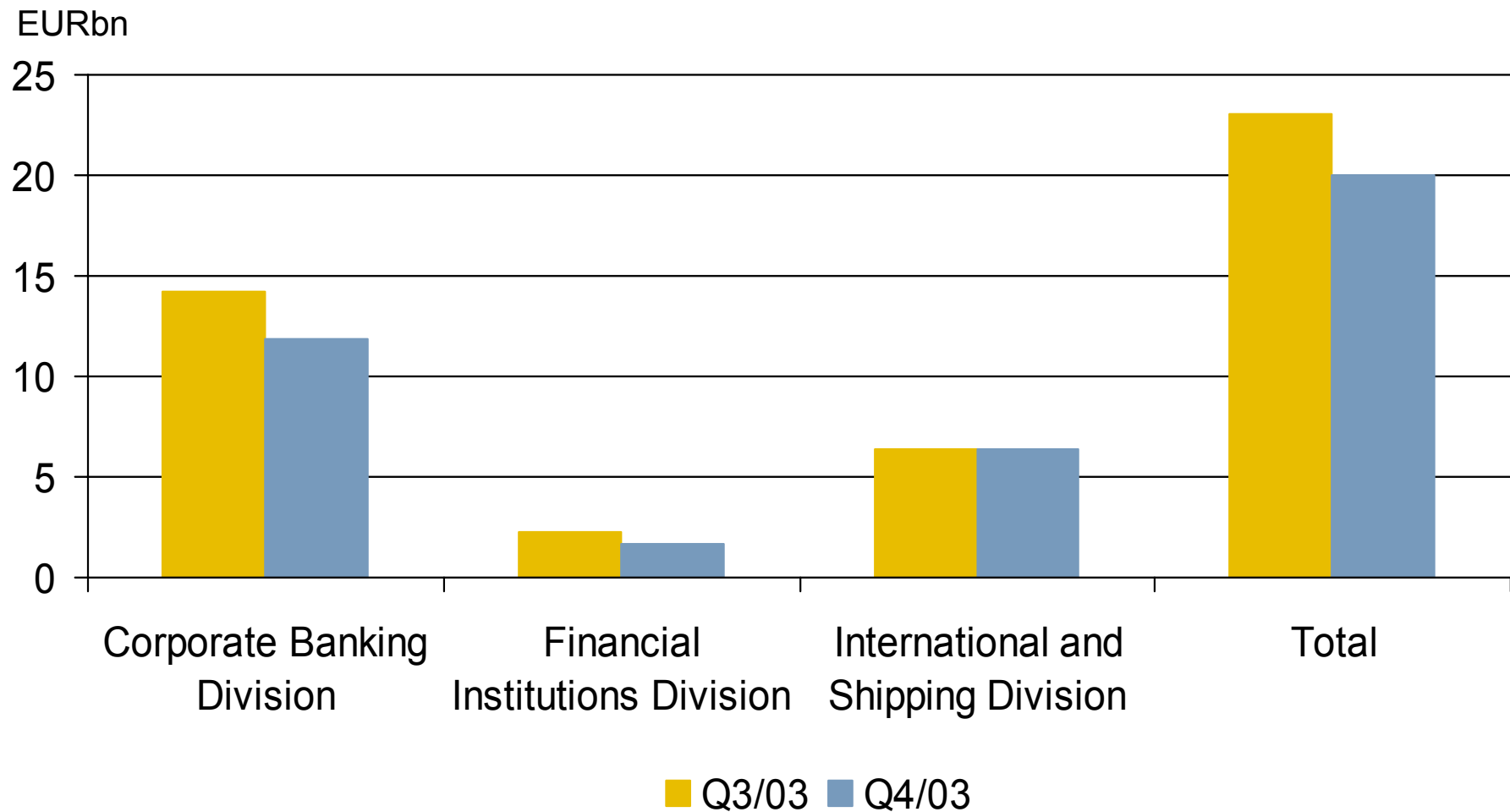
Source: Nordea Securities

## CIB operating profit by main area

	CIB		Corporate Banking Division		Financial Institutions Division		International and Shipping Division		Investment Banking		Other		Markets	
EURm	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3	Q4	Q3
Total income	238	212	95	119	58	46	45	44	14	14	26	-11	125	105
Total expenses	-129	-119	-35	-34	-31	-25	-13	-11	-7	-12	-43	-37	-60	-54
Profit bef. loan loss	109	93	60	85	27	21	32	33	7	2	-17	-48	65	51
Loan losses	-6	-1	-10	0	4	0	1	-2	0	0	-1	1		
Transfer risk	1	2	1	2	0	0	0	0	0	0	0	0		
Equity method	3	0	0	0	0	0	0	0	0	0	3	0		
Operating profit	100	92	50	86	30	20	33	31	1	2	-14	-47	65	51
Economic capital	1.8	2.0	1.1	1.2	0.2	0.2	0.3	0.3	0.0	0.0	0.2	0.2	0.2	0.2
C/I ratio %	54	56												

\* Markets has product responsibility for trading products such as FX, fixed income and related derivatives and is evaluated by monitoring the product result. The product result includes all income and expenses related to the respective products, which is allocated to the customer responsible unit within Corporate and Institutional Banking and Retail Banking.

# CIB lending volume

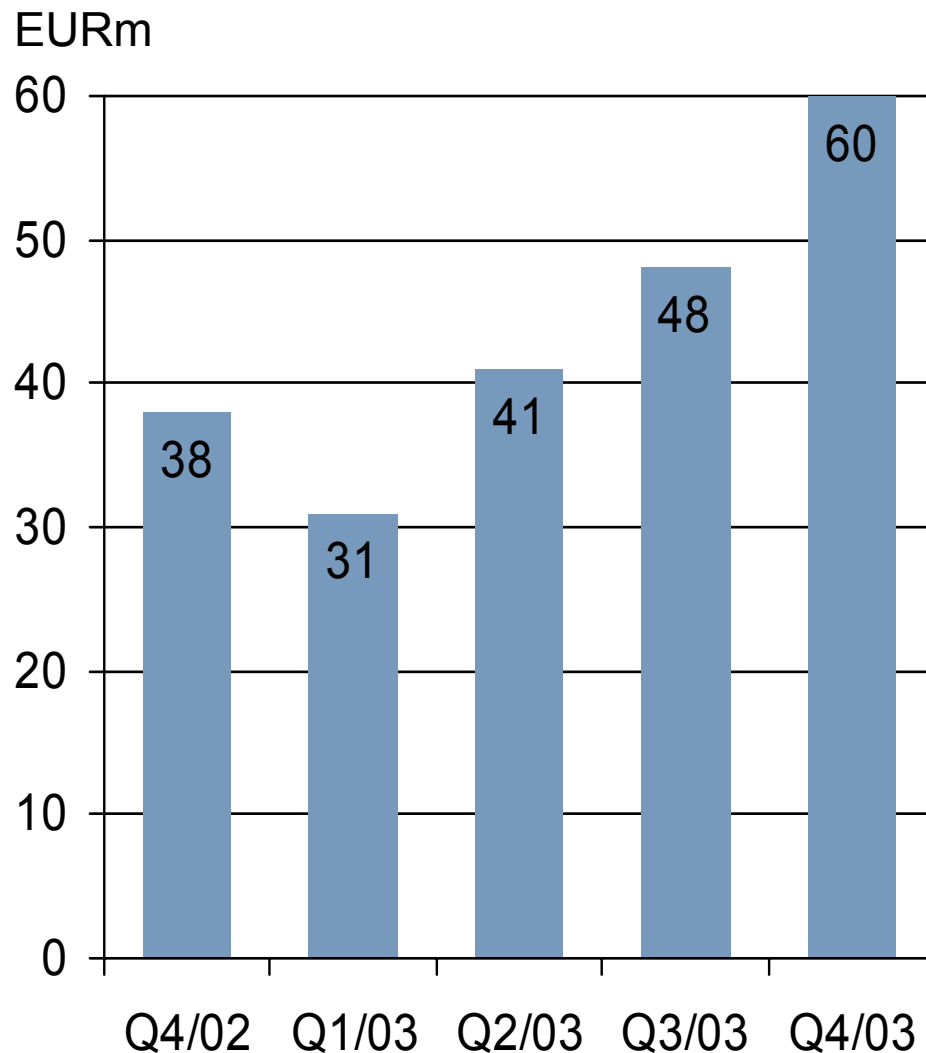


End of period

# Asset Management & Life



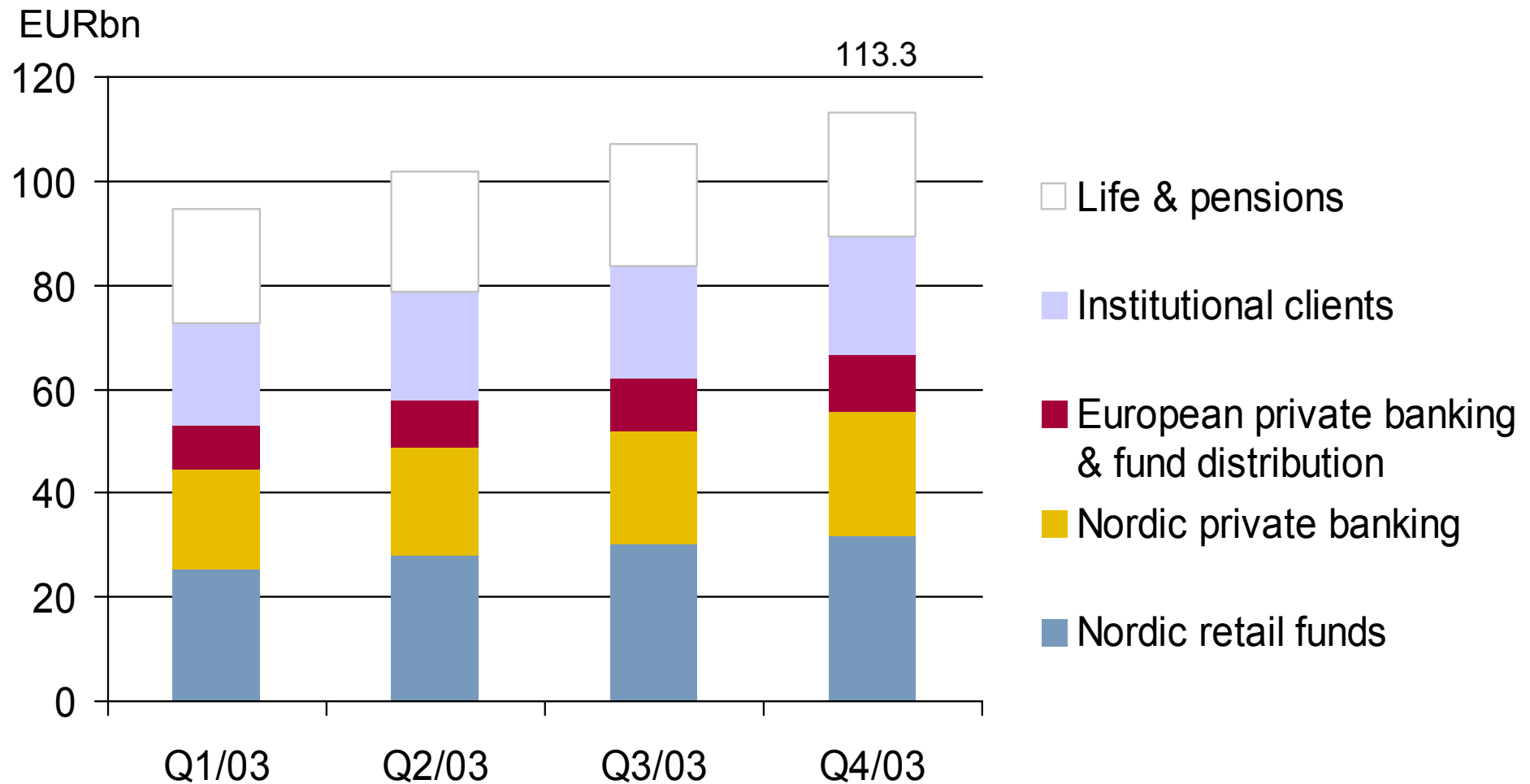
# Asset Management product result



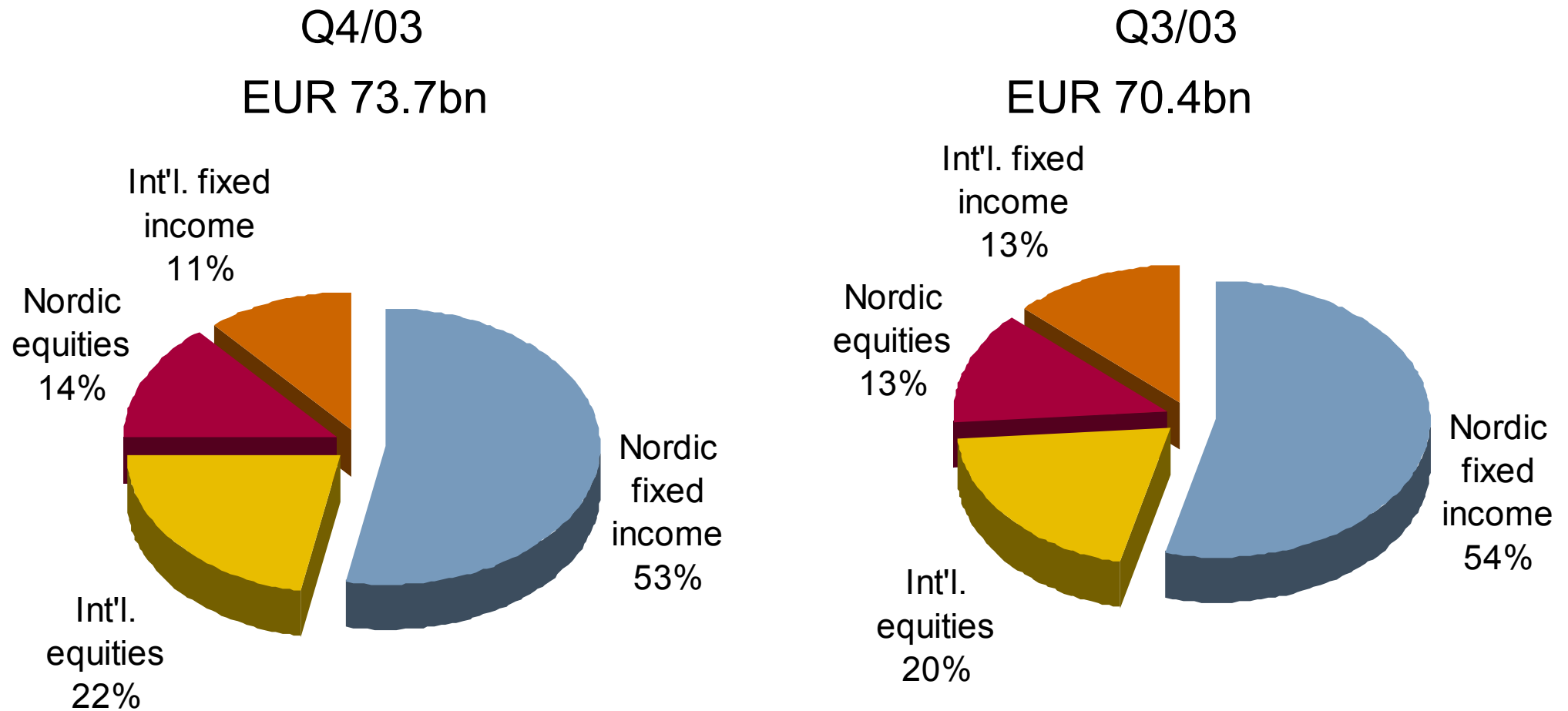
- Strong sales and result
- Net inflow of EUR 5.8bn Q4
  - net inflow in 2003 EUR 12.5bn
- AuM up 6% to EUR 113bn Q4
  - up 18% from end 2002

Key ratios	Q4/03	Q3/03
C/I ratio, %	56	60
AuM, EURbn	113	107

# Assets under management



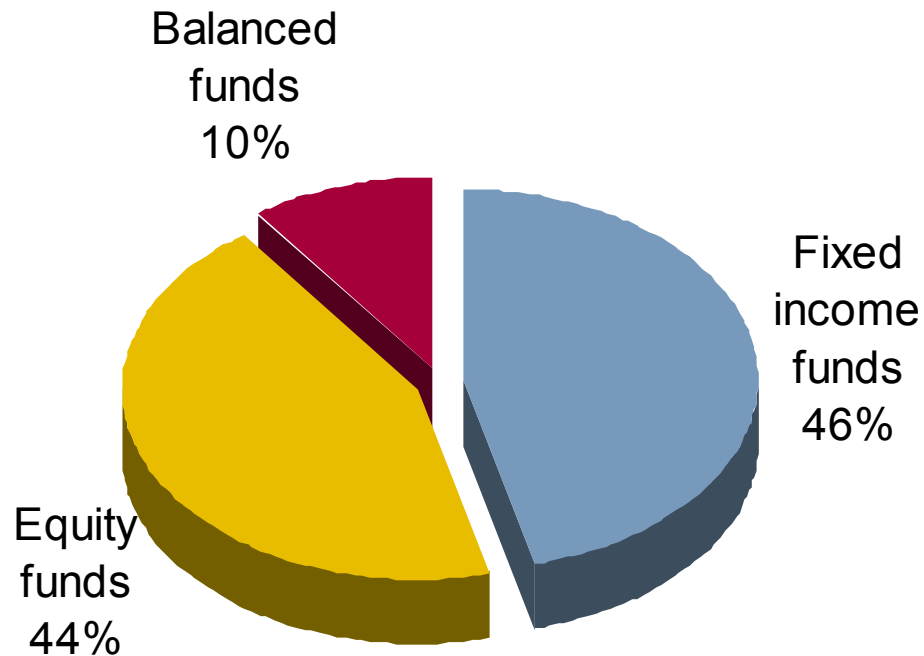
## Asset structure – Investment Management\*



## Asset structure – Investment Funds

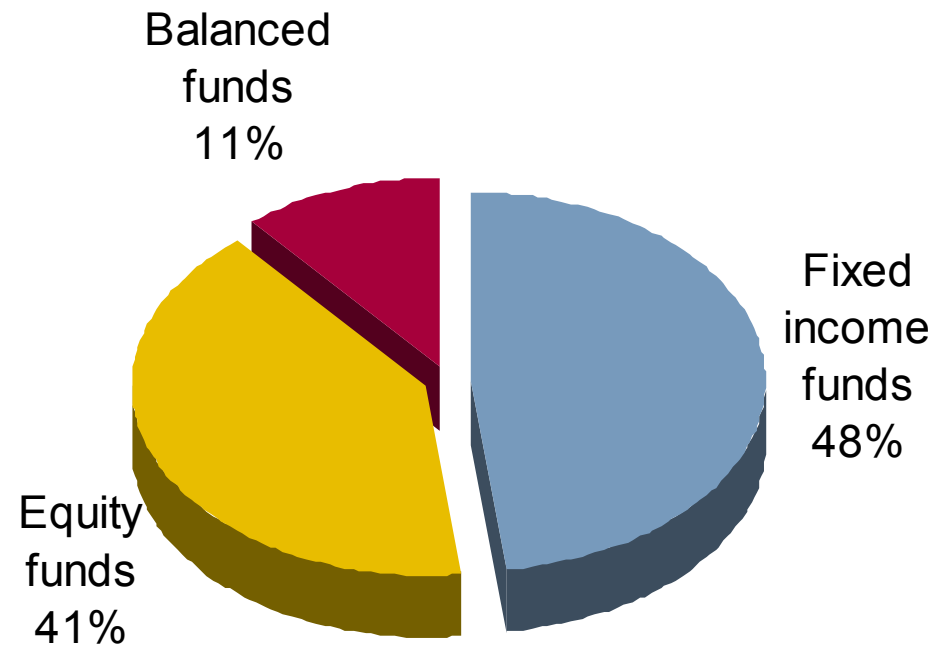
Q4/03

EUR 41.2bn

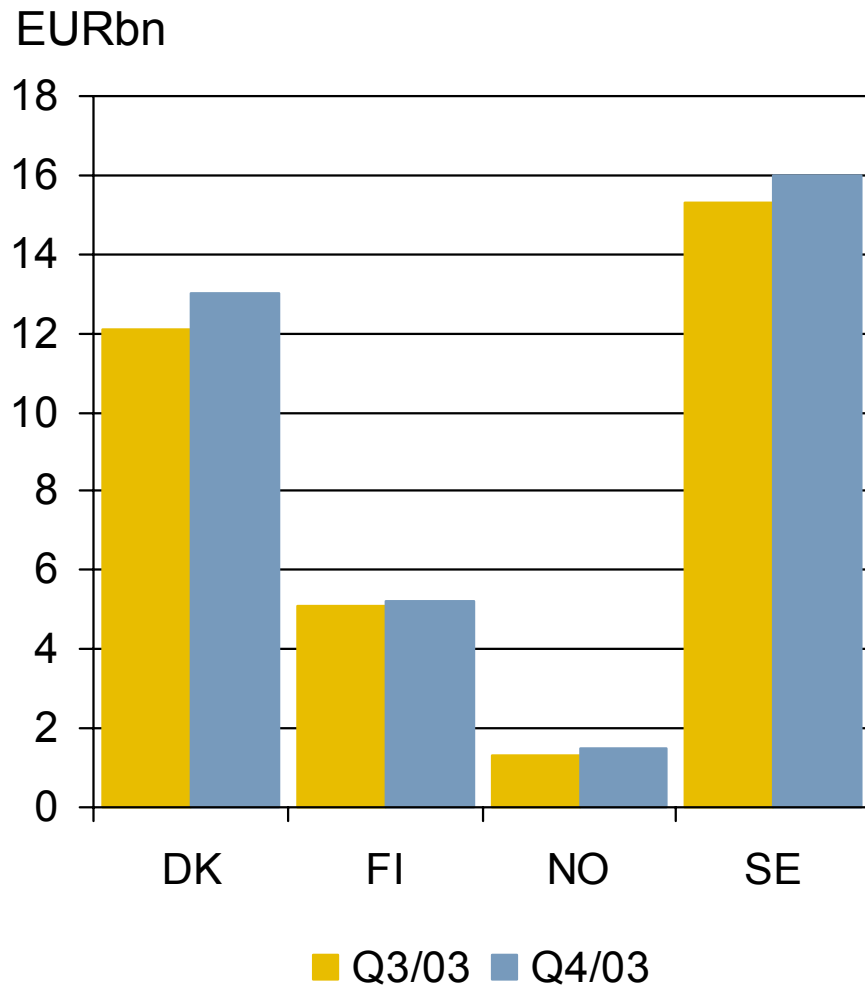


Q3/03

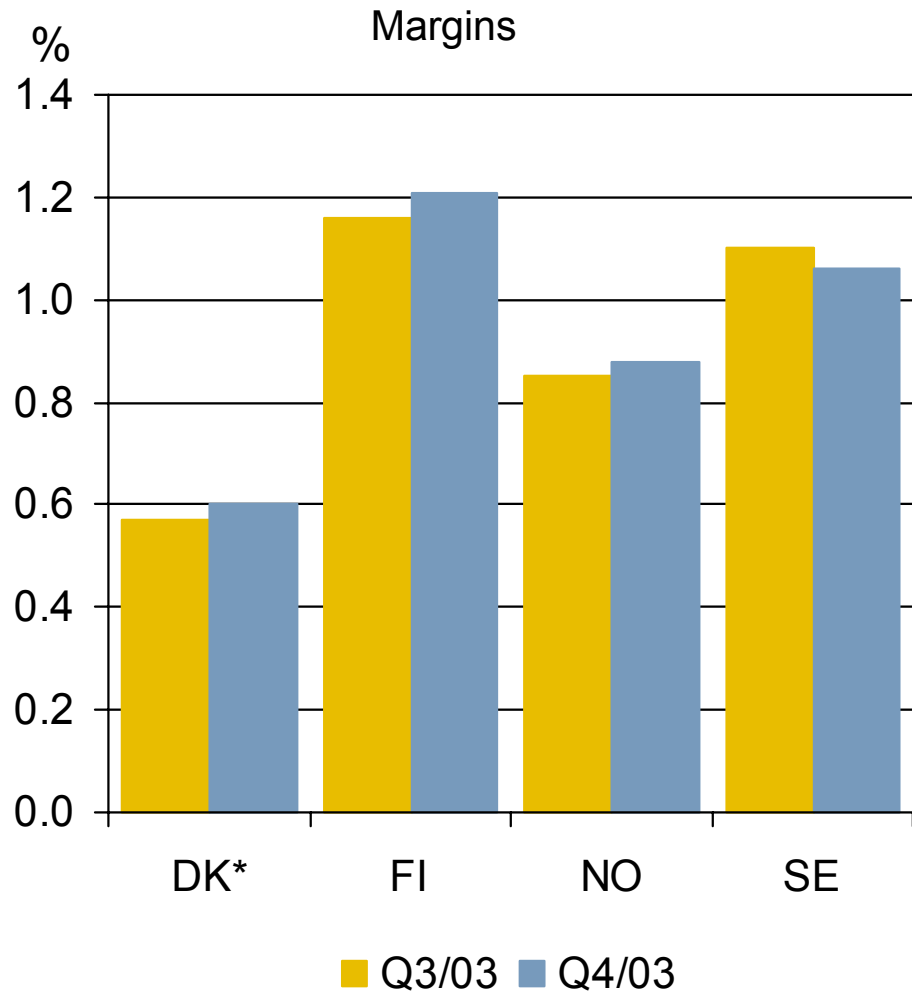
EUR 38.4bn



# Investment Funds, volumes and margins

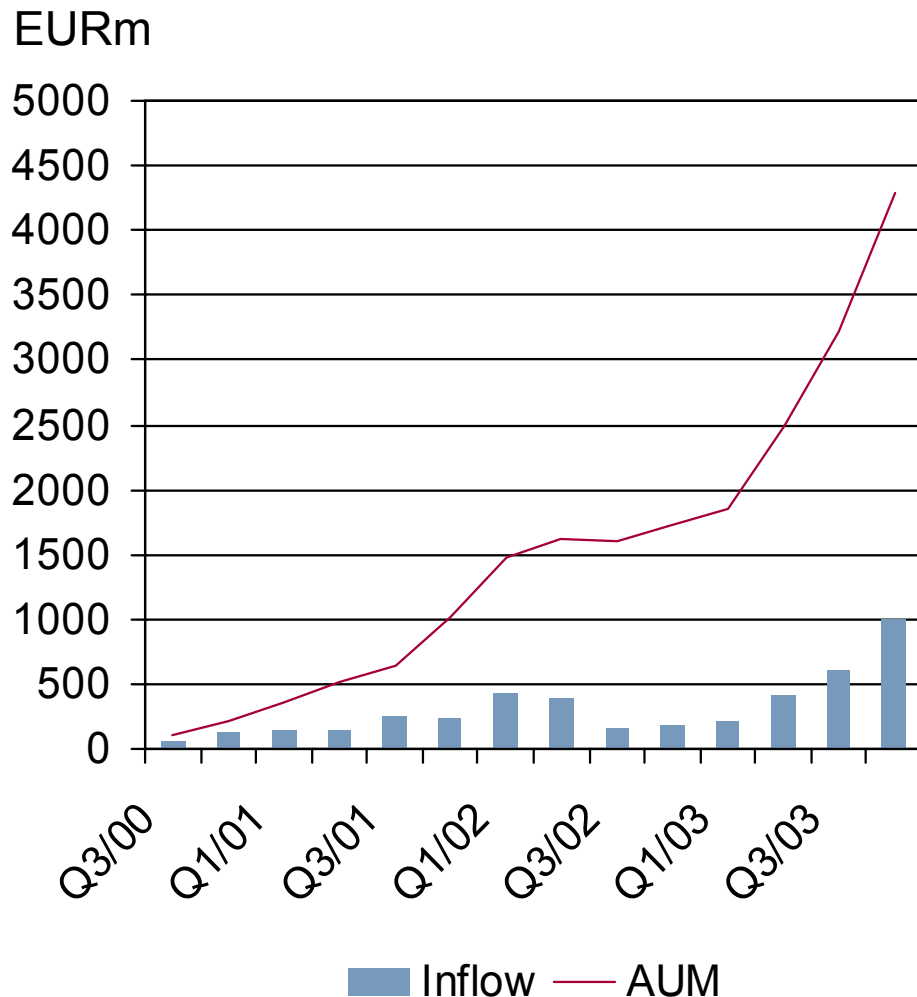


End of period



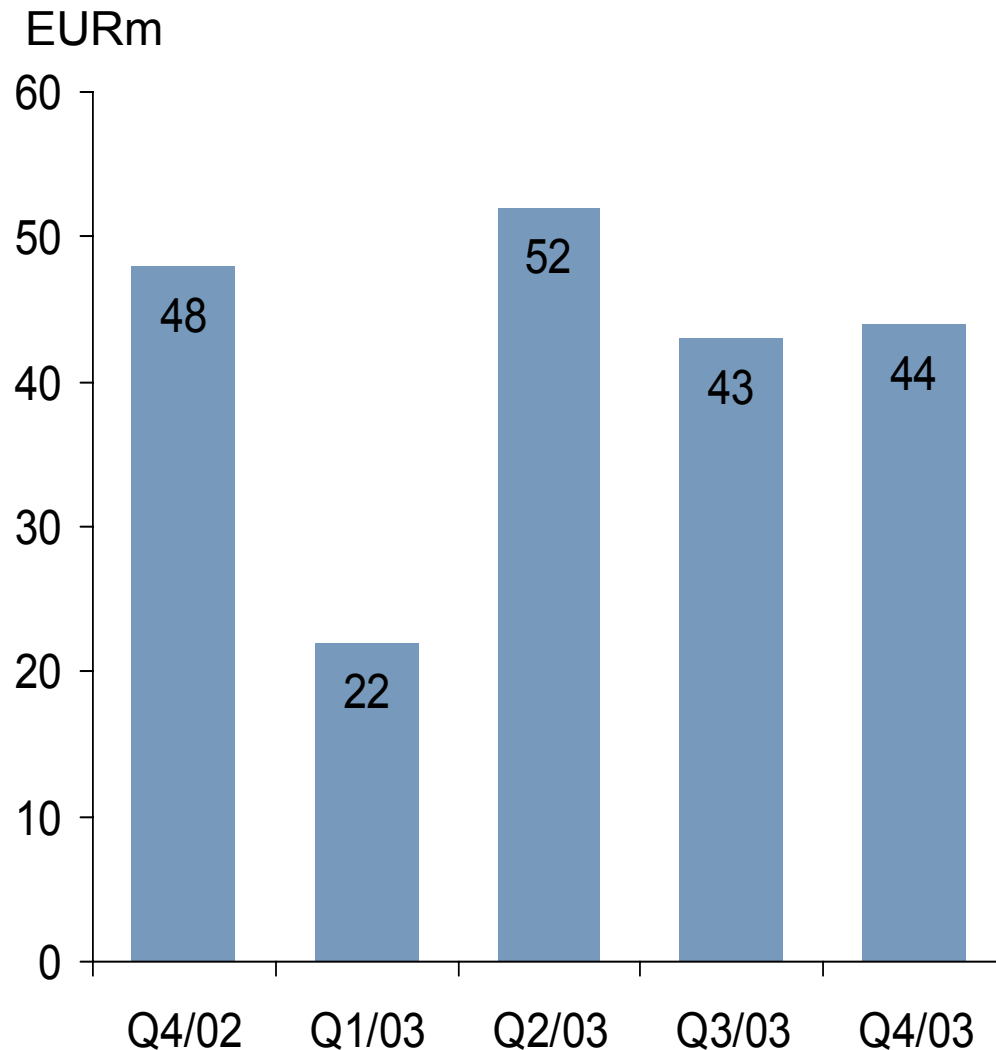
\* Net margin

# European Fund distribution



- Net sales amounted to EUR 1bn in Q4
- More than 1000 active distribution agreements
- Assets by country of source:
  - 24% from Switzerland
  - 24% from Germany
  - 20% from Spain
  - 9% from Austria
  - 8% from Luxembourg
  - 6% from France
  - 9% from Other

# Life Insurance, product result



- Stable result development
- Changed business model key to reduced volatility
- Improved investment return
  - financial buffers stable on Q3

Key ratios	Q4/03	Q3/03
Inv return, %	0.7	0.4
Financial buffers*, %	4.7	4.6

\* Financial buffers in % of provisions

## Life - breakdown of product result

EURm	Q4/03	Q3/03
Normalised operating margin	62	50
Fluctuations compared to normalised investment return	-114	-151
Change in discount rate for life provisions	111	126
Allocation to policy-holders	-6	-13
Allocation to/from financial buffers	-10	28
Net profit from other business	-2	-1
Operating profit Unit Linked business	6	7
Product result before distribution expenses	47	46
Distribution expenses Retail	-3	-3
<b>Total product result</b>	<b>44</b>	<b>43</b>

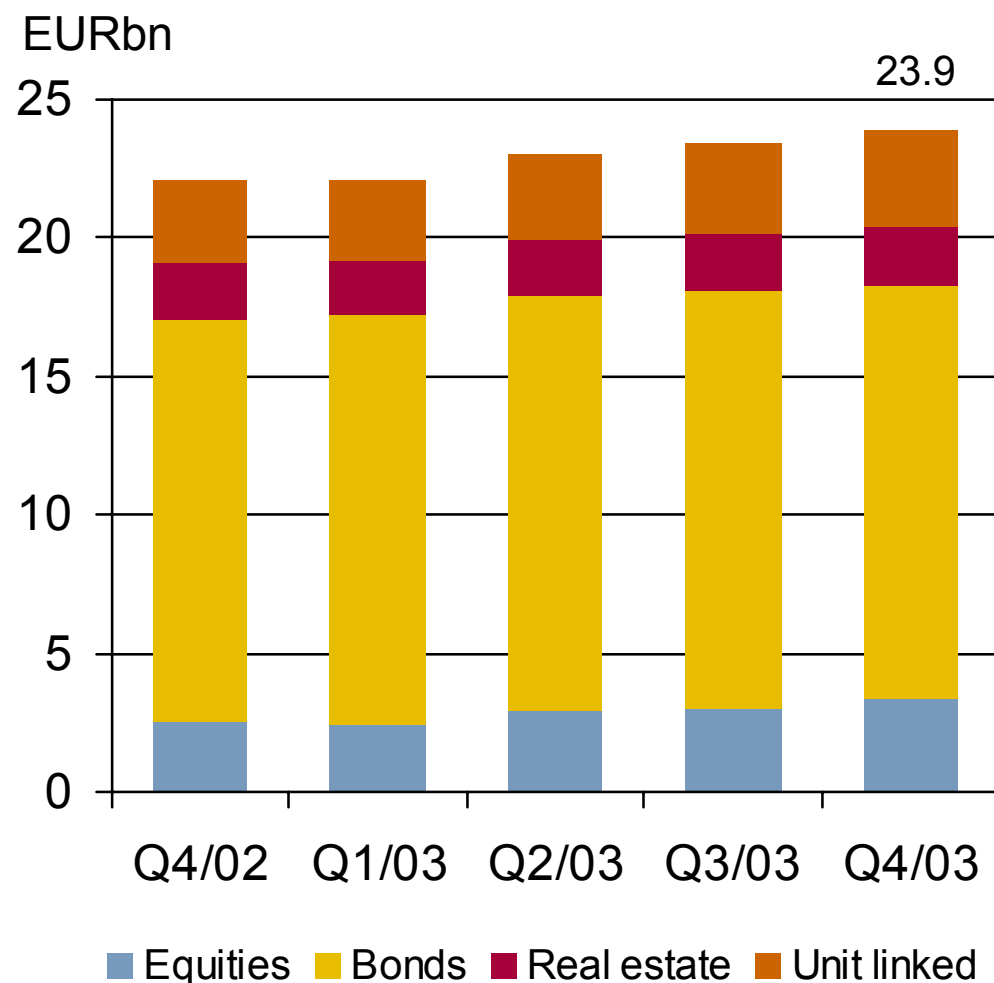
# Life

EURm	Q4/03	Q3/03	Q2/03	Q1/03	Q4/02
<b>TRADITIONAL LIFE</b>					
Premiums written net	533	370	461	499	595
Normalised investment. return	244	236	247	250	284
Benefits paid and change in provision	-687	-532	-626	-636	-770
Insurance operating expenses	-28	-24	-28	-27	-30
<b>Normalised operating margin</b>	<b>62</b>	<b>50</b>	<b>54</b>	<b>86</b>	<b>79</b>
Fluctuations compared to normalised investment return	-114	-151	297	-14	117
<b>Change in discount rate for life provisions</b>	<b>111</b>	<b>126</b>	<b>-126</b>	<b>-48</b>	<b>-83</b>
<b>Actual operating margin</b>	<b>59</b>	<b>25</b>	<b>225</b>	<b>24</b>	<b>113</b>
Of which allocated to policyholders	-6	-13	-13	-8	0
Of which to/from financial buffers	-10	28	-165	11	-51
Net profit from other business	-2	-1	4	-1	-4
Product result before distribution expenses	<b>41</b>	<b>39</b>	<b>51</b>	<b>26</b>	<b>58</b>
<b>UNIT LINKED BUSINESS</b>					
Premiums written, net of reinsurance	168	87	87	100	127
Product result before distribution expenses	6	7	4	-1	-7
<b>TOTAL LIFE &amp; PENSIONS</b>					
Premiums written, net of reinsurance	701	457	548	598	722
Product result before distribution expenses	47	46	55	25	51
Distribution expenses Retail	-3	-3	-3	-3	-3
<b>Product result</b>	<b>44</b>	<b>43</b>	<b>52</b>	<b>22</b>	<b>48</b>
Of which profit within Retail Banking	18	10	10	9	41

# Life

EURm	Denmark	Finland	Norway	Sweden	Other	Total
<b>TRADITIONAL LIFE</b>						
Premiums written net	230	156	113	32	2	533
Normalised investment return	108	62	51	16	6	244
Benefits paid and change in provision	-322	-192	-135	-36	-2	-687
Insurance operating expenses	-11	0	-11	-2	-4	-28
<b>Normalised operating margin</b>	<b>6</b>	<b>27</b>	<b>17</b>	<b>10</b>	<b>3</b>	<b>62</b>
Fluctuation compared to normalised investment return	-105	-22	24	-10	-2	-114
Change in discount rate for life provisions	111	0	0	0	0	111
<b>Actual operating margin</b>	<b>12</b>	<b>5</b>	<b>41</b>	<b>0</b>	<b>1</b>	<b>59</b>
Of which allocated to policyholders	0	4	-11	0	0	-6
Of which to/from financial buffers	5	8	-25	2	0	-10
Net profit from other business	-2					-2
<b>Product result before distribution expenses</b>	<b>15</b>	<b>17</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>41</b>
<b>UNIT LINKED BUSINESS</b>						
Premiums written, net of reinsurance	25	94	19	19	13	168
Product result before distribution expenses	2	4	-1	1	0	6
<b>TOTAL LIFE &amp; PENSIONS</b>						
Premiums written, net of reinsurance	254	250	131	51	15	701
Product result before distribution expenses	17	21	5	3	1	47
Distribution expenses Retail	-1	-2	-1	0	0	-3
<b>Product result</b>	<b>17</b>	<b>19</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>44</b>

## Life - investments



- Equities
  - predominantly listed equities
  - 50/50 Nordic/international
- Bonds
  - $\frac{3}{4}$  Nordic issuers
  - primarily govnm't & mortgage inst.

## Life - asset allocation

	Total, EURbn		Equities, %	
	Q4/03	Q3/03	Q4/03	Q3/03
Denmark	11.2	11.0	16*	17*
Finland	6.3	6.1	17	17
Norway	3.2	3.1	10	10
Sweden	2.7	2.7	3	4
Total	23.4	22.9	14	15

Total equity exposure including hedge, %	10
--	----

\*Hedged

## Life - solvency situation

End of 2003

EURm	Required solvency	Actual solvency	Solvency buffer	Solvency in % of requirement
Denmark	435	493	58	113
Finland	219	522	303	238
Norway	121	195	74	161
Sweden	66	112	45	168

## Life – financial buffers\*

	EURm		% of total provisions	
	Q4/03	Q3/03	Q4/03	Q3/03
Denmark	623	595	6.5	6.2
Finland	145	153	3.1	3.4
Norway	62	39	2.3	1.5
Sweden	48	54	3.0	3.4
Total	878	842	4.7	4.6

\* Financial buffers are defined in accordance with local regulations and practices.

## Life – solvency sensitivity, end of 2003

%	Denmark	Finland	Norway	Sweden
Solvency in % of requirement	114	238	161	168
Equities drop 12%	113	208	156	156
Interest rates down 50bp	110	254	180	209
Interest rates up 50bp	117	211	165	137

## Life – buffer sensitivity, end of 2003

EURm	Denmark	Finland	Norway	Sweden
Financial buffers*	623	145	62	48
Equities drop 12%	-116	-54	-19	-10
Interest rates down 50bp	-43	48	8	26
Interest rates up 50bp	-23	-48	-8	-22

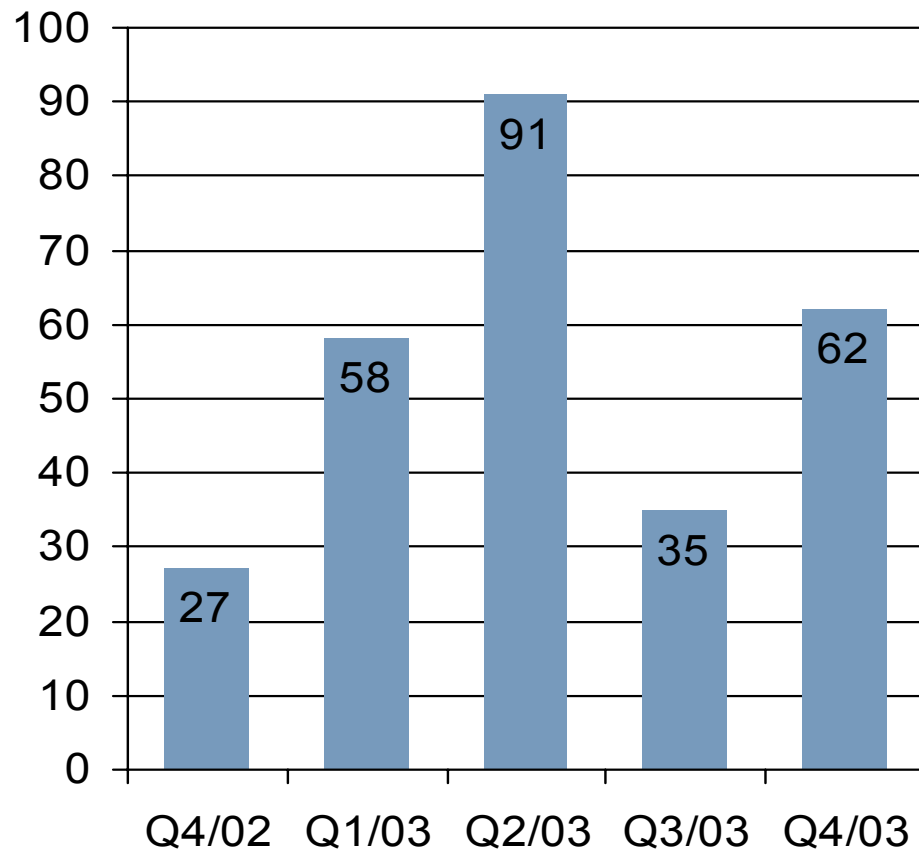
\* Financial buffers are defined in accordance with local regulations and practices.

# Group Treasury



## Group Treasury operating profit

EURm

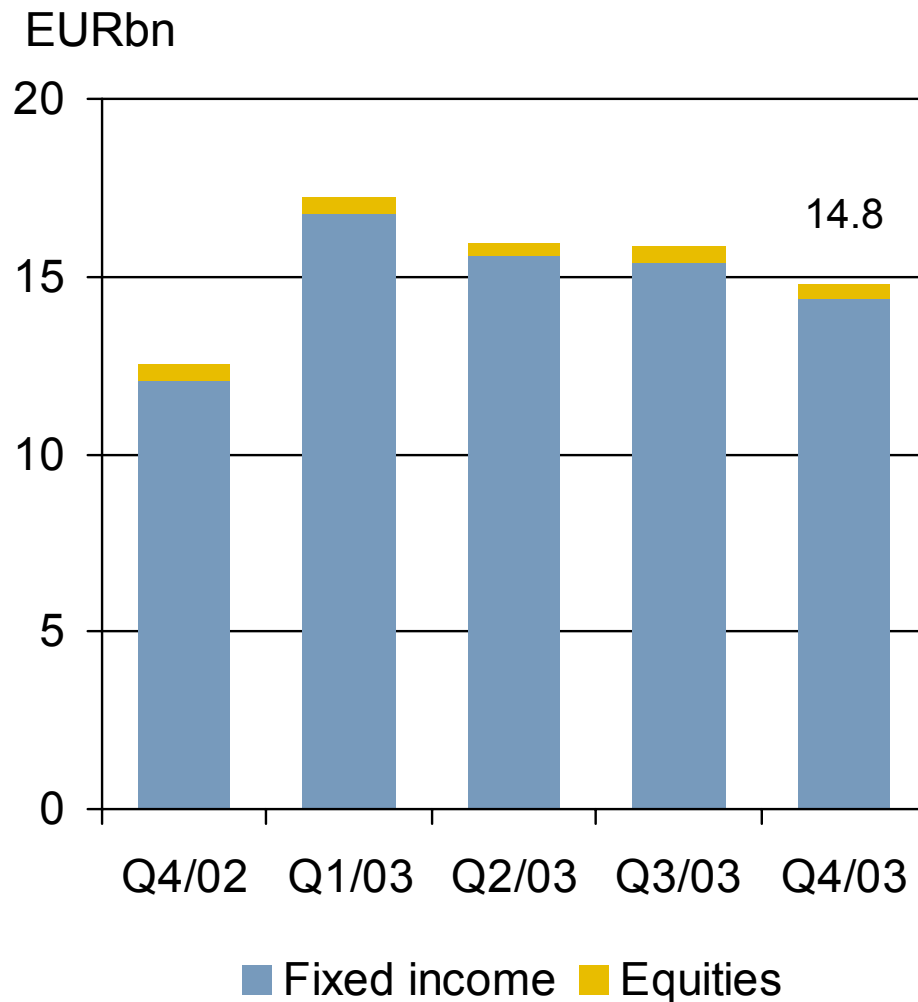


- High funding activity
- Gain on equities

## Group Treasury operating profit by main areas

EURm	Total		Investment & Risk Trading				Group Funding	
	Q4/03	Q3/03	Fixed income portfolios		Equity portfolios		Q4/03	Q3/03
			Q4/03	Q3/03	Q4/03	Q3/03		
Income			5	-3	32	33	37	17
Expenses			-3	-3	-1	0	-8	-9
Profit excl. Investment earnings	29	8					29	8
Investment earnings	33	27	2	-6	31	33		
<b>Operating profit</b>	<b>62</b>	<b>35</b>						

## Group Treasury - investments



End of period

- Equities
  - listed, unlisted & private equity funds
- Bonds
  - $\frac{3}{4}$  Nordic issuers
  - primarily government and mortgage inst.

# Treasury – risk management

End of 2003

- Price risk
  - price risk in interest-rate positions, calculated as a parallel shift assuming a change in market interest rates of 100bp
- Equity risk (VaR)
  - risk related to equities, calculated as VaR, comprise all equities including listed, unlisted and private equity

EURm, end of period	2003	2002
Interest rate risk	98	99
Equity risk (VaR)	49	46

# Balance sheet

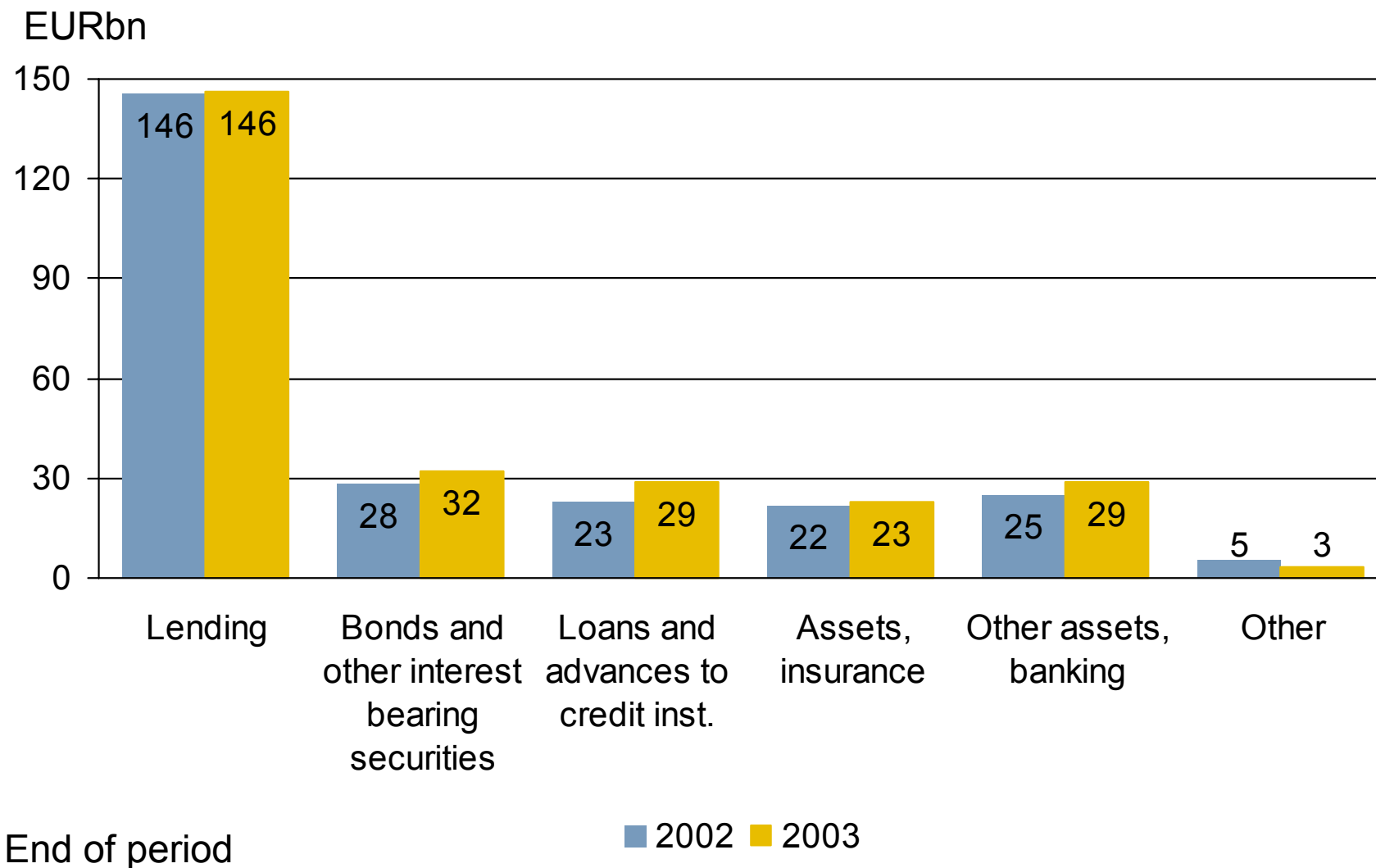


## Balance sheet - key items

EURm	2003	2002	Change, 12 months %
Lending	145,644	145,740	0
Deposits	95,556	94,177	1
Shareholders' equity	12,177	11,897	2
Total assets	262,190	249,619	5
Risk-weighted assets	134,396	134,660	0

End of period

## Balance sheet structure - assets

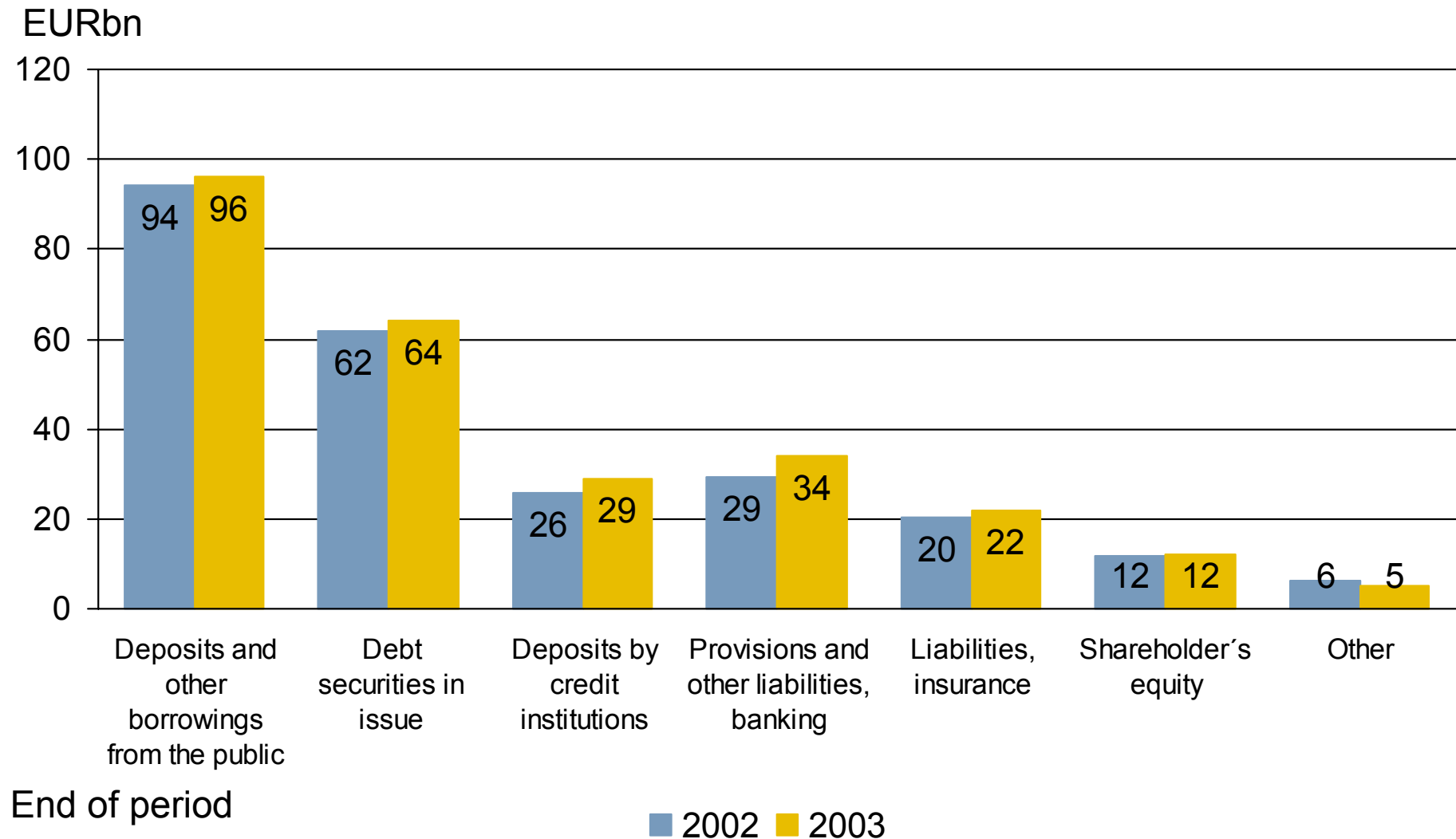


## Real estate holdings

Book value. EURbn	2003	2002	2001	2000	1999
Owner occupied properties	0.4	1.2	1.5	1.4	1.4
Non owner occupied properties	0.1	0.2	0.3	0.6	2.1
Shares in real estate holding companies	0.2	0.4	0.3	0.4	0.4
Investments of the insurance companies	2.1	1.9	2.0	1.6	1.6
<b>Total</b>	<b>2.8</b>	<b>3.7</b>	<b>4.1</b>	<b>4.0</b>	<b>5.5</b>

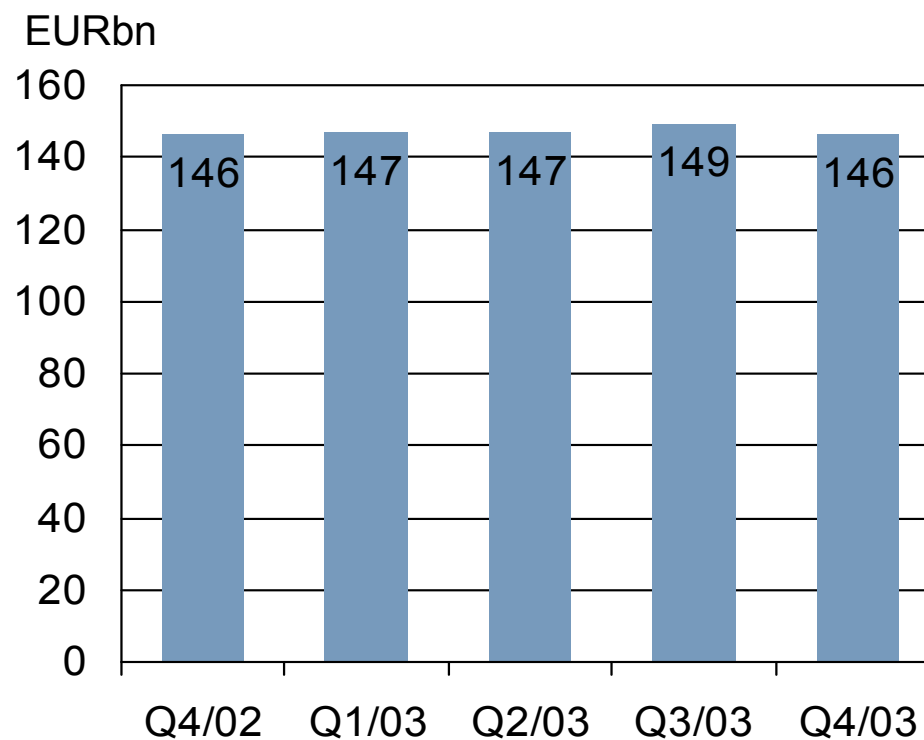
End of period

## Balance sheet structure – liabilities and equity

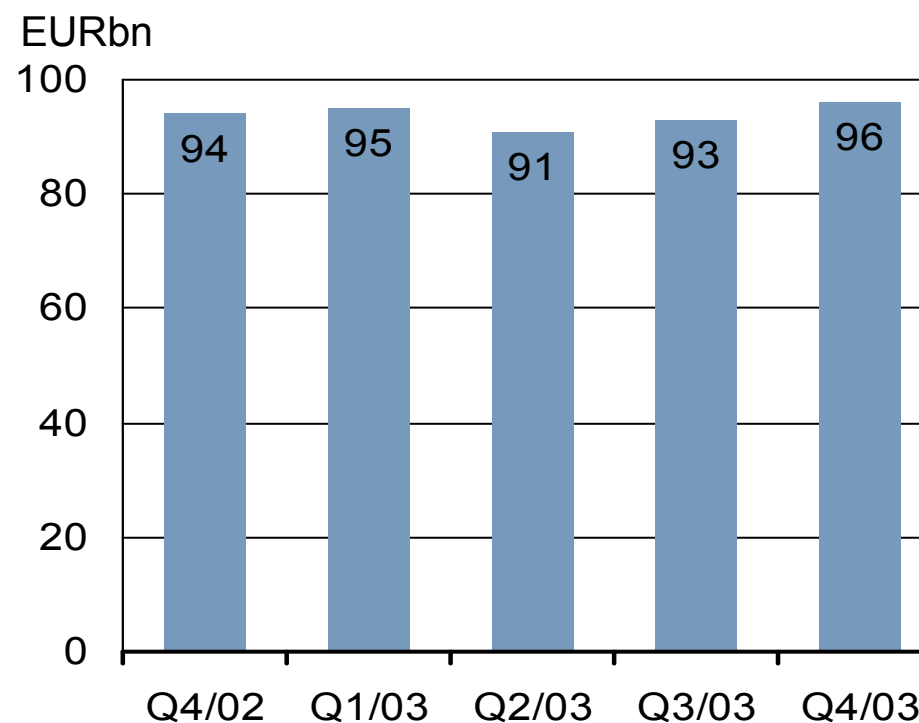


# Lending and deposits

Lending



Deposits



End of period

# Capital base

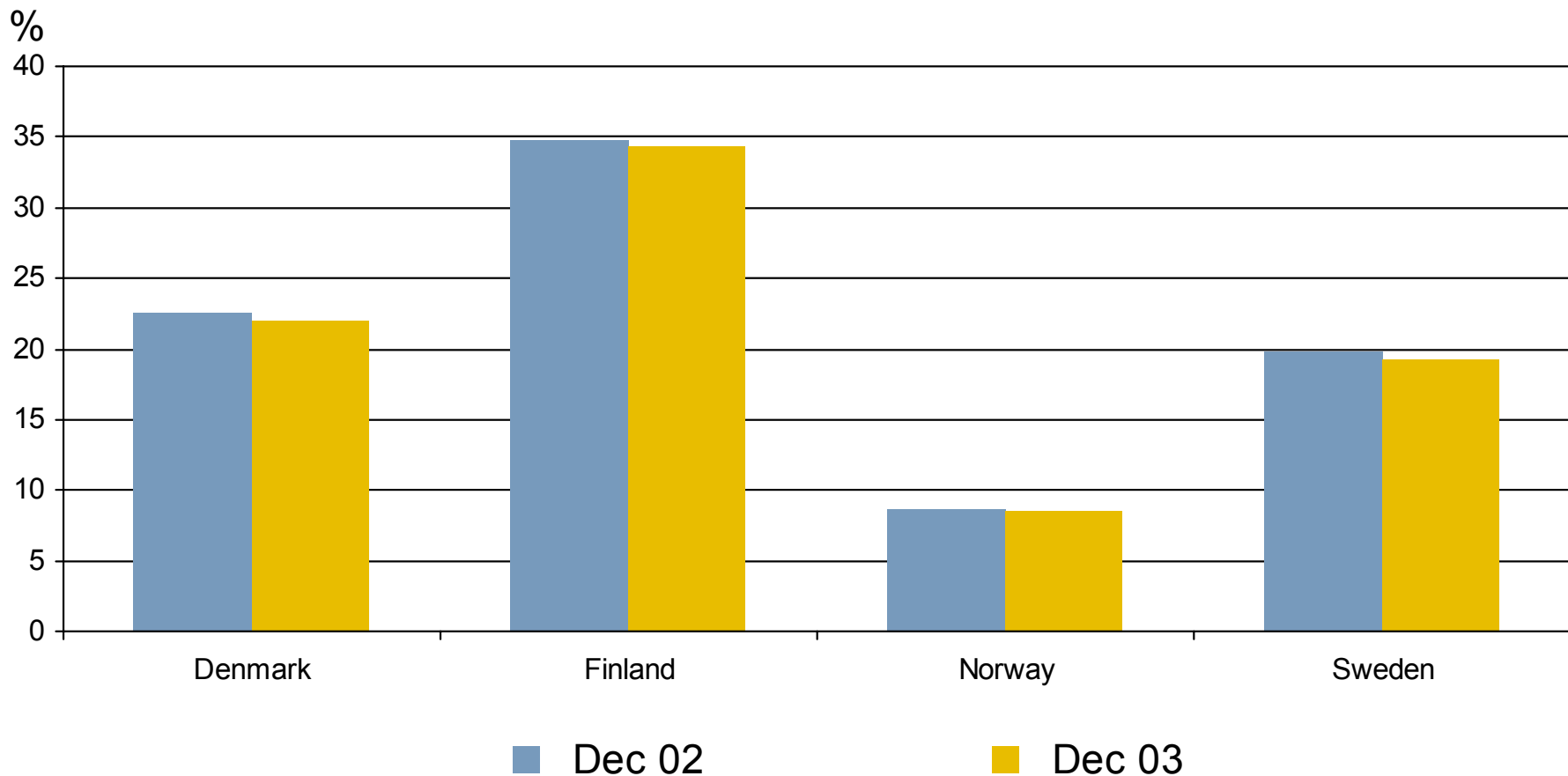
EURm	End of 2003
Shareholders' equity	12,177
Deductions insurance companies and other	-886
Shareholders' equity in the capital base	11,291
Hybrid capital	280
Minority interests	8
Group goodwill	-1,762
Other deductions	-63
<b>TIER 1 Capital</b>	<b>9,754</b>
TIER 2 Capital (subordinated debt)	4,473
Deductions for investments in insurance companies	-1,440
Deductions for other investments	-258
<b>Capital base</b>	<b>12,529</b>

# Market shares

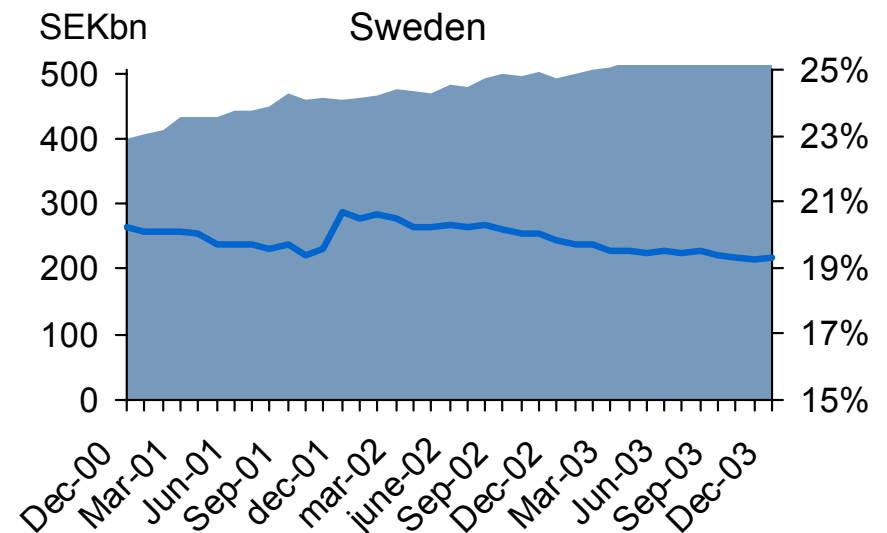
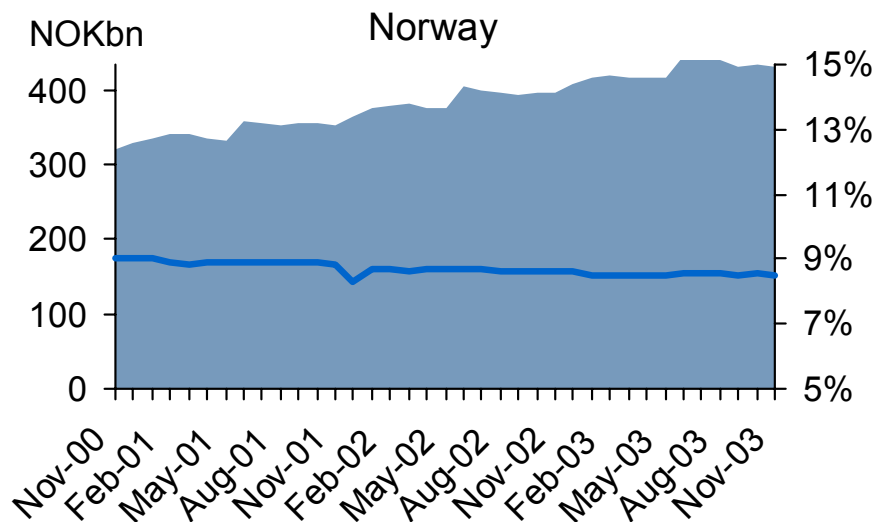
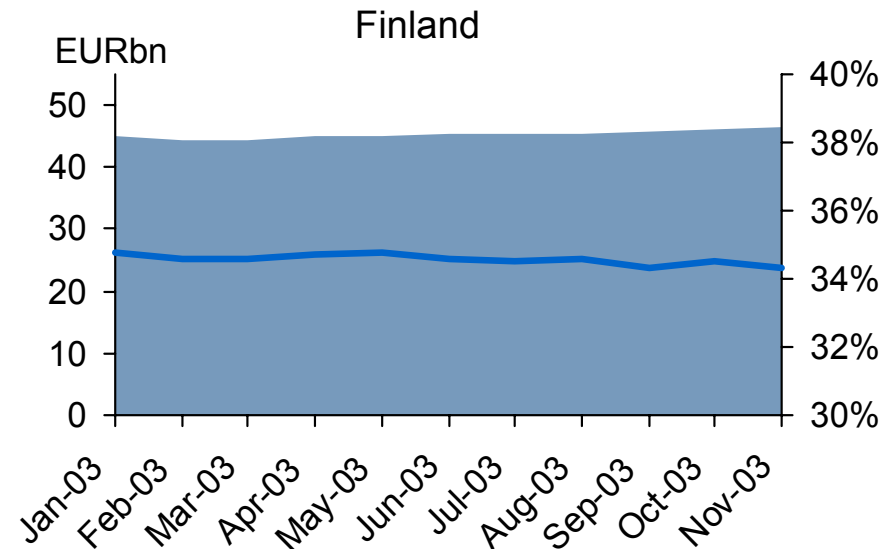
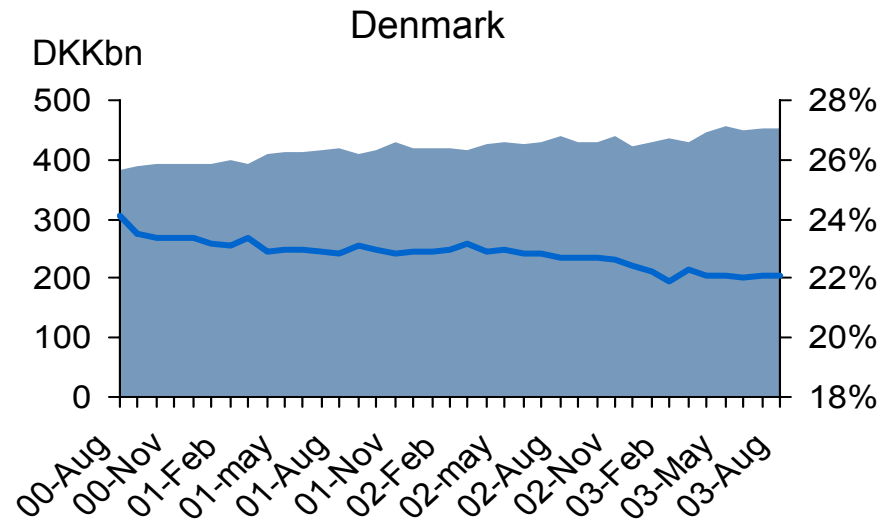
\* Statistics as of December 2003



## Market shares, personal customer deposits



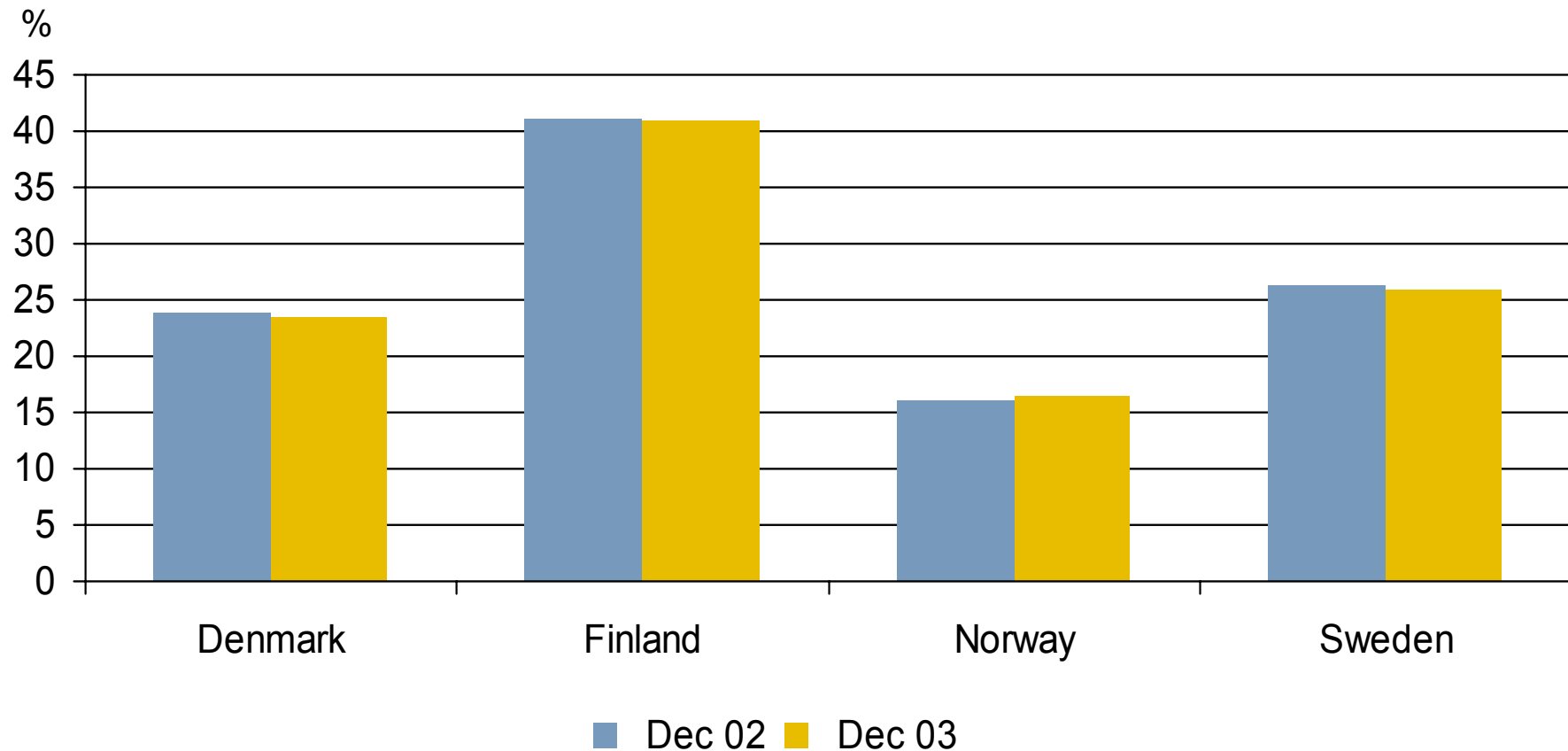
# Personal customer deposits - market volume & share



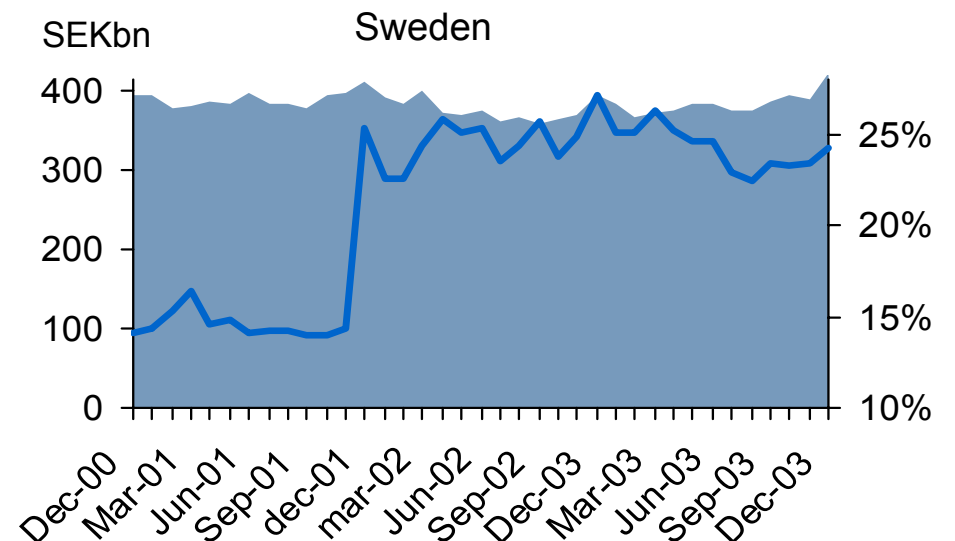
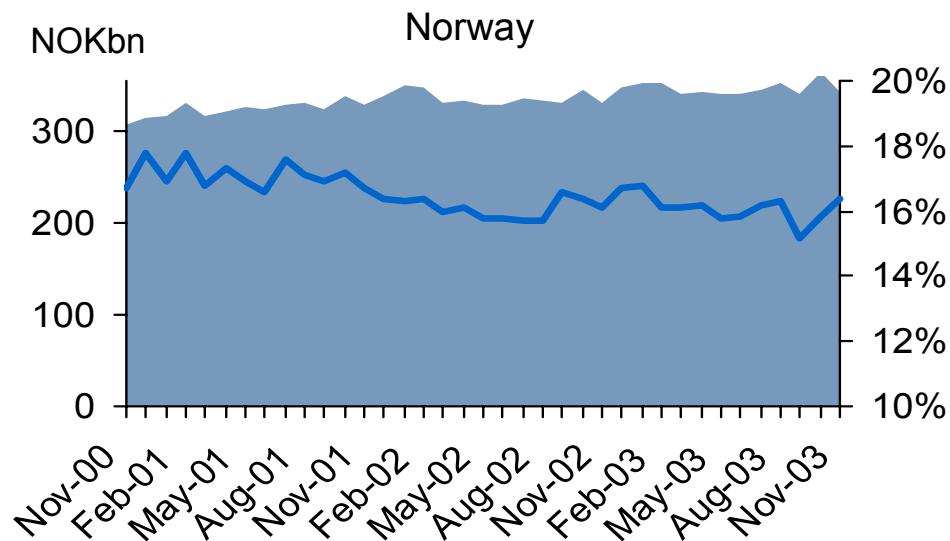
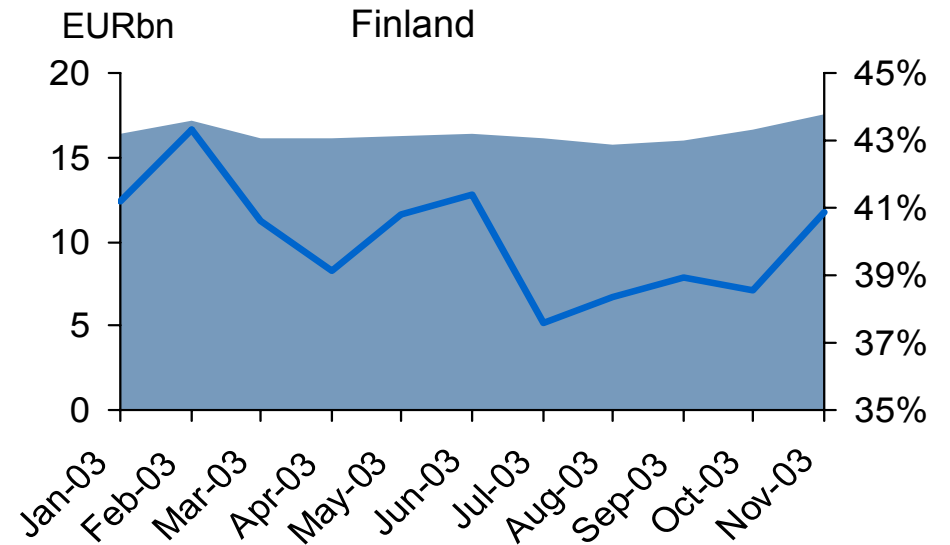
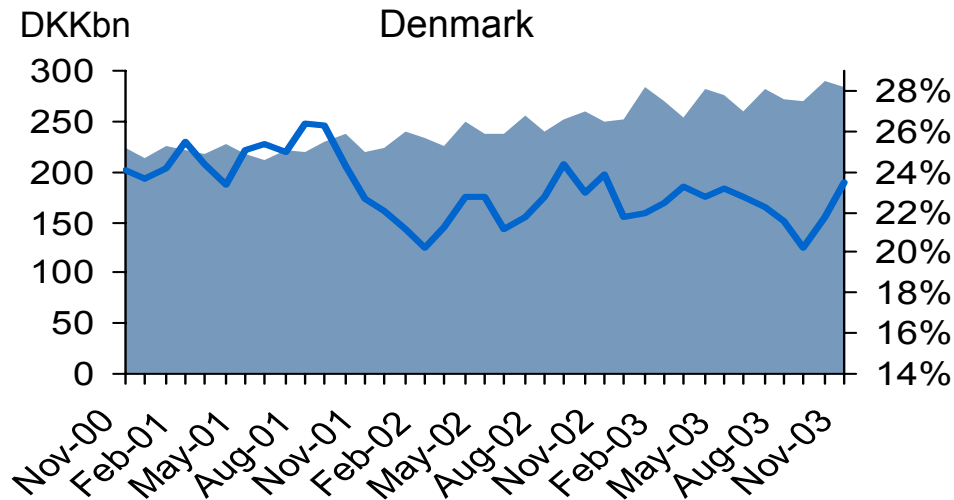
Market volume

Market share

## Market shares, corporate deposits



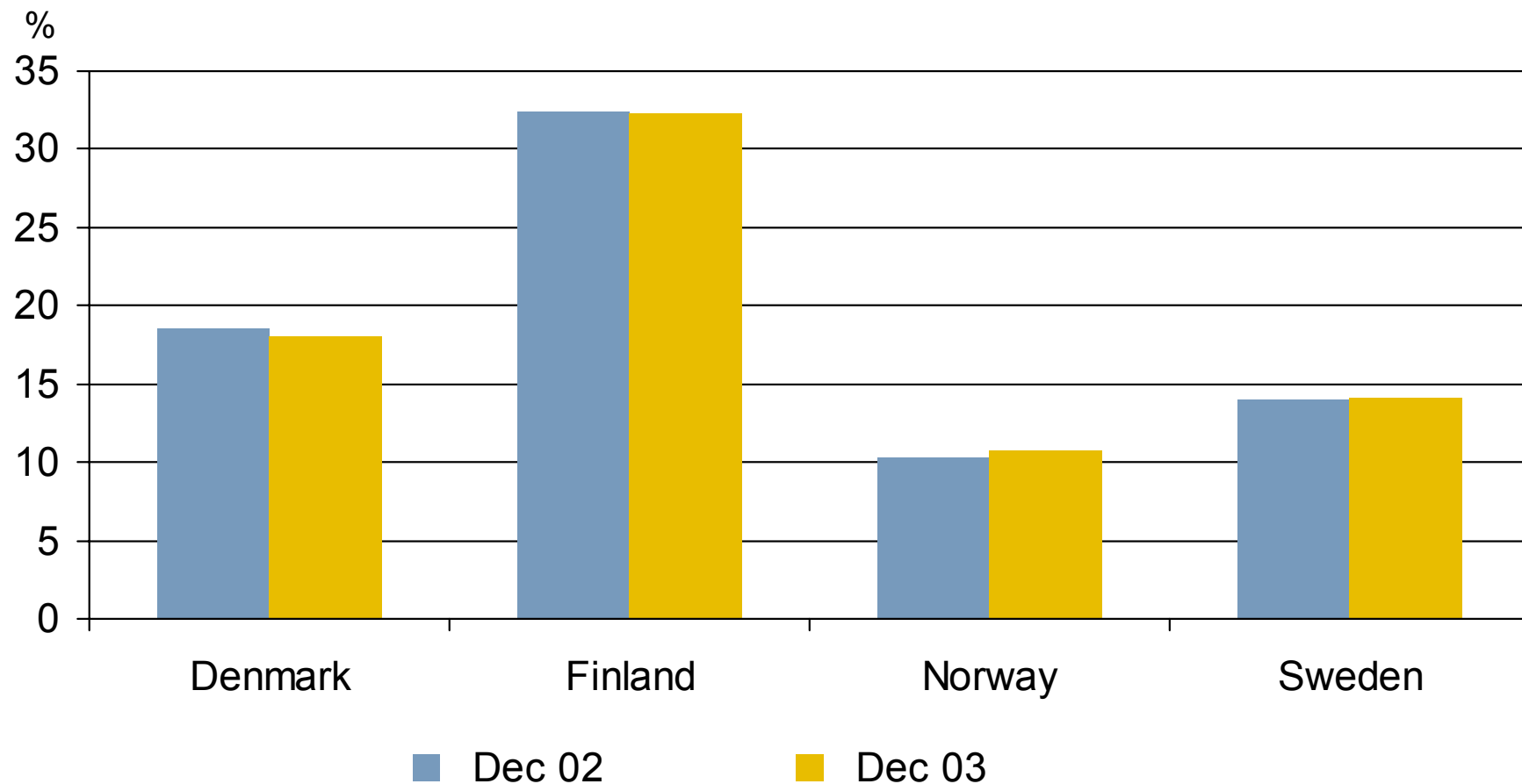
# Corporate deposits - market volume & share



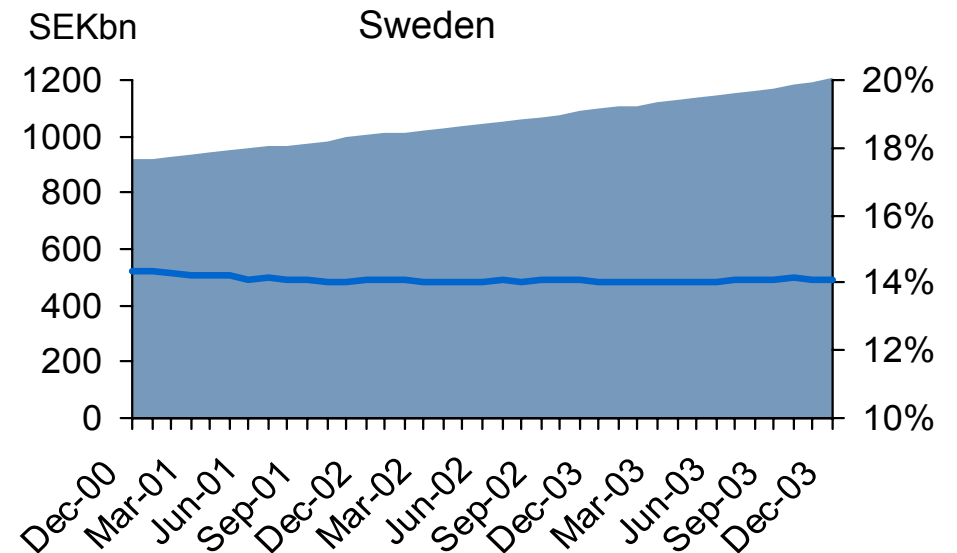
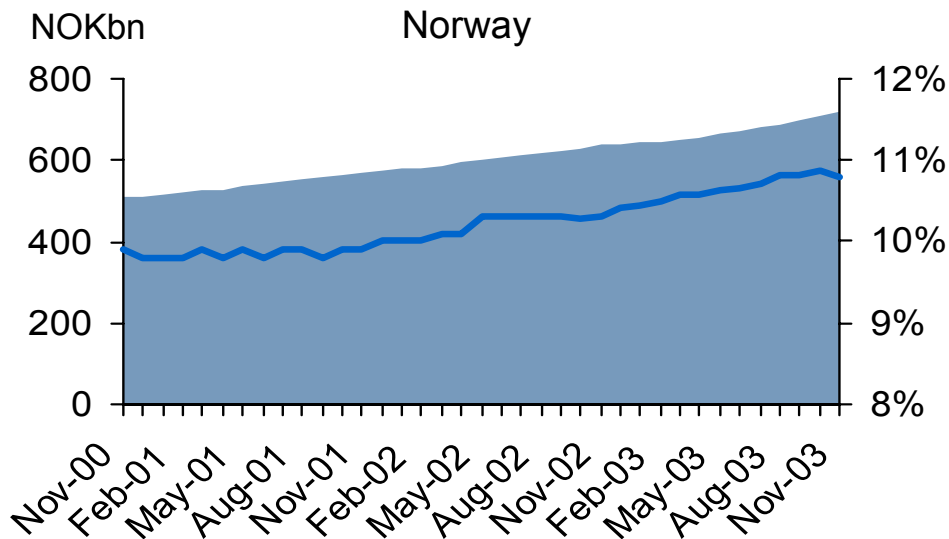
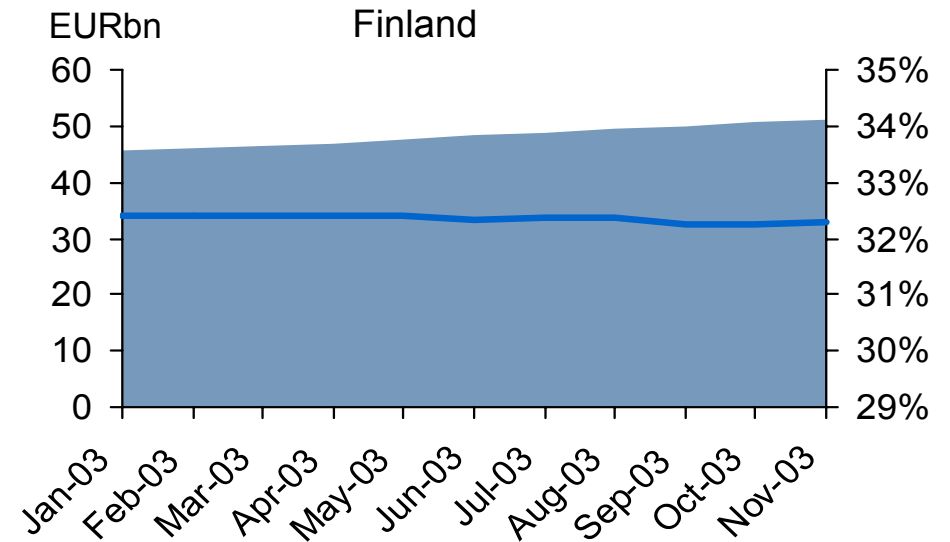
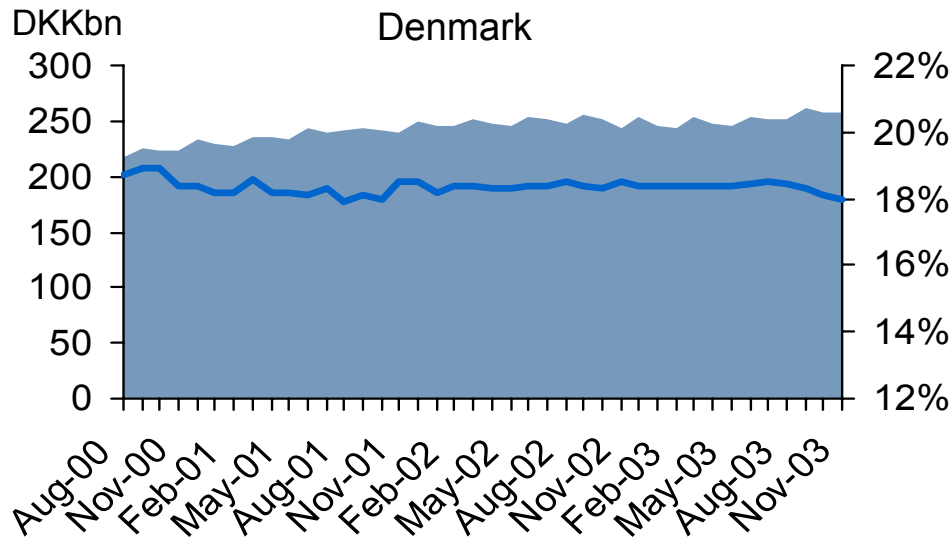
Market volume

Market share

## Market shares, personal customer lending



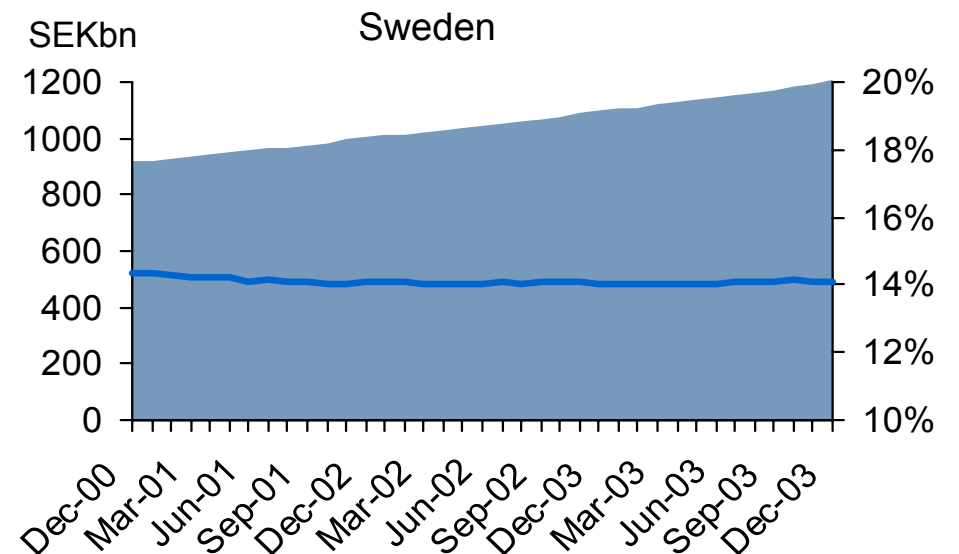
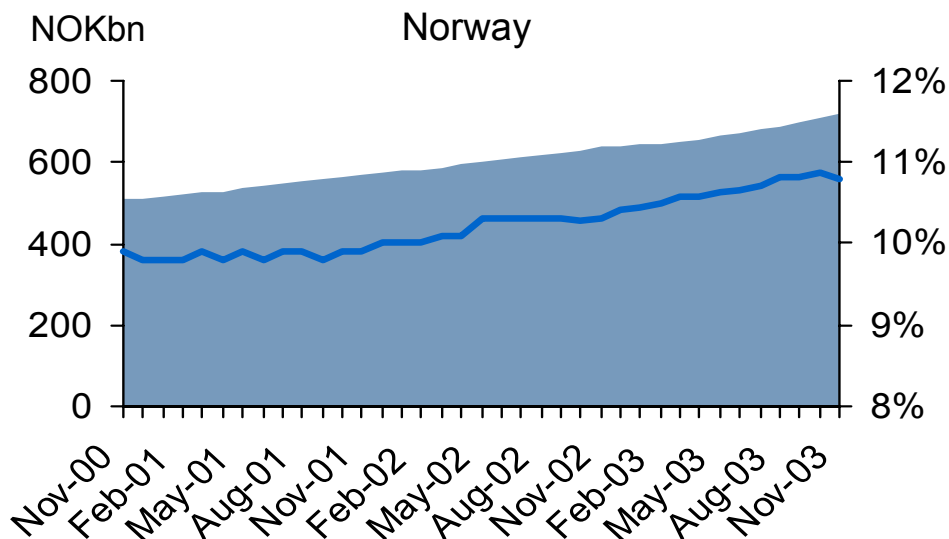
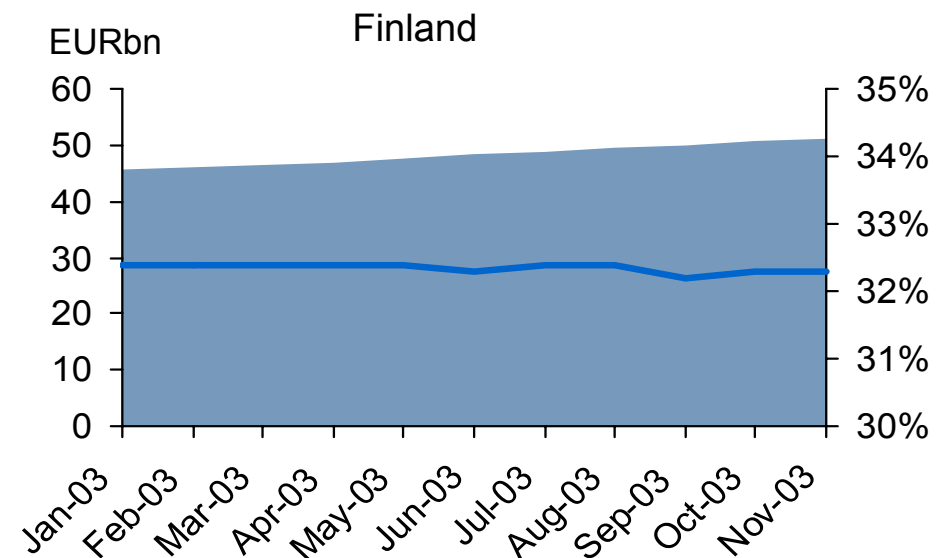
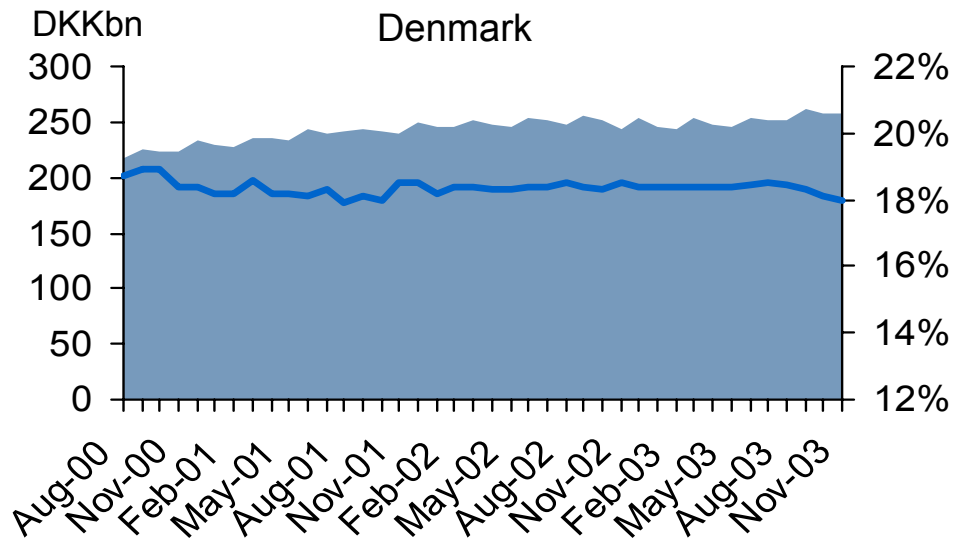
# Personal customer lending - market volume & share



Market volume

Market share

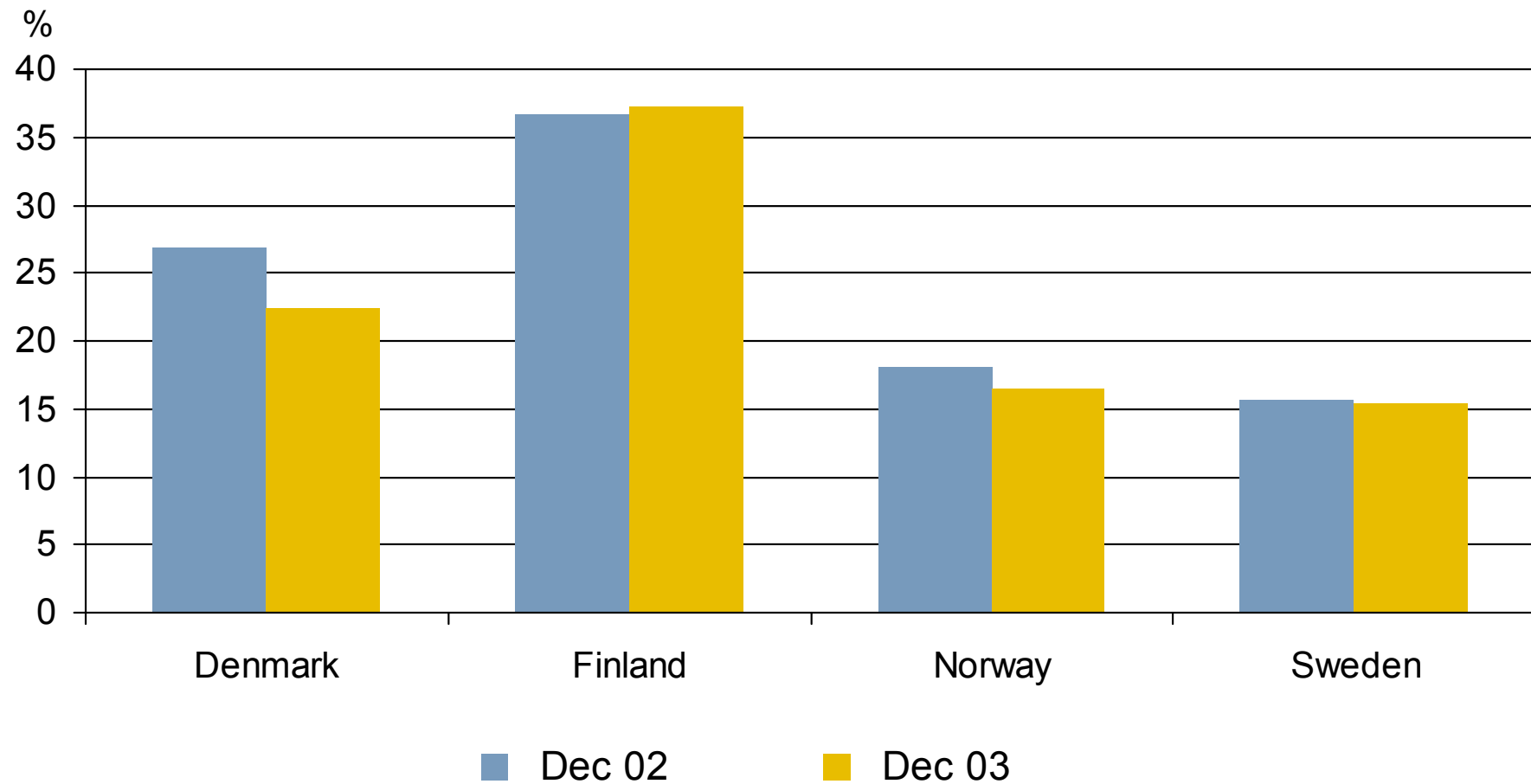
# Personal customer lending - market volume & share



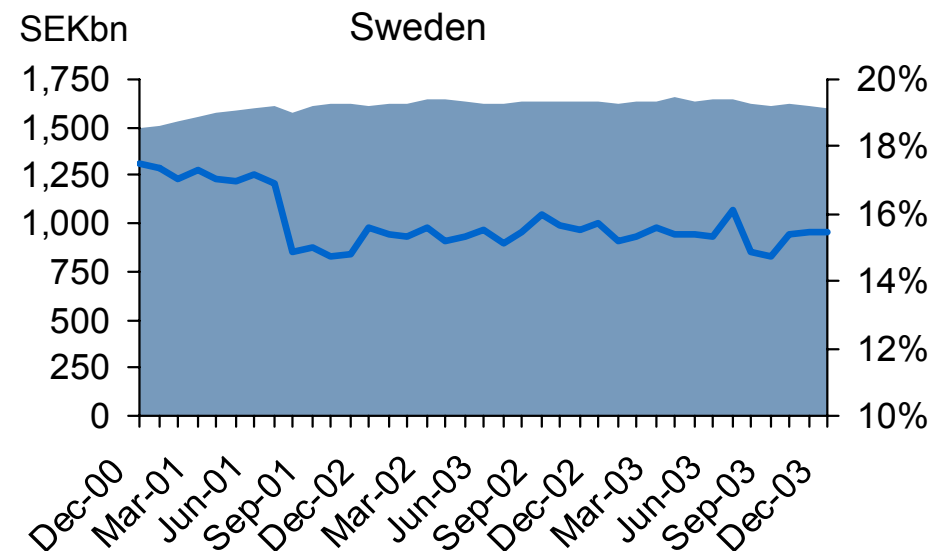
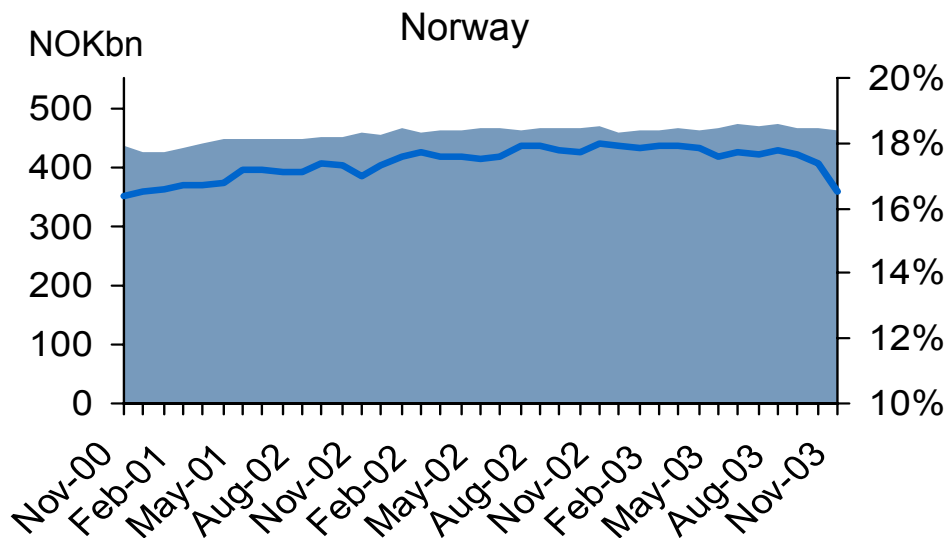
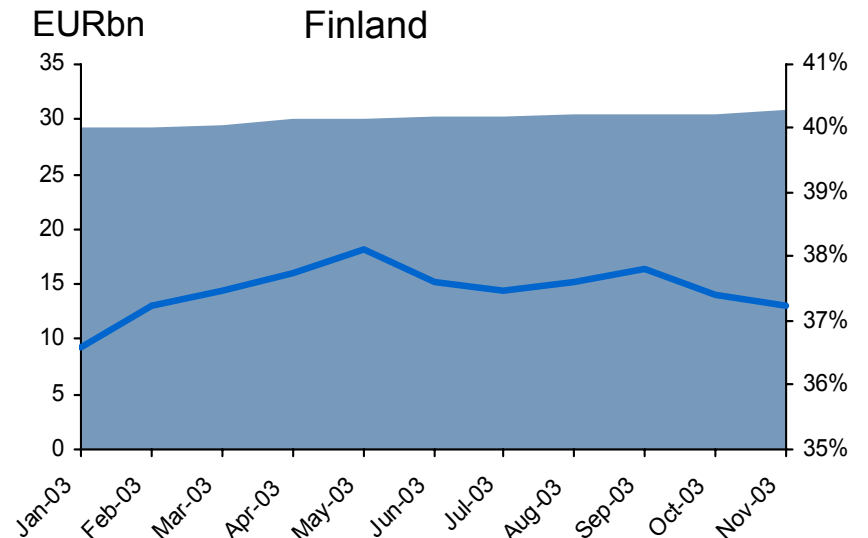
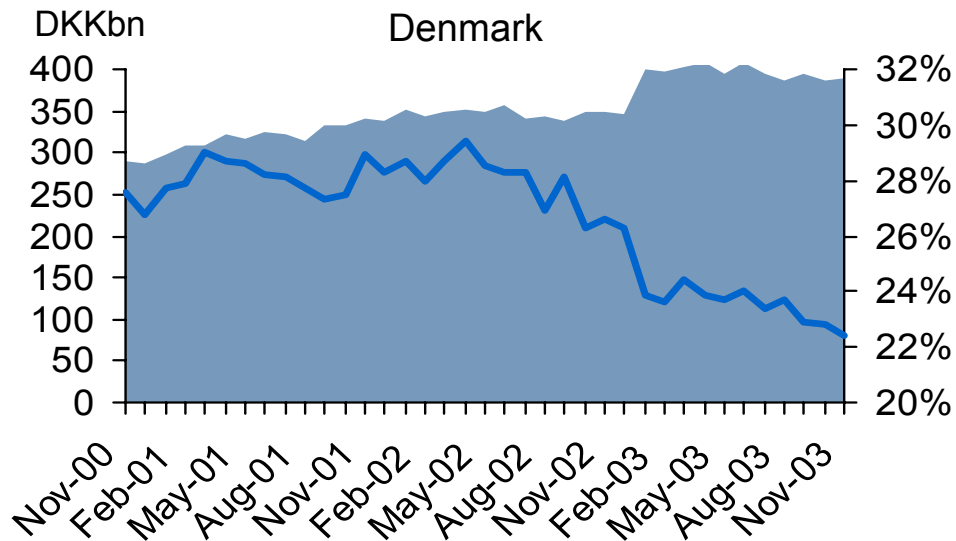
Market volume

Market share

## Market shares, corporate lending



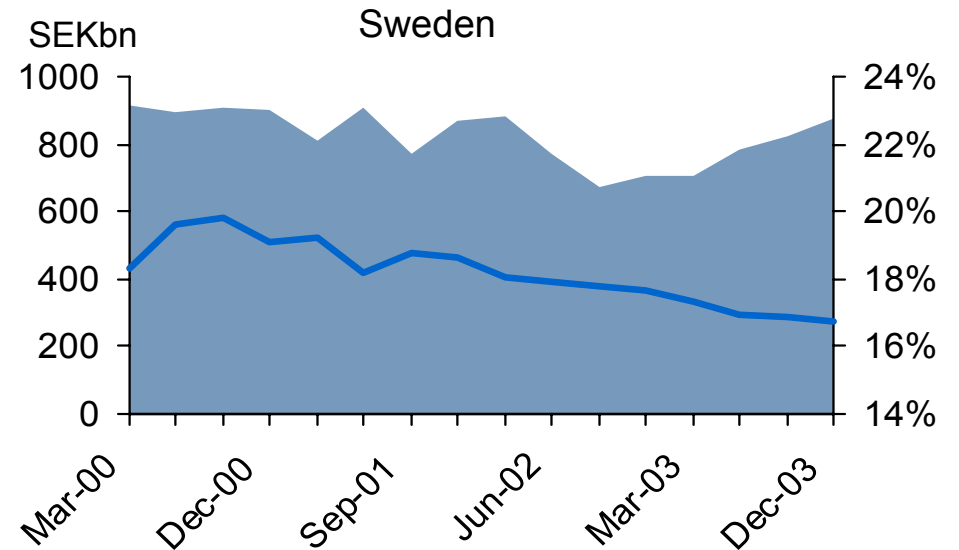
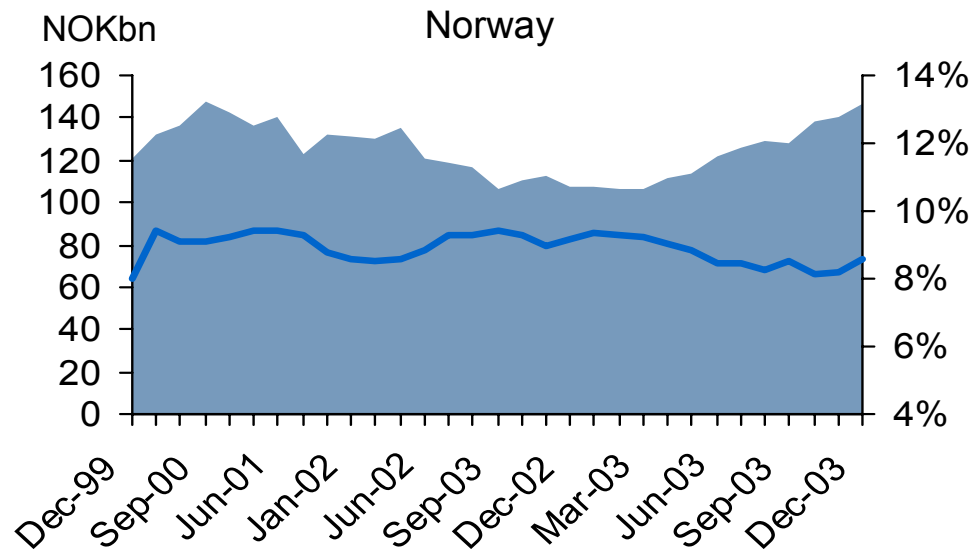
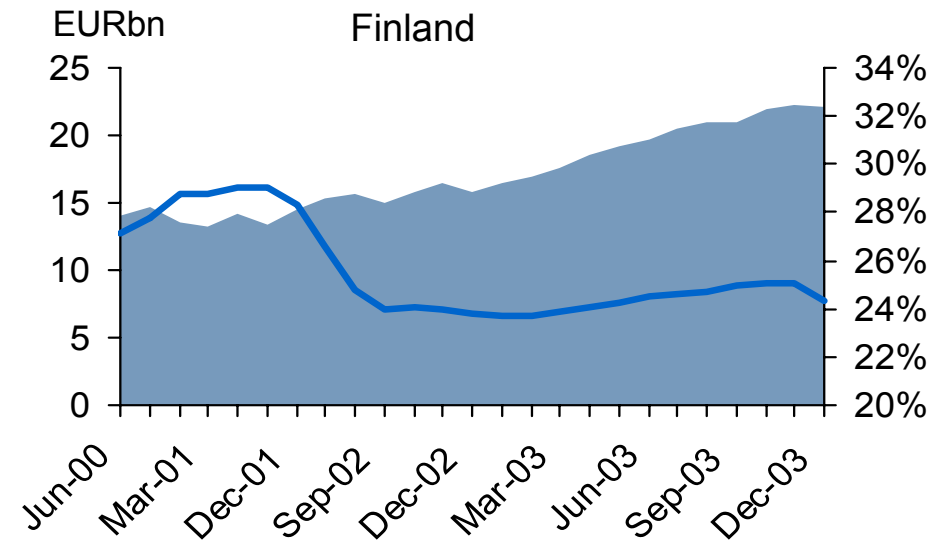
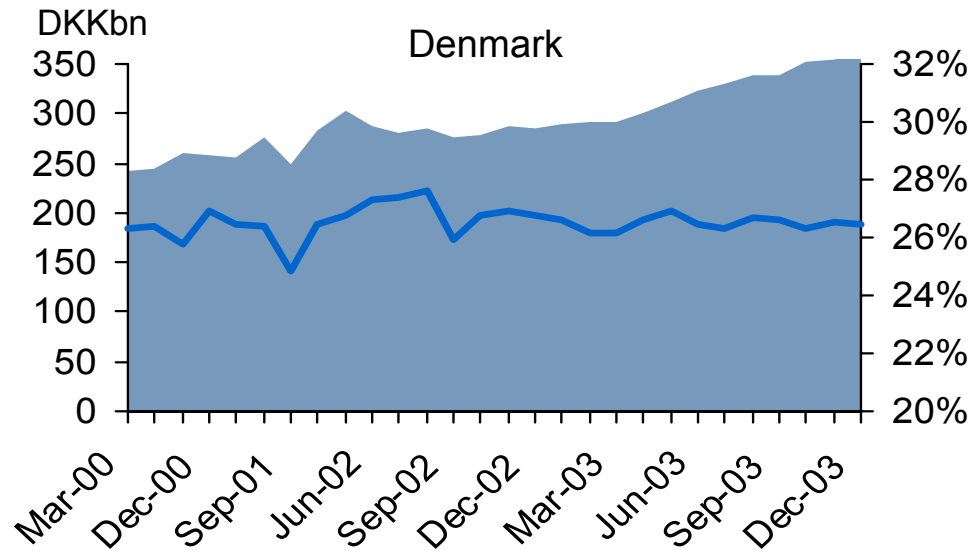
# Corporate lending - market volume & share



Market volume

Market share

# Investment funds - market volume & share

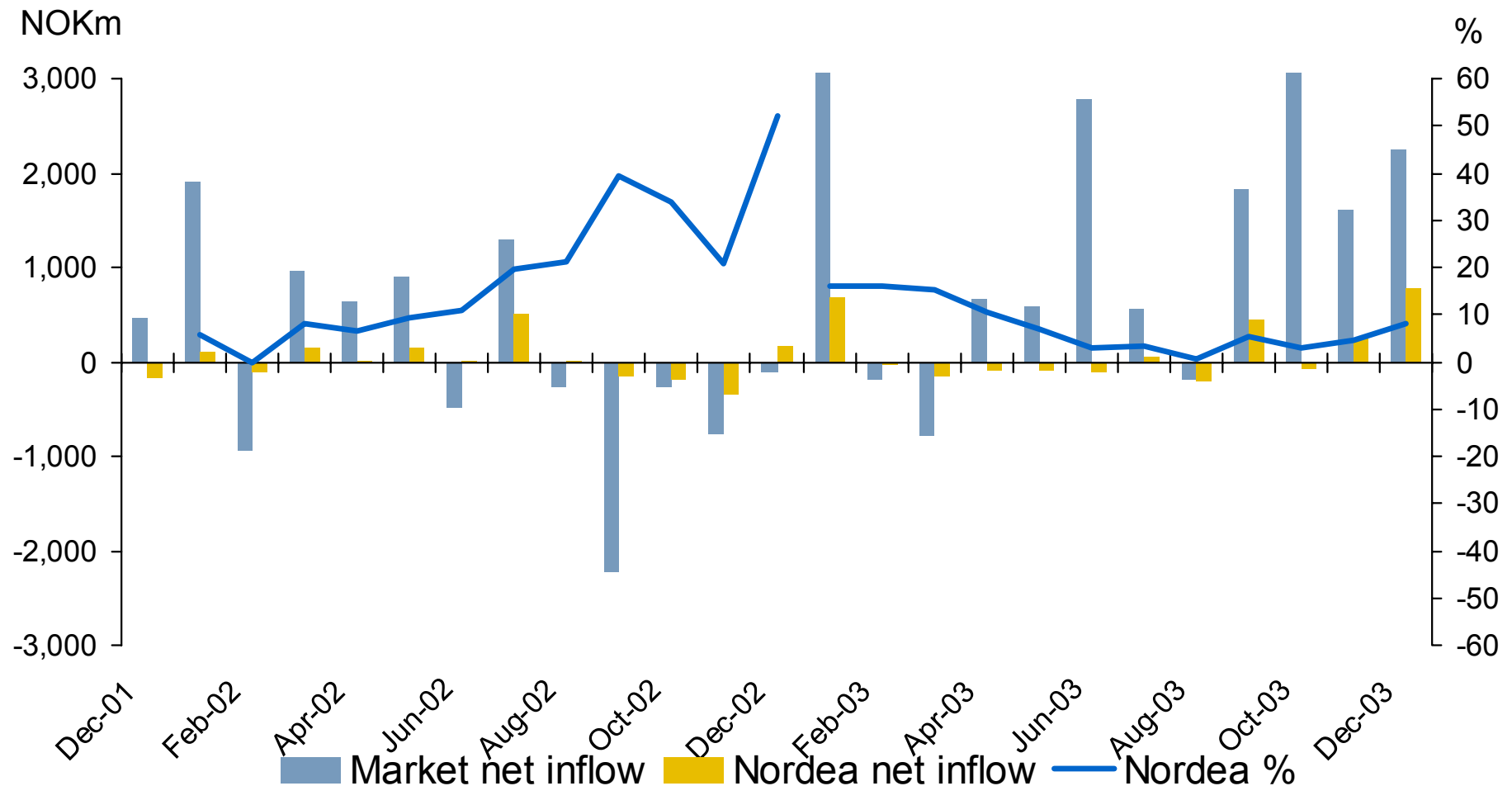


Market volume

Nordea market share

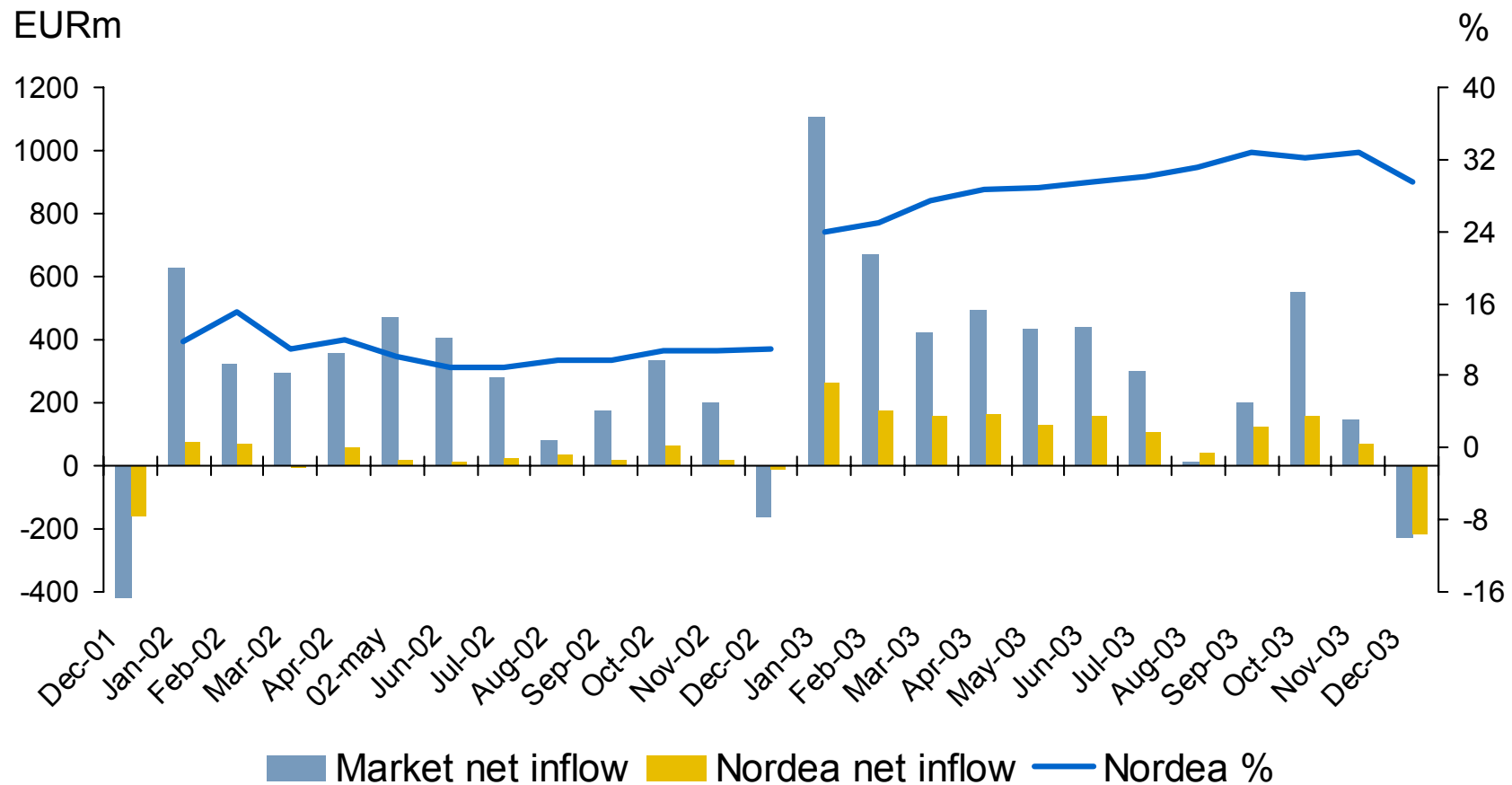
# Investment funds, net inflow, Norway

Market volume, Nordea volume, and accumulated market share ytd



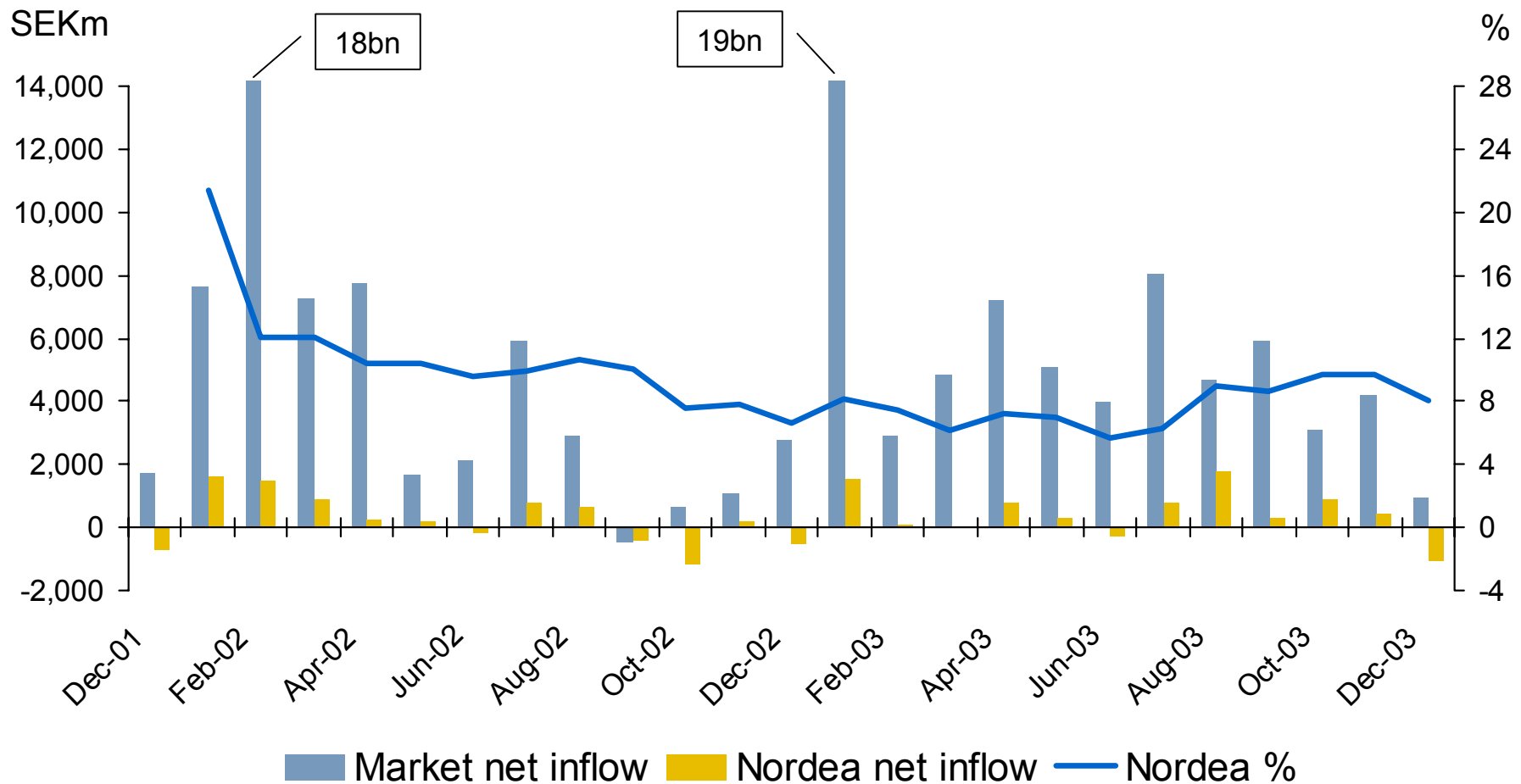
# Investment funds, net inflow, Finland

Market volume, Nordea volume, and accumulated market share ytd

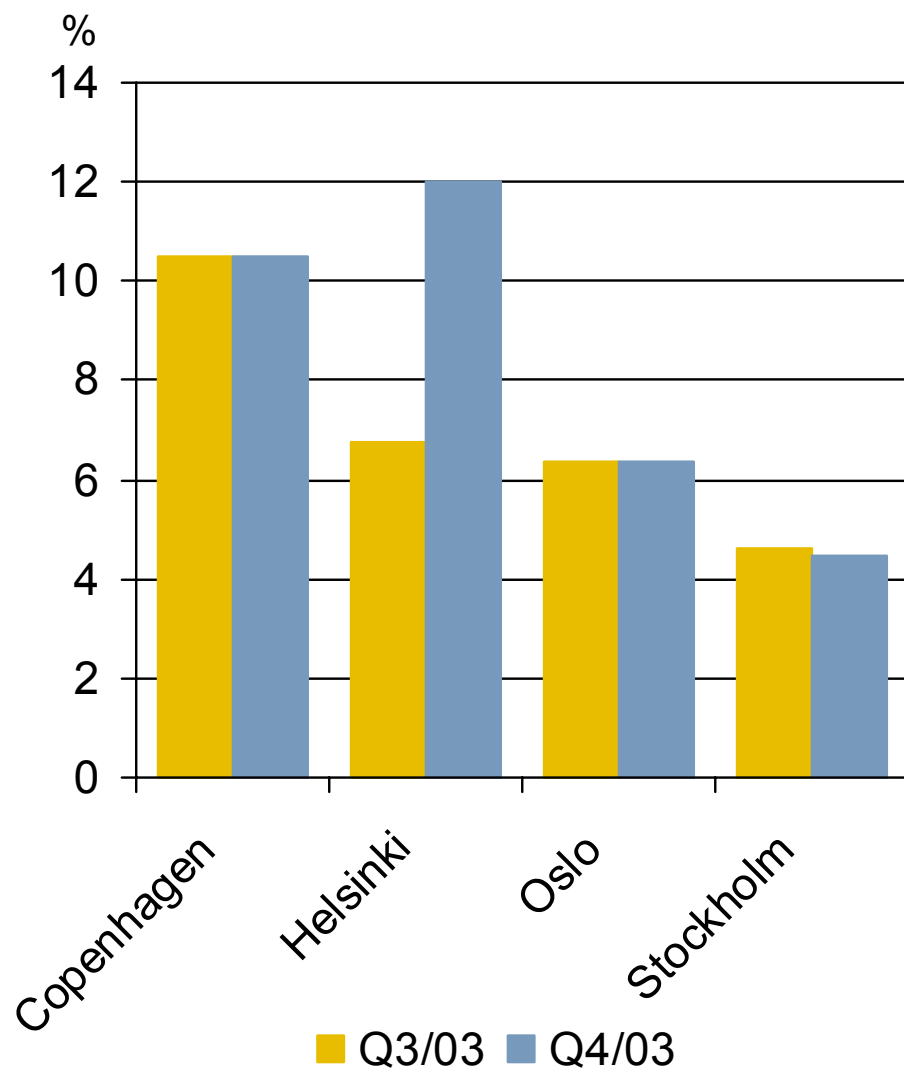


# Investment funds, net inflow, Sweden

Market volume, Nordea volume, and accumulated market share ytd



# Market share, equity dealing - Nordea Securities



## Equity market turnover EURbn

	Q4/03	Q3/03
Denmark	17.1	17.6
Finland	37.6	38.8
Norway	19.6	19.5
Sweden	77.0	75.2

# Appendix

- Financials Page 146
- Nordea share Page 157
- Other Page 164
- Macro statistics Page 169



# Appendix

- Financials



## Pension obligations

- Defined benefit plans in Sweden, Norway, Finland and partly Denmark, mainly covered by pension funds under local regulation
- Aggregated deficit of EUR 56m end 2003 not recognised in balance sheet
  - reflecting surpluses in Finland (EUR 58m), Sweden (EUR 5m) and Denmark (EUR 8m)
  - deficit of EUR 127m in Norway
- Nordea will implement IAS 19/RR29 of from 2004
- IAS 19/RR29 leads to valuation adjustment
  - will be recognised as a reduction of equity of EUR 183m

# Pension obligations (national GAAP)

Major pension plans

End of period	Sweden		Norway		Finland		Denmark		Total	
EURm	Q4/03	Q3/03	Q4/03	Q3/03	Q4/03	Q3/03	Q4/03	Q3/03	Q4/03	Q3/03
Pension obligations	901	894	533	471	552	548	84	85	2,070	1,998
Assets	784	772	295	287	610	589	82	81	1,770	1,729
Funded status - surplus/(deficit) <sup>1</sup>	(117)	(122)	(238)	(184)	58	41	(3)	(4)	(300)	(269)
Surplus(deficit) not recognised in balance sheet	5	6	(127)	(64)	58	41	8	5	(56)	(12)
Net liability on balance sheet <sup>1</sup>	122	128	111	120	-	-	10	9	244	257
Equity exposure	23%	21%	16%	15%	36%	34%	13%	27%	26%	25%

<sup>1)</sup> The liability in Sweden is related to former employees in Postgirot Bank

# Operational income statement

EURm	Q4/03	Q3/03	Q2/03	Q1/03	Q4/02
Net interest income	850	838	843	835	885
Net commission income	388	379	366	353	388
Trading income	125	130	155	157	130
Other income	36	56	99	29	54
Total income	1,399	1,403	1,463	1,374	1,457
Personnel expenses	-511	-531	-539	-520	-545
Profit sharing	-46				
Other expenses	-416	-350	-363	-397	-448
Total expenses	-973	-881	-902	-917	-993
Profit before loan losses	426	522	561	457	464
Loan losses, net	-84	-89	-92	-98	-76
Equity method	14	10	19	14	16
Profit before inv. earnings and insurance	356	443	488	373	404
Investment earnings, banking	33	27	81	29	41
Operating profit, life Insurance	40	40	50	19	44
Operating profit, general Insurance	-	-	-	-	-
Goodwill depreciation	-46	-40	-40	-41	-43
Operating profit	383	470	579	380	446

# Statutory income statement

EURm	Q4/03	Q4/02
Interest income	1,906	2,601
Interest expenses	-1,023	-1,643
Net interest income	883	958
Dividends received	1	3
Net commission income	405	403
Net result from financial operations	86	76
Other income	60	63
<b>Total income</b>	<b>1,435</b>	<b>1,503</b>
General administrative expenses		
Personnel expenses	-559	-531
Other administrative expenses	-373	-399
Depreciation, amortisation and write-down of tangible and intangible fixed assets	-84	-90
Real estate sales and write downs, net	-115	
Other operating expenses		
<b>Total operating expenses</b>	<b>-1,131</b>	<b>-1,020</b>
Profit before loan losses	304	483
Loan losses, net	-134	-78
Change in value of property taken over for protection of claims	50	2
Profit from companies accounted for under the equity method	14	16
Operating profit, banking	234	423
Operating profit, insurance	34	38
<b>Total operating profit</b>	<b>268</b>	<b>461</b>
Pension adjustments	0	2
Taxes	-66	-140
Minority interest	0	0
<b>Net profit</b>	<b>202</b>	<b>323</b>

# Reconciliation of operational and statutory accounts

EURm	Operational 2003	Trading income	Investment activities	Insurance	Other adjustment	Statutory 2003
Net interest income	3,366	177 1)	115 6)			3,658
Dividends received		13 4)	30 9)			43
Commission income	1,486	47 2)				1,533
Trading	567	-567 5)				
Net result from financial operations		316 3)	26 7)		27 18)	369
Other income	220	14 4)	13 8)		-27 18)	220
Total income	5,639	0	184	0	0	5,823
Personnel expenses	-2,101		-4 10)		30 13,19)	-2,135
Profit sharing	-46				46 19)	
Other expenses	-1,526		-10 10)		155	-1,381
Depreciation according to plan					-299 14,15)	-299
Real estate write-downs					-115 20)	-115
Total expenses	-3,673	0	-14	0	-243	-3,930
Profit before Loan losses	1,966	0	170		-243	1,893
Loan losses, net	-363				-20 16)	-383
Change in value of property taken over					20 16)	20
Profit from companies – equity method	57					57
Profit excluding investment earnings	1,660	0	170	0	-243	1,587
Investment earnings, banking	170		-170			0
Operating insurance				126		126
Operating profit, life insurance	149			-149 11)		0
Goodwill depreciation	-167			23 12)	144 15)	0
Operating profit	1,812	0	0	0	-99	1,713 17)
Real estate write-downs	-115				115 20)	0
Allocation to Pension foundation	0				-16 13)	-16
Taxes	-205					-205
Minority interests	-2					-2
Net profit	1,490	0	0	0	0	1,490 17)

# Reconciliation of operational and statutory accounts

1. Net interest income from trading transactions in Nordea Markets (for example interest related to swaps etc.), reclassified as trading income in the operational accounts. Mainly customer trading.
2. Commission income in Nordea Markets, reclassified as Trading income in the operational accounts.
3. Net result from financial operations from trading transactions in Nordea Markets (foreign exchange and derivatives trading) reclassified to trading income in the operational accounts. Mainly customer trading.
4. Other income and dividends received in Nordea Markets, reclassified to trading income in the operational accounts.
5. Trading income in the operational accounts, equals income in Nordea Markets (incl. income allocated to Business Areas), reclassified from the statutory accounts as described in 1) through 4) above.
6. Net interest income from Treasury's portfolio of certificates and bonds, reclassified as investment earnings, banking in the operational accounts.
7. Securities gains/losses on Treasury's investment portfolios (certificates, bonds and equities), reclassified from Net result from financial operations in the statutory accounts, to investment earnings, banking in the operational accounts.
8. Real estate gains/losses. Reclassified from Other income in the statutory accounts to Investment earnings, banking in the operational accounts.
9. Dividends received on equities (non-insurance portfolio), reclassified as Investment earnings in the operational accounts.  
Costs related to investment activities, reclassified from relevant category of cost in the statutory accounts, to being reported on a net basis as part of investment earnings, banking in the operational accounts.
11. Operating profit for insurance, in separate lines for general and life in the operational accounts.
12. Depreciation of goodwill related to insurance included in one-line consolidation of insurance activities (Operating profit, insurance) in the statutory accounts, reclassified to Depreciation of goodwill in the operational accounts.
13. Pension adjustments accounted for according to Swedish regulations in the statutory accounts. Reclassified to Personnel expenses in the Operational accounts.
14. Depreciation according to plan, including goodwill within banking is separate line in the statutory accounts. Depreciation excluding goodwill is reclassified as Other expenses in the operational accounts.
15. Depreciation of goodwill, see footnote 14) (Banking) and 12) (Insurance), shown as part of Depreciation according to plan in the statutory accounts, as opposed to separate line item in the operational accounts.
16. Change in value of property taken over in the statutory accounts, reclassified as Loan losses, net, in the operational accounts.
17. The difference between statutory accounts and operational accounts at the Total operating profit level is related to Pension adjustments (Sweden), only. There is no difference between the two at the Net profit level.
18. Reclassification of net result from sale of shares in OM Hex from Net result from financial operations to Other income
19. Profit sharing included in personnel expenses in the statutory income statement
20. Real estate write-downs included in the operating profit in the statutory income statement

## Expenses - breakdown

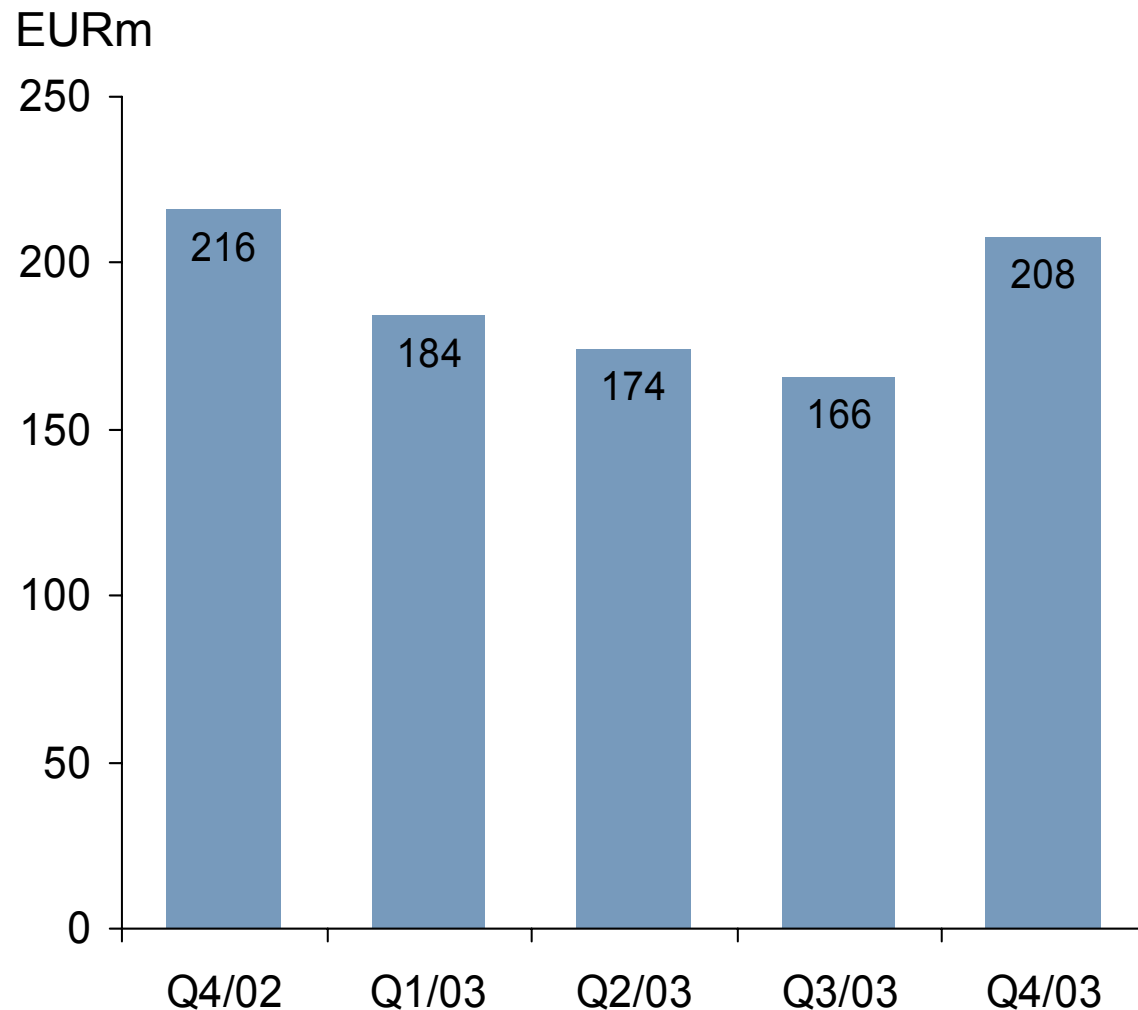
EURm	Q4/03	Q3/03	Q2/03	Q1/03	Q4/02
Personnel <sup>1)</sup>	512	532	541	521	547
Profit sharing	46				-
Information technology <sup>2)</sup>	136	88	85	99	136
Marketing	27	14	23	18	34
Postage, telephone and office expenses	56	53	49	58	62
Rents, premises and real estate expenses	87	74	81	82	89
Other	112	123	128	142	130
Expenses	976	884	907	920	998
<i>of which investment activities <sup>3)</sup></i>	-3	-3	-5	-3	-5
Expenses	973	881	902	917	993

1) Variable salaries were EUR 28m in Q4 2003 (Q3 2003: EUR 22m)

2) Refers to IT operations, service expenses and consulting fees. Total IT-related costs in Q4 2003, including personnel etc were EUR 208m (Q3 2003: EUR 166m).

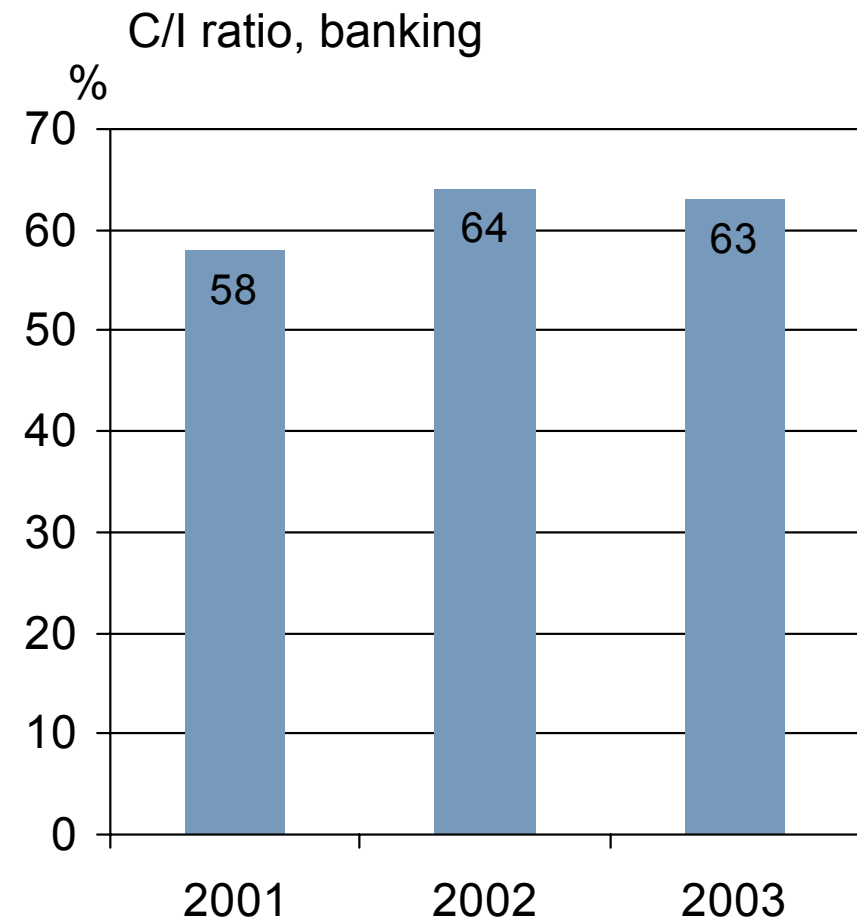
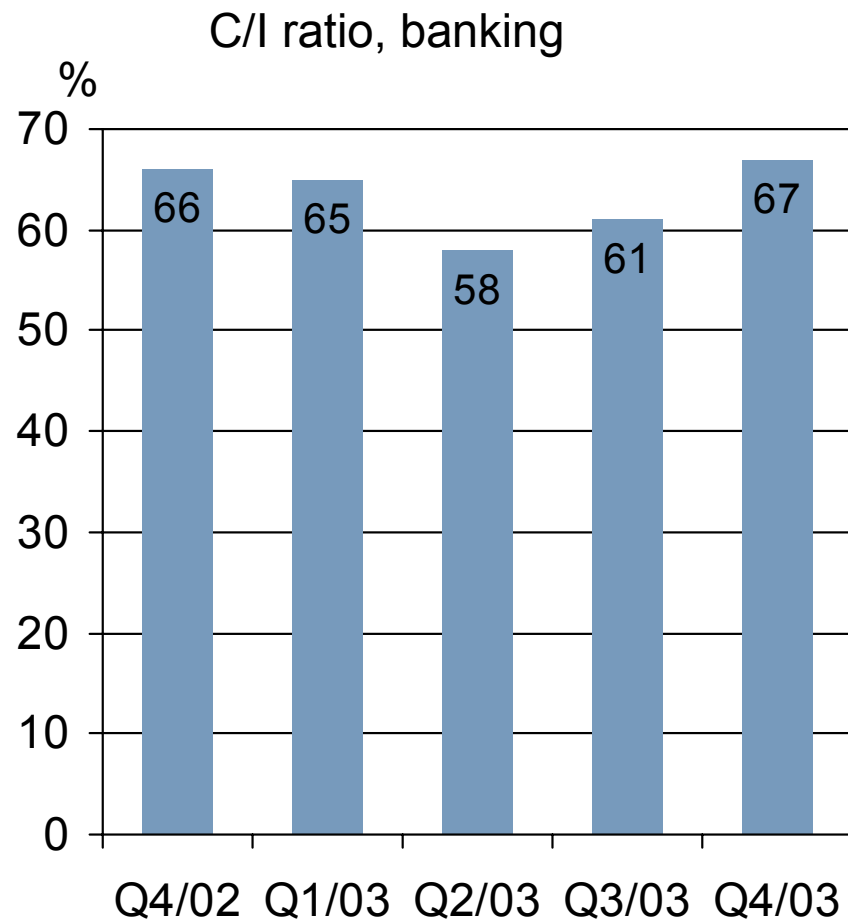
3) Including personnel expenses (Q4 EUR 1m)

## Total IT-related expenses\*



\*Refers to IT operations, service expenses and consultant fees including personnel etc, but excluding IT expenses in insurance operations

# C/I ratio



## Gains and losses on various disposals etc

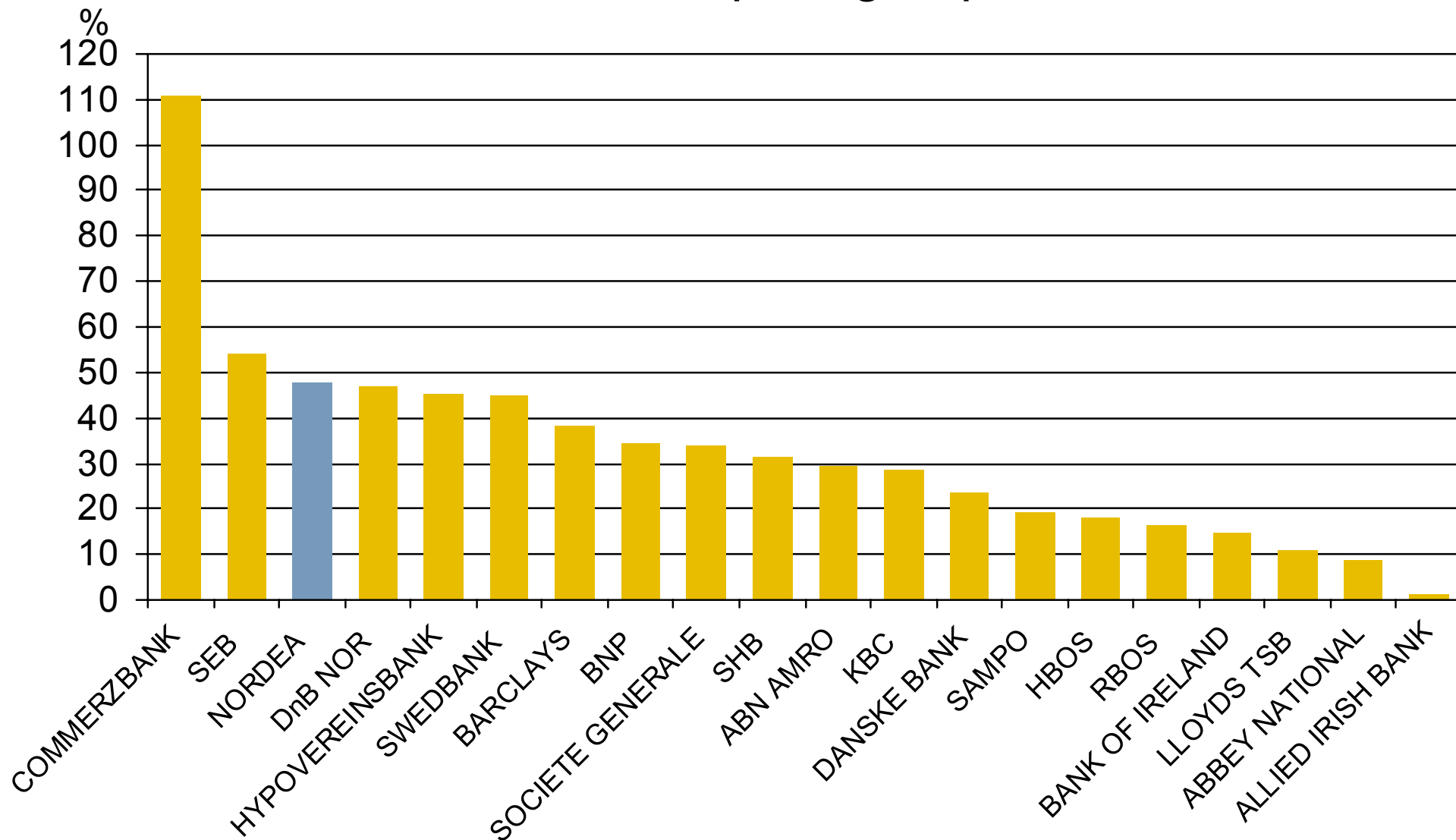
EURm	Q4/03	Q3/03	Q2/03	Q1/03	Q4/02	Q3/02	Q2/02	P&L	BA
Write-down real estate	-115							Own line	Other
Retail Finland	10								
OM/HEX shares		27						Other	Other
Inkassosentralen		8						Other	Retail
Huoneistokeskus			43					Other	Retail
Nordisk Renting			32					Other	Other
Europay					24			Inv e	Retail
Real Invest						-16		Eq m	Other
Contant Oy						22		Inv e	Retail
General Ins						-4	-40	GI	GI
Danish Morg. Inst							30	Eq m	Other
Total	-105	35	75	0	24	2	-10		

# Appendix

- Nordea share



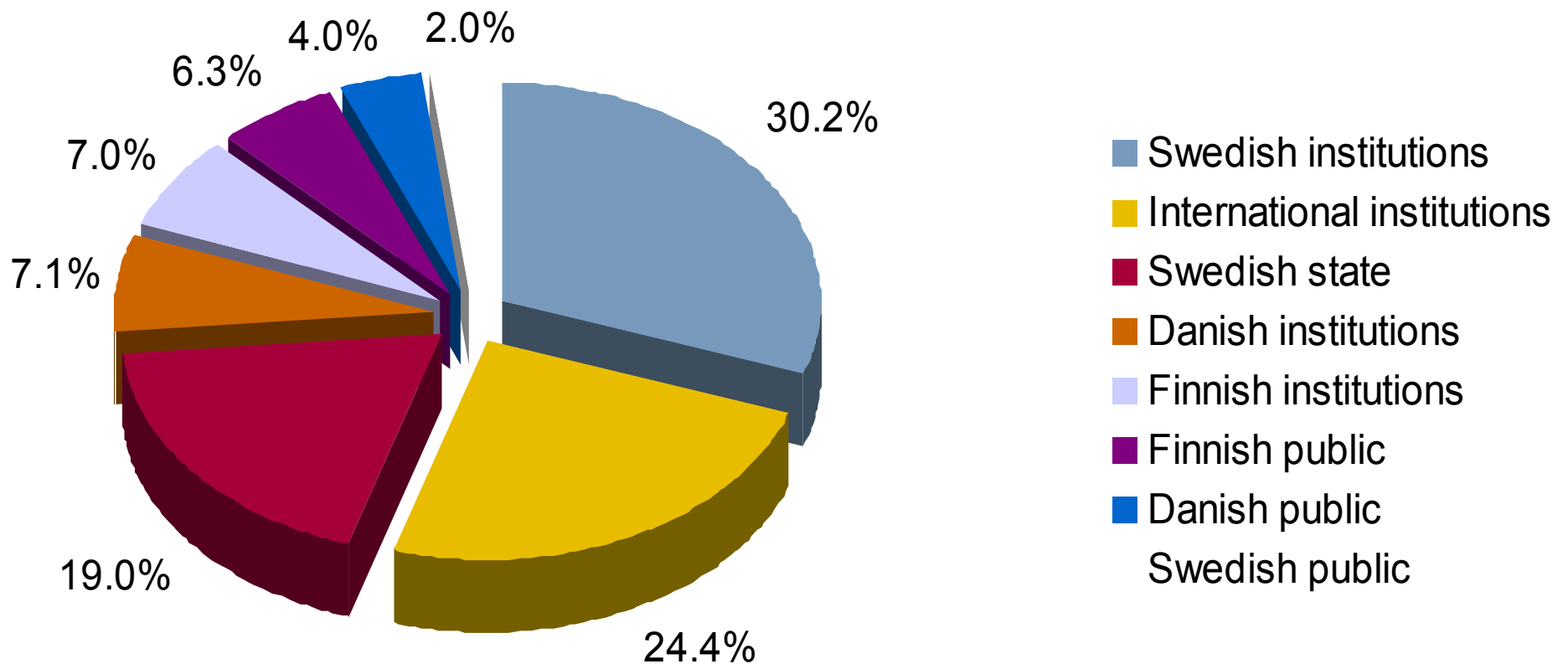
## Total shareholder return (TSR) 2003 Nordea peer group\*



\*As defined by Nordea

Source: Bloomberg 31/12-2003

## Shareholder structure, end of 2003



Number of shareholders approx. 503,000

## Largest registered shareholders, end 2003

Shareholder	Number of shares	%
Swedish state	542.0	19.0
Nordea Danmark fonden	102.5	3.6
Alecta	92.4	3.2
Robur fonder	75.5	2.7
Nordea fonder	69.6	2.4
AMF Pension	61.0	2.1
Tryg i Danmark smba	52.2	1.8
Fjärde AP-fonden	50.1	1.8
SEB fonder	49.7	1.7
Skandia	39.5	1.4
Första AP-fonden	32.9	1.2
Tredje AP-fonden	32.3	1.1
SHB/SPP fonder	31.3	1.1
Andra AP-fonden	28.1	1.0
Nordea Bank Sverige vinstandelsstiftelse	15.9	0.6
Länsförsäkringar fonder	10.9	0.4
Solidium Oy (Finnish state)	10.7	0.4
Länsförsäkringar	10.6	0.4
AMF Pension fonder	9.7	0.3
Öms. Pensionsförsäkringsbolaget Varmo-Sampo	8.7	0.3
<b>Total for the 20 largest shareholders</b>	<b>1,325.8</b>	<b>46.6</b>

## Number of shares

Date	Type of transaction	Subject	Number of shares issued	Outstanding shares
Jan, 2000	New issue	Merita	815,800,287	2,091,067,728
April, 2000	New issue	Unidanmark	869,776,488	2,960,844,216
June, 2000	New issue	Unidanmark	18,348,501	2,979,192,717
2000-2001	New issue	Conversions*	3,473,373	2,982,666,090
April, 2001	Market	Buyback	17,000,000**	2,965,666,090
May, 2002	New issue	Conversions*	2,405,087	2,968,071,177
Aug-Sep 2002	Market	Buyback	40,008,000**	2,928,063,177
Sep, 2002	New issue	Conversions*	45,050	2,928,108,227
Oct, 2003	Cancellation	Buyback	-57,008,000**	2,928,108,227
Nov-Dec 2004	Market	Buyback	81,608,500	2,846,499,727

\*Convertible bond conversions

\*\* Shares bought back in April 2001 and Aug-Sep 2002 cancelled in Oct 2003

Average number of shares Jan-Dec 2003 was 2,921 million (Jan-Dec 2002 2,955 million). Dilution not applicable.

## Distribution of shares, end of 2003

No of shares	Shareholders	Shareholders, %	No of shares	Shares, %
1-1,000	418,780	83.21	133,440,956	4.69
1,001-10,000	79,446	15.79	192,815,613	6.77
10,001-100,000	4,203	0.84	105,303,233	3.70
100,001-1,000,000	627	0.12	208,109,580	7.31
1,000,001-	234	0.05	2,206,830,345	77.53
Total	503,290	100.0	2,846,499,727	100.00

## Data per share

	2003	2002	2001	2000	1999 <sup>1)</sup>	1998
Dividend	EUR 0.25 <sup>2)</sup>	EUR 0.23	EUR 0.23	SEK 2.00	SEK 1.75	SEK 1.64
Shareholders' equity per share, EUR	4.28	4.06	4.00	3.74	3.43	2.68
Earnings per share, EUR	0.51	0.30	0.53	0.58	0.55	0.53
Share price, end of period, SEK	54.0	38.4	55.5	71.5	50.0	52.0
P/E ratio <sup>3)</sup>	11.7	14.0	11.3	14.0	10.6	11.0

<sup>1)</sup> Pro forma incl. Unidanmark

<sup>2)</sup> Proposed dividend

<sup>3)</sup> Share price converted to euro divided by 12 months rolling EPS

# Appendix

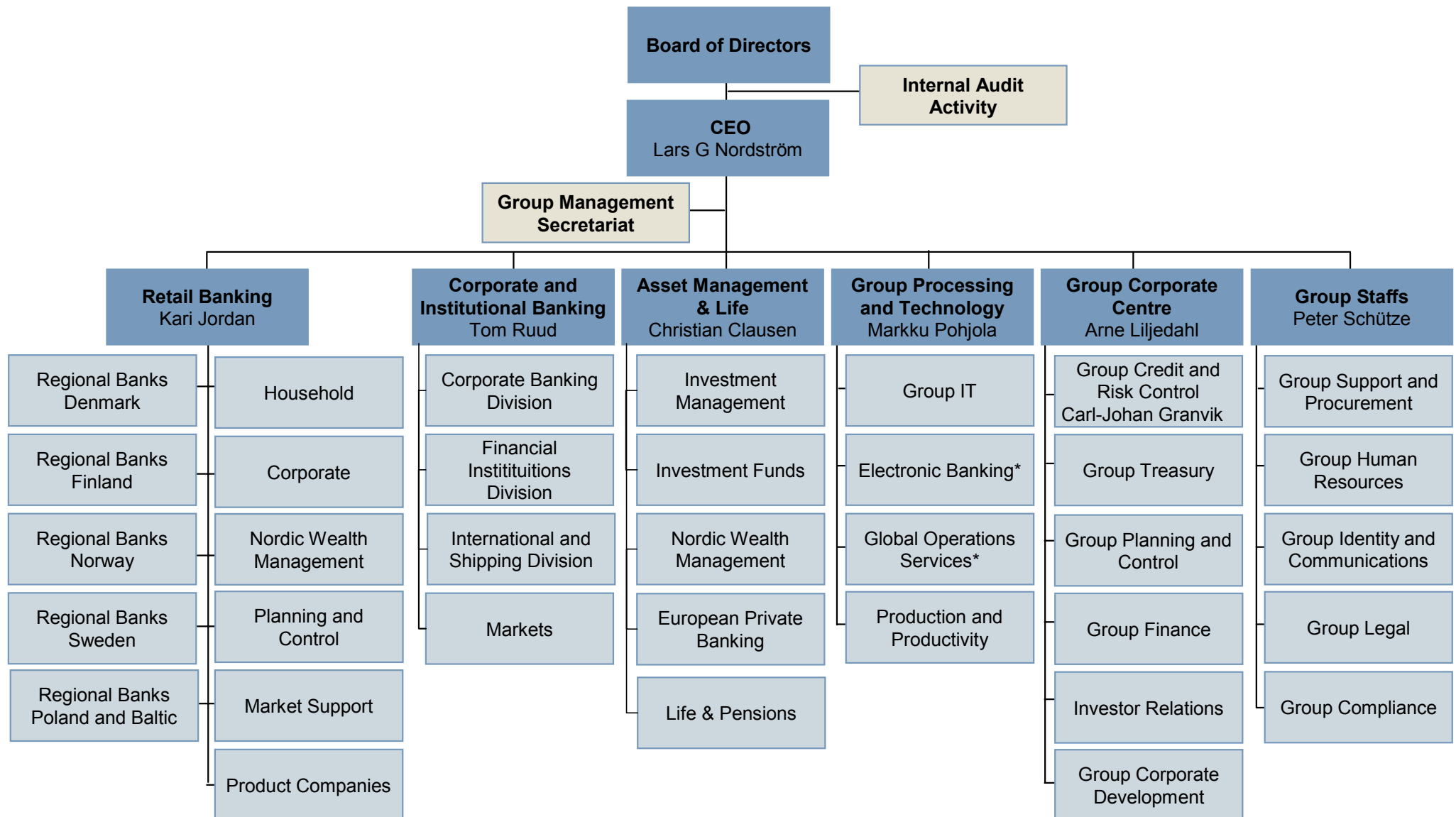
- Other



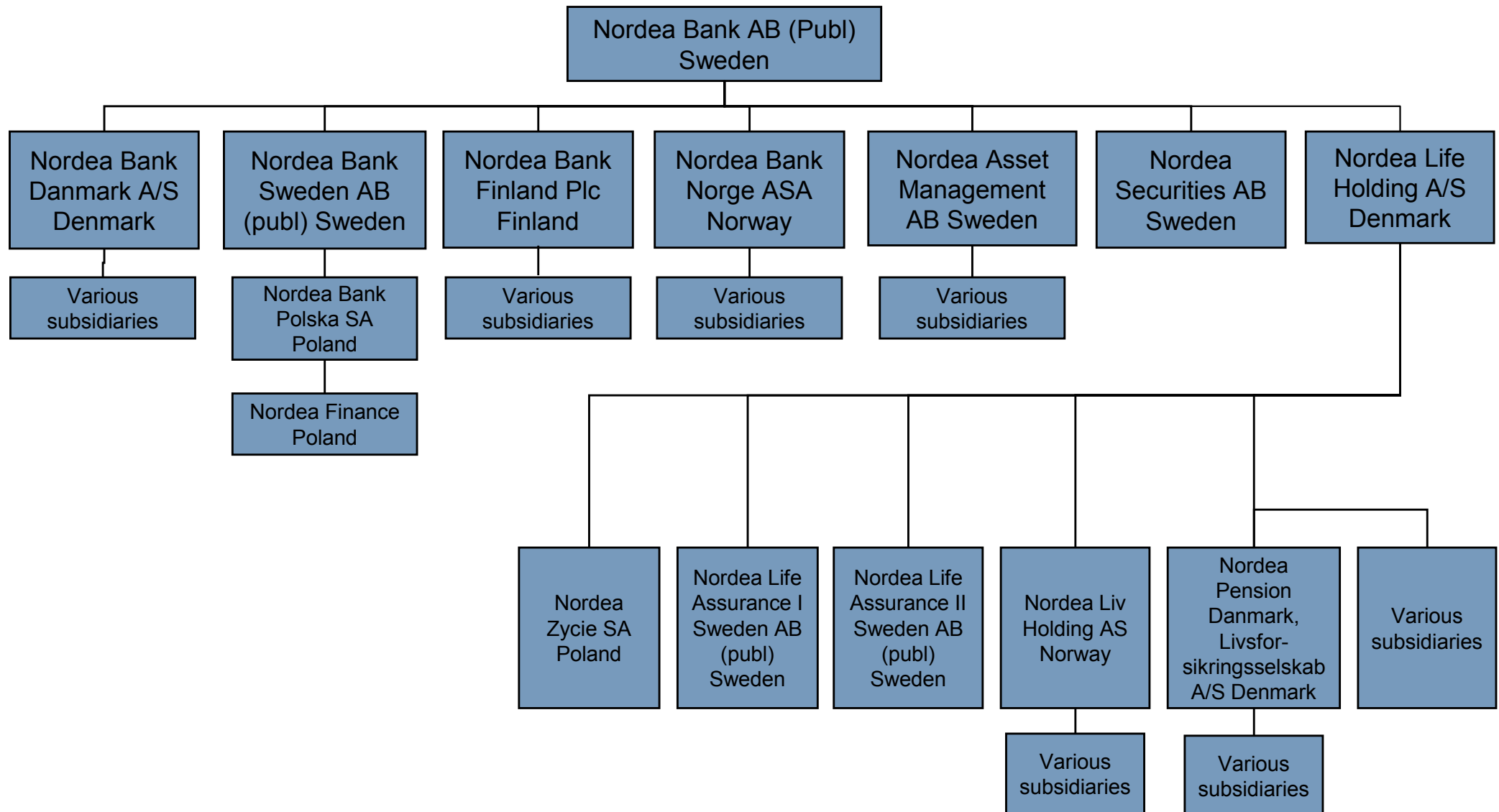
# Ratings

	Moody's			S&P		Fitch		
	BFSR	Short	Long	Short	Long	Short	Long	Individ.
Nordea Bank D	B	P-1	Aa3	A-1	A+	F1+	AA-	B
Nordea Bank F	B	P-1	Aa3	A-1	A+	F1+	AA-	B
Nordea Bank N	B-	P-1	Aa3	A-1	A+	F1+	AA-	B
Nordea Bank S	B	P-1	Aa3	A-1	A+	F1+	AA-	B
Nordea Hypotek		P-1	Aa3	A-1				
Nordea Kredit			Aaa					
Norgeskreditt		P-1	A1					

# Business structure



# Legal structure, 30 January 2004



# Group Executive Management

Lars G Nordström	President and Group CEO
Christian Clausen	Head of Asset Management & Life
Carl-Johan Granvik	Head of Group Credit and Risk Control, Group CRO
Kari Jordan	Head of Retail Banking
Arne Liljedahl	Head of Group Corporate Centre, Group CFO
Markku Pohjola	Head of Group Processing and Technology, Deputy Group CEO
Tom Ruud	Head of Corporate and Institutional Banking
Peter Schütze	Head of Group Staffs

# Appendix

















- Macro statistics and estimates

*Source: Nordea Markets Economic Research*

*Estimates from January 2004*



# Macro data

%		2003e	2004e	2005e
Gross domestic product	DK 	0.2	2.3	2.4
	FI 	1.7	3.2	3.5
	NO 	0.7	3.4	2.9
	SE 	1.5	2.5	2.9
Inflation	DK 	2.1	1.5	2.0
	FI 	1.3	0.6	1.8
	NO 	2.5	1.0	2.1
	SE 	2.1	0.9	2.0
Private consumption	DK 	1.3	2.8	2.0
	FI 	3.8	3.3	2.6
	NO 	3.0	4.7	3.5
	SE 	2.0	2.3	2.5
Unemployment	DK 	6.1	6.2	5.6
	FI 	9.0	9.1	8.7
	NO 	4.6	4.3	3.8
	SE 	4.9	5.1	4.9

## Market development - GDP

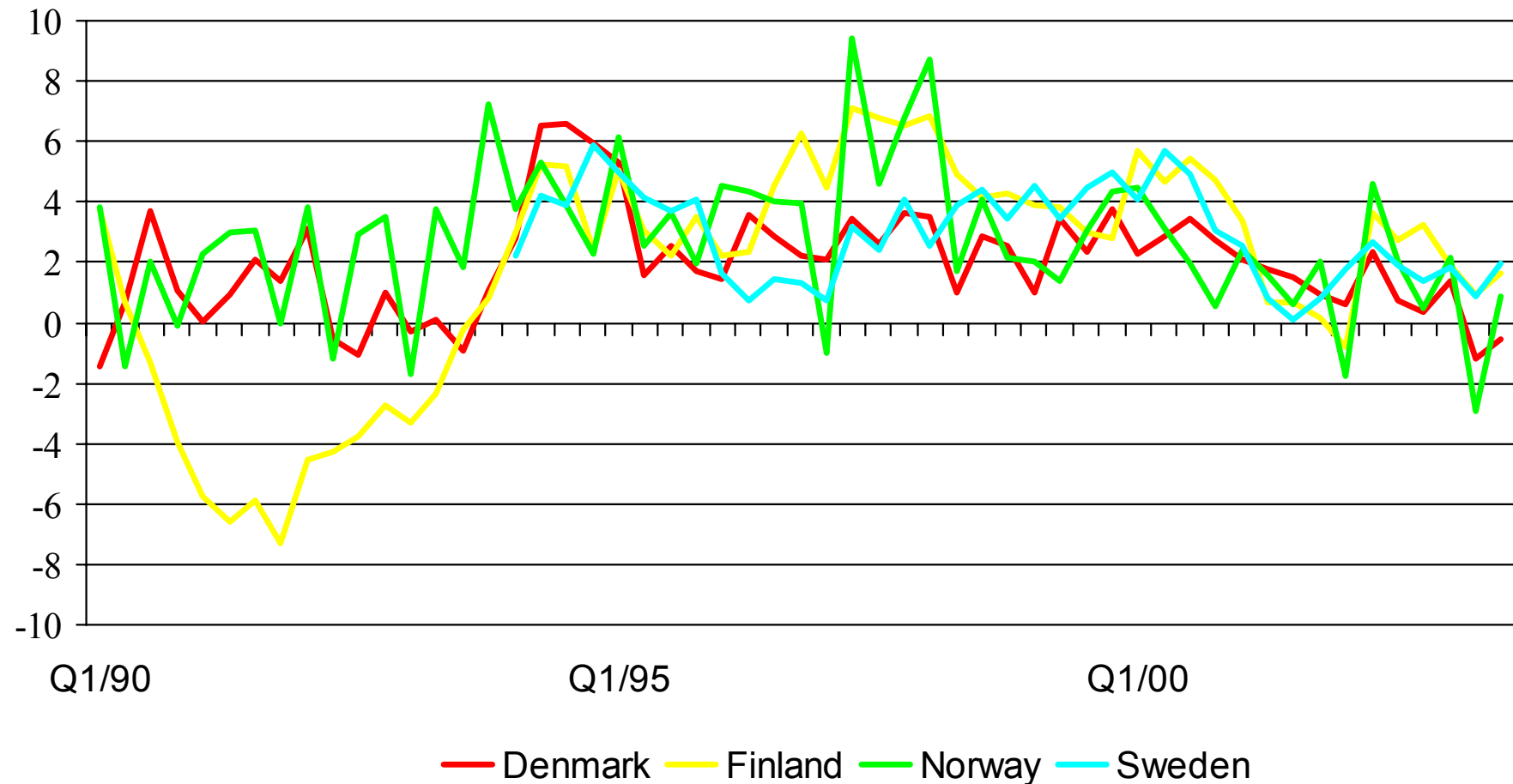
%	2002	2003e	2004e	2005e
Denmark	2.1	0.2	2.3	2.4
Finland	2.2	1.7	3.2	3.5
Norway	1.3	0.7	3.4	2.9
Sweden	1.9	1.5	2.5	2.9

*Source: Nordea Economic Research, January 2004*

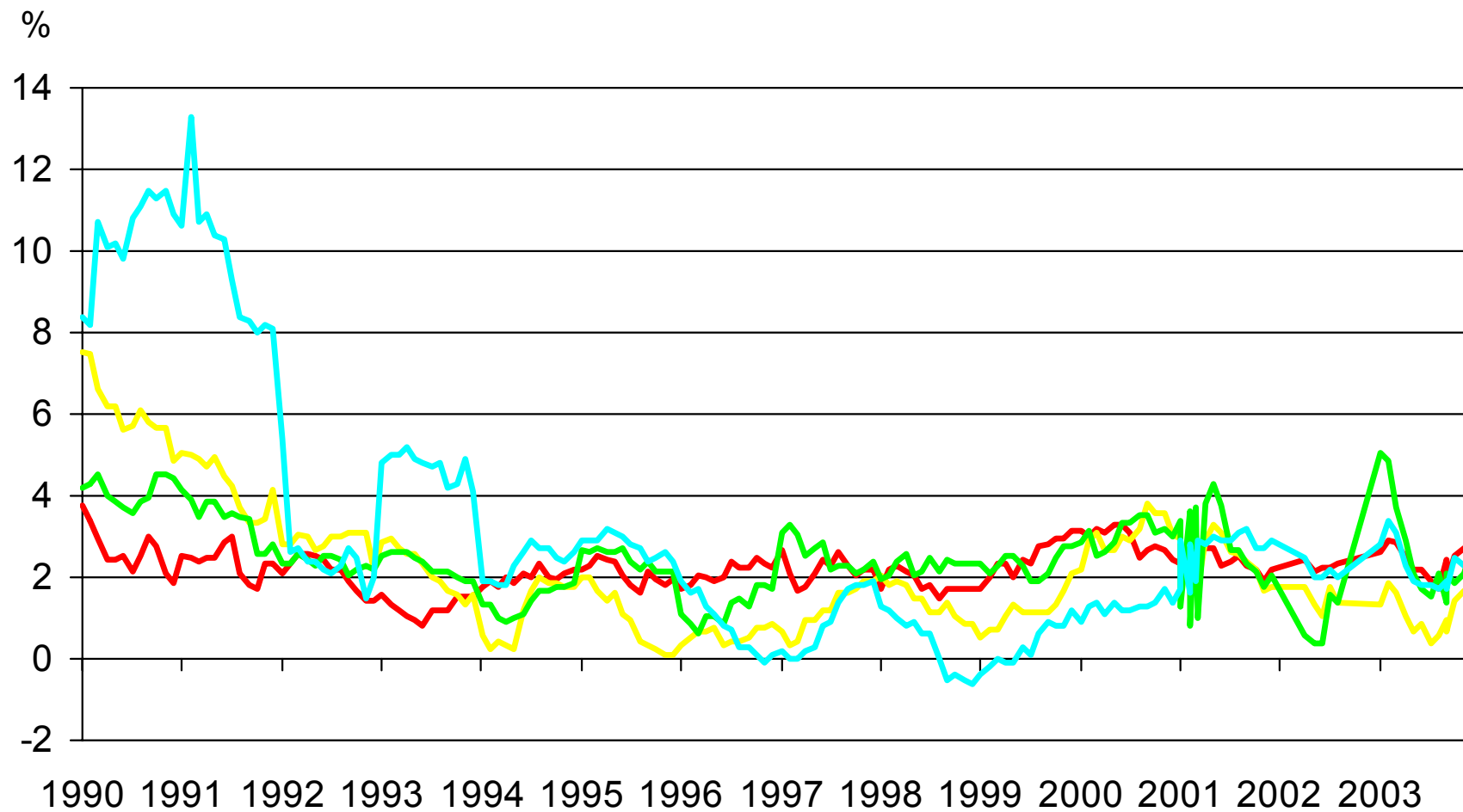
In Norway, forecasts are for mainland GDP

# Gross domestic product

Change in % YoY



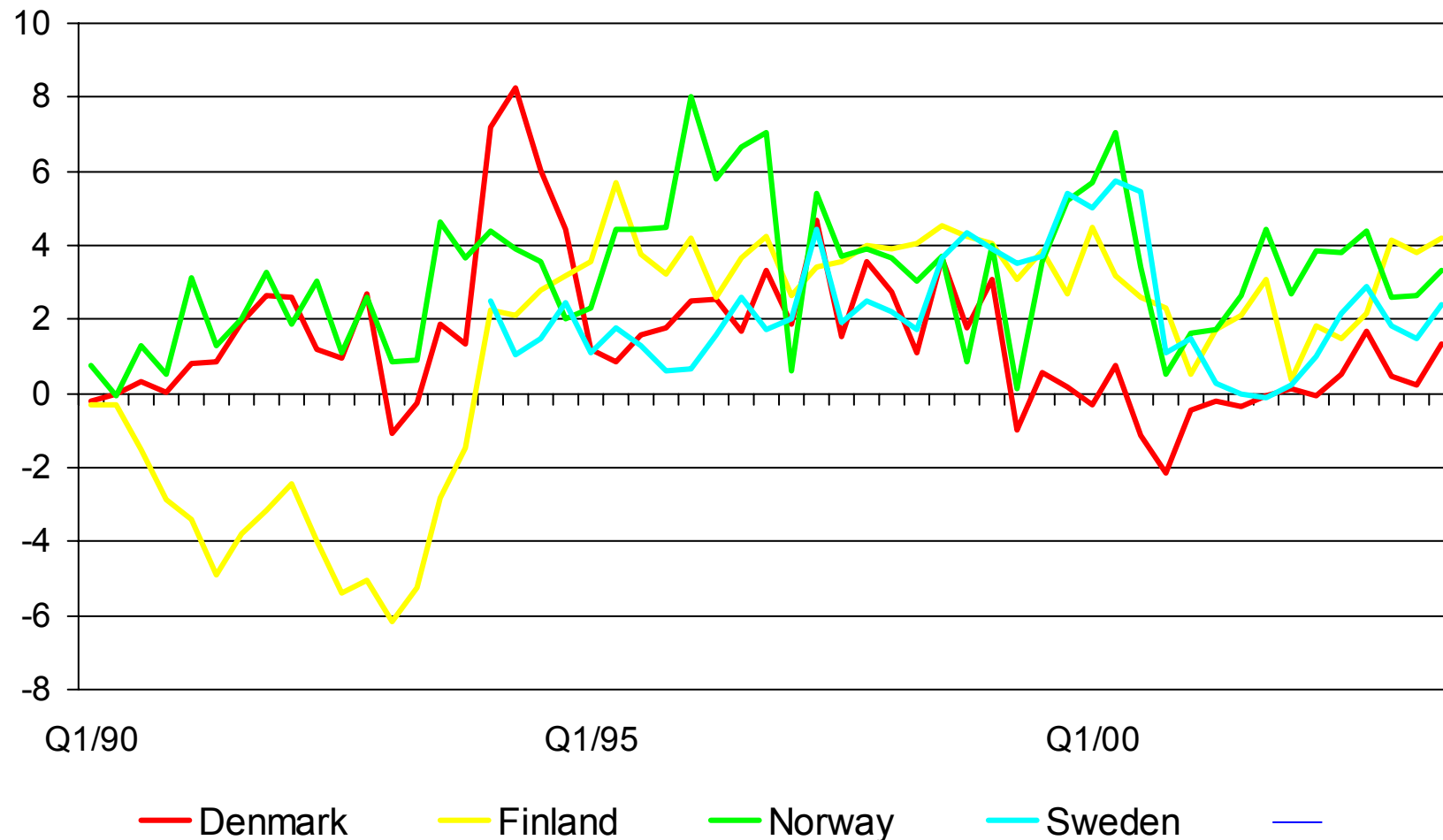
# Inflation



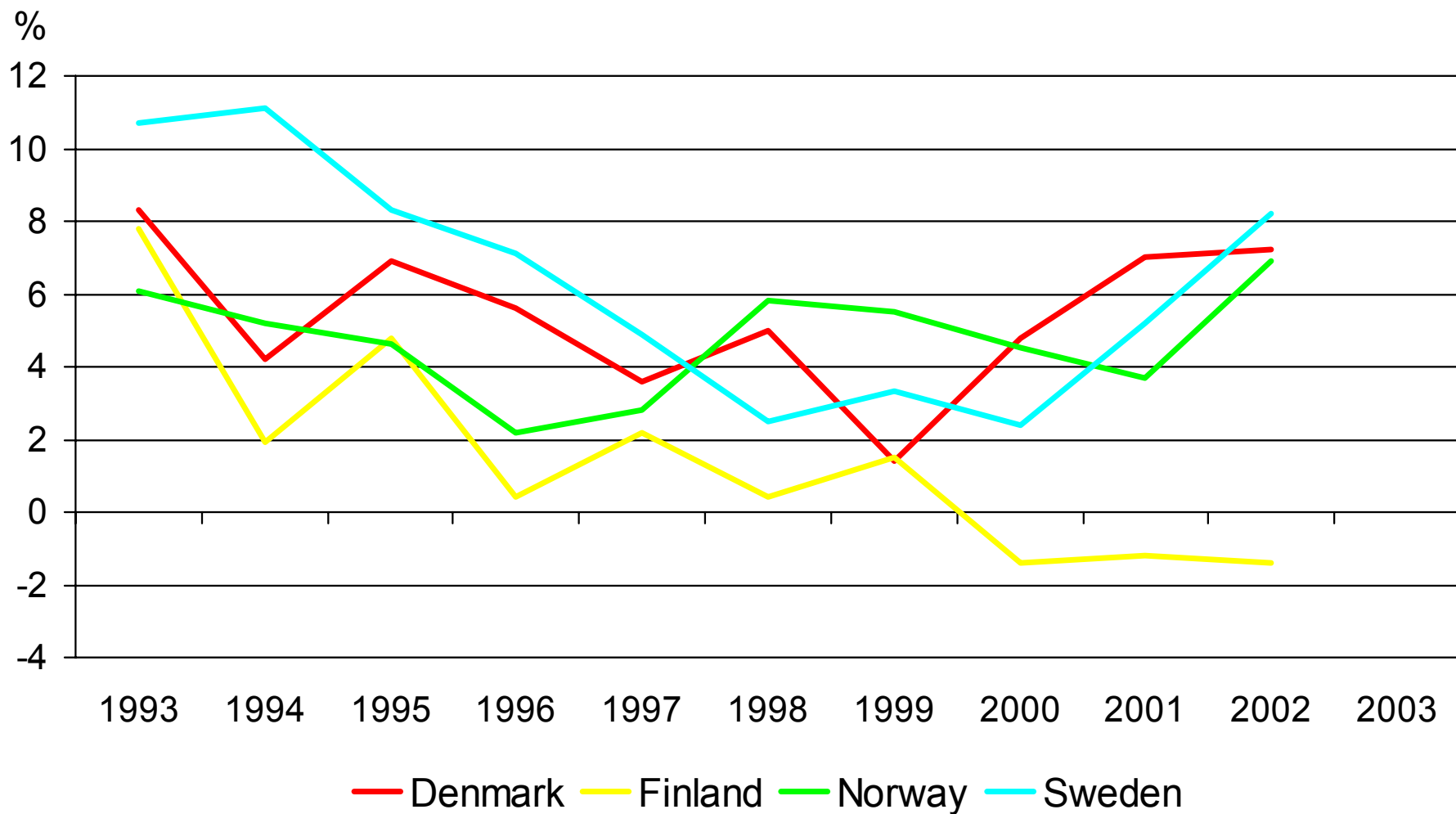
— Denmark — Finland — Norway — Sweden

# Private consumption

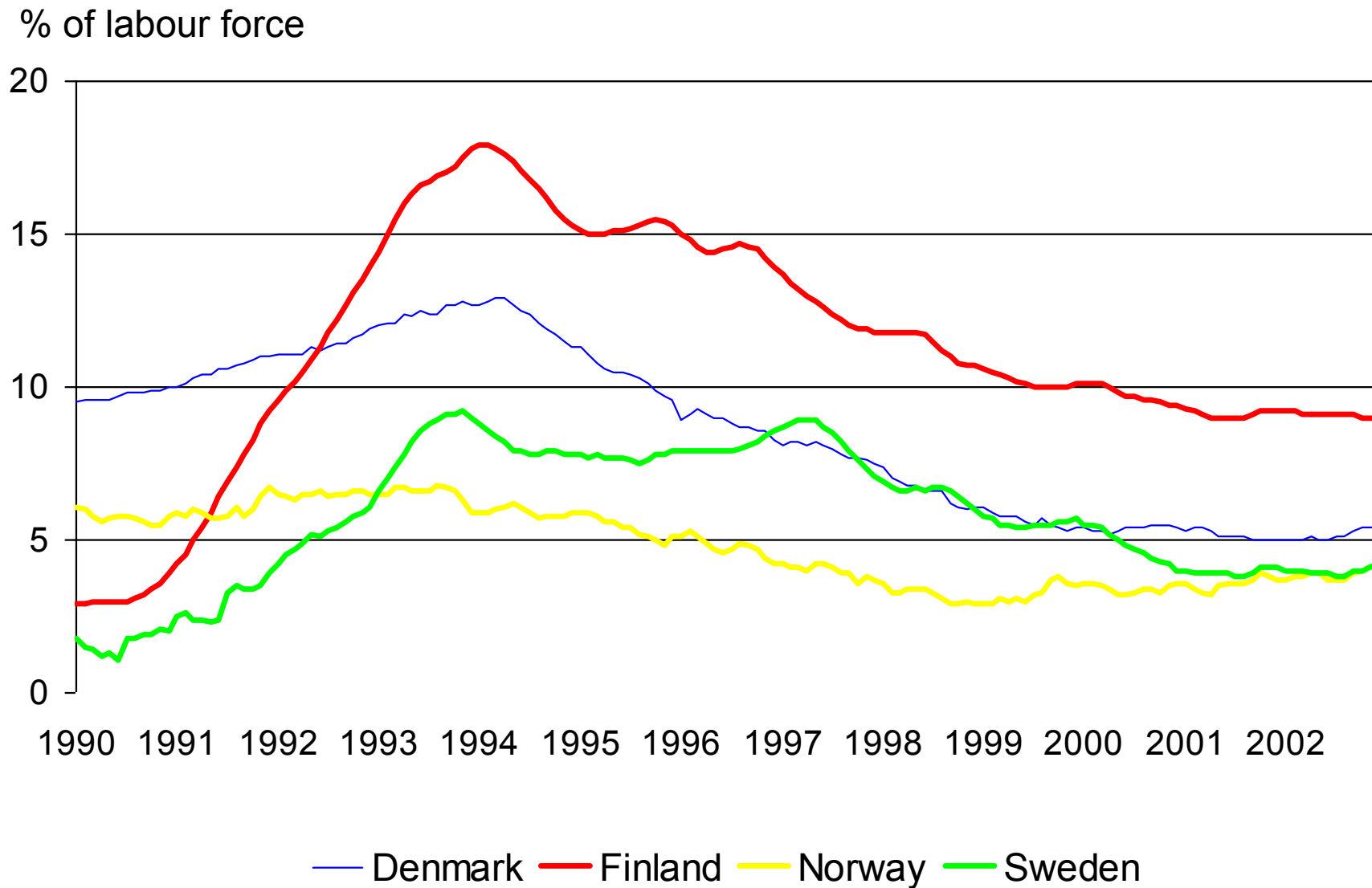
Change in % YoY



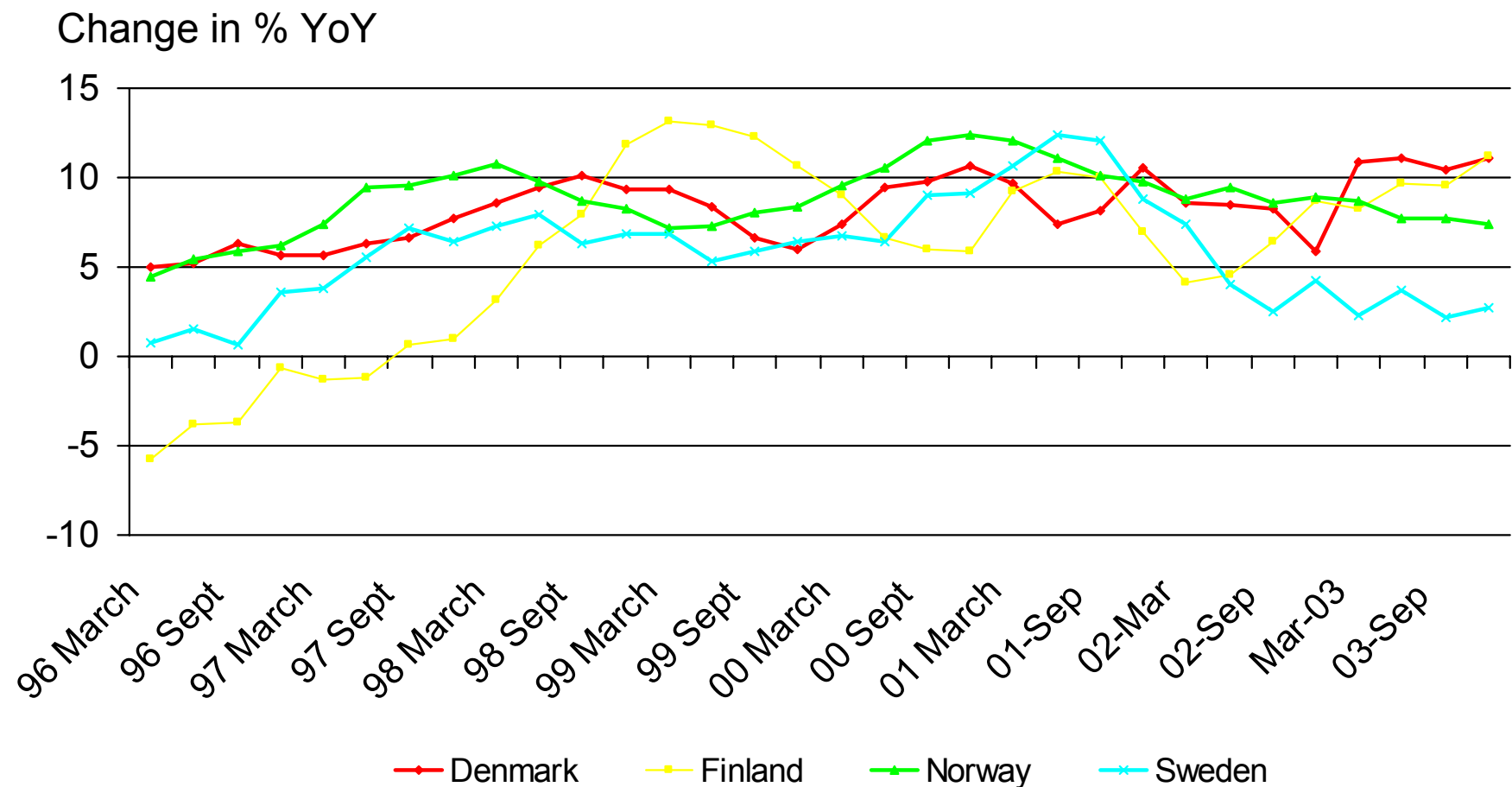
## Household saving rates



# Unemployment

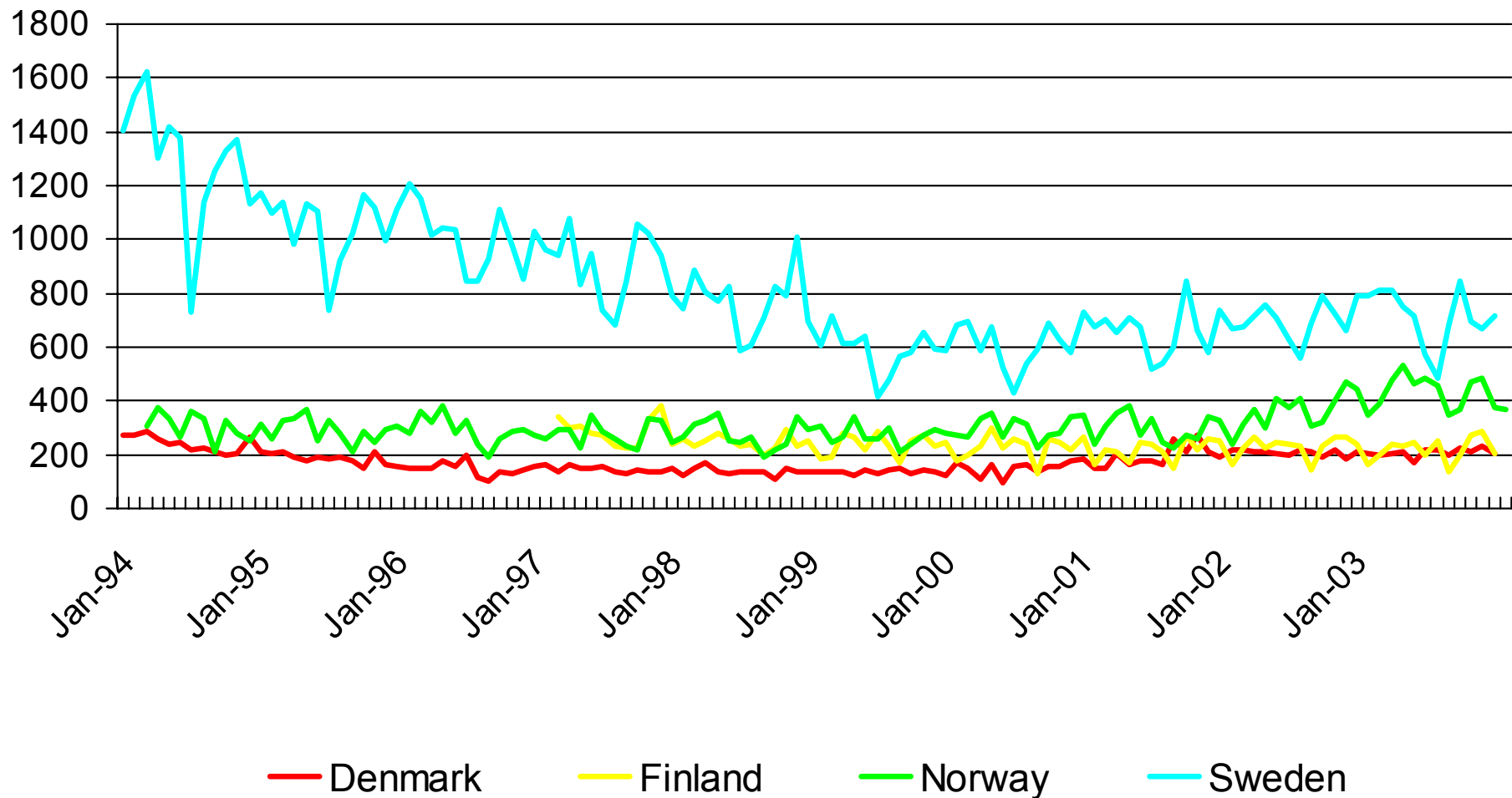


# Credit growth total lending to non-bank sector



# Bankruptcies

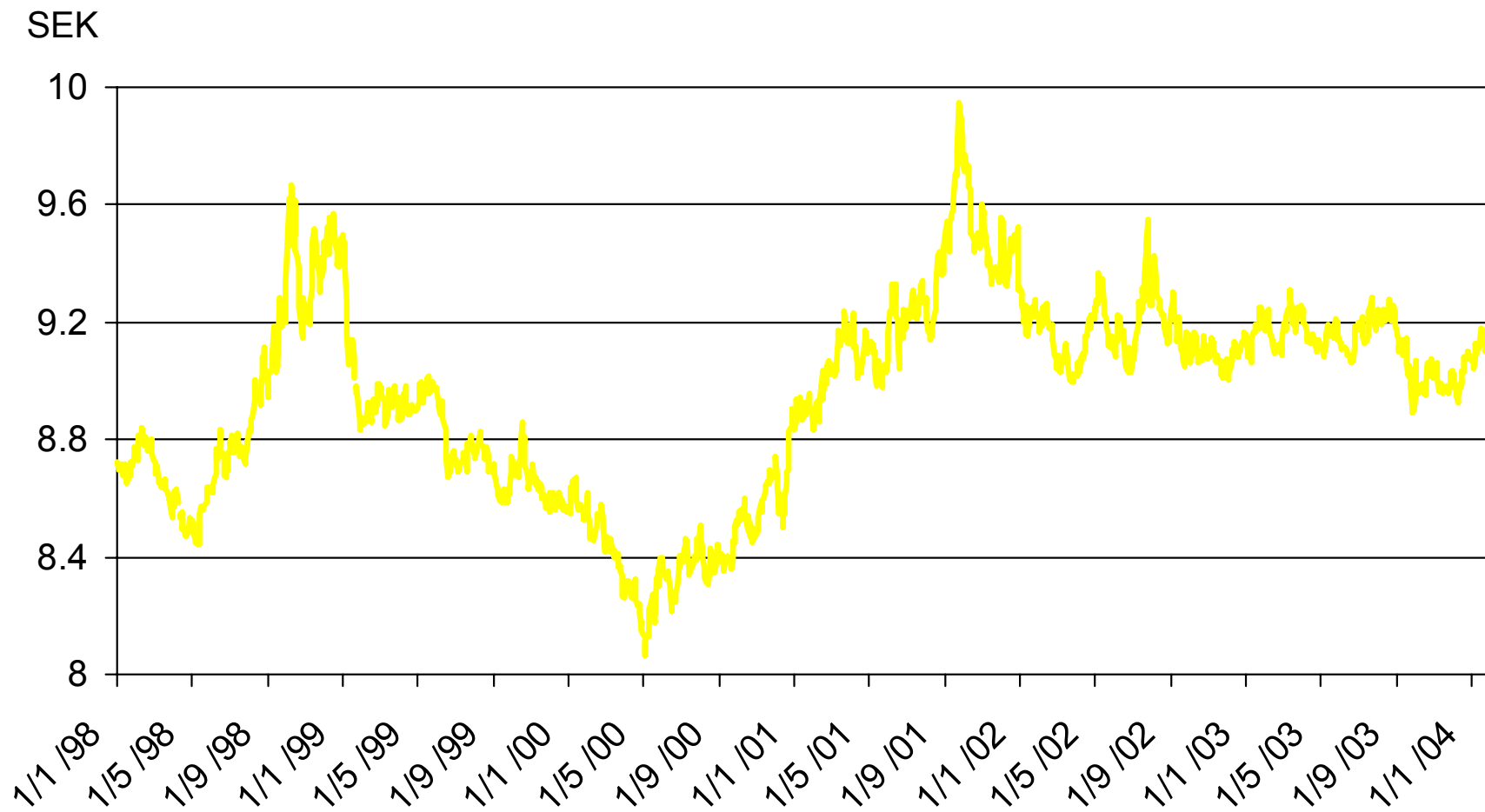
Number of bankruptcies per month



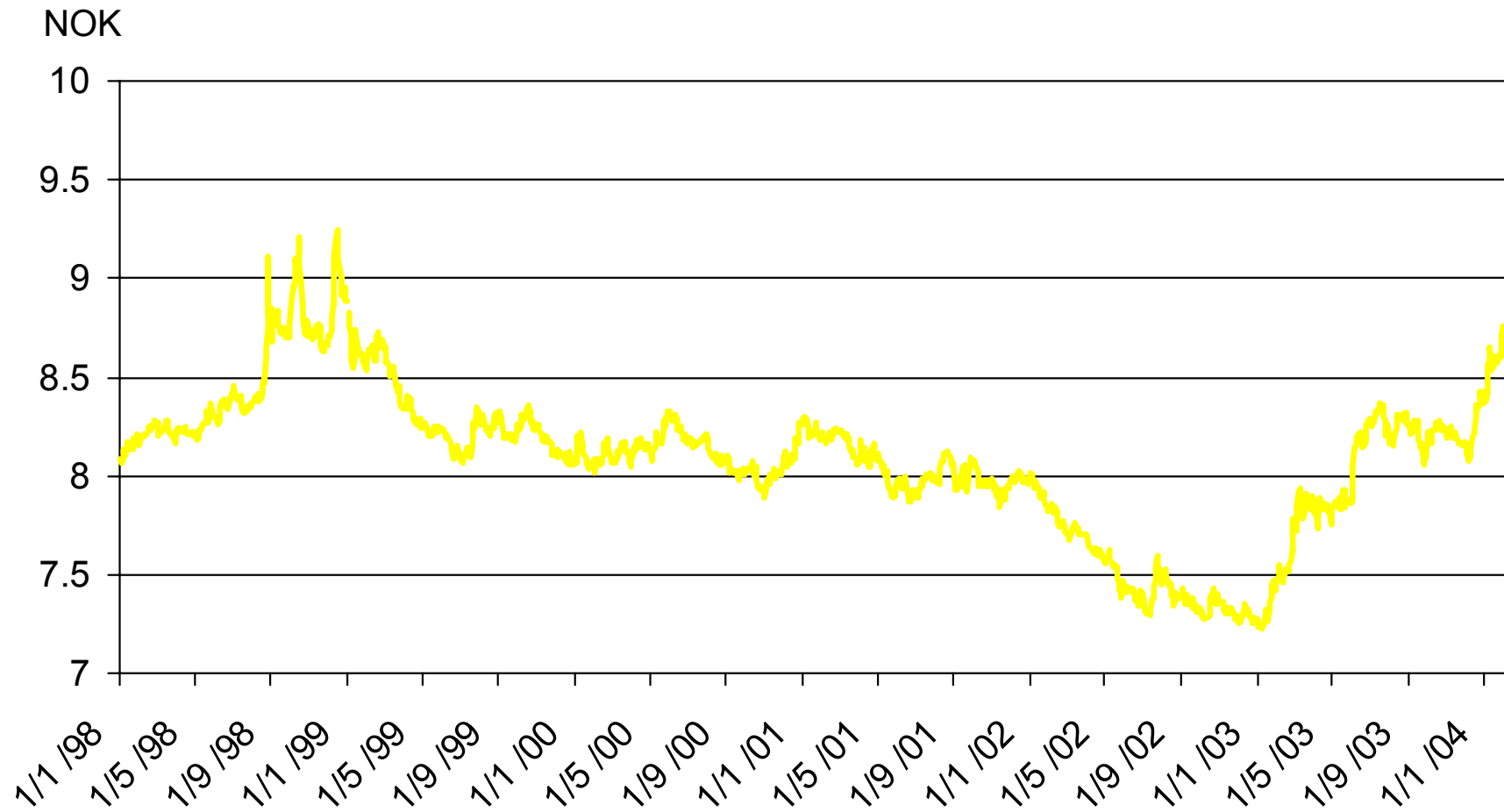
## Exchange rate, EUR/USD



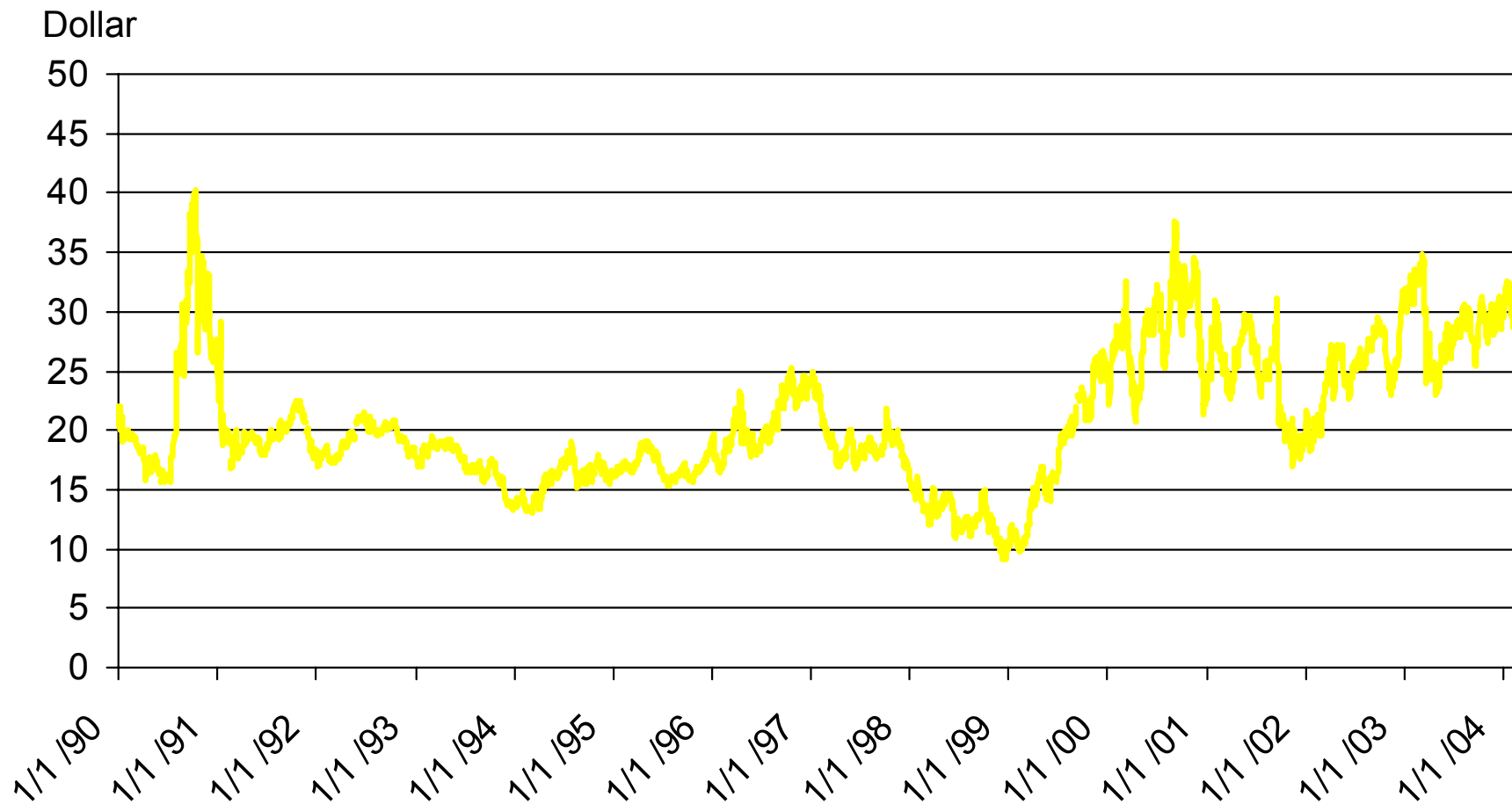
## Exchange rate, EUR/SEK



# Exchange rate, EUR/NOK

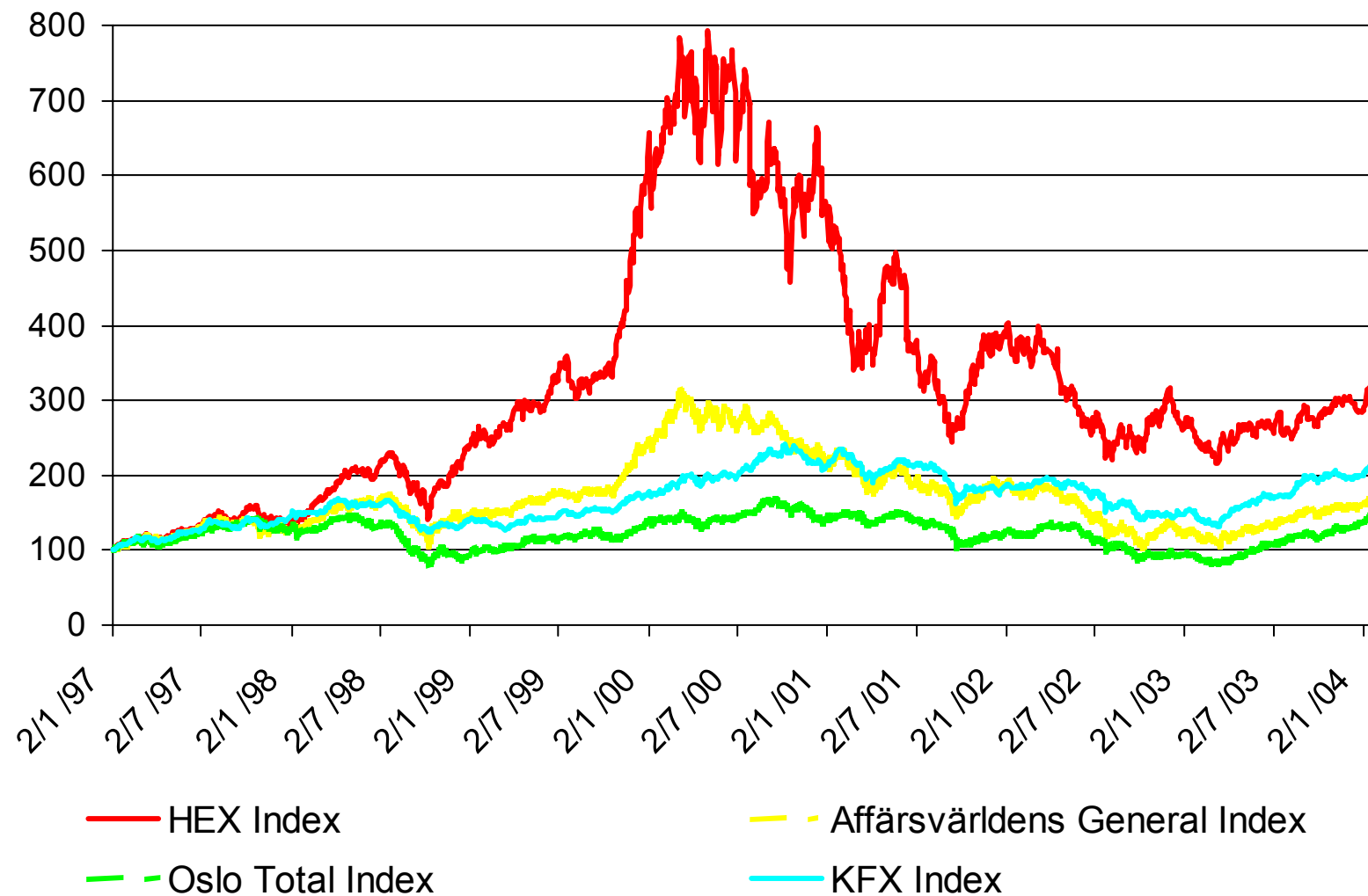


# Oilprice development, Brent, USD/Barrel

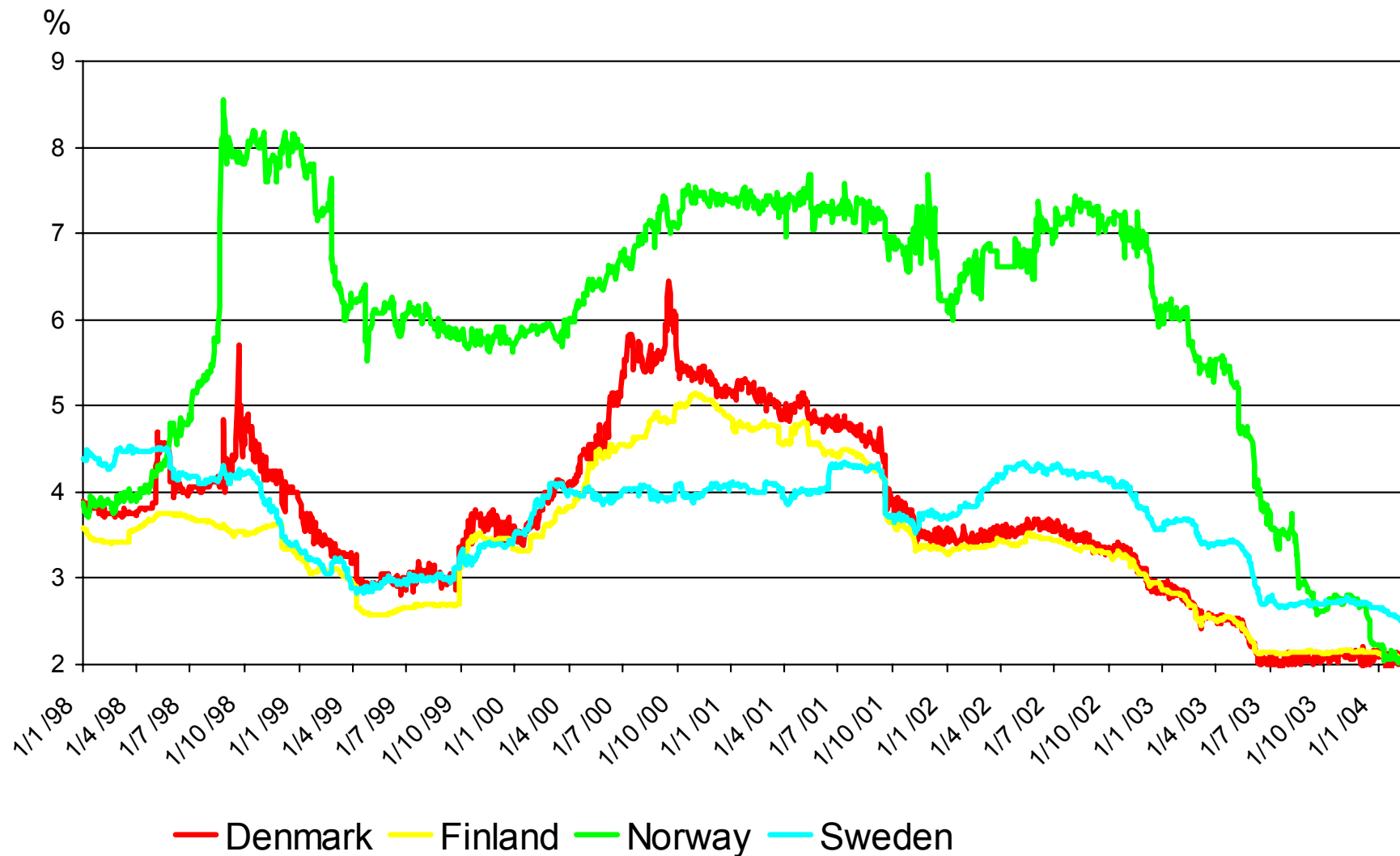


# Stock exchange indices

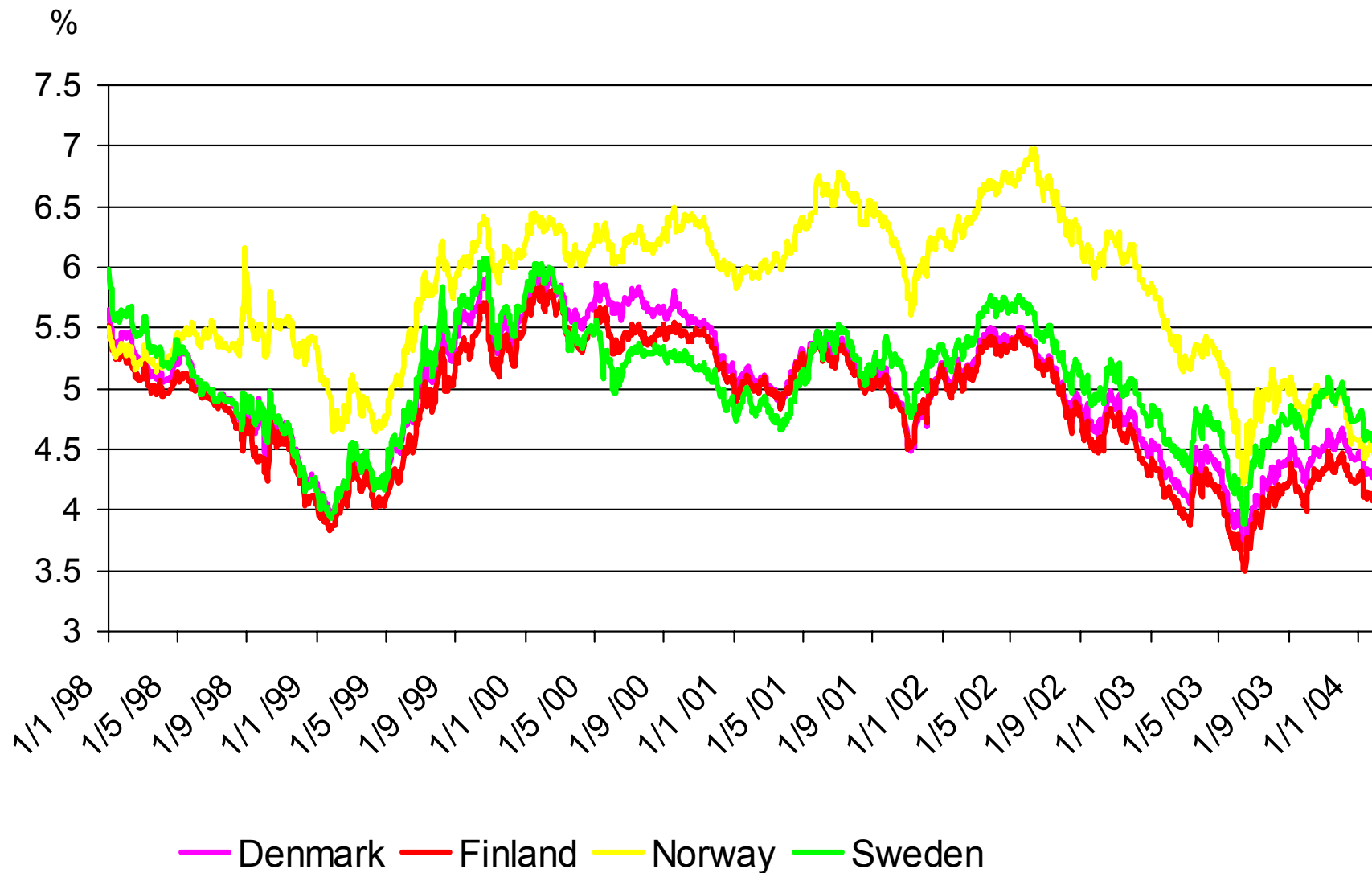
Index 100 = 1997



# Money market, 3 month rates



## Government bond, 10 year



## Financial calendar 2004

- AGM will be held on 31 March 2004
- Q1 report 2004 will be published on 28 April 2004
- Q2 report 2004 will be published on 18 August 2004
- Q3 report 2004 will be published on 27 October 2004
- The Nordea Annual Report will be available on [www.nordea.com](http://www.nordea.com) around March 1

[www.nordea.com/ir](http://www.nordea.com/ir)