

Contents

02		C	
Executive Summary	4	Risk profile	33
		C.1 Underwriting risk	36
OZ		C.2 Market risk	36
03		C.3 Credit risk	37
Directors' Responsibility Statement	6	C.4 Liquidity risk	37
·		C.5 Operational risk C.6 Other material risks	38 38
04		C.7 Any other information	38
Independent auditor's opinion	8	D	
Δ		Valuation for solvency purposes	4
/ \		D.1 Assets	42
Business and performance	11	D.2 Technical Provisions	45
A.1 Business	12	D.3 Other liabilities	49
A.2 Underwriting performance	16	D.4 Alternative methods for valuation	5
A.3 Investment performance	18	D.5 Other information	5
A.4 Performance of other activities	19		
A.5 Any other information	19	E	
R		Capital management	53
		E.1 Own funds	54
System of governance B.1 General information on the system	21	E.2 Solvency Capital Requirement and Minimum Capital Requirement	56
of governance	22	E.3 Use of the duration-based equity risk	
B.2 Fit and proper requirements	26	sub-module in the calculation of the Solvency Capital Requirement	56
B.3 Risk management system including the own risk and solvency assessment	26	E.4 Differences between the Standard Formula and any internal model used	56
B.4 Internal control system	30	E.5 Non-compliance with the Minimum Capital	30
B.5 Internal audit function	30	Requirement and non-compliance with the	
B.6 Actuarial function	31	Solvency Capital Requirement	56
B.7 Outsourcing	31	E.6 Other information	56
B.8 Other information	31		



Quantitative reporting templates



This is the Solvency and Financial Condition Report (SFCR) for the National House-Building Council (NHBC) for the year ended 31 March 2018. The purpose of the SFCR is to meet public disclosure requirements as outlined in Chapter XII of Commission Delegated Regulation (EU) 2015/35.

The report presents different aspects of NHBC's solvency and financial condition. In particular, it sets out NHBC's business and performance, risk profile, and valuation methods used in preparation of its balance sheet on a Solvency II basis, as well as an overview of its capital management.

The report should be read in conjunction with the quantitative reporting templates presented in Section F of this report.

The table below shows NHBC's Standard Formula solvency position as at 31 March 2018.

£m	2018	2017
Eligible own funds	587.5	580.0
Solvency Capital Requirement	376.0	377.5
Solvency II surplus	211.5	202.5
Solvency ratio	156%	154%

Business and performance

NHBC is a provider of warranty and insurance for new homes. Its purpose is to work with its registered house builders to help improve the construction standards of new homes for the benefit of the industry and its homeowners.

The financial year ended 31 March 2018 has been a further year of significant challenges and change for the business, and for the wider house-building and insurance industries. A period of considerable political and economic uncertainty remained as negotiations for the United Kingdom (UK) to leave the European Union (EU) continued. In the aftermath of the Grenfell Tower tragedy, the industry will need to respond to potentially radical and far reaching changes to the regulatory environment and the way certain types of buildings are designed, constructed and managed. NHBC will continue to make its independent voice heard and support these changes for the benefit of future residents and purchasers of new homes.

Against this backdrop, NHBC's registrations fell by 2% to 154,698 (2017: 157,805). The slight reduction in registrations was due to lower private registrations, particularly in the last two months of the financial year, as a result of the severe weather conditions which reduced activity on site. Completion volumes remained broadly static from the prior year at 145,647 (2017: 145,903). Based on NHBC's estimated UK market share, this suggests a total market of c.200,000 new UK homes registered in the financial year ended 31 March 2018, consistent with other industry sources. These housing figures represent progress against the Government's ambitions, but it is widely recognised that further growth is needed to address the housing supply gap.

System of governance

NHBC's Board recognises the importance of strong corporate governance and has the responsibility of ensuring NHBC's long-term sustainability. The Board is comprised of the Chairman (a Non-Executive Director (NED)), Chief Executive, Chief Financial Officer (CFO), Chief Operating Officer and seven further NEDs. To ensure that its responsibilities are met, the Board has established a governance framework overseen and supported by a series of Board and Executive Committees.

NHBC's system of governance has not changed significantly during the reporting period. There were some changes in NHBC's Executive team. Ian Davis left NHBC, by mutual agreement, as the Operations Director on 23 November 2017. Neil Jefferson was appointed as Managing Director on 31 January 2017 following the departure of Mike Quinton as Chief Executive. Following appointments of Steve Wood as Chief Executive and the departure of lan Davis as Operations Director, Neil Jefferson took on the role of Chief Operations Officer on 1 November 2017.

Section B of the report presents further information about NHBC's system of governance. The section describes NHBC's system of governance, Risk Management Framework, approach to the Own Risk and Solvency Assessment (ORSA), and key control functions.

Risk profile

The majority of the risks that NHBC faces arise through the issue of insurance contacts through NHBC's core Buildmark product.

The primary basis used by NHBC to quantify the risks is the Solvency Capital Requirement (SCR), which is calculated as Solvency II Own Funds at risk in a 1-in-200 year loss event over a one-year time horizon.

The following table shows NHBC's diversified SCR by the most significant components as at 31 March 2018.

£m	2018	2017
Non-life underwriting risk	318.9	306.7
Market risk	121.7	154.9
Other risks and adjustments	8.3	2.1
Diversification	(72.9)	(86.2)
SCR	376.0	377.5

Section C of the report describes NHBC's risk profile, including how risks are assessed and mitigated, risk concentrations and risk sensitivity.

Valuation for solvency purposes

Solvency II requires an economic market consistent approach to the valuation of assets and liabilities. NHBC's valuation of its assets and liabilities on a Solvency II basis is broadly similar to valuations used in its financial statements prepared under UK Generally Accepted Accounting Practice (UK GAAP), although there are notable differences. As at 31 March 2018, the differences, summarised in the table below, were:

£m	2018	2017
UK GAAP net assets	461.6	465.2
Valuation differences:		
Net technical provisions ¹	142.0	138.4
Deferred tax liabilities	(16.1)	(23.6)
Solvency II excess of assets over liabilities	587.5	580.0

Section D of the report describes the methods employed by NHBC in valuing assets and liabilities on a Solvency II basis, together with an explanation of differences arising between valuations performed on a UK GAAP and Solvency II basis respectively.

Capital management

NHBC's capital objectives are to maintain sufficient capital to safeguard its ability to continue as a going concern, as well as to maintain financial strength to support new business growth and satisfy the requirements of its policyholders and regulators.

NHBC aims to hold capital in excess of its regulatory capital requirement: the SCR. NHBC calculates its SCR in accordance with the Standard Formula prescribed in the Solvency II regulations and aims to maintain a capital level at 155% (the solvency ratio) of these minimum requirements over the medium term. At 31 March 2018, under Solvency II, NHBC's solvency ratio was 156% (2017: 154%).

NHBC also undertakes an ongoing ORSA which provides for the continual review of the businesses risks, capital requirements and strategic direction. This ongoing assessment comprises a range of different activities, processes and reports, including an internal capital solvency measure, which the Board will consider in addition to the Standard Formula measure when assessing capital projections. This internal measure remains well within the Board's risk appetite.

NHBC's capital position is kept under constant review by the Board through the Board Risk Committee.

Section E of the report provides further information on NHBC's capital management objectives and policies. Additionally, Section E describes NHBC's structure of own funds and calculation of the SCR.

Directors' Responsibility Statement

We acknowledge our responsibility as directors of National House-Building Council (NHBC) for preparing the Solvency and Financial Condition Report (SFCR) in all material aspects in accordance with the PRA Rules and Solvency II Regulations.

We are satisfied to the best of our knowledge and belief that:

- (a) Throughout the financial year to 31 March 2018, NHBC has complied in all material respects with the requirements of the PRA Rules and Solvency II Regulations as applicable to NHBC
- (b) It is reasonable to believe that, in respect of the period from 31 March 2018 to the date of the publication of the SFCR, NHBC has continued to comply, and will continue to comply in future.

Signed by and on behalf of the Board of Directors.

Paul Hosking

Chief Financial Officer 16 August 2018





NHBC Solvency and Financial Condition Report 2018

Independent auditor's opinion

Report of the external independent auditor to the directors of National House-Building Council ('the Company') pursuant to Rule 4.1 (2) of the External Audit chapter of the PRA Rulebook applicable to Solvency II firms

Report on the Audit of the relevant elements of the Solvency and Financial Condition Report ("SFCR")

Opinion

Except as stated below, we have audited the following documents prepared by the Company as at 31 March 2018:

- The 'Valuation for solvency purposes' and 'Capital Management' sections of the SFCR of the Company as at 31 March 2018, ('the Narrative Disclosures subject to audit')
- Company templates S.02.01.02, S.17.01.02, S.23.01.01, S.25.01.21, S.28.01.01 ('the Templates subject to audit').

The Narrative Disclosures subject to audit and the Templates subject to audit are collectively referred to as the 'relevant elements of the SFCR'.

We are not required to audit, nor have we audited, and as a consequence do not express an opinion on, the Other Information which comprises:

- The 'Executive summary', 'Business and performance', 'System of governance' and 'Risk profile' elements of the SFCR;
- Company templates S.05.01.02, S.05.02.01, S.19.01.21;
- The written acknowledgement by management of their responsibilities, including for the preparation of the SFCR (the Responsibility Statement).

In our opinion, the information subject to audit in the relevant elements of the SFCR of the Company as at 31 March 2018 is prepared, in all material respects, in accordance with the financial reporting provisions of the PRA Rules and Solvency II regulations on which they are based, as modified by relevant supervisory modifications, and as supplemented by supervisory approvals and determinations.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK), including ISA (UK) 800 and ISA (UK) 805). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the relevant elements of the Solvency and Financial Condition Report section of our report. We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of the SFCR in the UK, including the Financial Reporting Council's (the 'FRC's') Ethical Standard as applied to public interest entities, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to the 'Valuation for solvency purposes' and 'Capital Management', which describe the basis of accounting. The SFCR is prepared in compliance with the financial reporting provisions of the PRA Rules and Solvency II regulations, and therefore in accordance with a special purpose financial reporting framework. The SFCR is required to be published, and intended users include but are not limited to the PRA. As a result, the SFCR may not be suitable for another purpose. Our opinion is not modified in respect of these matters.

Conclusions relating to going concern

We are required by ISAs (UK) to report in respect of the following matters where:

- the Directors' use of the going concern basis of accounting in the preparation of the SFCR is not appropriate; or
- the Directors have not disclosed in the SFCR any identified material uncertainties that may cast significant doubt about the Company's ability to continue to adopt the going concern basis of accounting for a period of at least 12 months from the date when the SFCR is authorised for issue.

We have nothing to report in relation to these matters.

Other Information

The Directors are responsible for the Other Information.

Our opinion on the relevant elements of the SFCR does not cover the Other Information and, we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the SFCR, our responsibility is to read the Other Information and, in doing so, consider whether the Other Information is materially inconsistent with the relevant elements of the SFCR, or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the relevant elements of the SFCR or a material misstatement of the Other Information. If, based on the work we have performed, we conclude that there is a material misstatement of this Other Information, we are required to report that fact.

We have nothing to report in relation to these matters.

Responsibilities of Directors for the Solvency and Financial Condition Report

The Directors are responsible for the preparation of the SFCR in accordance with the financial reporting provisions of the PRA rules and Solvency II regulations which have been modified by the modifications, and supplemented by the approvals and determinations made by the PRA under Section 138A of the Financial Services and Markets Act 2000 (FSMA), the PRA Rules and Solvency II regulations on which they are based.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of an SFCR that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibilities for the Audit of the relevant elements of the Solvency and Financial Condition Report

It is our responsibility to form an independent opinion as to whether the relevant elements of the SFCR are prepared, in all material respects, with financial reporting provisions of the PRA Rules and Solvency II regulations on which they are based.

Our objectives are to obtain reasonable assurance about whether the relevant elements of the SFCR are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an

audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decision-making or the judgement of the users taken on the basis of the SECR.

A further description of our responsibilities for the audit of the financial statements is located on the FRC's website at: https://www.frc.org.uk/ auditorsresponsibilities. The same responsibilities apply to the audit of the SFCR.

Report on Other Legal and Regulatory Requirements.

In accordance with Rule 4.1 (3) of the External Audit chapter of the PRA Rulebook for Solvency II firms, we are required to consider whether the Other Information is materially inconsistent with our knowledge obtained in the audit of National House Building Council's statutory financial statements. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in relation to this matter.

Use of our report

This report is made solely to the directors of the UK insurer preparing the report in accordance with Rule 4.1 (2) of the External Audit chapter of the PRA Rulebook for Solvency II firms. We acknowledge that our report will be provided to the PRA for use of the PRA solely for the purposes set down by statute and the PRA's rules. Our audit work has been undertaken so that we might state to the insurer's Directors those matters we are required to state to them in an auditor's report on the relevant elements of the SFCR and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the PRA, for our audit work, for this report or for the opinions we have formed.

Adam Addis (Senior Statutory Auditor) for and on behalf of Deloitte LLP Statutory Auditor London, United Kingdom 16 August 2018





A.5 Any other information

This section of the report describes NHBC's business structure, key operations and financial performance over the reporting period.

A.1 Business

Name and legal form of NHBC

The National House-Building Council (NHBC), is a company limited by guarantee. NHBC is incorporated and domiciled in the United Kingdom. The address of NHBC's registered office is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks, MK5 8FP.

Name and contact details of the supervisory authority responsible for financial supervision of NHBC

Prudential Regulation Authority

Email: enquiries@bankofengland.co.uk

Phone: 020 7601 4878

Post: Bank of England, Threadneedle St, London, EC2R 8AH

Name and contact details of the external auditor

Adam Addis (Senior Statutory Auditor) for and on behalf of Deloitte LLP

Deloitte LLP, Hill House, 1 Little New Street, London EC4A 3TR

Description of the holders of qualifying holdings in NHBC

NHBC is a company limited by guarantee (a limited guarantee provided by its council members) and as such it does not have share capital. Under the Articles of Association, the liability of each of the members is limited by guarantee to a maximum of £1.

NHBC's position within the legal structure of the group

NHBC belongs to a group and is the ultimate parent undertaking of that group. Below is the structure of the group. All group entities are registered in England and Wales.



Basis of preparation

NHBC has updated its basis of preparation in order to ensure technical compliance with Solvency II requirements. In the previous year, NHBC presented its SFCR on a consolidated basis. In the 2018 SFCR, NHBC is presenting its results on a 'Solo' basis (i.e. does not consolidate line by line the results of its subsidiary companies). To aid the reader, where applicable, NHBC has provided the 31 March 2017 comparatives on both the consolidated basis, as reported in the 2017 SFCR, and the 'Solo' basis, consistent with the 2018 basis of preparation.

NHBC's activities

NHBC's activities consist of two main segments within the UK: inspection activities primarily relating to the construction of new build housing; and insurance activities. The direct underwriting operations of NHBC consist primarily of two lines of business²: credit and suretyship insurance; and miscellaneous financial loss insurance.

The inspection activities consist predominantly of establishing a quality control process designed to ensure construction meets NHBC Standards.

The table below shows the analysis of the turnover by segment.

£m	2018	2017 Solo	2017 SFCR
Insurance activities	82.6	85.4	89.1
Inspection activities	55.4	53.1	59.2
Other	8.1	7.5	14.4

NHBC does not have operations outside of the UK.

²For regulatory purposes.

NHBC's Buildmark product

The majority of NHBC's insurance income and liabilities arise as a result of the sale of the Buildmark³ product, which protects homeowners in three separate ways that can be divided into three temporal periods.

Section 1:

Prior to completion of the house purchase, Buildmark Section 1 provides insurance to a homeowner that covers losses caused by the builder, primarily insolvency of the builder, resulting in a loss of the homeowner's deposit. NHBC classifies Section 1 of the Buildmark product as a credit and suretyship line of business for regulatory purposes.

Section 2:

Buildmark Section 2 is concerned with the two-year period immediately following legal completion of the home, i.e. when the homeowner moves in. Firstly, Section 2 contains the builder's warranty period provided by the builder to the homeowner. NHBC is not a party to that bilateral contract. Secondly, Section 2 provides the NHBC Guarantee. This gives rise to a secondary liability on the part of NHBC in the event (and only in the event) that the builder fails to honour the builder's warranty. NHBC classifies Section 2 of Buildmark as a miscellaneous financial loss line of business for regulatory purposes.

Sections 3, 4 and 5:

The policy periods for these sections of Buildmark begin after the end of Section 2 for a period of eight years, i.e. years three to 10 following legal completion. Like Section 1, these sections are exclusively concerned with obligations undertaken by NHBC to the homeowner to provide an indemnity in the event of certain events. NHBC classifies Sections 3, 4 and 5 of the Buildmark product as a miscellaneous financial loss line of business for regulatory purposes.

Road and sewer bonds

NHBC offers a service to act as surety for builders providing bonds in favour of local authorities, water companies, urban development corporations and other public bodies in the UK and the Isle of Man, in relation to commitments to construct roads, sewers and open space areas. Income collected in relation to Road & Sewer Bonds is classed as a credit and suretyship line of business.

Significant events that occurred over and after the reporting period

The following section provides a description of events that occurred during and after the reporting period that have had a material impact on NHBC and could have a material impact on NHBC's future performance and position.

UK's referendum on EU membership

There continues to be an uncertain and changing political landscape following the UK vote to leave the EU in June 2016 and the subsequent triggering of Article 50 in March 2017, the final impact of which remains unclear. The impact on NHBC, and the wider construction and insurance industries, will be driven by changes in the regulatory and legal landscape over the coming years. NHBC has no operations outside the UK but is still exposed to movements in financial markets and the wider economy.

Grenfell Tower fire and Hackitt Review

The devastating and tragic fire at Grenfell Tower in London in June 2017 cast a shadow over the industry. Although the ramifications are yet to be fully understood, this human tragedy will have lasting implications for the industry. NHBC supported the much needed review of the Building Regulations system carried out by Dame Judith Hackitt, and as the largest Building Control Approved Inspector, NHBC was actively engaged with this review. Although NHBC welcomed the majority of the 53 recommendations contained in the final report, NHBC has shared its concerns that proposals to exclude Approved Inspectors from carrying out building control on complex high-rise developments will not deliver safer buildings and risks losing the resources, expertise and experience that have been developed over 30 years by the private sector.



A

Business and performance

A.2 Underwriting performance

The table below shows an account of NHBC's underwriting performance:

£m	2018	2017 solo	2017 SFCR
Net written premiums	73.2	74.8	78.5
Net earned premiums	48.9	54.0	57.7
Net claims incurred	(96.8)	(89.7)	(89.7)
Changes in unexpired risk reserve	39.9	7.3	7.3
Other	(5.3)	(2.9)	(2.9)
Underwriting result	(13.3)	(31.3)	(27.6)

Premium income

Plot registration volume (registrations) is an important driver of NHBC's premium and inspection income and is a proxy of exposure on NHBC's technical account. In the financial year ended 31 March 2018, NHBC registered 154,698 new plots (2017: 157,805). The slight reduction in registrations was due to lower private registrations, particularly in the last two months of the financial year, as a result of the severe weather conditions which reduced activity on site. Affordable housing registrations remained flat overall, notwithstanding the impact of lower registrations in February and March 2018.

Consequently, net written premiums were down to £73.2m (2017: £78.5m). The change in the basis of preparation, away from the consolidated basis, was one of the factors for a decrease in the reported net written premium. Otherwise, lower plot registration volumes and lower average fees resulted in slightly lower net written premiums on a like-for-like basis.

Premiums are earned in line with the expected claims profile over the period of cover. Claims are recognised at the date of first notification of loss, and the shape of the earnings curve remains broadly unchanged from that of last year. At £48.9m (2017: £57.7m), the net earned premiums were lower than the prior year. The decrease is primarily driven by the impact of lower registration volumes following the financial crisis. This trend will continue for a couple of years before earned premiums begin to steadily rise.

NHBC placed cross-generational⁴ reinsurance cover in 2016 where the value of premiums was spread over the earnings profile. The release of the cross-generational reinsurance cover is greater in this financial year, which has further bearing on the reduction in net earned premiums.

⁴Reinsurance placement that covers risk over several underwriting years.

Claims incurred

An increase in claims incurred to £96.8m (2017: £89.7m) is a combination of an increase in both net claims paid and outstanding claims provision.

Net claims paid were £94.6m (2017: £84.8m) and have increased on the prior year. NHBC has had a favourable experience in lower-value, high-frequency claims against years three to 10 of the Buildmark product (Section 3 attritional claims). This improvement was a result of lower claims with respect to pitched roof and external walls. However, the benefit of lower Section 3 attritional claims has been more than off-set by large loss claims (£1m to £10m), particularly on business underwritten in high-volume, pre-recession generations on low-rise flat developments.

The strengthening in the net claims outstanding followed notification and assessment of large loss claims (£1m to £10m) which was off-set by recognition of reinsurance recoveries against those claims.

Unexpired risk reserve

The movement in the unexpired risk reserve was £39.9m (2017: £7.3m). The improvement was a consequence of a release of net unexpired risk reserves following favourable experience in Section 3 attritional claims and an increase in the discount rate applied to cash flows as the bond yields picked up towards the end of the financial year. The favourable movements were partially off-set by an increase in provisions for large losses on older generations to reflect a greater level of uncertainty in respect of the future legal and claims environment, particularly in connection to the exceptional losses element of the technical provisions. This included an assessment of the potential exposure to future claims in relation to cladding materials following the Grenfell Tower fire in 2017. The reserves also include a provision relating to the New Capital Quay development.

A.2.1 Underwriting performance by Solvency II lines of business

The table below presents key performance measures by Solvency II lines of business as at 31 March 2018.

£m	Credit and suretyship 2018	Credit and suretyship 2017	Miscellaneous financial loss 2018	Miscellaneous financial loss 2017
Net premiums written	7.4	11.4	65.9	67.0
Net premiums earned	9.1	17.3	39.8	40.4
Claims incurred	(2.4)	(1.7)	(70.5)	(65.7)
Net changes in other technical provisions	14.2	(6.9)	25.6	14.2
Expenses incurred	(1.8)	(0.8)	(28.6)	(27.2)
Underwriting performance	19.1	7.9	(33.7)	(38.3)

Credit and suretyship

Volumes of credit and suretyship have not changed significantly since the prior financial year. A change in business mix has contributed to reductions to net premiums written and earned respectively. Claims handling and related expenditure has remained broadly consistent year on year. The reduction in net unexpired risk reserves has been the dominating factor in the over-performance against the prior year. Some of the release is driven by an increase in discount rate as well as changes in the exposure and experience.

Miscellaneous financial loss

Miscellaneous financial loss forms the core of NHBC's overall underwriting result. As such, the commentary on the performance is consistent with the commentary on the total underwriting result presented in the above section.

A

Business and performance

A.3 Investment performance

The table below provides a summary of the investment result for the year.

£m	2018	2017
Investment income	36.0	37.2
Realised gains	10.5	17.8
	46.5	55.0
Unrealised (losses)/gains	(36.6)	55.1
Investment expenses	(2.0)	(2.8)
Investment result	7.9	107.3

The total investment result was significantly lower at £7.9m (2017: £107.3m) and reflects £26.2m of capital losses (2017: gains of £72.9m) primarily as a consequence of increases in bond yields (as demonstrated in the chart below) driven by market expectation of interest rates rises towards the end of the financial year.



Source: Bloomberg

The rise of risk-free yields reduced the market valuations of NHBC's bond portfolio with the liability matching (gilt and index-linked gilt) portfolio returning -0.8% (2017: +0.7%). The total return of the higher-yielding corporate bond portfolio was better protected from the valuation impact of increasing yields, and the income received through coupon payments resulted in a positive total return of 1.22% over the period. The global equity portfolio performed well, returning 6.7% over the period (2017: 28.9%).

Income on investments of £36.0m (2017: £37.2m) has remained flat relative to the prior year and is a consequence of a persistent low-yield environment. The average yield on the bond portfolio was 2.5% (2017: 2.5%), although the average reinvestment rate on the bond portfolio at 31 March 2018 was approximately 1.5% (2017: 1.2%).

Realised gains on investments of £10.5m (2017: £17.8m) were mainly on the disposal of equity investments as part of rebalancing the overall managed portfolio. Note that an equal and opposite movement is recognised in the unrealised gains and losses movement as the unrealised gains are released.

Unrealised losses in the year of £36.6m (2017: gain £55.1m) were mainly due to a pick-up in the bond yields and realisation of gains on disposal of investments, as discussed above. As part of NHBC's liability matching strategy, some of the unfavourable movement in the investments is off-set by a favourable movement as a result of greater discounting of the cash flows underpinning the technical provisions.

Other investment information

NHBC holds investments in its 100% owned subsidiary companies. A net £3.9m reduction in the valuation of the subsidiaries has been recognised as a movement in other comprehensive income. Reduction in valuation of the subsidiaries follows dividend payments by the subsidiary companies to NHBC.

NHBC did not hold collateralised securities at 31 March 2018.

NHBC now has a direct holding of derivative financial instruments in the form of currency forward contracts. The direct holding is a consequence of operational changes rather than a change in NHBC's investments strategy. The currency forward contracts allow NHBC to manage the currency volatility in its underlying investment in equity funds. Gains on the currency forward contracts amounted to £3.3m in the year, although they have been naturally off-set by adverse movements in the equity funds.

NHBC continues to review its investment strategy, looking to maximise returns whilst reducing its operating and management costs associated with its investments. During the financial year ended 31 March 2018, a strategy review of the surplus assets has been performed. As a result of this review,

it was agreed to carry out a number of changes to the portfolio, which will be implemented over the financial year ending 31 March 2019. These changes will include a simplification of the global equity portfolio, with a reduction in managers from three to two, and a broadening of the investment universe to new asset classes and geographic regions to enhance diversification. The changes are not expected to alter the overall risk profile of the portfolio.

A.4 Performance of other activities

Non-insurance income, which includes inspection and Building Control fees, was £63.5m (2017: £73.7m). The reduction principally reflects the change in basis of preparation. In current year analysis, non-insurance income does not include the contribution from NHBC's two active subsidiary companies. On a like-for-like, nonconsolidated basis, non-insurance income has increased to £63.5m (2017: £60.6m). The income is principally from an inspection service offered to NHBC's builder customers. The key drivers for the increase were higher completion volumes relative to the prior year and annual price increases, marginally off-set by slightly lower volumes. Income has also benefited from a full year of reinstated resolution charging.

Other expenditure, which represents all NHBC's non-insurance related costs, was £75.5m (2017: £86.2m); the change in basis of preparation represents the bulk of the reduction. In current year analysis, the non-insurance expenditure does not include the expense base of NHBC's two active subsidiary companies.

On a like-for-like, non-consolidated basis, non-insurance expenditure has increased to £75.5m (2017: £74.9m).

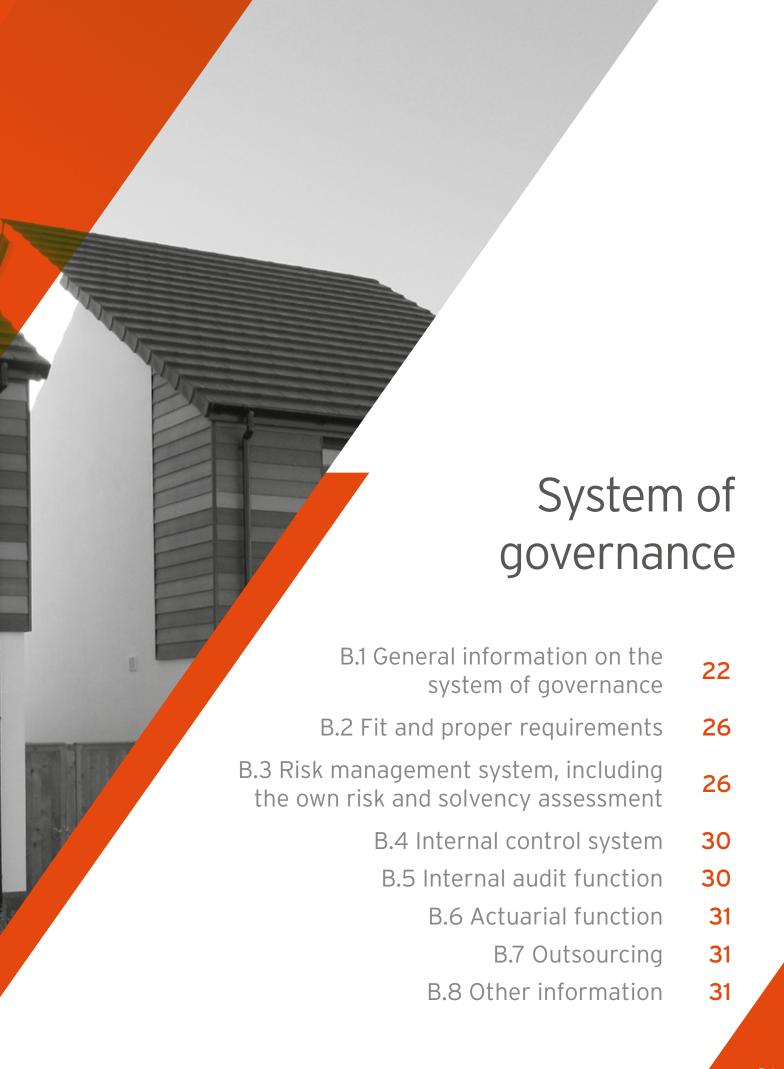
NHBC has operating leases for its car fleet and one of its business premises. At the year end, NHBC had leasing commitments totalling £5.6m (2017 £6.0m) under these operating leases. NHBC has no finance leases.

A.5 Any other information

The information presented in Section A of this report provides a true and fair reflection of NHBC's business performance during the reporting period.







This section sets out information in relation to NHBC's system of governance. Details of NHBC's administrative, management and supervisory bodies are outlined, together with information on the remuneration policy and practices regarding those bodies.

This section provides a description of NHBC's key functions as defined by Solvency II regulations (risk management, compliance, internal audit, and actuarial functions).

It also describes the components of the system of governance, including the Risk Management Framework and an introduction to NHBC's internal control system, which uses the Three Lines of Defence model. The system of governance is adequate given the nature, scale and complexity of NHBC

B.1 General information on the system of governance

The system of governance is detailed below. There have been no material changes to the system of governance in the reporting period.

NHBC Council

NHBC is a private company limited by guarantee. Its governing body comprises individual members, known collectively as the NHBC Council. Council members have each guaranteed the sum of $\mathfrak{E}1$.

Under the constitution, the duty and authority to run NHBC's affairs is vested in the Board of Directors. The Council does not become involved in day-to-day decisions, but it does receive the Directors' Report and Audited Accounts and, at the AGM, Council members may question and challenge the Board on its running of the business.

The Council is also empowered to decide some matters which the directors may not. These include:

- Alterations to NHBC's Constitution
- The appointment of the Auditors; and
- The appointment of Council members.

Board of Directors

The NHBC Board is the primary governance body for the Company, with delegated authority to manage on the NHBC Council's behalf.

The Board's principal role is to develop and implement NHBC's strategy, to ensure that the necessary resources are in place to enable it to meet its objectives, and that the financial controls and risk management procedures are suitably robust. The Board is also responsible for ensuring that NHBC maintains an appropriate standard of governance with regard to the constitution, the UK Corporate Governance Code and the regulatory framework in which the Company operates.

Balance of Executive and NEDs at 31 March 2018 Chairman (Non-Executive) 1 Senior Independent Director (SID) (Non-Executive) 1 Other NEDs 6 Executive Directors 3

Board committees

The Board has various committees reporting to it, as outlined on the following pages.

Audit Committee

The key role of the Audit Committee is to review the system of internal control, as well as monitoring the integrity of the financial statements and reviewing significant financial reporting issues. The Committee reviews and challenges the consistency of accounting policies, whether NHBC has followed appropriate accounting standards and made appropriate estimates and judgements, and the clarity of disclosures in NHBC's financial reports.

The Audit Committee is also responsible for reviewing the adequacy of the whistle-blowing and fraud systems, approving the remit of the internal audit function, and making recommendations to the Board to be put to the Council at the AGM in relation to the appointment, reappointment and removal of external auditors.

The members of the Committee are all NEDs, the majority of whom are independent. In addition to the members, the following routinely attend Committee meetings: the Chairman of the Board; Chief Executive; Chief Financial Officer; Head of Finance; Chief Risk Officer; Company Actuary; Internal Auditors Grant Thornton; and External Auditors Deloitte.

Board Risk Committee (BRC)

The role of the BRC is to review and challenge NHBC's approach to the overall management of risk, capital and strategy through the ORSA.

The BRC considers and advises the Board on NHBC's overall risk appetite, tolerance and strategy. It also challenges the identification, assessment and mitigation of significant prudential and conduct risks, as well as advising the Board on the current risk exposure.

The members of the Committee are all NEDs, the majority of whom are independent. In addition to the members, the following routinely attend Committee meetings: the Chairman of the Board; Chief Executive; Chief Finance Officer; Chief Risk Officer; Company Actuary; and Internal Auditors Grant Thornton.

Consumer Committee

The role of the Committee is to monitor and review NHBC's management information and performance in relation to Conduct Risk, and provide comfort to the Board Risk Committee that this area is subject to rigorous scrutiny. The Committee monitors adherence to the conduct risk appetites, tolerances and measures, including making suggestions to the Board Risk Committee regarding enhancements to the framework and challenging the dashboard.

The Committee monitors and reviews complaints, including the outcomes and actions of any cases referred to the Financial Ombudsman Service. The Committee is also responsible for reviewing any proposal to amend or introduce products that are provided directly or indirectly to consumers and homeowners, or projects that may have a direct influence on NHBC's relationship with them.

The Committee is comprised of NEDs and independent external advisers. In addition to the members, the following routinely attend Committee meetings: the Chairman of the Board; Chief Executive; and the Claims & Commercial Director.



NHBC Solvency and Financial Condition Report 2018

System of governance

Investment Committee

The role of the Investment Committee is to review the strategic asset allocation and make recommendations to the Board, review NHBC's investment managers and approve any changes, review and approve investment manager guidelines, and oversee compliance with NHBC's investment strategy, investment policy and aspects of the market risk policy (set out in NHBC's market risk policy).

The members of the Committee are all independent NEDs. In addition to the members, the following routinely attend Committee meetings: the Chief Executive; Chief Financial Officer; Chief Risk Officer; Head of Investments and Pensions; Head of Finance; and external investment advisers and managers when requested.

Nominations Committee

The role of the Nominations Committee is to review the size, structure and composition of the Board, to consider the succession plans for the Board and senior executives, to identify and recommend candidates to the Board to fill vacancies as they arise, and to keep under review the leadership needs of NHBC, both executive and non-executive, with a view to ensuring the continued ability of NHBC to operate and compete effectively in the marketplace.

The Committee makes recommendations to the Board in relation to the membership of its standing committees, in consultation with the respective chairman of those committees, and in relation to the re-appointment of NEDs at the conclusion of their specified term of office, with regard to their performance and ability to contribute to the Board in light of the knowledge, skills and experience required.

All members of the Committee are independent NEDs. The Chief Executive and the Head of HR also attend the meetings, where appropriate.

Remuneration Committee

The role of the Remuneration Committee is to establish the approach to remuneration across NHBC and to review remuneration trends and agree the pay and benefits for employees, including any payments made

under bonus schemes. It makes recommendations to the Board in relation to: the pay and benefits of the Chief Executive and the other executive directors; the fee paid to the Chairman; and any major changes to employee benefit structures across NHBC.

All members of the Committee are NEDs. The Chairman, Chief Executive, Head of HR and other members of the management team also attend the meeting where appropriate.

Material changes in the system of governance during the period

There were no material changes to the general system of governance during the period. However, there have been changes to the NHBC Board.

On the executive side. Steve Wood was appointed as Chief Executive in June 2017 and Ian Davis, Operations Director, took his leave after a total of 35 years with NHBC over two spells. At the NED level, Sir John Harman, SID, retired after serving nine years and was replaced as SID by Paul Bishop.

Remuneration policy

NHBC and the Remuneration Committee maintain a list of roles under Solvency II guidance and ensure that the Committee has oversight of their remuneration, and that their remuneration arrangements, within the scope of this policy, are structured appropriately and include provision for:

- Appropriate caps on variable pay
- Deferral of variable pay
- Due regard to all relevant regulatory guidance and the group's risk framework; alignment with group's business strategy and key priorities
- A total bonus pool that does not undermine the group's capital base
- Clawback facilities in bonus plans, operating a downward adjustment to bonus outcome in the event of a managerial or leadership failing, such as inappropriate risk management behaviours.

Remuneration of NEDs and the Chairman is based on fixed fees, with additional fixed fees for the SID and Chairman of the Board Sub-Committees.

For all NHBC employees, excluding NEDs, there are four components of remuneration within NHBC:

- Fixed remuneration (typically base pay)
- Performance-based remuneration (bonus)
- Pension
- Other benefits, e.g. life cover, healthcare, accommodation and vehicles.

The proportion of fixed and variable pay is dependent on a bonus award. 'On-target earnings' for the Chief Executive would provide a ratio of 70% fixed to 30% variable pay. Progressing further down the organisation, the proportion of fixed remuneration increases; however, all employees have an element of variable pay in their remuneration.

The variable components of remuneration are derived with reference to individual as well as Company performance. As the seniority of the role progresses, so does the relative importance of Company performance to personal performance in deciding the variable pay award for a given period.

The annual bonus for executive directors and most senior management is similar in construction to other employees. However, for executive directors and senior management, there is also a deferral element.

The deferred bonus element is released each year at a rate of 40% of the remaining balance, subject to a maximum value of £500,000. If the maximum remuneration value exceeds £500,000, the deferred bonus element is released each year at a rate of 33%.

Share options and shares are not available to employees at NHBC.

NHBC operates a defined contribution Group Personal Pension Plan (GPPP) for all employees via auto-enrolment. Any employees who exceed the lifetime allowance or annual limits can opt to take the employer contribution in cash. NHBC also operates a salary sacrifice scheme for pension contributions.

In addition, there is a closed defined benefit CARE pension scheme, of which some current employees are members, managed directly through NHBC Pension Trustee Ltd.

There are no supplementary pension or early retirement schemes in place for the NHBC Board or NHBC Council.

Although transactions exist between NHBC and an NHBC customer who has a NED representation on the Board of NHBC, it is considered that they do not have undue influence over NHBC.

NHBC is a PRA Category 3 firm and applies the Solvency II regulations applicable to that category.

B.2 Fit and proper requirements

NHBC carries out assessments to establish whether directors or key function holders satisfy the relevant requirements of the PRA's and FCA's training and competence in relation to the controlled function and/or the key function the person performs or is intended to perform.

This includes market knowledge; business strategy and model; risk management and control; financial analysis and controls; governance, oversight and controls; and regulatory framework and requirements.

As part of the recruitment process for holders of key functions, HR will ensure that a gap analysis of the candidate's technical competences and the requirements of the role is carried out, and a development plan is put in place to ensure that the candidate gains any skills which are lacking.

In conjunction with the risk function, HR will also carry out due diligence on the candidate prior to submitting all the information collected to the PRA and FCA. For holders of key functions that are not required to be pre-approved, the risk function will send the appropriate notification to the PRA.

In the case of a NED, the same process is followed, but with greater involvement of the company secretary.

Application to PRA and FCA

The risk function ensures that the following information is provided to the PRA and FCA as part of the submission for approval: the responsibilities and competences required in the role; the method used by the firm to select a candidate; the due diligence conducted on the candidate; and the rationale for the firm's conclusions that the candidate is the right person for the job.

Due diligence on a candidate includes credit checks, criminal record checks, disqualified director checks and regulatory checks (checking the PRA and FCA register for previous enforcement notices, disqualifications, regulatory references from authorised firms, etc.). Executive search reports or other assessments are also obtained, where relevant.

B.3 Risk management system, including the Own Risk and Solvency Assessment

NHBC's Risk Management Framework forms an integral part of management and Board processes and the decision-making framework across the organisation. This section of the report provides a description of NHBC's risk management objectives, the Risk Management Framework and the Three Lines of Defence system of internal control.

Risk management system objective

The objective of the Risk Management Framework is to increase the likelihood that NHBC delivers its corporate objectives within its risk appetite.

Scope

The Risk Management Framework comprises and applies to:

- All legal entities, business units and functions within NHBC
- All NHBC employees and workers, as well as agency workers, consultants and contractors, irrespective of their location, function, grade or standing.

Entities outside the scope of the Risk Management Framework

The actions of external entities and events occurring in NHBC's markets influence NHBC's corporate strategy, risk appetite and internal risk management regime. These influencing factors include changes in regulation, competitor actions and economic circumstances.

The Risk Management Framework is designed to identify, evaluate and respond to external factors, but these factors are not in themselves part of the Framework.

Overview

The Risk Management Framework is a set of inter-related business activities undertaken to design, implement, monitor, review and continually improve risk management throughout an organisation. These activities take place in every business area, and every employee is involved in undertaking them.

The Risk Management Framework is:

- Owned by the business managers who are responsible for achieving the Company's objectives
- Integral to and inseparable from the processes and controls performed to deliver these objectives.

Specifically, it records:

- The activities that NHBC undertakes to manage risk and the relationship between them
- The nature and frequency of the activities
- The responsibility for undertaking and overseeing the activities.

Risk management system components



The following table provides a brief description of each activity and its alignment with the Three Lines of Defence model which NHBC has adopted to ensure independence and objectivity is maintained. The Three Lines of Defence model is described in Section B4 of this report.

Activity	Overview
A Board oversight	Activities of the Board and committees including, the establishment of governance arrangements; the approval of risk strategy; and the approval of strategic risk appetites and policies.
B Business processes and controls	Processes and controls operated by frontline business functions that deliver and support the delivery of NHBC's services.
C Policy framework	Policies confirming the minimum standards to which the management team must operate.
D Risk management activity	Activities of the Risk Team in supporting and overseeing business functions and providing insight to the Board, senior committees, business management and business areas.
E Independent oversight	Supervisory activities of the Internal Audit team and the Audit Committee.

NHBC's Risk Management Framework and recognised international standards

A number of internationally recognised standards exist on which effective risk management regimes can be built. NHBC uses (not accredited) ISO 31000:2018 Risk management - Guidelines. The requirements of the principles and guidelines are integrated into the Risk Management Framework.

The NHBC Risk Universe

NHBC's Risk Universe is applied across the operation of the Risk Management Framework. The Risk Universe has been developed to:

- Support effective management of NHBC's risk profile
- Ensure NHBC can monitor and report to stakeholders using recognised risk categories, including those stated within Solvency II requirements.

Capital modelling

The annual capital requirement (SCR) calculation was carried out on the Standard Formula basis and also on an ORSA. Capital and solvency projections were also developed for the next three years. Both the SF and ORSA capital calculations are used as integral parts of NHBC's risk management system, including monitoring on a quarterly basis against risk appetite. In addition, the projected solvency position is used as part of the assessment of the robustness of the business plan.

Work was undertaken in the year, in liaison with investment managers, to enhance the 'look-through' data for investments; as this data was made available, enhancements to the Standard Formula calculation have been implemented.

NHBC is in the process of developing a completely new internal model capable of Solvency II and NHBC ORSA capital estimation; the work started in July 2017 and the build phase is now complete, with work over the remainder of 2018 focused on the regular production of results and associated documentation and validation materials.

Own risk and solvency assessment (ORSA)

The ORSA is a set of processes which are undertaken by NHBC to assess its risk and solvency position.

NHBC carries out an ORSA at least annually at the financial year end and additionally during the financial year in the event of a material change in its risk profile. However, in the absence of a material change to the risk profile, an annually scheduled formal ORSA report is considered appropriate, due to the long-tail nature of NHBC's liabilities and the likely slow pace of the development of insurance risk. That said, while the ORSA is only formally conducted annually, there are quarterly assessments of capital adequacy that allow the Board and BRC to maintain an ongoing focus on risk and capital.

ORSA reporting

Internal reporting

The results and conclusions of the ORSA are presented in an ORSA report to both the ERC and the BRC by the Chief Risk Officer before presentation to the NHBC Board. Once the process and the results have been approved by the Board, the results and conclusions of the ORSA are communicated to all relevant staff and the PRA.

The information communicated to the Board is sufficiently detailed to enable its use in the strategic decision-making process, and the information communicated to relevant staff will be sufficiently detailed to enable staff to take any necessary follow-up actions.

Reporting to the supervisor

The ORSA report is also used as a supervisory report.

Determining NHBC's solvency needs

NHBC assesses its own solvency needs through the use of its bespoke ORSA capital model. This model produces a range of simulated outcomes for the 20-year period it would take to run off the existing insurance liabilities and one year of new business. It is an economic measure of capital, as opposed to a regulatory measure. The ORSA capital requirement is equivalent to the amount of own funds (capital) NHBC would need today to be 99.5% confident that its assets will cover its liabilities at the end of the 20year run-off period, allowing for the investment return that would be earned over the period. The design of the ORSA model is specific to NHBC, as opposed to generic like the Solvency II Standard Formula Model. It also includes risks not captured under the Standard Formula, such as longevity risk associated with NHBC's defined benefit pension scheme.

NHBC produces forward-looking capital projections on both Standard Formula and ORSA bases over three-year time horizons. This allows the business to monitor its solvency position against its agreed capital risk appetite and to consider capital management actions as required. This is particularly important to NHBC due to its limited ability to raise capital cost-effectively.

As part of the Risk Management Framework, a number of economic and business-related scenarios are modelled to establish the impact on capital projections. These are assessed as part of NHBC's ORSA process and capital management actions considered accordingly.

B.4 Internal control system

To promote understanding of responsibilities for internal controls across the organisation, NHBC uses a Three Lines of Defence model. This combines three separate but integrated elements which allow it to manage risk effectively and to support the achievement of its strategic objectives. These are described briefly below.

First line: business units and operations

Operational staff have primary responsibility for the risks they take. Risk management practices and processes in place at this level constitute the 'first line of defence'.

Second line: management assurance

The 'second line of defence' is maintained by specialised risk management functions. Their role is to design and oversee a consistent framework for managing risks. This covers the key functions of risk management as defined by Solvency II (risk management and compliance).

Third line: independent assurance

Regular, independent, risk-based audits performed by the internal audit function provide reasonable assurance as to the relevance and correct operation of the system. This is the 'third line of defence'.

To ensure that policies are aligned to key business risks, NHBC also operates a robust policy framework which assists in the mitigation of those risks.

NHBC's Compliance team is part of the Risk and Compliance Function, within the Chief Executive Directorate. Its responsibilities include:

- Helping the business to identify risks that may arise as a result of any new business initiatives
- Working with the business to periodically review risks which are documented on risk registers
- Ensuring that NHBC meets the requirements of financial regulators and the Information Commissioner's Office
- Managing NHBC's regulatory relationships
- Making the business aware of key regulatory changes which are reported via the Executive Risk Committee and the BRC.

The Compliance Function has an annual risk-based Compliance Monitoring Plan, which focuses on areas of the business that could pose the highest regulatory risk, including consumer detriment. Findings from these compliance monitoring reviews are reported to the Executive Risk Committee and BRC.

B.5 Internal audit function

The role of internal audit is to assist the Board and executive management to protect the assets, reputation and sustainability of the organisation. Internal audit provides independent and objective assurance over management's ability to implement and operate internal controls that mitigate material risks across NHBC. It helps the organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

Internal audit, in the discharge of its duties, is accountable to the Chief Executive and the Board via the Audit Committee, providing:

- An annual assessment of the adequacy and overall effectiveness of governance, risk and the control framework of the organisation through the operating of an annual internal audit
- An analysis of themes and trends within the organisation and their impact on the risk profile
- Periodic information on the status and results of the internal audit plan
- Coordination with other control and monitoring functions (specifically the Executive Risk Committee, the BRC, the Risk and Compliance Function and external audit).

Internal audit has unrestricted access to all functions, records, property and personnel; full and free access to the Board and other key decision-making forums; freedom to allocate resources, set frequencies, select subjects, determine scopes of work and apply the techniques required to accomplish audit objectives; and the ability to obtain the necessary assistance of personnel where they perform audits, as well as other specialised services from within or outside the organisation.

As defined in the Internal Audit Charter, internal audit reports as a function to the Audit Committee Chair (an independent NED) and administratively to the Chief Executive. This dual reporting line ensures that internal audit operates with independence and objectivity at all times. Internal audit will remain independent of risk management, compliance and finance at all times and will hold no responsibility over these functions. In addition, the internal audit function is outsourced to Grant Thornton, providing further independence from the business.

B.6 Actuarial function

Within NHBC, the activities of the actuarial function are the responsibility of the Head of Actuarial, who is an experienced general insurance actuary. Activities of the actuarial function include work on reserving and pricing. The sections below provide further descriptions of some of its key responsibilities.

Capital modelling was transferred from the actuarial function into the risk management function in November 2017.

Reserving and technical provisions

The calculation of the Solvency II best estimate provisions at 31 March 2018, compliant with Solvency II standards, was undertaken by the actuarial function and validated internally by NHBC's Risk Department. It is also subject to an external review by actuarial consultants Willis Towers Watson (WTW). The Solvency II best estimates were audited by Deloitte LLP.

The UK GAAP Technical Provisions are based on the Solvency II Technical Provisions, with a specific adjustment for non-UK GAAP items; a UK GAAP margin is then added, informed by the consideration of specific scenarios affecting such provisions. The UK GAAP Technical Provisions are subject to review by WTW.

The methodology applied to the core reserving classes is unchanged from that of the previous year end; further work has been undertaken in the year to apply that enhanced approach to the less material reserve classes.

Work has also been undertaken on providing transparency to executive and Board members of the reserving approach via educational sessions and improved reporting to committees.

Reporting

Aligned with the production of technical provisions is the development of regular regulatory reporting, in the form of quantitative reporting templates (QRTs) and reports.

Pricing

NHBC carries out an annual pricing exercise with the intention of ensuring the adequacy of premium rates for the next year and understanding sensitivities in order to manage the risk.

The Insurance Pricing Committee (IPC) signs off on key pricing and profitability-related assumptions informed by analysis undertaken by the Actuarial team using the Solvency II technical provision calculation results as a start point. The Actuarial team undertakes modelling work to produce liability cost recommendations for the Pricing Working Group (PWG) and ultimately the Board to approve prior to implementation.

Reinsurance

The primary insurance risk mitigating action is the placement of reinsurance. Given the nature of NHBC's exposures, the primary protection is by means of an annual aggregate cover and a multiple year cover.

The Actuarial team provides input to the reinsurance placement exercise by means of profitability analysis and providing supporting information required by reinsurers and brokers.

B.7 Outsourcing

NHBC has a documented outsourcing policy owned by the Chief Financial Officer. This policy establishes a set of requirements for NHBC to meet its regulatory obligations and effectively manage the risks associated with outsourcing critical, important or key functions, services and activities, as per Article 49 of the Solvency II regulations.

The policy takes into account the different types of outsourcing arrangements within NHBC, and outlines NHBC's responsibilities and actions that must be followed when entering into an outsourcing arrangement from both a regulatory and best practice perspective.

NHBC has adopted the definition of the Solvency II Directive for key functions as those included in the systems of governance. Currently, the only key function that NHBC outsources is internal audit. The internal audit function is performed by Grant Thornton LLP. Grant Thornton LLP operates within the UK.

B.8 Other information

The information presented in Section B of this report provides a true and fair reflection of NHBC's system of governance during the reporting period. There is no other material information to report.





Overview

NHBC's risk profile is assessed through a combination of measures, including company and department specific risk registers, a risk appetite framework, the Solvency II Standard Formula Capital Model, NHBC's ORSA Capital Model and various economic and business-related scenario models.

NHBC is exposed to material underwriting and market risk (both directly and through its defined benefit pension scheme). A description of these risks, as well as other less material risks that NHBC is exposed to, is set out in the sub-sections below.

NHBC's assets are invested in listed instruments (that are considered to be standard in nature) with an observable daily pricing source. Based on the existing strategy, the NHBC portfolio contains a significant proportion of high-quality and liquid assets. The table below represents NHBC's asset allocation as at 31 March 2018:

Asset class total	Actual allocation (%)	Strategic asset allocation (%)	Liability matching (L) /surplus (S)
Index-linked gilts	45	42	L
Fixed interest gilts	8	10	L
Sterling investment grade corporate bonds	38	41	L/S
Developed market equity investments	5	4	S
Emerging market equity investments	2	2	S
Cash	2	-	L
Total	100	100	

NHBC employs an external manager to perform continual asset and liability management. NHBC performs monitoring on a quarterly basis to review the appropriateness of the liability benchmarks used by the external manager. The assets held against the liabilities are predominantly index-linked gilts, nominal gilts and cash, and are considered appropriate in both nature and duration with respect to the Company's liabilities.

The bond portfolio is invested in segregated mandates which account for the majority of NHBC's investments. The equity allocation is invested in pooled index tracking funds.

The non-gilt fixed income holdings have limits embedded in the guidelines to control the duration, the credit quality of the portfolio and the maximum exposure to any one issuer. There are also asset allocation limits monitored against the strategic benchmark set by the Board (and Board Investment Committee). The use of derivatives is currently prohibited in segregated bond mandates.

NHBC limits its market risk exposures to modest levels in terms of both complexity and capital volatility of the instruments held. All NHBC's investments map to an appropriate Standard Formula market risk module, with an Solvency Capital Requirement calculated for these risks.

In helping to assess and better understand the market risk exposures on the balance sheet, investment reporting and analysis is supplied by all external managers on a look-through basis, and metrics such as tracking error and performance attribution are also available. The nature of NHBC's business model means it is subject to a concentration of insurance risk. The UK house-building industry is dominated by a relatively small number of very large builders, and this means that NHBC not only has a concentration of risk in the building industry, but also a concentration of risk with a small number of builders too. Further information is provided in Section C6.

NHBC uses reinsurance to transfer some of its underwriting risk to a panel of reinsurers. This primarily includes excess of loss reinsurance cover taken out to insure against unusually high losses arising for properties registered in a given generation year. This is complemented by another excess of loss policy that spans a number of these generations. There are other less material reinsurance arrangements in place, including quota share reinsurance on certain lines of business. NHBC's reinsurance arrangements are assessed annually by its underwriting function and presented to the BRC for approval.

Some of NHBC's equity investments are subject to foreign exchange risk. This risk is mitigated through the use of derivatives.

Stress tests

NHBC's business plan has been produced using a number of assumptions. The most material are judged to be the expected return on the surplus asset portfolio (consisting of mostly corporate bonds and equities) and expected future claims inflation. In addition, house price inflation, product price inflation, salary inflation and the number of registrations of new homes were assessed but are much less material.

Scenario testing

As part of NHBC's ORSA process, a number of economic and business-related scenarios have been modelled.

NHBC draws on the external expertise of actuarial consultants WTW to create a range of economic scenarios that have been produced by its investment experts. NHBC selected a number of these scenarios and modelled their impact to its Solvency II solvency ratios over a three-year horizon.

The following economic scenarios were considered:

- Disruptive 'Brexit' a UK residential house crash has a significant impact on NHBC's revenue, future volumes and own funds
- Eurozone breakup risk a global recession leads to a poor economic environment for risk-seeking assets with NHBC's surplus assets sustaining large losses.

In addition, NHBC considered the separate

impact of the insolvency of a major builder



C.1 Underwriting risk

Underwriting risk refers to the potential cost of deviations in the expected timing, frequency and severity of insured events relative to expectations at the time of underwriting (premium risk) and deviations in the timing and cost of settling existing insurance liabilities (reserve risk). This may also include the cost of administering insurance policies and claims.

NHBC underwrites insurance in two Solvency II classes of business - 'credit and suretyship' and 'miscellaneous financial loss'.

Credit and suretyship is:

- Cover that provides protection to potential homeowners for loss of deposit when purchasing a property
- Cover that provides a guarantee for builders where NHBC stands as surety on road and sewer bonds.

Miscellaneous financial loss is all remaining cover, i.e. the building defect cover.

Underwriting is NHBC's largest area of risk exposure. This is an area in which NHBC actively takes risk in the belief that it is suitably rewarded by its managed use, aligned to the strategy of raising standards for new build homes. NHBC believes that, by taking underwriting risks, and therefore paying to remedy building defect claims, it will increase its understanding in this area and be able to raise standards for future builds.

NHBC manages its underwriting risk by requiring all builders offering its warranty products to register with the Company and to build to its standards. NHBC monitors the quality of builders' work and adjusts the premium it charges accordingly. This ensures that builders are financially incentivised to build quality homes.

NHBC provides an inspection service throughout various stages of the build process (in accordance with NHBC Rules) to builder customers who benefit from the Buildmark product. This service supports NHBC's aims of raising new house-building standards to protect homeowners, through fewer defects.

Lastly, NHBC also purchases various reinsurance treaties to transfer some of the underwriting risk to other parties. Whilst this reduces NHBC's underwriting risk, it creates a credit risk which is considered further in the credit risk section below.

NHBC holds capital to absorb unexpected insurance losses, and the amount of capital held against underwriting risk at 31 March 2018 on the Standard Formula measure was £318.9m (2017: £306.7m).

C.2 Market risk

Market risk refers to changes in the value of NHBC's assets and liabilities as a result of fluctuations in their market value.

NHBC has approximately £1.6 billion of assets under management and approximately £1.0 billion of Solvency II liabilities, meaning the business's exposure to market risk is material. NHBC's investment portfolio consists largely of government and investment-grade corporate bonds, and exposure to equities. Its liabilities are predominantly insurance-related, although it is also liable for meeting the obligations of its defined benefit pension scheme (closed to new members and future accrual of benefits).

NHBC manages its exposure to market risk on its investments by outsourcing it to specialist fund managers and ensuring that there are mandates, guidelines and policies in place to control what action the fund managers can take. NHBC's investment-related policies embed controls and management consistent with the Prudent Person Principle Directive. They ensure that sufficiently diversified appropriate assets, traded on regulated markets, are held and all derivative exposures are held for risk reduction and efficient portfolio management purposes. Fund managers must be authorised by the PRA, and their performance is reviewed regularly.

NHBC is exposed to the risk that changes in interest rates and/or inflation adversely affect the value of its investments and liabilities. The Company seeks to minimise this risk by trying to select investments that match the characteristics of its liabilities.

NHBC is also indirectly exposed to market risk on the pension scheme's assets and liabilities. The pension scheme's investments consist mainly of equities, government bonds and corporate bonds. The scheme also tries to minimise its market risk by selecting investments that match the characteristics of its liabilities.

NHBC holds capital to absorb market-value fluctuations in its assets and liabilities, and the amount of capital held against market risk at 31 March 2018 on the Standard Formula measure was £121.7m (2017: £154.9m).

NHBC has built an internal investment function in order to deliver a better understanding and ownership of market risk internally. NHBC retains the use, in a reduced capacity, of external investment consultants for additional support when required.

C.3 Credit risk

Credit risk refers to losses arising from a counterparty failing to meet its financial obligations when due.

NHBC is exposed to credit risk from a variety of different sources, the main one being the risk of reinsurer default. NHBC manages this risk by spreading the reinsurance between panels of reinsurers, although the unique nature of the insurance cover means there are some panel members that hold relatively large proportions because of their specialist knowledge and the partnership approach NHBC has adopted. The reinsurers are financially robust and are required to have a minimum credit rating of A-, which is continually monitored through NHBC's reinsurance brokers.

NHBC is also exposed to credit risk through its cash on deposit and through its trade debtors, both of which are deemed to be a relatively immaterial credit risk to the Company as they are reasonably diversified and the amount of exposure is relatively small.

Although linked to credit risk, the risk of default on government and corporate bond holdings is considered within market risk, and the provision of insurance cover for deposit guarantee or suretyship is considered within underwriting risk.

NHBC holds capital to absorb losses arising from counterparty defaults, and the amount of capital held against credit risk at 31 March 2018 on the Standard Formula measure was £2.0m (2017: £2.4m).

C.4 Liquidity risk

Liquidity risk refers to the risk that NHBC, whilst remaining solvent, does not have sufficiently liquid resources available to meet its financial obligations as they fall due, or it can only secure such resources at an excessive cost.

NHBC manages its liquidity risk by investing in a range of cash and cash equivalents, as well as highly liquid government bonds and equities and, to a lesser degree, corporate bonds. The Company, as with most insurers, generally receives premium income in advance of paying out for claims and, therefore, providing this is invested in relatively liquid funds, the exposure to liquidity risk is relatively immaterial.

The nature of the insurance business underwritten by NHBC also contributes to low liquidity risk, as building defect claims can take a number of months to settle, giving advanced notice of impending cash outflows should they arise.

NHBC does not hold capital specifically to absorb losses arising from liquidity risk, as the risk is considered immaterial. It does, however, consider liquidity as part of its cash management process.

NHBC anticipates around £1.8m (2017: £2.6m) in expected profit included within future premiums, which relates to premiums charged for providing cover for longer durations under Section 1 of the Buildmark product.

NHBC now has a Board-approved Liquidity Risk Policy in place, with risk appetite metrics monitored through appropriate governance committees on a quarterly basis.

C.5 Operational risk

Operational risk refers to the risk of losses arising as a result of failures in systems or processes used to manage the business.

The Company employs a Risk Management Framework⁵, supported by a number of qualified risk professionals to help the business manage these risks. The business makes use of a number of risk management techniques, including the ongoing assessment of risks through company and department-specific risk registers.

NHBC holds capital to absorb losses arising from operational risks, and the amount of capital held against this risk at 31 March 2018 on the Standard Formula measure was £22.5m (2017: £23.2m).

C.6 Other material risks

Concentration risk

The nature of NHBC's business model means it is subject to a concentration of insurance risk. It is predominantly focused on providing warranty cover for builder defects and, to a lesser degree, cover that provides protection to potential homeowners for loss of deposit when purchasing a property, and to local authorities where NHBC stands as surety on road and sewer bonds. This means that the Company does not benefit from a diversification of insurance risks but it does, however, mean that it is able to become highly specialised, which brings many other benefits.

The UK house-building industry is dominated by a relatively small number of very large builders, and this means that NHBC not only has a concentration of risk in the building industry, but also a concentration of risk with a small number of builders too.

These are risks that NHBC has to accept in order to fulfil its objective of raising the standard of new build homes. The capital that NHBC holds to cover losses arising from these risks is taken into account within its underwriting risk capital.

Pension risk

NHBC is liable for meeting the obligations of its defined benefit pension scheme, although the scheme is now closed to new members and future accrual of benefits. This exposes NHBC to market risk, as discussed in C.2, but also longevity risk.

Longevity risk refers to the risk of losses arising as a result of pensioners living longer than expected, and therefore NHBC having to make benefit payments for longer than expected.

NHBC accepts longevity risk as part of its pension scheme obligations and, whilst it is not required to hold capital against this risk under the Solvency II Standard Formula, holds capital under its ORSA.

NHBC now has a Board-approved Pension Risk Policy in place.

Strategic risk

Strategic risk refers to the risk arising from NHBC failing to adapt to changes that undermine its ability to deliver its business objectives.

The Company manages this risk by carrying out strategic reviews and engaging external management consultants, when needed, to challenge and help develop the business's strategic plans. Where necessary, the business's strategic plans will be reviewed and changed in response to unexpected market conditions.

NHBC is also exposed to risks from its subsidiary companies, and these risks are managed by ensuring directors from the parent company are present on the boards of subsidiary companies and that there is a robust governance framework in place.

Whilst NHBC is not required to hold capital against this risk under the Solvency II Standard Formula, it holds capital under its ORSA within its operational risk capital.

C.7 Any other information

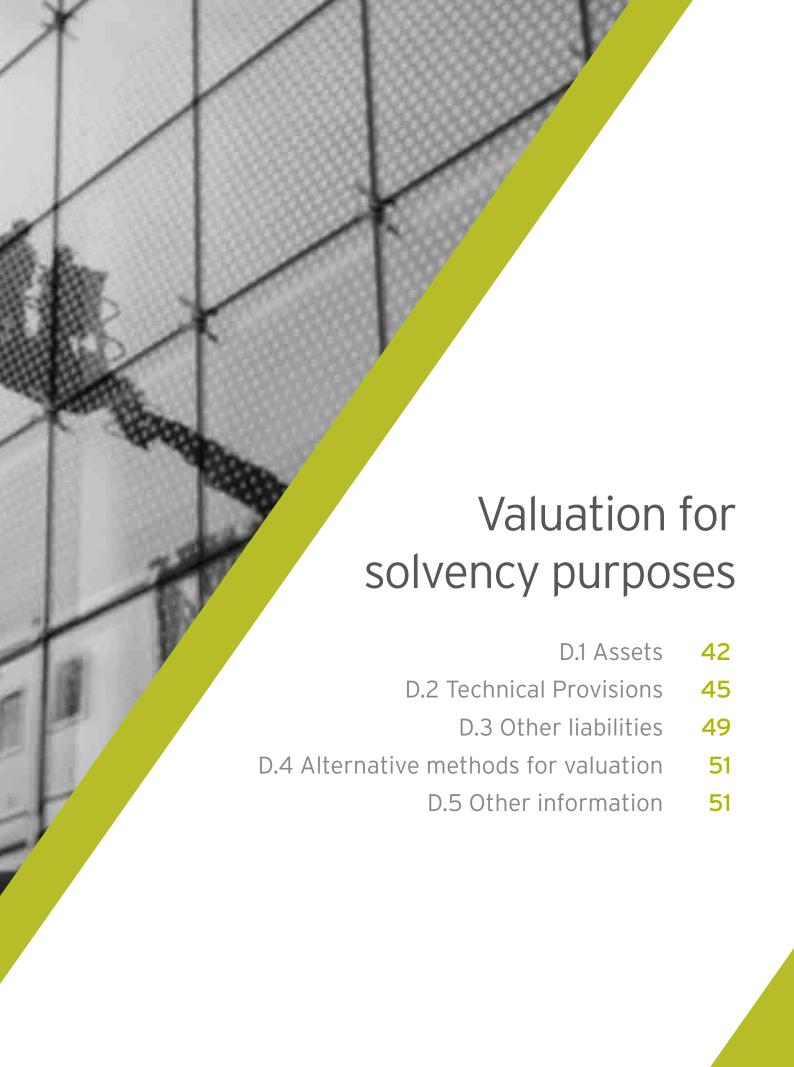
The information presented in Section C of this report provides a true and fair reflection of NHBC's risk profile during the reporting period.

NHBC has no material exposure to off-balance sheet positions and does make use of, or transfer risk to, any special purpose vehicles.

There is no other material information to report.







Valuation for solvency purposes

This section of the report provides a description of the bases, methods and main assumptions employed in the valuation of NHBC's assets and liabilities. This section also provides an explanation of material differences between valuations presented in NHBC financial statements under UK GAAP and Solvency II valuations.

D.1 Assets

NHBC's Solvency II assets are valued in accordance with Article 75 of Directive 2009/138/EC; it assumes NHBC is a going concern, and the assets are valued independently of the liabilities.

NHBC prepares its financial statements under UK GAAP on a going concern basis under the historical cost convention, as modified by the revaluation of certain tangible fixed assets, and in accordance with the Companies Act 2006 and provision of the Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 (SI 2008/410) relating to insurance groups. Financial statements and the Solvency II basis of preparation produce consistent valuations for the majority of assets.

The Solvency II balance sheet uses the NHBC Company balance sheet prepared for the Annual Report & Accounts under the UK GAAP framework as its basis of preparation.

The following table presents NHBC's valuation of assets at 31 March 2018 on a Solvency II basis.

Assets £m	2018	2017
Property, plant and equipment for own use	11.7	11.6
Investments	1,567.4	1,575.9
Reinsurance recoverable from non-life, excluding health	(5.2)	2.7
Insurance and intermediaries receivable	2.8	2.0
Receivables (trade, not insurance)	5.8	6.4
Cash and cash equivalents	14.2	33.7
Any other assets not shown elsewhere	2.3	2.5
Total assets	1,599.0	1,634.8

Material classes of assets

Land and buildings included in property, plant and equipment for own use

The valuation approach is consistent between the basis of preparation of the financial statements and Solvency II, resulting in equal valuations.

In the absence of quoted market prices in active markets for NHBC's land and buildings, the default valuation method set out in Article 10(2) is not possible.

Following the hierarchy of valuation methods in accordance with Article 10, NHBC's land and buildings are valued individually.

NHBC values its land and buildings using a market approach as outlined in Article 10(7).

Investments

The valuation approach is consistent between the basis of preparation of the financial statements and Solvency II, resulting in equal valuations.

Under Solvency II, NHBC applies the default valuation method as per Article 10(2). NHBC values its financial investments using quoted market prices in active markets for the same assets.

Investments are considered to be in active markets where they are actively traded with live prices available.

Related undertakings

NHBC holds investments in 100% owned subsidiaries which qualify as related undertakings under Article 13. There is no material difference in the valuations under Solvency II and UK GAAP.

In the absence of quoted market prices in active markets, the related undertakings are valued using the adjusted equity method, as per Article 13(3), under Solvency II.

Deferred tax assets

The method for calculation of deferred tax assets is consistent between financial statements and the Solvency II basis of preparation. NHBC's deferred tax asset is primarily driven by the NHBC defined benefit pension deficit and trading losses carried forward. No net deferred tax asset is recognised in the financial statements or Solvency II due to uncertainty over future recovery of the asset.

Any additional deferred tax liability arising from differences between assets or liabilities that would result in tax timing differences under UK GAAP and Solvency II balance sheets follow the provisions of Article 15.

Reinsurance

The reinsurance balance is discussed in Section D2 of this report.

Receivables and cash and cash equivalents included within reinsurance recoverable from non-life, excluding health, insurance and intermediaries receivable, and Cash and cash equivalents

Article 16 specifically prohibits the valuation of assets at cost or amortised cost.

NHBC is of the opinion that the carrying value of debtors, cash and deposits with credit institutions in the financial statements is equal to the valuation achieved through application of valuation techniques as prescribed in Articles 9 and 10.

The valuation of these assets is not above cost. NHBC carries out regular impairment reviews on all the asset classes. Using past historic information on recoverability of the assets and credit rating information, NHBC is able to accurately measure the realisable value of the assets, which results in assets valued at the amount for which they could be exchanged between knowledgeable willing parties in an arm's length transaction.

In accordance with the guidelines, current insurance debt (debt that falls within agreed credit terms) is reclassified as part of technical provisions.

Other assets

NHBC has operating leases for one property and various motor vehicles. These assets, and the corresponding liabilities, are not included on the balance sheet. At 31 March 2018, NHBC had leasing commitments of £5.6m (2017: £6.0m).

NHBC does not consider plant and equipment for own use, or any other assets not shown elsewhere (typically prepayments), to be material classes of assets.



Valuation for solvency purposes

Reconciliation of UK GAAP and Solvency II assets

The balance sheet valuation under UK GAAP is, in many cases, the same as that required for Solvency II. Where the Solvency II requirements and basis of valuation differ from the accounting basis, adjustments are made to reflect the Solvency II requirements. The main areas of balance sheet valuation differences between UK GAAP and Solvency II for NHBC are listed below; the two main material items are the valuation of the Technical Provisions and the resulting deferred tax liability:

- Technical Provisions under UK GAAP, Technical Provisions are valued in line with FRS 103 - Insurance Contracts. The amounts involved are material to NHBC's balance sheet. Under Solvency II, the valuation of Technical Provisions is calculated on a best estimate plus a risk margin basis
- Deferred tax this results from the difference between net assets (primarily Technical Provisions) between the UK GAAP and Solvency II balance sheets multiplied by the applicable rate of tax
- DAC NHBC recognises DAC under UK GAAP. Under Solvency II, DAC are not recognised
- Investments under UK GAAP, bonds are valued net of accrued interest, which is recognised as accrued income
- **Reclassification of balance sheet items** for Solvency II purposes, certain balance sheet items have been reclassified and now form part of Technical Provisions.

The table below provides reconciliation between assets as disclosed in UK GAAP financial statements and Solvency II as at 31 March 2018.

Assets (£m)	UK GAAP value	Adjustment to Technical Provisions	Reversal of DAC	Investment re-analysis	Balance reclassification	Solvency II value
DAC	11.6	-	(11.6)	-	-	-
Property, plant and equipment for own use	11.7	-	-	-	-	11.7
Investments	1,551.2	-	-	16.2	-	1,567.4
Reinsurance recoverable from non-life excluding health	54.4	(59.6)	-	-	-	(5.2)
Insurance and intermediaries receivable	5.4	-	-	-	(2.6)	2.8
Receivables (trade, not insurance)	5.8	-	-	-	-	5.8
Cash and cash equivalents	14.2	-	-	-	-	14.2
Any other assets not shown elsewhere	23.4	-	-	(16.2)	(4.9)	2.3
Total assets	1,677.7	(59.6)	(11.6)	-	(7.5)	1,599.0

D.2 Technical Provisions

The following table presents NHBC's valuation of net Technical Provisions at 31 March 2018 on a Solvency II basis.

Technical Provisions (£m)	Credit and suretyship insurance ⁶	Miscellaneous financial loss	Total non-life obligation
Gross best estimate	(39.5)	788.1	748.6
Risk margin	3.3	105.9	109.2
Technical Provisions	(36.2)	894.0	857.8
Reinsurance recoverable	(1.2)	(4.0)	(5.2)
Technical Provisions less recoverable from reinsurance	(35.0)	898.0	863.0

Technical Provisions basis and methodology

Solvency II Technical Provisions are made up of the sum of a best estimate and a risk margin calculated in accordance with the requirements of the Solvency II Directive (Directive 2009/138/EC).

The best estimate corresponds to the probability-weighted average of future cash flows, taking account of the time value of money (expected present value of future cash flows), using the European Insurance and Occupational Pensions Authority (EIOPA) risk-free interest rate term structure at 31 March 2018.

The cash flow projection used in the calculation of the best estimate takes into account all the cash inflows and outflows required to settle the insurance and reinsurance obligations over the lifetime of the liabilities. These are subdivided into claim and premium provision components.

Solvency II Technical Provisions are calculated directly for the claims and premium provisions and incorporate a mixture of deterministic and stochastic methodologies as identified below.

Solvency II Technical Provisions are used to inform UK GAAP Technical Provisions.

Risk groups

For the home warranty product (the Buildmark product) NHBC broadly applies risk groupings aligned to the sections of coverage as outlined in Section A1.

Claims provisions

The claims provision represents the estimated cost of claims incurred but not settled as at the balance sheet date. The provision includes an allowance for claims management and claims handling expenses.

The claims provision for the major part of the attritional reserves (Section 2 and Section 3 of the Buildmark Product) is estimated using triangulation methods and consider inflated incurred and paid claim development tables. The claims provision for the remaining sections is set based on the case reserve estimates and, in the case of road and sewer bonds is set based on an assessment of the level of individual outstanding bonds, should a particular builder become insolvent.

⁶The gross best estimate for credit and surety insurance line of business includes future road and sewer bond fees.



Valuation for solvency purposes

Premium provisions

The premium provision represents the estimated cost of future claims and expenses arising from the current and incepted insurance contracts, net of future premium receipts. The premium provision is the expected present value of all future cash flows relating to risk exposure after the valuation date.

The premium provision relating to Section 2 and Section 3 of the Buildmark Product (gross and builder recoveries separately) is calculated from Underwriting Year by First Notification Year incurred claim per home development tables at a detailed level of granularity. The premium provision for the remaining sections of the Buildmark Product is based on frequency severity methods and, in the case of Road and Sewer Bonds a mixture of deterministic and stochastic methodology based on the probability of builder insolvency.

Stochastic reserving

Certain elements of the provisions are modelled, at least in part, using stochastic distributions. These include large losses (claims costing between £1m and £10m) and events not in data (ENIDs). ENIDs are a category of potential losses that need to be considered within the Solvency II Technical Provisions and which, by their nature, are sparsely represented within the experience data and typically represent low-frequency, high-severity events.

Reinsurance

NHBC's primary reinsurance cover is an aggregate excess of loss cover protecting against total losses per underwriting year. In addition, there is a crossgenerational cover providing protection against the aggregate retained losses on the combined 2005/06 to 2014/15 underwriting years. There are also quota share placements in place providing cover on Additional Section 1 product and major projects.

There is a separate excess of loss treaty providing protection of the Road and Sewer Bonds.

The reinsurance recoveries are estimated stochastically via a simulation exercise which models the gross claims and applies these to the reinsurance programmes. Reinsurance bad debt provisions are also included.

Contract boundaries

Solvency II requires that the Technical Provisions include the best estimate of all future insurance cash flows associated with committed insurance obligations. This should allow for expected policyholder actions. The regulations are concerned with business known as bound but not incepted (BBNI), where an obligation exists but the contract has not yet incepted and hence may not be present within data records used for the Technical Provision calculations. Solvency II regulations requires that such contracts are included within the valuation.

For NHBC, however, the registration of a policy is triggered by the builder's payment of the fees. The Customer Service representative for that site registers the policy in Fusion (NHBC's policy administration system). NHBC is not obligated to provide cover until a policy number is created (registered) in Fusion. Even if the quote was accepted by the builder and the fees were paid, NHBC can still change its mind and is not obligated to register the policy. Even after plot registration process, NHBC can choose to decline the risk at any time if the building does not meet NHBC's standards.

For some major developments, while there is normally more discussion over terms, again the risk is not bound until the registration details have been provided.

There are no renewals; cover is provided from inception mainly for 10 years after completion.

No allowance for BBNI premiums or claims is required as only business registered, and hence incepted, is within scope of the valuation for Technical Provisions.

Future premium income and outgoings

A small number of major builder customers do have modest credit terms. These (UK GAAP) balance sheet accruals are included within Solvency II Technical Provisions and classified as premium provisions, since the earned exposure (which only relates to Section 1 cover) is de minimis.

In addition, there are instances where additional premium might be receivable. These may include additional Section 1 premiums, premium adjustments and income generated by future policy holder behaviour.

Expenses

There are three categories of expenses which are included in the calculation of the cash flows for Technical Provisions:

- Claims management expenses which include the costs of the claims handling department and the associated overhead costs, as well as an allocation of general overheads. In addition, these expense amounts include internal legal and engineering costs incurred when handling claims/potential claims
- Administration expenses are those required in order for NHBC to manage its ongoing operations for the insurance element of NHBC's activities. Given the nature of the business, these are relatively small, and relate generally to a small number of cancellations and builder customer and policyholder queries
- Investment management expenses are those incurred in the management of NHBC's investment portfolio of assets which are held to support the insurance liabilities.

A number of expense items (e.g. IPT accrual, VAT accruals relating to insurance business) which are included in the UK GAAP balance sheet are explicitly transferred to the Solvency II Technical Provisions.

Uncertainty

NHBC's core home warranty insurance product provides cover for 10 years and, as such, the requirement to project exposures for this period leads to the need to make a number of subjective assumptions, which in turn leads to uncertainties in the best estimate provisions.

For non-large claims (Section 2 and 3 attritional claims and claims handling), reliance is placed on past data to inform future claim development; which, given the long-term exposures, is not likely to be a perfect assumption, with actual outcomes being potentially different from those predicted.

In addition, there are several key assumptions regarding builder behaviour, inflation and the incidence of exceptional losses that need to be made despite sparse experience data being available.

For this reason, NHBC has introduced an Expert Judgement Policy under which these judgements are informed by relevant experts and then reviewed and challenged through the relevant governance framework. While this process can ensure that evidencing the selected assumptions is robust, it cannot reduce the level of uncertainty over purely subjective assumptions impacting future exposures.



Valuation for solvency purposes

Reconciliation of UK GAAP and Solvency II net Technical Provisions

The table below provides reconciliation between net Technical Provisions as disclosed in UK GAAP financial statements and Solvency II as at 31 March 2018.

Technical Provisions net of reinsurance (£m)	Credit and suretyship insurance	Miscellaneous financial loss	Total
Solvency II Technical Provisions, excluding risk margin	(38.3)	792.1	753.8
Solvency II elements not applicable for UK GAAP	64.0	(14.3)	49.7
UK GAAP margin	20.7	190.1	210.8
UK GAAP adjustments	(1.7)	(2.9)	(4.6)
UK GAAP Technical Provisions	44.7	965.0	1,009.7

The UK GAAP Technical Provisions are calculated by adding a UK GAAP margin (to allow for the concept of being reasonably foreseeable) to the best estimate provisions derived as part of the Solvency II Technical Provisions. Elements of the Technical Provisions which are specific to Solvency II are removed from the calculation. This includes balance sheet adjustments, investment and administration expenses, as well as future premiums.

The UK GAAP margin is selected by management and is informed by a suite of scenarios which estimate additional provisions that would be required to be added to the Solvency II best estimates (after UK GAAP adjustments) to reflect reasonably foreseeable events.

The UK GAAP adjustments primarily relate to the service potential of reinsurance assets and the DAC. Due to the nature of certain reinsurance policies held by NHBC, a service potential is recognised above the estimated recoveries under UK GAAP. This represents the amortised cost, in excess of expected recoveries, of reinsurance policies which have been obtained to create additional capacity within NHBC's risk appetite, or to protect the capital position against tail events outside the UK GAAP margin.

Other information

NHBC does not apply countercyclical premiums, matching premiums or volatility adjustments. NHBC is not using the transitional provisions.

D.3 Other liabilities

NHBC's Solvency II liabilities are valued in accordance with Article 75, assuming NHBC is a going concern, and are valued independently of the assets.

NHBC prepares its financial statements under UK GAAP on a going concern basis under the historical cost convention, as modified by the revaluation of certain tangible fixed assets, in accordance with the Companies Act 2006 and provision of the Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008 (SI2008/410) relating to insurance groups. Financial statements and the Solvency II basis of preparation produce consistent valuations for the majority of liabilities.

The Solvency II balance sheet uses the NHBC Company balance sheet prepared for the Annual Report & Accounts under the UK GAAP framework as its basis of preparation.

The table below highlights the valuation of the liabilities in the preparation of the Solvency II balance sheet.

Liabilities (£m)	2018	2017
Technical Provisions - non-life calculated as a whole	857.8	879.4
Provisions other than Technical Provisions	61.5	65.4
Pension benefit obligations	32.0	47.9
Deferred tax liabilities	16.1	23.6
Derivatives	0.8	-
Insurance and intermediaries payable	27.6	30.0
Payables (trade, not insurance)	15.8	8.5
Total liabilities	1,011.6	1,054.8

Material classes of liability

Technical Provisions - non-life calculated as a whole

Technical Provisions are discussed in Section D2 above.

Provisions other than Technical Provisions

Provisions such as accruals (and contingent liabilities) are recognised on NHBC's balance sheet, where it is probable that any future economic benefit associated

with the item will flow from NHBC and the item has a cost or value that can be measured reliably.

There are no differences between measurement and recognition between UK GAAP and Solvency II. Provisions for cash flows that can be directly attributed to insurance activities are reallocated to the Technical Provisions.

Pension benefit obligations

The defined benefit obligation is calculated using the projected unit credit method. On an annual basis, NHBC engages independent actuaries to help calculate the obligation. The present value is determined by discounting the estimated future payments using market yields on high-quality corporate bonds that are denominated in sterling and that have terms approximating the estimated period of the future payments.

An updated recovery plan was agreed in the year with annual payments of £8m due from 2019 to 2024, intended to eliminate the deficit.

The basis of preparation of financial statements and Solvency II produce equal valuations.

Deferred tax liabilities

A deferred tax liability is recognised in respect of all timing differences at the reporting date.

A deferred tax liability is calculated using the tax rates and laws that that have been enacted or substantively enacted by the reporting date and that are expected to apply to the reversal of the timing difference.

The method for calculation of deferred tax liability is consistent between financial statements and the Solvency II basis of preparation.

As per the accounting basis, Solvency II recognises the deferred tax liability arising from the difference between the values ascribed to assets and liabilities recognised and valued in accordance with Articles 75 to 86 of Directive 2009/138/EC, and the values ascribed to assets and liabilities as recognised and valued for tax purposes.

Any additional deferred tax liability arising from differences between assets or liabilities which would result in tax timing differences under UK GAAP and Solvency II balance sheets follow the provisions of Article 15.

Valuation for solvency purposes

Insurance and intermediaries payable and payables (trade, not insurance)

Basic financial liabilities, including trade and other payables are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest.

Under UK GAAP, debt instruments are subsequently carried at amortised cost, using the effective interest rate method. However, NHBC's payables are current and are not carried at amortised cost. Due to the current nature of the payables, it is considered that the initially recognised value is an appropriate measurement of their fair value.

As such, there are no differences between measurement and recognition between UK GAAP and Solvency II. Provisions for cash flows that can be directly attributed to insurance activities are reallocated to the Technical Provisions.

Reconciliation of UK GAAP and Solvency II liabilities

Please refer to Section D1 of this report for a description of material differences between UK GAAP and Solvency II liabilities.

The table below provides reconciliation between liabilities as disclosed in UK GAAP financial statements and Solvency II as at 31 March 2018.

Liabilities (£m)	UK GAAP value	Adjustment to Technical Provisions	Deferred tax adjustment	Balance reclassification	Solvency II value
Technical Provisions - non-life calculated as a whole	1,064.1	(213.1)	-	6.8	857.8
Provisions other than Technical Provisions	68.1	-	-	(6.6)	61.5
Pension benefit obligations	32.0	-	-	-	32.0
Deferred tax liabilities	-	-	16.1	-	16.1
Derivatives	0.8	-	-	-	0.8
Insurance and intermediaries payable	32.9	-	-	(5.3)	27.6
Payables (trade, not insurance)	18.2	-	-	(2.4)	15.8
Total liabilities	1,216.1	(213.1)	16.1	(7.5)	1,011.6

D.4 Alternative methods for valuation

Following the hierarchy of valuation methods in accordance with Article 10, NHBC's land and buildings are valued individually.

NHBC values its land and buildings using quoted market prices in active markets for similar assets with adjustments to reflect differences as per Article 10(3) or one of the alternative valuation methods as outlined in Article 10(7).

The value of each of the properties is assessed in accordance with the relevant parts of RICS Valuation - Professional Standards 2014. In particular, fair value of each of the properties has been determined in accordance with UKVS 1.1. Under these provisions, the term 'fair value' means 'the amount for which an asset could be exchanged, a liability settled, or an equity instrument granted between knowledgeable, willing parties in an arm's length transaction'.

D.5 Other information

The information presented in Section D of this report provides a true and fair reflection of NHBC's valuation methods employed for its solvency purposes during the reporting period. There is no other material information to report.







Capital management

This section of the report provides information on NHBC's own funds and Solvency Capital Requirement.

E.1 Own funds

Capital management objectives, policies and processes

NHBC is exclusively funded through retained earnings and maintains a capital structure consistent with NHBC's risk profile and the regulatory requirements of its business.

NHBC's objectives in managing its capital are:

- To match the profile of its assets and liabilities, taking account of the risks inherent in the business
- To maintain financial strength to support new business growth
- To satisfy the requirements of its policyholders and regulators
- To retain financial flexibility by maintaining strong liquidity
- To allocate capital efficiently to support growth.

NHBC considers not only the traditional sources of capital funding but also alternative sources of capital, including reinsurance, when assessing its deployment and usage of capital. NHBC manages as capital all items that are eligible to be treated as capital for regulatory purposes.

Capital management is embedded with the Risk Management Framework outlined in the earlier sections of this document (see Section B3 for further information on NHBC's risk management processes).

The Capital Modelling & Reporting Committee (CMCR) is responsible for day-to-day monitoring of NHBC's capital position. The CMRC ultimately feeds into the Executive Risk Committee, the BRC and the Board.

NHBC's capital and finance teams prepare quarterly capital positions and long-term projections for consideration of various committees, as well as feeding into core processes such as business planning.

Own funds

As at 31 March 2018, all NHBC's own funds consisted of items that are available to fully absorb losses on a going concern basis, as well as in the case of winding-up, meeting all criteria of Article 94 of Directive 2009/138/EC to be classified as Tier 1 own funds. All NHBC's Tier 1 funds are unrestricted.

When NHBC recognises a deferred tax asset on its Solvency II balance sheet, it classifies it as Tier 3 own funds in accordance with Article 76 of Solvency II Directive (Directive 2009/138/EC).

At 31 March 2018, NHBC's Tier 1 and total own funds were £587.5m (2017: £580.0m), comprised entirely of the reconciliation reserve. The own funds supported the SCR of £376.0 (2017: £377.5m), resulting in a solvency ratio of 156% (2017: 154%). The Minimum Capital Requirement (MCR), a minimum level below which the amount of financial resources should not fall, was £156.2m (2017: £156.8m), providing a ratio to eligible own funds to meet the MCR of 376% (2017: 370%).

The reconciliation reserve is comprised of the Company's retained earnings on a UK GAAP basis, adjusted for the asset and liabilities differences under Solvency II.

The table below presents how funds are allocated to support the SCR and MCR respectively as at 31 March 2018.

£m	Tier 1 unrestricted	Tier 1 restricted	Tier 2	Tier 3	Total
Total eligible own funds to meet the SCR	587.5	-	-	-	587.5
Total eligible own funds to meet the MCR	587.5	-	-	-	587.5

The Solvency II balance sheet uses the NHBC Company balance sheet prepared for the Annual Report & Accounts under the UK GAAP framework as its basis of preparation.

Please refer to Sections D1 and D3 of this report for a description of material differences between UK GAAP and Solvency II assets and liabilities that ultimately drive the excess of assets over liabilities as calculated for solvency purposes.

The following table provides reconciliation between UK GAAP and Solvency II excess of assets over liabilities.

£m	Total
Solvency II excess of assets over liabilities	587.5
Asset valuation differences	78.7
Liability valuation differences	(204.5)
UK GAAP excess of assets over liabilities	461.7

Movement in own funds

The movement in own funds during the financial year ended 31 March 2018 is analysed below.

Eligible own funds	£m
As at 1 April 2017	580.0
UK GAAP result for the year	
- Loss after tax	(10.4)
- Other comprehensive income	6.8
Movement in valuation differences	11.1
As at 31 March 2018	587.5

The £7.5m increase in own funds is driven by the financial results in the year, adjusted for Solvency II valuation differences. There were no distributions or capital instruments issued or redeemed in the year.

Other information about own funds

NHBC has not made use of transitional arrangements with respect to its basic own funds as referred to in Articles 308b(9) and 308b(10) of Directive 2009/138/EC.

NHBC does not have ancillary own funds.

NHBC has not made any deductions from its own funds. There are no restrictions affecting the availability and transferability of own funds.



Capital management

E.2 Solvency Capital Requirement and Minimum Capital Requirement

NHBC uses the Standard Formula to calculate its regulatory capital requirements. The following table shows the Standard Formula capital requirement, which is still subject to regulatory review, at 31 March 2018.

£m	2018	2017
Market risk	121.7	154.9
Counterparty default risk (credit risk)	1.9	2.5
Non-life underwriting risk	318.9	306.7
Diversification	(72.9)	(86.2)
Base Solvency Capital Requirement	369.6	377.9
Operational risk	22.5	23.2
Loss-absorbing capacity of deferred taxes	(16.1)	(23.6)
Total Solvency Capital Requirement	376.0	377.5

The Solvency Capital Requirement ('SCR') has not changed materially since last year, reducing by £1.5m. However, there has been a £33.3m reduction in the market risk charge which has been off-set by an increase in non-life underwriting risk, lower diversification benefit and lower benefit from loss-absorbing capacity of deferred taxes (LACDT).

The reduction in the market risk is due to a refinement of the risk charge for a component of the assets that better reflects NHBC's market risk profile. The other risk categories changed primarily due to changes in the underlying exposure.

The MCR at 31 March 2018 was £156.2m (2017: £156.8m).

The MCR is based on applying the appropriate factors to the Technical Provisions (excluding risk margin) and net written premium for the two Solvency II classes of business written by NHBC, being 'miscellaneous financial loss' and 'credit and surety'.

E.3 Use of the duration-based equity risk sub-module in the calculation of the Solvency Capital Requirement

NHBC is a general insurer; the duration-based equity risk sub-module is therefore not applicable. However, an equity transitional measure for Type 1 equities is allowed by the Solvency II Directive; it linearly transitions from the duration-based equity risk charge to the Type 1 equity risk charge over a seven-year period for assets that were held prior to 1 January 2016. NHBC makes use of this arrangement. At 31 March 2018, the impact of this arrangement reduced the capital requirement by £2.5m (2017: £5.6m).

E.4 Differences between the Standard Formula and any internal model used

As stated above, NHBC is using the Standard Formula approach to capital adequacy. Although an internal model is being developed, this element of the regulations is not applicable to NHBC at this point.

E.5 Non-compliance with the Minimum Capital Requirement and non-compliance with the Solvency Capital Requirement

NHBC had no non-compliance with either the MCR or the SCR during the reporting period.

E.6 Other information

The information presented in Section E of this report provides a true and fair reflection of NHBC's capital management during the reporting period. There is no other material information to report.







S.02.01.02	Balance sheet	60, 61
S.05.01.02	Premiums, claims and expenses by line of business	62
S.05.02.01	Premiums, claims and expenses by country	63
S.17.01.02	Non-life Technical Provisions	64
S.19.01.21	Non-life insurance claims	65
S.23.01.01	Own funds	66
S.25.01.21	Solvency Capital Requirement – for undertakings on Standard Formula	67
S.28.01.01	Minimum Capital Requirement – only life or only non-life insurance or reinsurance activity	68

Monetary amounts are in GBP thousands.

Quantitative reporting templates

Solvency II

S.02.01.02 Balance sheet

		value
	Assets	C0010
R0030	Intangible assets	
R0040	Deferred tax assets	
R0050	Pension benefit surplus	
R0060	Property, plant & equipment held for own use	11,689
R0070	Investments (other than assets held for index-linked and unit-linked contracts)	1,567,378
R0080	Property (other than for own use)	0
R0090	Holdings in related undertakings, including participations	5,189
R0100	Equities	0
R0110	Equities - listed	
R0120	Equities - unlisted	
R0130	Bonds	1,430,233
R0140	Government Bonds	827,434
R0150	Corporate Bonds	602,800
R0160	Structured notes	0
R0170	Collateralised securities	0
R0180	Collective Investments Undertakings	131,758
R0190	Derivatives	197
R0200	Deposits other than cash equivalents	0
R0210	Other investments	0
R0220	Assets held for index-linked and unit-linked contracts	
R0230	Loans and mortgages	0
R0240	Loans on policies	0
R0250	Loans and mortgages to individuals	
R0260	Other loans and mortgages	
R0270	Reinsurance recoverables from:	-5,196
R0280	Non-life and health similar to non-life	-5,196
R0290	Non-life excluding health	-5,196
R0300	Health similar to non-life	0
R0310	Life and health similar to life, excluding index-linked and unit-linked	0
R0320	Health similar to life	
R0330	Life excluding health and index-linked and unit-linked	
R0340	Life index-linked and unit-linked	
R0350	Deposits to cedants	0
R0360	Insurance and intermediaries receivables	2,821
R0370	Reinsurance receivables	
R0380	Receivables (trade, not insurance)	5,811
R0390	Own shares (held directly)	0
R0400	Amounts due in respect of own fund items or initial fund called up but not yet paid in	0
R0410	Cash and cash equivalents	14,189
R0420	Any other assets, not elsewhere shown	2,345
R0500	Total assets	1,599,038

S.02.01.02

Balance sheet

		value
	Liabilities	C0010
R0510	Technical provisions - non-life	857,773
R0520	Technical provisions - non-life (excluding health)	857,773
R0530	TP calculated as a whole	0
R0540	Best Estimate	748,516
R0550	Risk margin	109,258
R0560	Technical provisions - health (similar to non-life)	0
R0570	TP calculated as a whole	0
R0580	Best Estimate	0
R0590	Risk margin	0
R0600	Technical provisions - life (excluding index-linked and unit-linked)	0
R0610	Technical provisions - health (similar to life)	0
R0620	TP calculated as a whole	
R0630	Best Estimate	
R0640	Risk margin	
R0650	Technical provisions - life (excluding health and index-linked and unit-linked)	0
R0660	TP calculated as a whole	
R0670	Best Estimate	
R0680	Risk margin	
R0690	Technical provisions - index-linked and unit-linked	0
R0700	TP calculated as a whole	
R0710	Best Estimate	
R0720	Risk margin	
R0740	Contingent liabilities	
R0750	Provisions other than technical provisions	61,549
R0760	Pension benefit obligations	31,996
R0770	Deposits from reinsurers	
R0780	Deferred tax liabilities	16,122
R0790	Derivatives	801
R0800	Debts owed to credit institutions	
R0810	Financial liabilities other than debts owed to credit institutions	
R0820	Insurance & intermediaries payables	27,592
R0830	Reinsurance payables	
R0840	Payables (trade, not insurance)	15,737
R0850	Subordinated liabilities	0
R0860	Subordinated liabilities not in BOF	
R0870	Subordinated liabilities in BOF	0
R0880	Any other liabilities, not elsewhere shown	
R0900	Total liabilities	1,011,571
R1000	Excess of assets over liabilities	587,466

Solvency II

R0550 Expenses incurred R1200 Other expenses R1300 Total expenses Expenses incurred

Quantitative reporting templates

Claims incurred

Premiums earned

S.05.01.02
Premiums, claims and expenses by line of business

R0310 Gross - Direct Business
R0320 Gross - Proportional reinsurance accepted
R0330 Gross - Non-proportional reinsurance accepted
R0340 Reinsurers' share
R0400 Net R0410 Gross - Direct Business
R0420 Gross - Proportional reinsurance accepted
R0430 Gross - Non-proportional reinsurance accepted
R0440 Reinsurers' share
R0500 Net R0110 Gross - Direct Business R0120 Gross - Proportional reinsurance accepted R0130 Gross - Non-proportional reinsurance accepte R0140 Reinsurers' share R0200 Net R0210 Gross - Direct Business R0220 Gross - Proportional reins R0230 Gross - Non-proportional R0240 Reinsurers' share R0300 Net Gross - Proportional reinsurance accepted Gross - Non-proportional reinsurance accepted Changes in other technical provisions Gross - Non-proportional reinsurance accepted Medical expense insurance C0010 Income protection insurance Workers' compensation insurance Line of Business for: non-life insurance and reinsurance obligations (direct business and accepted proportional reinsurance) C0030 Motor vehicle liability insurance C0040 Other motor insurance C0050 Marine, aviation and transport insurance Fire and other
d damage to
property
insurance Credit and suretyship insurance 10,002 2,393 2,393 8,206 949 9,053 840 7,365 Legal expenses insurance Assistance C0110 Misc. financial loss 64,159 5,231 70,541 8,469 65,881 38,474 25,685 75,772 4,584 44,405 74,350 Line of business for: accepted non-proportional reinsurance Health C0140 Marine, aviation and transport C0150 Property C0160 Total 78,164 0 0 5,231 72,933 54,407 0 0 5,533 48,874

Premiums, claims and expenses by country S.05.02.01

Non-life

30,423						30,423	R0550 Expenses incurred
39,895	0	0	0	0	0	39,895	R0500 Net
31,464						31,464	R0440 Reinsurers' share
0							R0430 Gross - Non-proportional reinsurance accepted
0							R0420 Gross - Proportional reinsurance accepted
71,359						71,359	R0410 Gross - Direct Business
							Changes in other technical provisions
72,933	0	0	0	0	0	72,933	R0400 Net
5,231						5,231	R0340 Reinsurers' share
0							R0330 Gross - Non-proportional reinsurance accepted
0							R0320 Gross - Proportional reinsurance accepted
78,164						78,164	R0310 Gross - Direct Business
							Claims incurred
48,874	0	0	0	0	0	48,874	R0300 Net
5,533						5,533	R0240 Reinsurers' share
0							R0230 Gross - Non-proportional reinsurance accepted
0							R0220 Gross - Proportional reinsurance accepted
54,407						54,407	R0210 Gross - Direct Business
							Premiums earned
73,246	0	0	0	0	0	73,246	R0200 Net
9,310						9,310	R0140 Reinsurers' share
0							R0130 Gross - Non-proportional reinsurance accepted
0							R0120 Gross - Proportional reinsurance accepted
82,556						82,556	R0110 Gross - Direct Business
							Premiums written
C0140	C0130	C0120	C0110	C0100	C0090	C0080	
							R0010
home country	bicilians mirrori) non me opuganons	7		000000000000000000000000000000000000000		Home Country	
1	Top 5 countries (by amount of gross	Top 5 countries (b	emiums written) -	Top 5 countries (by amount of gross premiums written) -	Top 5 countries (b		
C0070	C0060	C0050	C0040	C0030	C0020	C0010	

Quantitative reporting templates

			897,999		29	-35,029									R0340 Technical provisions minus recoverables from reinsurance/SPV and Finite Re - total
			-3,964		32	-1,232									Recoverable from reinsurance contract/SPV and R0330 Finite Re after the adjustment for expected losses due to counterparty default - total
			894,035		62	-36,262	H	Н		H	H				R0320 Technical provisions - total
															R0310 Risk margin
															R0300 Best estimate
															R0290 Technical Provisions calculated as a whole
															Amount of the transitional on Technical Provisions
			105,920		37	3,337									R0280 Risk margin
			792,079		67	-38,367				_					R0270 Total best estimate - net
			788,115		99	-39,599									R0260 Total best estimate - gross
			266,878		39	6,139									R0250 Net Best Estimate of Claims Provisions
			180												r0240 the adjustment for expected losses due to counterparty default
			267,059		39	6,139									R0160 Gross
		-		-	-	-	-		-	-					Claims provisions
			525,200		06	-44,506									R0150 Net Best Estimate of Premium Provisions
			-4,144		32	-1,232									Total recoverable from reinsurance/SPV and Finite Re after the adjustment for expected losses due to counterparty default
			521,056		38	-45,738									R0060 Gross
															Premium provisions
															Technical provisions calculated as a sum of BE and RM Best estimate
															Total Recoverables from reinsurance/SPV and Finite Re after the R0050 adjustment for expected losses due to counterparty default associated to TP calculated as a whole
			0		0										R0010 Technical provisions calculated as a whole
C0170 C0180	C0150 C0160	C0140	C0130	C0120	C0110	C0100	C0090	C0080	C0070	C0060	C0050	C0040	C0030	C0020	
Non- Total Non-Life proportional obligation property reinsurance	Non- proportional marine, aviation casualty and transport reinsurance reinsurance	Non- proportional pro- health c. reinsurance rein	Miscellaneous financial loss	Assistance	Legal expenses insurance	Credit and suretyship insurance	General liability	Fire and other damage to property insurance	Marine, aviation or and transport insurance	le Other motor	Motor vehicle ion liability insurance	Workers' compensation insurance	Income protection insurance	Medical expense insurance	
ince	Accepted non-proportional reinsurance	Accepte			-		al reinsurance	epted proportion	Direct business and accepted proportional reinsurance	Direct					

S.19.01.21 Non-Life insurance claims

Total Non-life business

Z0020

Accident year / underwriting year Underwriting Year

	(absolute amo	(2001)	,											
	(absolute amount)	ount)												
		C0010	C0020	C0030	C0040	C0050	C0060	C0070	C0080	C0090	C0100	C0110	C0170	C0180
	Year					Development year	nt year						In Current	Sum of years
		0	_	2	ω	4	5	6	7	00	9	10 & +	year	(cumulative)
R0100	Prior											54,933	54,933	54,933
R0160	2009	26	366	1,124	2,531	4,693	3,222	5,237	5,825	2,958	4,465		4,465	30,448
R0170	2010	1	333	1,761	2,059	2,261	3,841	2,863	3,363	3,844			3,844	20,326
R0180	2011	6	300	1,536	2,838	3,759	3,575	1,125	3,100				3,100	16,240
R0190	2012	24	251	800	1,636	2,171	2,859	2,382					2,382	10,122
R0200	2013	0	97	1,118	1,383	2,050	1,752						1,752	6,400
R0210	2014	0	104	1,003	1,777	3,033							3,033	5,916
R0220	2015	0	156	502	1,916								1,916	2,574
R0230	2016	0	21	418									418	439
R0240	2017	2	108										108	110
R0250	2018	0											0	0
R0260												Total	75,951	147,509

Gross Undiscounted Best Estimate Claims Provisions	ınted Best Est	imate Claims I	rovisions									
(absolute amount)	nt)											
												C0360
	C0200	C0210	C0220	C0230	C0240	C0250	C0260	C0270	C0280	C0290	C0300	Year end
Year					Development year	nt year						(discounted
	0	_	2	ω	4	5	6	7	∞	9	10 & +	data)
Prior											157,281	151,420
2009	0	0	0	0	0	0	0	0	22,900	20,837		20,010
2010	0	0	0	0	0	0	0	12,104	17,746			17,088
2011	0	0	0	0	0	0	14,897	16,962				16,327
2012	0	0	0	0	0	9,985	20,394					19,688
2013	0	0	0	0	9,905	12,341						11,855
2014	0	0	0	6,887	12,249							11,856
2015	0	0	4,904	10,654								10,246
2016	0	1,103	6,345									6,149
2017	56	3,325										3,235
2018	5,356											5,324
											Total	273,198

R0100 R0160 R0170 R0180 R0190 R0200 R0210 R0220 R0220 R0220 R0230 R0250

Quantitative reporting templates

Own Funds

5.23.01.01

Basic own funds before deduction for participations in other financial sector as foreseen in article 68 of Delegated Regulation 2015/35

- R0010 R0030 R0040 R0050 Subordinated mutual member accounts Initial funds, members' contributions or the equivalent basic own-fund item for mutual and mutual-type undertakings Share premium account related to ordinary share capital Ordinary share capital (gross of own shares)
- R0220 R0180 Subordinated liabilities

R0090 R0070

Share premium account related to preference shares

- An amount equal to the value of net deferred tax assets
- Other own fund items approved by the supervisory authority as basic own funds not specified above
- Own funds from the financial statements that should not be represented by the reconciliation reserve and do not meet the criteria to be classified as Solvency II own funds

Deductions for participations in financial and credit institutions

Total basic own funds after deductions

R0290 R0230

Ancillary own funds

Unpaid and uncalled initial funds, members' contributions or the equivalent basic own fund item for mutual and mutual - type undertakings, callable on demand Unpaid and uncalled ordinary share capital callable on demand

Unpaid and uncalled preference shares callable on demand

A legally binding commitment to subscribe and pay for subordinated liabilities on demand

R0330

R0310 R0320

- Letters of credit and guarantees under Article 96(2) of the Directive 2009/138/EC
- Supplementary members calls under first subparagraph of Article 96(3) of the Directive 2009/138/EC Letters of credit and guarantees other than under Article 96(2) of the Directive 2009/138/EC
- Supplementary members calls other than under first subparagraph of Article 96(3) of the Directive 2009/138/EC
- Other ancillary own funds
- Total ancillary own funds

R0400 R0390 R0370 R0360 R0350 R0340

- Total available own funds to meet the SCR Available and eligible own funds
- R0510 R0540 R0550 Total eligible own funds to meet the SCR Total available own funds to meet the MCR
- Total eligible own funds to meet the MCR
- R0580 SCR
- R0620 R0640 R0600 MCR
- Ratio of Eligible own funds to MCR Ratio of Eligible own funds to SCR
- Own shares (held directly and indirectly)

Excess of assets over liabilities

Reconcilliation reserve

- R0700 R0710 R0720 R0730 R0740 Other basic own fund items
 - Foreseeable dividends, distributions and charges
 - Adjustment for restricted own fund items in respect of matching adjustment portfolios and ring fenced funds
- Reconciliation reserve

- Expected profits included in future premiums (EPIFP) Life business
- Expected profits included in future premiums (EPIFP) Non- life business
- Total Expected profits included in future premiums (EPIFP)

R0780 R0790

R0770

Total Titer 1 unrestricted Titer 1 restricted Titer 2 restricted Titer 3 cooso Cooso											_		_													
Tier 1 Tier 2 C0040 C0090 C0040 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0	0	0	0	0	0	0	0	0	587,466	0	0	0	0	0	587,466	0	0	0	0	0	0	0	C0010	Total
C0040 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0											587,466			0			587,466			0		0	0	0	C0020	Tier 1 unrestricted
Tier 2 C0040 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0											0			0		0		0	0		0				C0030	Tier 1 restricted
																						0	0	0	C0040	Tier 2
															0										C0050	Tier 3

	0	0	0	0	0	0	0	0	0	0
	0									
	0									

375,983	587,4	587,4	587,466	587,4	
83			587,466		
	0	0	0	0	
	0	0	0	0	
		0		0	

1,695		587,466	0	0	0	587,466	C0060	376.11%	156.25%	156,196	0, 0, 10

1,695

Solvency Capital Requirement - for undertakings on Standard Formula

Other information on SCR R0400 Capital requirement for duration-based equity risk sub-module R0410 Total amount of Notional Solvency Capital Requirements for remaining part R0420 Total amount of Notional Solvency Capital Requirements for ring fenced funds R0430 Total amount of Notional Solvency Capital Requirements for matching adjustment portfolios	Calculation of Solvency Capital Requirement R0130 Operational risk R0140 Loss-absorbing capacity of technical provisions R0150 Loss-absorbing capacity of deferred taxes R0160 Capital requirement for business operated in accordance with Art. 4 of Directive 2003/41/EC R0200 Solvency Capital Requirement excluding capital add-on R0210 Capital add-ons already set R0220 Solvency capital requirement	R0070 Intangible asset risk R0100 Basic Solvency Capital Requirement	R0010 Market risk R0020 Counterparty default risk R0030 Life underwriting risk R0040 Health underwriting risk R0050 Non-life underwriting risk	
0 0 0 0	C0100 22,455 0 -16,122 0 375,983 0 375,983	369,649	Gross solvency capital requirement C0110 121,654 2,023 0 0 318,862 -72,890	
			USP C0090	
			Simplifications C0120	

Quantitative reporting templates

S.28.01.01

Minimum Capital Requirement - Only life or only non-life insurance or reinsurance activity

	Linear formula component for non-life insurance and reinsurance obligations	C0010		
R0010	MCR _{NL} Result	156,196		
			Net (of reinsurance/SPV)	Net (of reinsurance)
			best estimate and TP calculated as a whole	written premiums in the last 12 months
			Catcatacea as a miste	tase 12 monens
			C0020	C0030
R0020	Medical expense insurance and proportional reinsurance		0	
R0030	Income protection insurance and proportional reinsurance		0	
R0040	Workers' compensation insurance and proportional reinsurance		0	
R0050	Motor vehicle liability insurance and proportional reinsurance		0	
R0060	Other motor insurance and proportional reinsurance		0	
R0070	Marine, aviation and transport insurance and proportional reinsurance		0	
R0080	Fire and other damage to property insurance and proportional reinsurance		0	
R0090	General liability insurance and proportional reinsurance		0	
R0100	Credit and suretyship insurance and proportional reinsurance		0	7,365
R0110	Legal expenses insurance and proportional reinsurance		0	
R0120	Assistance and proportional reinsurance		0	
R0130	Miscellaneous financial loss insurance and proportional reinsurance		792,079	65,881
R0140	Non-proportional health reinsurance		0	
R0150	Non-proportional casualty reinsurance		0	
R0160	Non-proportional marine, aviation and transport reinsurance		0	
R0170	Non-proportional property reinsurance		0	
	Linear formula component for life insurance and reinsurance obligations	C0040		
R0200	MCR _L Result	0		
			Not (of roingurance/CDV)	
			Net (of reinsurance/SPV) best estimate and TP	Net (of reinsurance/SPV)
			calculated as a whole	total capital at risk
			C0050	C0060
R0210	Obligations with profit participation - guaranteed benefits			
R0220	Obligations with profit participation - future discretionary benefits			
R0230	Index-linked and unit-linked insurance obligations			
R0240	Other life (re)insurance and health (re)insurance obligations			
R0250	Total capital at risk for all life (re)insurance obligations			
	Overall MCR calculation	C0070		
R0300	Linear MCR	156,196		
R0310	SCR	375,983		
R0320	MCR cap	169,192		
R0330	MCR floor	93,996		
R0340	Combined MCR	156,196		
R0350	Absolute floor of the MCR	3,251		
R0400	Minimum Capital Requirement	156,196		

NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

This leaflet has been printed on material which is produced from well-managed forests and is fully recyclable and biodegradable, ECF (elemental chlorine free) and is made to ISO 14001 Environmental Certification.



NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP Tel: 0344 633 1000 Fax: 01908 747255 www.nhbc.co.uk

