**Company Registration Number: 2713318** 

### **DIRECTORS' REPORT AND FINANCIAL STATEMENTS**

31 December 2008



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Company Information	Page 3
Directors' Report	Pages 4 – 12
Statement of Directors' responsibilities	Page 13
Auditors' report	Page 14
Consolidated Profit and Loss Account Technical Account - General Business	Page 15
Consolidated Profit and Loss Account Technical Account - Long Term Business	Page 16
Consolidated Profit and Loss Account Non Technical Account	Page 17
Consolidated Statement Total Recognised Gains and Losses	Page 18
Consolidated Balance Sheet - Assets	Page 19
Consolidated Balance Sheet - Liabilities	Page 20
Parent Company Balance Sheet	Page 21
Notes to the Financial Statements	Pages 22 - 47

Directors:

G Binet

R J Mee F.C.I.B.S. \* A D Swain B.Ed.

BNP Paribas Assurance Cardif Assurance Vie

Cardif-Assurance Risques Divers B A Carte TD. F.C.I.B. F.C.T\*

P E Glen ACA B.Sc A J Golding FCA B.Sc J Castagno A.C.I.I.

IR C Shackell BA (Hons) F.C.A

\* Independent Non-Executive Directors

Secretary:

Matthew Lorimer LL.B. (Hons) Solicitor

Registered Office:

Pinnacle House A1 Barnet Way Borehamwood Hertfordshire WD6 2XX

Auditor:

Mazars LLP

Tower Bridge House St Katharine's Way

London E1W 1DD

**Principal Bankers:** 

Bank of Scotland plc

**Chief Office** 

38 Threadneedle Street

London EC2P 2EH

Royal Bank of Scotland plc Corporate Banking Office

P.O. Box 450

4th Floor, 5-10 Great Tower St

London EC3P 3HX

Barclays Bank plc 54 Lombard Street

London EC3P 3AH

#### **DIRECTORS' REPORT**

The Directors present their annual report and the audited financial statements for the year ended 31 December 2008.

#### PRINCIPAL ACTIVITY

The principal activity of the company is that of a holding company investing in the provision of underwriting, brokerage and insurance administrative services through its subsidiary undertakings. The Group operates mainly in the UK and to a lesser extent in the Republic of Ireland and, until April 2009, also in South Africa.

Trading under the style of Cardif Pinnacle, Underwriting is provided by Pinnacle Insurance plc, which continues to be one of the leading providers of creditor, warranty and protection insurance and income replacement cover. Pinnacle Insurance plc also provides competitive, tax efficient investment products via Independent Financial Advisors ("IFAs") and direct to the public.

Brokerage activities are carried out through two newly acquired subsidiaries Direct Life & Pension Services Limited and Warranty Direct Limited. Third party administration and telemarketing are provided by Cardif Pinnacle Insurance Management Services plc and Financial Telemarketing Services Ltd respectively.

The Company is a subsidiary of BNP Paribas Assurance, a worldwide provider of insurance and savings products, with a Standard & Poor's credit rating of AA. The Company is part of the global banking group BNP Paribas, a European leader in banking and financial services, with a Standard & Poor's long term rating of AA. The Group has one of the largest international banking networks, a presence in over 85 countries and over 173,200 employees.

#### **RESULTS AND DIVIDENDS**

The net loss before tax for the financial year for the group is £27,497,000 (2007: profit £12,116,000).

The Directors do not recommend the payment of a dividend (2007:£105,000) in respect of the ordinary shares (10.0p per share), however recommend the payment of a dividend of £18,000 (2007: £17,000) in respect of the preference shares.

#### **SHARE CAPITAL**

On 18th March 2008 the Share Capital of the Company was increased by £21,049,600 through the issue of 101,200 Ordinary shares of £1 each, at a premium of £207 per share increasing the share premium account by £20,948,400 to £24,089,176. The increased funds were utilised in the acquisition of Direct Life & Pension Services Limited.

On 3rd April 2008 the Share Capital of the Company was increased by £15,300,064 through the issue of 73,558 Ordinary shares of £1 each, at a premium of £207 per share increasing the share premium account by £15,226,506 to £39,315,682. The increased funds were utilised in the acquisition of Warranty Direct Limited.

#### **DIRECTORS' REPORT (Continued)**

#### **SHARE CAPITAL (Continued)**

On 29th July 2008 the Share Capital of the Company was increased by £3,000,400 through the issue of 14,425 Ordinary shares of £1 each, at a premium of £207 per share increasing the share premium account by £2,985,975 to £42,301,657. The increased funds were utilised in providing further capital resources to the Company's subsidiary undertaking Financial Telemarketing Services Limited.

On 19th December 2008 the Share Capital of the Company was increased by £46,300,032 through the issue of 428,704 Ordinary shares of £1 each, at a premium of £107 per share increasing the share premium account by £45,871,328 to £88,172,985. Of the increased funds, £32,700,032 was utilised in providing further capital resources to the Company's subsidiary undertaking Pinnacle Insurance plc and £13,600,000 was utilised in reducing the external borrowings of the company.

Coupled with the result of the Group for the year, the capital increases have resulted in a net overall increase in the shareholder's funds of the Group to £188.4m as at 31 December 2008 compared to £133.3m as at 31 December 2007.

#### **ACQUISITIONS**

On 19 March 2008 the Company acquired 100% of the share capital of Direct Life & Pension Service Ltd total for consideration of £21,316,328. Direct Life & Pension Services Limited's principle activity is selling life insurance products to consumers. See note 17a of these financial statements for more details.

On 4 April 2008 the Company acquired 88.33% of the share capital of Warranty Direct Ltd for consideration of £14,036,005. Warranty Direct Limited's principle activity is designing, marketing and the administration of insurance policies providing protection against the breakdown of motor vehicles and domestic appliances. See note 17a of these financial statements for more details.

#### **POST BALANCE SHEET EVENT**

On 2 April 2009 the Company disposed of its South African Operations at book value of £7,727,761 as this no longer formed part of the strategic direction of the Group.

#### **REVIEW OF BUSINESS**

#### 2008 Performance

The Group has been impacted, in particular in the last quarter of 2008, by a combination of the severe economic downturn in the UK and the volatility witnessed in the worldwide credit markets. These events have significantly contributed to the loss for the year of £27.5m after tax, compared to a £12.1m profit after tax achieved in 2007. As a result, the share capital of the Company was increased by £46.3m in December 2008.

In relation to Pinnacle Insurance Plc, the economic downturn in the UK has resulted in increased claims and reserve strengthening in particular in relation to unemployment exposure and motor vehicle RTI (Return to Invoice) business. An associated unexpired risk provision of £5.5m has been established as at 31 December 2008. Pinnacle Insurance Plc has started a process of repricing its protection business as appropriate during times of changing claims experience.

#### **DIRECTORS' REPORT (Continued)**

#### **REVIEW OF BUSINESS (Continued)**

#### 2008 Performance (Continued)

The Group has also provided £27.3m against its exposure to the UK regulated subsidiary, Kaupthing Singer & Friedlander, of the Icelandic banking Group Kaupthing. This is disclosed in the profit and loss account technical account long term business and the profit and loss account non technical account within unrealised (loss) / gain on investments. An additional provision of £6.5m has also been made to cover wider credit default scenarios. The Directors consider these provisions to be sufficient to fully meet the credit risk exposure.

The Company has continued to focus upon fully developing and embedding Treating Customers Fairly (TCF) principles across the business by ensuring TCF is at the heart of its operations.

#### Protection business

Throughout 2008, the Group, and in particular Pinnacle Insurance Plc, continued to operate within a climate of considerable stagnation in the creditor insurance market, particularly as a result of the Competition Commission's review of the market. As a result of the uncertainty there remained less business available for tender in the marketplace in 2008 as distributors of the products stayed with existing carriers as the outcome of the review was awaited.

The Group has worked closely on the Competition Commission requirements through the review of the creditor insurance market, helping to ensure the Group is now well placed to react positively to the outcome of this review.

The performance of the Group has been affected by the lower volumes of consumer lending, particularly in banking where lower lending levels contributed to a decline in the Protection business Gross Written Premium of 41% to £124m (2007 £216m). The Protection business is split between the general business and long term business technical fund profit and loss accounts.

#### Investment business

In relation to the subsidiary undertaking Pinnacle Insurance Plc, the first three quarters of 2008 continued to be successful for the Investment business in relation to both our Flexible Asset Bond ("FAB") and Guaranteed Investment Bond ("GIB") products. As the credit crisis worsened in the fourth quarter of 2008, new investors partially withdrew from the bond market as shorter term investment alternatives were sought.

Although the investment business experienced a year on year reduction in Gross Written Premiums compared to 2007 of 19% (2008: £847m, 2007 £1,044m), this was still significantly ahead of 2006 Gross Written Premium levels of £464m. This business is reflected in the long term business profit and loss account.

#### **DIRECTORS' REPORT (Continued)**

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#### **REVIEW OF BUSINESS (Continued)**

#### 2008 performance and future outlook

In January 2009, the Competition Commission published its final report into Payment Protection Insurance (PPI), setting out the measures it has decided are needed to address the lack of competition in the PPI market. The final remedies are in line with our own internal anticipation of the outcomes, leaving the Group well placed to develop its business into 2009 and 2010. The Competition Commission requires these measures to come into force during 2010, with the 'information' measures in place by April 2010 and the more significant de-coupling measures coming into effect by October 2010.

As mentioned earlier, the previous uncertainty in the PPI market resulted in less business available for tender in the marketplace in 2008, however we are already experiencing a significant increase in market tenders post publication of the final Competition Commission report. In addition, the Group is well advanced in its strategic positioning post the Competition Commission review and as a result is well placed to take advantage of the current environment.

During 2008 the Share Capital of the Group was increased by £85.7m through the issue of ordinary share capital, £36.4m of this capital was for the purchase of Direct Life & Pension Services and Warranty Direct. These new acquisitions leave the Group well placed to take advantage of the intermediary insurance services market in relation to both life and warranty products.

Although the wider economic environment within the UK is likely to remain difficult throughout 2009 and 2010, a combination of focused strategy and removal of PPI market uncertainty following the Competition Commission report means that overall the Group is positive about its positioning within its principal markets over the longer term. The addition of Warranty Direct Ltd and Direct Life & Pension Services Ltd strengthens the Group by widening distribution channels and enhancing administrative and brokerage capabilities.

#### **PAYMENT OF SUPPLIERS**

It is the Group's general policy to pay trade creditors when they fall due for payment. The number of creditor days outstanding at the year-end was 22.46 (2007: 26.25).

#### **ACTUARIAL VALUATION**

An actuarial valuation was carried out as at 31 December 2008 in respect of the long-term fund and a report has been prepared by the Head of Actuarial Function advising the board on this valuation.

#### **EMPLOYEE INVOLVEMENT AND DISABLED PERSONS**

The Group's policy is to give consideration to applications for employment made by disabled persons, having regard to their particular aptitude and abilities.

Disabled employees receive appropriate training to promote their career within the Group. Employees who become disabled are retained in their existing posts where possible or retrained for suitable alternative posts.

Employees are kept well informed about the progress and position of the Group by means of regular departmental meetings, newsletters, and journals, which are regularly published on the Group's intranet.

#### **DIRECTORS' REPORT (Continued)**

The Directors who held office during the year were as follows: -

BNP Paribas Assurance (formerly Cardif S.A.)

Cardif Assurance Vie

Cardif Assurance Risques Divers

P E Glen

R J Mee\*

G B Raingold\*

A D Swain

G Binet (Chairman) \*

J Castagno

A Golding

B A Carte \*

IRC Shackell

P J Bloxham

A W Dreyer

C J Schwick

resigned 25 March 2009

appointed 12 March 2009

appointed 25 September 2008

resigned 31 March 2008

resigned 30 June 2008

resigned 9 October 2008

#### **CORPORATE GOVERNANCE**

#### The Board

The Directors are responsible to shareholders for ensuring that the Group is appropriately managed and that it achieves its objectives. The Board meets regularly to determine the Group's strategic direction, to review the Group's operating and financial performance and to oversee that the Group is adequately resourced and effectively controlled.

#### **Board committees**

The Board has established the following committees to oversee and debate important issues of policy and oversight outside the main Board meetings.

- Audit Committee (Chairman: R J Mee);
- Investment Committee (Chairman: A J Golding);
- Remuneration Committee (Chairman: R J Mee); and
- Risk Based Capital Committee (Chairman: A J Golding) [in relation to Pinnacle Insurance Plc]

During the year the Chairman of each committee provided the Board with a summary of the key issues considered at the meetings of the Committees.

#### Directors' attendance

The Company requires Directors to attend all meetings of the Board and the committees on which they serve and to devote sufficient time to the Company in order to perform their duties. The attendance of the Directors at the Board and committee meetings held in 2008 was as follows:

<sup>\*</sup> Non-Executive Directors

### **DIRECTORS' REPORT (Continued)**

### **CORPORATE GOVERNANCE (Continued)**

	Board <sup>1</sup>	Audit Committee	Investment Committee <sup>2</sup>	Remuneration Committee	Risk Based Capital Committee
Number of meetings held	8	4	12	2	4
G Binet	7/8	-	-	-	-
BNP Paribas Assurance	8	4	-	2	2/4
Cardif Assurance Vie	6/8	-	-	-	-
Cardif-Assurances Risques Divers	6/8	-	-	-	-
J Castagno	7/8	-	7/12	-	4
P E Glen	8	-	11/12	-	4
A J Golding	8	-	12	-	4
R J Mee	7/8	4	-	2	-
G B Raingold	8	3/4	-	-	-
I R C Shackell (appointed 25 September 2008)	4/4	-	4/5	-	2/2
A D Swain	7/8	-	4/12	-	-
Former Directors					
A W Dreyer (retired 30 June 2008)	4/4	-	2/3	-	-
P J Bloxham (retired 31 March 2008)	2/2	-	1/1	-	-

Indicates not a member of that committee

In addition to the 8 scheduled meetings, the Board also met on quorate basis on 1 occasion.

In addition to the 12 scheduled meetings, the Investment Committee met on several other occasions as market conditions 1 2 dictated.

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#### CARDIF PINNACLE INSURANCE HOLDINGS PLC

#### **DIRECTORS' REPORT (Continued)**

#### **CORPORATE GOVERNANCE (Continued)**

#### Internal controls

The Board has the overall responsibility for maintaining the systems of internal control of the Group and for monitoring their effectiveness, while the implementation of internal control systems is the responsibility of management. The Group's systems of internal control are designed to manage rather than eliminate the risk of failure to achieve business objectives and can provide only reasonable and not absolute assurance against material financial misstatement or loss.

The systems are designed to:

- Safeguard assets;
- Maintain proper accounting records;
- Provide reliable financial information;
- · Identify and manage business risks;
- · Maintain compliance with appropriate legislation and regulation; and
- Identify and adopt best practice.

The principal features of the control framework and the methods by which the Board satisfies itself that it is operating effectively are detailed below.

#### Control environment

The Group has an established governance framework, the key features of which include:

- A Corporate Governance manual including matters reserved for the Board and Terms of Reference for each of the Board's committees;
- A clear organisational structure, with documented delegation of authority from the Board to executive management;
- A policy framework, which sets out risk management and control standards for the Company's operations;
- Defined procedures for the approval of major transactions and capital allocation.

There is in place an ongoing process for identifying, evaluating and managing the significant risks faced by the Group which has operated throughout 2008 and up to the date of signing this report. The Group's risk management and control framework is designed to support the identification, assessment, monitoring, management and control of risks that are significant to the achievement of its business objectives. The Group has a set of formal policies which govern the management and control of both financial and non-financial risks.

The Board has conducted a review of the effectiveness of the Group's systems of internal control. Where weaknesses were identified as part of the control review, mitigating actions have been taken or plans put in place. These are monitored by the appropriate committee on behalf of the Board. The Board is not aware of any significant internal control weaknesses that do not have mitigating action plans in place.

#### **DIRECTORS' REPORT (Continued)**

#### **CORPORATE GOVERNANCE (Continued)**

#### **Audit Committee**

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The Audit Committee is chaired by Robert Mee who is an independent non-executive director. The other members of the Committee are Brian Carte, independent Non-Executive Director, and the Head of Business Risk and Compliance, BNP Paribas Assurance. The Chief Executive Officer, Chief Financial Officer, Chief Risk Officer and the Head of Internal Audit and other representatives from the Company's parent company internal audit and control functions are regular attendees. The Chairman and other members of executive management are also invited to attend from time to time. The outcomes of meetings are reported to the Board.

The Committee's principal duties are as follows:

- To coordinate and have oversight of the Group's financial reporting process
- To monitor compliance
- · To have oversight of internal and external audit functions
- To manage the systems of internal controls
- To review matters relating to the legal risk
- To provide assurance on the effectiveness of the Group's risk management.

The Committee has unrestricted access to Company documents and information, as well as to employees of the Company and the external auditors.

The Committee meets periodically with internal and external auditors without management present. The partner of the Company's external auditors, who is responsible for the external audit, attends meetings regularly. Each year, the Committee considers the performance of the external auditors.

#### **FINANCIAL INSTRUMENTS**

#### Treasury operations and financial instruments

The Group operates a treasury function which is responsible for managing the liquidity risks associated with the Group's activities.

The Group has various financial assets and liabilities such as trade receivables and trade payables arising directly from its operations. Derivative contracts which the Group enters into are Equity bond options. In accordance with the Group's treasury policy, derivative instruments are not entered into for speculative purposes.

#### **RISK MANAGEMENT**

The Group's activities expose the business to a number of key risks which have the potential to affect the Group's ability to achieve its business objectives. The board is responsible for ensuring that an appropriate structure for managing these risks is maintained. The key risks and risk mitigation framework are highlighted below:

#### Insurance risk

The Group's business is to accept insurance risk which is appropriate to enable the company to meet its objectives. Within a board approved underwriting policy and a delegated authority framework, the Group seeks to balance this insurance risk with reward.

#### **DIRECTORS' REPORT (Continued)**

#### **RISK MANAGEMENT (Continued)**

#### Credit risk

The Group's exposure to credit risk arises from its direct insurance trading and broking activities, reinsurances and those of its investment activities. The Group, through the board and the Investment Committee, seeks to limit exposure to credit risk as far as is practical, and has established guidelines, procedures and monitoring requirements to manage credit risk.

#### Liquidity risk

Liquidity risk is risk that sufficient financial resources are not available in cash to enable the Group to meet obligations as they fall due. The Group, through the board and the Investment Committee, seeks to limit exposure to liquidity risk by ensuring liquidity is optimally managed and that all known cash flows can be met out of readily available sources of funding. The Group maintains a strong liquidity position by holding its assets predominantly in investment grade fixed income securities, and call accounts, the proceeds of which are readily realisable.

#### **Market risk**

Market risk is the risk arising from fluctuations in the values of, or income from assets, interest rates or exchange rates. The Group has a low risk appetite for this risk, investing predominantly in short-term bonds or cash to match the short-tail nature of claims. This risk is managed through the board and the Investment Committee.

#### Operational risk

Operational risk is the risk of loss resulting from inadequate internal processes, people or systems, or from external events. The Group seeks to mitigate this risk exposure through continual enhancement of the systems and controls, and ensuring appropriately experienced personnel are in place throughout the organisation. Incident reporting and investigation procedures are well established.

#### Foreign currency risk

The Group's principal foreign currency exposures arise from trading operations with overseas companies. Group policy permits but does not demand that these exposures may be hedged in order to fix the cost in sterling.

#### Internal audit function

An independent internal audit function provides assurance to the Audit Committee as to the effectiveness of internal systems and controls, making reports and monitoring progress in relation to recommendations as appropriate.

#### **Auditor**

In accordance with Section 489(4) of the Companies Act 2006, a resolution for the re-appointment of Mazars LLP as auditors to the Company will be proposed at the forthcoming annual general meeting.

By order of the Board

Signed:

Date: 24, 7.09

P. E. GLEN

#### Statement of Directors' Responsibilities

Company law requires the Directors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Company and the Group and of the profit or loss of the Group for that period. In preparing these financial statements Directors are required to:

- (i) select suitable accounting policies and apply them consistently;
- (ii) make judgements and estimates that are reasonable and prudent;
- (iii) state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- (iv) prepare the financial statements based on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and the Group and enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the Company and the Group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### Disclosure of information to auditors

Under the Companies Act 1985 section 243A, we confirm that: -

- (a) so far as we are aware, there is no relevant audit information of which the Company's auditor is unaware, and;
- b) we have taken all the steps that we ought to have taken as Directors in order to make us aware of any relevant information and to establish that the Company's auditor is aware of that information.

### INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CARDIF PINNACLE INSURANCE HOLDINGS PLC

We have audited the Group and Parent Company financial statements ('the financial statements') of Cardif Pinnacle Insurance Holdings plc for the year ended 31 December 2008 which comprise the Group Profit and Loss Account, the Group Balance Sheet, the Company Balance Sheet, the Group Statement of Total Recognised Gains and Losses and related notes. These financial statements have been prepared under accounting policies set out therein.

This report is made solely to the Company's members, as a body, in accordance with Section 235 of Companies Act 1985. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an Auditors' Report 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 Company's members as a body, for our audit work, for this report, or for the opinions we have formed.

#### Respective responsibilities of Directors and auditors

As described in the Statement of Directors' Responsibilities the Company's Directors are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you whether, in our opinion, the information given in the Directors' Report is consistent with the financial statements. In addition, we report to you if, in our opinion, the Company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding Directors' remuneration and other transactions with the Company is not disclosed.

We read the Directors' Report and consider the implications for our report if we become aware of any apparent misstatement within it.

#### Basis of opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Group and Company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

#### **Opinion**

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the Group's and the Parent Company's affairs as at 31 December 2008 and of the Group's loss for the year then ended;
- · the financial statements have been properly prepared in accordance with the Companies Act 1985; and
- the information given in the Directors' Report is consistent with the financial statements.

Mazars LLP
Chartered Accountants
and Registered Auditor
Tower Bridge House
St Katharine's Way
London E1W 1DD

Date: 5 my 27, 2009

# CARDIF PINNACLE INSURANCE HOLDINGS PLC CONSOLIDATED PROFIT AND LOSS TECHNICAL ACCOUNT - GENERAL BUSINESS FOR THE YEAR ENDED 31 DECEMBER 2008

		2008	2007
	<u>Note</u>	£000	£000
Earned premiums, net of reinsurance Gross premiums written Outward reinsurance premiums	4(a)	109,409 (597)	167,385 (5,784)
		108,812	161,601
Change in the gross provision for unearned premiums		124,993	111,077
Change in the provision for unearned premiums, reinsurers' share		(5,256)	(3,811)
		119,737	107,266
		228,549	268,867
Allocated investment return transferred		2,690	5,818
Claims incurred, net of reinsurance Claims paid			
Gross amount Reinsurers' share		(47,183) 829	(48,065) 6,036
		(46,354)	(42,029)
Change in the provision for claims Gross amount Reinsurers' share		(5,906) (3,073)	(10,168) 2,714
		(8,979)	(7,454)
		(55,333)	(49,483)
Net operating expenses	7	(191,065)	(227,291)
Sub-total (balance on the technical account -general business)		(15,159)	(2,089)

# CARDIF PINNACLE INSURANCE HOLDINGS PLC CONSOLIDATED PROFIT AND LOSS TECHNICAL ACCOUNT - LONG TERM BUSINESS FOR THE YEAR ENDED 31 DECEMBER 2008

		2008	2007
	<u>Note</u>	£000	£000
Earned premiums, net of reinsurance			
Gross premiums written	4(b)	862,354	1,092,648
Outward reinsurance premiums		3,726	(3,296)
		866,080	1,089,352
Investment income	6	82,113	67,709
Realised gains/(losses) on investments	·	(163)	(842)
<b>3</b> (,			
		81,950	66,867
		948,030	1,156,219
Claims incurred, net of reinsurance			
Claims paid		(4.000.400)	(E04.070)
Gross amount Reinsurers' share		(1,228,498) 1,844	(504,078) 4,558
Nemaurers share			
		(1,226,654)	(499,520)
Change in the provision for claims			, ,
Gross amount		(202)	1,045
Reinsurers' share		(167)	(682)
		(369)	363
		(1,227,023)	(499,157)
Change in other technical provisions			
Long term business provision		004 445	(0.40.070)
Gross amount Reinsurers' share		281,415	(346,872)
Technical provisions for linked liabilities		(2,014) 57,982	(1,919) (249,096)
realifical provisions for linked liabilities			(243,030)
		337,383	(597,887)
Net operating expenses	7	(48,515)	(44,410)
Unrealised ( losses)/gains on investments		(24,178)	782
Sub-total (balance on the technical account -long term business)		(14,303)	15,547

# CARDIF PINNACLE INSURANCE HOLDINGS PLC CONSOLIDATED PROFIT AND LOSS NON-TECHNICAL ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2008

		2008_	2007
	Note	£000	£000
Balance on the general business technical account		(15,159)	(2,089)
Balance on the long term business technical account		(14,303)	15,547
		(29,462)	13,458
Investment income Unrealised (losses) / gains on investments	6	15,107 (7,876)	16,204 27
Realised gains/(losses) on investments Investment expenses and charges		21 (5,516)	(188) (4,680)
		1,736	11,363
Allocated investment return transferred to the general business account		(2,690)	(5,818)
Other income	8	29,050	15,082
Other charges	8	(32,382)	(18,409)
		(4,286)	2,218
Operating (loss)/profit from continuing activities		(33,748)	15,676
Profit on sale of subsidiaries from discontinued activities		0	520
Amortisation of goodwill	24	(1,616)	0
Share of associated operating loss from discontinuing activities			(316)
(Loss)/profit on ordinary activities before tax	10	(35,364)	15,880
Tax on profit on ordinary activities	13	7,865	(3,764)
Net (loss)/profit for the financial year		(27,499)	12,116
Minority interest		2	0
Net (loss)/profit for the financial year		(27,497)	12,116

# CONSOLIDATED STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES FOR THE YEAR ENDED 31 DECEMBER 2008

	2008	2007
	£000	£000
Net (loss)/gain for the financial year	(27,497)	12,116
Revaluation reserves	(3,570)	0
Foreign exchange translated adjustment	323	206
Total recognised (loss)/profit for the financial year	(30,744)	12,322

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# CONSOLIDATED BALANCE SHEET AT 31 DECEMBER 2008

	_	2008	2007
ASSETS	Note	£000	£000
Intangible assets	24	30,709	0
Investments			
Land and buildings Other financial investments	18 19	17,718 1,085,666	21,799 1,396,994
	_	1,134,093	1,418,793
Assets held to cover linked liabilities	20	215,304	273,286
Reinsurers' share of technical provisions			
Provision for unearned premiums	29(a)	1,135	6,214
Long term business provision Claims outstanding	29(b)	24,813 4,582	26,827 10,174
Claims outstanding	29(c) _	4,562	10,174
		30,530	43,215
Debtors		ŕ	ŕ
Debtors arising out of direct insurance operations	21	17,262	21,078
Debtors arising out of direct reinsurance operations	22	4,246	5,969
Other debtors	23 -	16,004 	7,253 
		37,512	34,300
Other assets	25	2.252	2 124
Tangible assets Cash at bank and in hand	25	3,252 197,938	3,134 141,541
	_	201,190	144,675
Prepayments and accrued income			
Accrued interest	00(1)	34,483	43,216
Deferred acquisition costs Other prepayments and accrued income	29(d)	178,694 21,091	300,568 6,251
Other prepayments and accided meetine	_		
	_	234,268	350,035
Total assets		1,852,897	2,264,304
	=		

# CONSOLIDATED BALANCE SHEET (continued) AT 31 DECEMBER 2008

		2008	2007
	Note	£000	£000
LIABILITIES			
Capital and reserves			
Called up share capital	26	1,922	1,304
Share premium	28(a)	88,173	3,141
Profit and loss account	28(a)	90,230	117,404
Revaluation Reserves	28(a)	7,892	11,462
		188,217	133,311
Minority interest		100	0
Total shareholder funds		188,317	133,311
Technical provisions			
Provision for unearned premiums	29(a)	178,368	296,100
Long term business provision	29(b)	1,012,619	1,293,675
Claims outstanding	29(c)	56,118 	51,414
		1,247,105	1,641,189
Technical provisions for linked liabilities	29(b)	215,304	273,286
Creditors Creditors arising out of direct insurance operations		87,971	100,796
Creditors arising out of direct reinsurance operations		2,805	8,005
Amounts owed to credit institutions	30	25,492	779
Other creditors including taxation and social security	31(a)	77,302	93,940
Amounts due to Group undertakings	07(4)	3,430	4,816
		197,000	208,336
Accruals and deferred income		5,171	8,182
Total liabilities		1,852,897	2,264,304

# CARDIF PINNACLE INSURANCE HOLDINGS PLC PARENT COMPANY BALANCE SHEET AT 31 DECEMBER 2008

		2008	2007
	<u>Note</u>	£000	£000
Fixed assets Investments	16	232,000	203,038
Other financial investments		1,800	1,000
		233,800	204,038
Current assets Debtors	23	3,827	4,819
Cash at bank and in hand		2,219	755
		6,026	5,574
Creditors:	31(b)	(7,209)	(2,235)
Amount falling due within one year	31(0)	(7,209)	(2,233)
Net current assets		(1,183)	3,339
Total assets less current liabilities		232,617	207,377
Creditors:			
Amount falling due after more than one year	31(c)	(44,400)_	(74,066)
Net assets		188,217	133,311
Conital and accurate			
Capital and reserves Equity shareholders' funds			
Called up share capital	26	1,922	1,304
Share premium	28(a)	88,173	3,141
Revaluation Reserves	28(a)	72,613	116,118
Profit and loss account	28(a)	25,509	12,748
Total shareholders' funds		188,217	133,311

These financial statements were approved by the Board of Directors on 24.7.09

Signed on behalf of the Board by:

A J Golding

P E Glen

### Notes to the Consolidated Financial Statements For the year ended 31 December 2008

#### 1. Basis of Preparation of Financial Statements

#### **Basis of preparation**

The financial statements of the Group and the Company have been prepared in accordance with applicable accounting standards and under the historical cost accounting convention, modified to include the revaluation of investments.

The Group financial statements have been prepared in accordance with the provisions of Section 255A of, and Schedule 9A to, the Companies Act 1985, and with the Statement of Recommended Practice on Accounting for Insurance Business issued by the Association of British Insurers dated December 2006. The balance sheet of the parent Company is prepared in accordance with the provisions of Section 226 of, and Schedule 4 to, the Companies Act 1985. As permitted by Section 230 of the Companies Act 1985, no profit and loss account of the parent Company is presented. The Group has relied on the exemption given in Financial Reporting Standard 1 not to disclose a consolidated cash flow statement on the grounds that its voting rights are more than 90% controlled within the BNP Paribas Group, and the consolidated financial statements of this Group are publicly available.

#### **Basis of consolidation**

The Group financial statements consolidate the financial statements of Cardif Pinnacle Insurance Holdings plc and its subsidiary undertakings, all of which are drawn up at 31 December 2008. In the Group financial statements, associates are accounted for using the equity method.

#### 2. Accounting policies

The following accounting policies have been applied consistently in dealing with items which are considered material to the Group and Company financial statements.

#### Basis of accounting for general and long term insurance business

General business is accounted for on an annual basis. The Company uses a modified statutory solvency basis for determining the long-term business provision.

#### Fixed assets and depreciation

Fixtures, fittings and equipment are stated at historical cost. Depreciation is provided by the Group to write off the cost, less the estimated residual value of tangible fixed assets, by equal instalments over their estimated useful economic lives as follows:

Fixtures and fittings 20% per annum Motor vehicles 25% per annum Computer equipment 33% per annum

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### Land and buildings

Land and buildings are revalued every five years with an interim valuation every third. Any increase or decrease in value is transferred to the revaluation reserve. Depreciation on buildings is provided at 2% per annum on a straight-line basis.

#### **Premiums**

In respect of general business, premium income included in the profit and loss account is shown gross of commissions paid to intermediaries and is exclusive of Insurance Premium Tax and duties levied on premiums.

Premiums written relate to business incepted during the year, together with any differences between booked premiums for prior years and those previously accrued, and include estimates of premiums due but not yet received or notified, less an allowance for cancellations.

In respect of long term business, premiums are accounted for on a receivable basis excluding any taxes or duties levied on premiums. Outwards reinsurance premiums are accounted for on an accruals basis.

#### Unearned premiums - gross and reinsurance

The general business provision for gross and reinsured unearned premiums represents the proportion of premiums written in the year that relates to the unexpired terms of policies in force at the balance sheet date. This is calculated on a time apportionment basis adjusted to reflect the Company's experience of the incidence of claims incurred over the term of those policies claims outstanding

Outstanding claims comprise provisions for the estimated cost of claims incurred but not settled at the balance sheet date whether reported or not, together with related expenses.

#### **Acquisition costs**

Acquisition costs, which represent commission and other related expenses, are deferred subject to recoverability and amortised over the period in which the related premiums are earned. The basis of amortisation reflects the experience of the underlying earned premiums.

#### Claims – gross and reinsurance

Claims incurred in respect of general business comprise claims and related expenses paid in the financial period and the movements in provision for outstanding claims and related expenses including provisions for claims incurred but not reported.

For long-term business, death claims and surrenders are accounted for when notified to the Company up to the balance sheet date. Maturities and annuities are recognised as they fall due for payment. Claims incurred in respect of long term business includes movements in provision for accident and sickness outstanding claims including claims incurred but not reported.

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### Claims outstanding

Outstanding claims comprise provisions for the estimated cost of claims incurred but not settled at the balance sheet date whether reported or not, together with related expenses.

The Company's actuaries produce a best estimate of reserves which are then assessed by management. Estimates and judgements are continually evaluated and based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The ultimate liability arising from claims made under insurance contracts is a critical accounting estimate. As provisions for claims outstanding are based on information which is currently available, the eventual outcome may vary from the original assessment depending on the nature of information received or developments in future periods. Differences between the estimated cost and subsequent re-estimation or settlement of claims are reflected in the technical account in the year in which these claims are re-estimated or settled.

#### Long term business provision

The long term business provision comprises those provisions that have been computed by the Head of Actuarial Function, having due regard to the principles laid down in Council Directive 92/96/EEC adjusted for the related deferred acquisition costs. The provision for creditor life business is based on an unearned net premium reserve, having regard to the incidence of the risk over the term of the contract. The provision for guaranteed single premium bonds is based on a prospective valuation of the future benefits and expenses. The provision for linked contracts is based on the market value of the related assets.

#### **Expenses**

Underwriting acquisition costs, general overheads and other expenses are charged as incurred to the profit and loss technical account, net of the change in deferred acquisition costs. Investment expenses are charged to the profit and loss non-technical account.

#### **Investments**

All investments, including those classified as assets held to cover linked liabilities, are stated at their current value.

Listed investments are stated at mid-market value on the balance sheet date, or on the last stock exchange trading day before the balance sheet date.

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### Investment income

Investment income is accounted for on a receivable basis, including, where appropriate, the imputed tax credit. Dividends are recognised when the investments to which they relate are declared "ex dividend". Interest income is accrued up to the balance sheet date.

Realised gains or losses represent the difference between net sales proceeds and purchase price.

#### Unrealised gains and losses on investments

Unrealised gains and losses on investments represent the difference between the valuation of investments at the balance sheet date and their purchase price or, if they have been previously revalued, their valuation at the last balance sheet date plus the reversal of unrealised gains and losses recognised in earlier accounting years in respect of disposals in the current year. Unrealised gains and losses on investments which are attributed to the long-term fund or held to cover linked liabilities are included in the long term business technical account. Unrealised gains and losses on other investments are reported in the non-technical account.

#### Allocation of investment return

Investment income, realised and unrealised gains and losses, are reported in the non-technical account. Amounts relating to investments supporting general business technical provisions are allocated from the non-technical account to the technical account. Investment income, realised gains and losses, expenses and charges arising on long term business are included in the long term business technical account.

#### Foreign currencies

Transactions in currencies other than Sterling are translated at the rate ruling at the date of transaction. Monetary assets and liabilities denominated in foreign currencies are retranslated to Sterling at the rates of exchange ruling at the end of the financial year. Foreign exchange differences are reported in the profit and loss account in the period in which they arise.

#### **Taxation**

The charge for taxation on general business is based on the profit for the year, and takes into account taxation deferred because of timing differences between certain items for taxation and accounting purposes. Full provision is made for deferred tax in accordance with FRS 19 'Deferred Tax'.

The charge for taxation for long term business is based on the result of the application of the rules for the taxation of life assurance companies to the items included in the Profit and Loss account for the year. It also takes into account taxation deferred because of timing differences between the treatment of certain items for taxation and accounting purposes. The transfer from the long term business technical account to the non-technical account is grossed up at the rate of tax applicable for the period.

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### **Derivatives**

The Company has acquired two equity bond derivatives to back policyholder investments bonds. The derivatives are linked to the FTSE 100 index on the London stock exchange and are held at cost and included in other financial investments in the balance sheet.

#### Investments in subsidiaries and participating interests

Investments in subsidiary undertakings and participating interests are valued as the Group share of the net asset value of the underlying investment plus the carrying value of any related goodwill, less any provision for impairments in values. Revaluation gains are credited to the revaluation reserve. Revaluation losses are charged to the revaluation reserve until the carrying amount of the investment reaches its historical cost and thereafter in the profit and loss account.

#### Goodwill

Goodwill arising on the acquisition of subsidiary undertakings is recorded as an intangible asset. Goodwill arising on the acquisition of participating interests is recorded in the carrying value of the investment. The amortisation of goodwill for each investment is determined in accordance with the Directors' estimate of each investment's useful economic life. The carrying value of goodwill is reviewed regularly for impairment.

#### **Pension Costs**

The Group operates defined contribution pension schemes. The assets of these schemes are held separately from those of the Group in independently administered funds. The amount charged against profits represents the contributions payable to the schemes in respect of the year.

# Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

3.	Segmental analysis by class of business	2008 £000	2007 £000
	Gross premiums written and Other income		
	General business	109,409	167,385
	Long term business	862,354	1,092,648
	Non-insurance business	29,050	15,082
		1,000,813	1,275,115
	(Loss)/profit before taxation		
	General business	(15,159)	(2,089)
	Long term business	(14,303)	15,547
	Non-insurance business	(5,902)	2,422
		(35,364)	15,880
	Segmental net assets		
	General business	156,095	86,886
	Long term business	31,632	46,586
	Non-insurance business	490	(161)
		188 217	133.311

The business has been treated as one geographical market, being the UK and the Republic of Ireland, as any business outside this market is considered immaterial.

#### 4. Business Analysis

4(a) G	eneral business	2008 Gross Premiums Written £000	2008 Gross Premiums Earned £000	2008 Gross Claims Incurred £000	2008 Gross Operating Expenses £000	2008 Reinsurance Balance £000
	irect Insurance					
Cı	reditor	95,599	187,9 <del>9</del> 3	(41,791)	(160,059)	(5,268)
W	arranty	12,521	<u>45,391</u>	(6,552)_	(31,445)	(711)
		108,120	233,384	(48,343)	(191,504)	(5,979)
Re	einsurance	1,289	1,018	(4,746)	(1,679)	0
	•	109,409	234,402	(53,089)	(193,183)	(5,979)
		2007	2007	2007	2007	2007
		Gross	Gross	Gross	Gross	
		Premiums	Premiums	Claims	Operating	Reinsurance
		Written	Earned	Incurred	Expenses	Balance
		£000	£000	£000	£000	£000
Di	irect Insurance					
Cı	reditor	123,004	216,325	(43,329)	(181,623)	2,655
W	/arranty	34,706	50,147	(14,044)	(47,166)	(109)
	•	157,710	266,472	(57,373)	(228,789)	2,546
R	einsurance	9,675	11,991	(305)	(2,222)	0
	•	167,385	278,463	(57,678)	(231,011)	2,546

## Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

4(b)	Long term business premiums	2008 £000	2007 £000
	Single premiums Periodic premiums	860,561 1,793 862,354	1,079,838 12,810 1,092,648
	The linked business premium for 2008 was £ 247,717,000 (2007:	£337,899,000).	
4(c)	Reinsurance balance – Long term business	2008 £000	2007 £000
	Reinsurance balance – Long term business	1,475	1,086
5.	Prior years' claims provisions for general business		

The change in general business claims provisions from those at the beginning of the year compared to payments and provisions at the end of the year in respect of previous years' claims were:

	£000	£000
Change before associated expenses	(716)	(6,372)
Unexpired risks	4,279	(325)
Less associated expenses	3,7 <u>24</u>	1,381
	7,287	(5,316)

		Technical A		Non-technical account		
6.	Investment Income	2008 £000	2007 £000	2008 2007 £000 £000		
	Income from other investments	82,113	67,709	15,1 <u>07</u> _	16,204	

7.

	General Business		Long Term Business	
Net operating expenses	2008 £000	2007 £000	2008 £000	2007 £000
Acquisition costs	88,211	135,023	16,556	41,164
Change in gross deferred acquisition costs	95,210	87,450	27,723	3,550
Administrative expenses	9,762	8,538	2,303	2,347
Gross operating expenses	193,183	231,011	46,582	47,061
Reinsurance commissions and profit participation	(589)	(1,113)	3,361	(632)
Change in deferred reinsurance commission	(1,529)	(2,607)	(1,428)	(2,019)
	191,065	227,291	48,515	44,410

## Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

8.	Other income/(charges)	Continuing Operations	Direct Life & Pension Services Ltd £'000	Warranty Direct Ltd £'000	Total 2008 £'000	Total 2007 £'000
	Turnover	7,853	17,665	3,532	29,050	15,082
	Cost of Sales Distribution Costs Administrative Expenses Income deferred	(6,572) (1,367) (3,524)	(12,566) 0 (5,531) 788	(451) 0 (3,146) (13)	(19,589) (1,367) (12,201) 775	(15,514) (587) (2,308) 0
		(11,463)	(17,309)	(3,610)	(32,382)	(18,409)
		(3,610)	356	(78)	(3,332)	(3,327)

The turnover mainly relates to brokerage income.

9.	Profit/(loss) on sale of subsidiaries from discontinued					
	activities	2008	2007			
		£000	000£			
	Gain on disposal of net assets in Cardif Pinnacle Försäkring					
	AB.	0	872			
	Loss on disposal of net assets in Cardif Holdings inc.	0	(352)			
		0	520			

On 28 March 2007 the Company sold its investment in Cardif Pinnacle Försäkring AB. The investment was sold for £882,000 which represents a profit on disposal of £872,000.

On 14 November 2007 the Company sold its investment in Cardif Holdings inc for £5,703,000 with the amortisation of the remaining goodwill and foreign exchange loss excluded the company realised a loss in disposal of £352,000

10. Loss on ordinary activities before tax is statement after charging:	ated 2008 £000	2007 £000
Auditors' remuneration		
Audit - Group	427	393
Audit - Company	59	45
Amortisation of goodwill	1,616	316
Depreciation of tangible assets on Acquisition	addition 1,445	0
Depreciation of other tangible assets	1,409	2,108
Depreciation of buildings	123	531
<u>-</u>	5,079	3,393

## Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 11. Remuneration of Directors

The Directors received the following emoluments paid in respect of their services as Directors of this Company:

	2008 £000	2007 £000
Emoluments	681	737
Pension contributions	121_	155
	802	892
	2008	2007
	£000	£000
Emoluments of highest paid Director	381	419
Pension contributions of highest paid Director	66_	61_
·	447	480

The numbers of Directors to whom retirement benefits are accruing under a defined contribution scheme are 7 (2007: 2).

#### 12. Staff numbers and costs

The average number of employees (including Directors) during the year was:	2008 Number	2007 Number
Sales	217	188
Administration	702	526
	919	714
Employment costs	2008 £000	2007 £000
Wages and salaries	26,710	19,603
Social Security costs	2,811	2,123
Other pension costs	1,786	1,617

31,307

23,343

## Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 13. Taxation on profits on ordinary activities

14.

Analysis of charge for the period		
	2008	2007
	£000	£000
Tax on the Group's profit:		
Corporation tax	564	4,949
Under/(over) provision	580	(1,089)
Total current tax (factors below)	1,144	3,860
Deferred taxation	(9,009)	(96)
Tax on profits on ordinary activities	(7,865)	3,764
Factors affecting the tax charge for the period	2008 £000	2007 £000
ractors affecting the tax charge for the period	2000	2000
(Loss)/profit on ordinary activities	(35,364)	15,880
Assessment at standard rate of UK corporation tax (2008: 28.5% and 2007: 30%,)	(10,079)	4,764
Effects of:		
Expenses not liable for tax purposes	1,092	334
UK basis of taxation of long-term business	(6,841)	0
Unrelieved losses carried forward	16,057	0
Depreciation in excess of Capital Allowances	220	99
Profit on disposal subsidiaries	0	(156)
Under/(over) provision	580	(1,089)
Lower tax rate on overseas earnings	(50)	(407)
Other differences	<u> 165</u>	<u>315</u>
Current tax charge (analysis above)	1,144	3,860
Deferred taxation	2008	2007
Included in other prepayments and accrued income	£000	£000
Deferred tax asset at 1 January 2008	193	97
Charge for accelerated capital allowances	350	99
Acquisition	13	0
Deferred tax credit to P&L	8,646	0
Adjustment in respect of prior years	0	(3)
Deferred tax asset at 31 December 2008	9,202	193

There is plan for Cardif Pinnacle Holdings plc to dispose of its investments in Group undertakings in 2009, however, should such a disposal occur, it is anticipated that there would be a negligible capital gains liability as the substantial shareholding exemption would be used against any chargeable gains.

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

15.	Reserves and dividends (Company)	2008 £000	2007 £000
(a)	Amounts transferred to reserves (including proposed amounts)	8,280	1,347
(b)	Ordinary share dividends paid	0	105
(c)	Preference share dividends paid	18	17

Dividends paid in respect of preference share capital have been included in "investment expenses and charges" in the non technical profit and loss account.

#### 16. Investments held as fixed assets-Company

	£000
Cost or valuation	
Opening balance 1 January 2008	207,222
Additions	71,434
Revaluations	(39,005)
Closing balance 31 December 2008	239,651
Provision for diminution in value	
Opening balance 1 January 2008	4,184
Net write off for the year	5,083
Amortisation goodwill	(1,616)
Closing balance 31 December 2008	7,651
Net Book Value	
At 31 December 2008	232,000
At 1 January 2008	203,038
· · · · · · · · · · · · · · · · · · ·	,

The additions relate to further investments in share capital in group undertakings and participating interests. The revaluations relate to the movement in net asset values of the investments.

#### **Notes to the Consolidated Financial Statements (continued)** For the year ended 31 December 2008

#### 16. Investments held as fixed assets-continued

The closing balance comprises the investments in the following subsidiary undertakings:

Subsidiary Company	Country of Incorporation	Principal Activity	Class of shares held	Holding 2008	Holding 2007
Cardif Pinnacle Insurance Management Services plc	Great Britain	Management Services	Ordinary Preference	100% 100%	100% 100%
Pinnacle Insurance plc	Great Britain	General and Life Insurance	Ordinary	100%	100%
Financial Telemarketing Services Limited	Great Britain	Telemarketing	Ordinary	100%	100%
Avida Solutions Limited 1	Great Britain	Other Services	Ordinary	100%	100%
European Reinsurance Limited	Guernsey	Reinsurance	Ordinary	100%	100%
Cardif Pinnacle Insurance Property Services plc	Great Britain	Property	Ordinary	100%	100%
Pinnacle Insurance Holdings (Proprietary) Limited	South Africa	Holding	Ordinary	100%	100%
Pinnafrica Insurance Limited <sup>2</sup>	South Africa	General Insurance	Ordinary	100%	100%
Pinnafrica Life Limited <sup>2</sup>	South Africa	Life Insurance	Ordinary	100%	100%
Guaranteed Underwriting Agency Limited	Great Britain	Insurance Broker	Ordinary Preference	100% 100%	100% 100%
Pinnacle Pet Healthcare Limited	Great Britain	Insurance Broker	Ordinary	100%	100%
Cardif Pinnacle Europe Limited	Great Britain	Holding	Ordinary	100%	100%
USP Strategies Limited <sup>3</sup>	Great Britain	Other Services	Ordinary	100%	100%
Extended ServicePlan Limited 4	Guernsey	Warranty Sales	Ordinary	100%	100%
ServicePlan Limited <sup>4</sup>	Isle of Man	Warranty Sales	Ordinary	100%	100%
First Home Services Limited 4	Isle of Man	Warranty Sales	Ordinary	100%	100%
ServicePlus Limited 4	Isle of Man	Warranty Sales	Ordinary	100%	100%
Warranty ServicePlan Limited ⁴	Isle of Man	Management	Ordinary	100%	100%
Warranty Service Solutions Limited <sup>4</sup>	Great Britain	Warranty Sales	Ordinary	100%	100%
St George's Insurance Service Limited <sup>2</sup>	Great Britain	Service Business	Ordinary	100%	100%
Direct life and Pension Services Limited	Great Britain	Insurance Broker	Ordinary	100%	•
Warranty Direct Limited	Great Britain	Insurance Broker	Ordinary	88.33%	-
Archway Reinsurance Company Limited	Turks and Caicos	Non life insurance	Ordinary	88.33%	-
Interstate National Dealer Services Limited	Great Britain	Non life insurance	Ordinary	88.33%	-

Dormant companies are excluded from this list.

<sup>1</sup> Shares held by Financial Telemarketing Services Limited

<sup>2</sup> Shares held by Pinnacle Insurance Holdings (Proprietary) Limited

<sup>3</sup> Shares held by Cardif Pinnacle Europe Limited.

<sup>4</sup> Shares held by USP Strategies Limited.

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 17. Investments in participating interests

#### 17(a) Acquisitions

#### **Warranty Direct Ltd**

The Group acquired 88.33% of Warranty Direct Ltd on the 4th of April 2008, financed by an issue of shares to BNP Paribas which raised £15.3m of capital. Since the acquisition there has been no additional consideration paid apart from final settlement payments on finalisation of completion accounts, which are reflected in the figures below. Purchased goodwill is accounted for in accordance with FRS10 and is amortised over 20 years on a straight-line basis, with a full year of amortisation being charged in the year of acquisition, being 2008.

Purchase Consideration	Quantity of Shares No.	Shares Acquired No.	Price per Share £	Consideration £000
Equity Shares	520,000	459,316	28.29	12,993
Cumulative Redeemable Preference Shares	105,000	105,000	1.88 _	197
Pre-acquisition profits in 2008				1 <b>3,190</b> 
			_	13,418
Advisory legal and accounting fees				496
Stamp Duty				67
Other fees and finance charges			_	55
Total Purchase Consideration			=	14,036
			01	
No. A		Value	Share Acquired	Acquired
Net Assets of Acquiree		£000	Acquireu %	£000
		2000	70	2000
Equity Shares (£1 each)		520	88.33%	459
CRP Shares (£1 each)		105	100.00%	105
Pre-acquisition profit prior to 2008		98	88.33%	86
Pre-acquisition profit in 2008	_	258	88.33%	228
Total Net Assets		981	=	<u>878</u>
Goodwill				£000
Purchased Goodwill (Costs less net asse	ets acquired)			13,158
Goodwill amortised in year			_	(658)
Remaining unamortised Goodwill at 31 [	December 2008		=	12,500
			Minority Share	Group Share
Net Assets		Total	(11.66%)	(88.33%)
		£ 000	£ 000	£ 000
Net assets of Acquiree at acquisition dat	e	981	114.41	878
Post-acquisition profits in year		144	16.79	127
Net assets of WD at 31 December 200	8 _	1,125	131	1,005

## Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 17(a) Acquisitions (continue)

#### **Direct Life & Pension Services Ltd**

The Group acquired 100% of DLPS on the 19th of March 2008, financed by an issue of shares to BNP Paribas which raised £21.0m of capital. Post-acquistion during 2008 DLPS redeemed £675k worth of cumulative preference shares at par, resulting in the transfer of this amount from Retained Earnings into a Capital Redemption Reserve; this reserve remains in place within DLPS' accounts at year-end. Purchased goodwill is accounted for in accordance with FRS10 and is amortised over 20 years on a straight-line basis, with a full year of amortisation being charged in the year of acquisition, being 2008.

	Quantity of		Price per	
Purchase Consideration	Shares	Shares Acquired	Share	Consideration
	No.	No.	£	£000
Equity Shares Cumulative Redeemable Preference	1,142,857	1,142,857	16.62	19,000
Shares	13,454,130	13,454,130	0.10 _	1,345
<b>-</b>				20,345
Pre-acquisition profits in 2008			_	401
Advisor closed and accounting face				20,746 406
Advisory legal and accounting fees Stamp Duty				102
Other fees and finance charges				62
Total Purchase Consideration			_	21,316
			=	
			Share	
Net Assets of Acquiree		Value	Acquired	Acquired
		£000	%	£000
Equity Shares (£1 each)		1	100%	1
CRP Shares (£0.10 each)		1,345	100%	1,345
Pre-acquisition profit prior to 2008		256	100%	256
Pre-acquisition profit in 2008	_	546	100%	546
Total Net Assets		2,148	_	2,148
Goodwill				£ 000
Purchased Goodwill (Costs less net ass	ets acquired)			19,168
Goodwill amortised in year			_	(958)_
Remaining unamortised Goodwill at	31 December 200	08	=	18,210
				Group Share
Net Assets				(100%)
				£ 000
Net assets of Acquiree at acquisition da	te			2,148
Redemption of preference shares				(675)
Post-acquisition profits in year			_	292
Net assets of DLPS at 31 December 2	8008		-	1,765

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 17. Investments in participating interests(continued)

#### 17(b) Minority interest

The Group acquired 88.33% of the ordinary share capital of Warranty Direct Limited.

18.	Land and buildings-Group	Freehold Property
	Group	£000
	Valuation at 1 January 2008	22,330
	Revaluation	(3,958)
	Valuation at 31 December 2008	18,372
	Depreciation at 1 January 2008	531
	Charge for the year	531
	Revaluation	(408)
	Depreciation at 31 December 2008	654
	Net Book Value at 31 December 2008	17,718
	Net Book Value at 1 January 2008	21,799

The historical costs of the properties are £13,499,000. Accumulated depreciation and the net book value of the properties if they had been valued at historical cost would have been £2,319,000 and £11,180,000 respectively.

The Company's freehold property New Horizon was valued as director's requested, on 31 December 2008. In their opinion, the open market value for the existing use at that time was £4,401,679. As a result of the devaluations being incorporated in the balance sheet at 31 December 2008, an amount of £3,550,516 has been deducted to the revaluation reserve.

No provision has been made for additional United Kingdom taxation of £1,092,000 which would arise if the properties were disposed of at their revalued amount.

Properties are secured by a legal mortgage held by a fellow subsidiary undertaking.

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 18. Land and building-Group (continued)

#### **Property Valuation**

All three properties were valued at 31st December 2006. It is policy to revalue these properties every 5 years with an interim valuation every 3 years. A valuation is performed where there is reason to believe that the value of any property has changed materially since the previous valuation.

At 31 December 2006 New Horizons was fully occupied and was valued according to future cash flow. Rushes Restaurant, taking up part of New Horizons, was allocated a vacant freehold possession value of £713,600. Since the valuation, 27,000 sq ft of New Horizons has been vacated and we do not expect new tenants to take up this space; Rushes Restaurant is no longer used. The remaining 36,500 sq ft is currently being rented out on similar terms to those in place at the time of the previous valuation.

In light of the vacated and unused space, and decreased opportunity to let in the current economic environment, we estimate the value of New Horizons to be £4.4m, a drop in value of £3.6m. At 31 December 2007 a property revaluation reserve of £11.4m was held in respect of the three CPIPS properties within CPIH's accounts. This reserve now reduces by £3.6m to £7.9m at 31 December 2008. The revised value of £4.4m for New Horizons has been calculated based on future cash flow.

The values of Pinnacle House and Pinnacle Place were also revised, however as these are based upon future cash flow (which remains unchanged) no adjustment to valuation was deemed necessary.

CPIPS Property Valuation	Pinnacle House	Pinnacle Place	New Horizons	Total
C. II O' Fopolity Valuation	£'000	£'000	£'000	£'000
NBV at 1 January 2008	6,356	7,287	8,156	21,799
Depreciation in 2008	(164)	(163)	(204)	(531)
NBV at 31 December 2008 before revaluation	6,192	7,124	7,952	21,268
Reverse depreciation	0	0	408	408
Change in value	0	0	(3,958)	(3,958)
Valuation at 31 December 2008	6,192	7,124	4,402	17,718
Revaluation Reserve				
Revaluation reserve at 31 December 2007	2,840	3,010	5,592	11,442
Write-down New Horizons net of depreciation	0	0	(3,550)	(3,550)
Revaluation reserve at 31 December 2008	2,840	3,010	2,042	7,892

#### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

		Market Value	•	Cost	
19.	Other financial investments - Group	2008	2007	2008	2007
	·	£000	£000	£000	£000
	Shares and other variable-yield securities and units in unit trusts	1,193	1,969	1,659	2,206
	Debt securities and other fixed income securities	63,636	66,182	65,191	63,876
	Deposits with credit institutions	1,020,837	1,328,843	_1,020,837_	1,328,843
		1,085,666	1,396,994	1,087,687	1,394,925

#### 20. Assets held to cover linked liabilities - Group

The total market value of assets held to cover linked liabilities is £215,304,000 (2007: £273,286,000) and includes £1,121,000 (2007: £1,566,000) relating to derivatives held to back equity based products linked to the FTSE 100 or Nasdaq 100.

The purchase price of investments included under assets held to cover liabilities was £215,318,000 (2007: £272,940,000).

21.	Debtors arising out of direct insurance	2008 £000	2007 £000		
	Amounts owed by intermediaries			17,262	21,078
22.	2. Debtors arising out of direct reinsurance operations - Group				2007 £000
	Amounts due from reinsurers			4,246	5,969_
23.	Other Debtors	Gro	oup	Com	oany
		2008	2007	2008	2007
		£000	000£	£000	£000
	Trade debtors	2,922	3,073	0	0
	Amounts due from group undertakings	727	0	2,250	3,290
	Tax debtor	9,164	412	1,577	0
	Sundry debtors	3,191	3,768_	0	1,529
		16,004	7,253	3,827	4,819

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

24.	Intangible Assets – Group				Goodwill £000
	Cost at 1 <sup>st</sup> January 2008 Additions				0 32,326
	Cost at 31 <sup>st</sup> December 2008				32,326
	Amortisation at 1 <sup>st</sup> January 2008 Provided during the year Amortisation at 31 <sup>st</sup> December 2008				0 <u>1,616</u> 1,616
	Amortisation at 31 December 2000			•	1,010
	Net Book Value at 31 <sup>st</sup> December 2008			•	30,709
	Net Book Value at 1 <sup>st</sup> January 2008				0
25.	Tangible assets – Group	Fixtures & Fittings £000	Motor Vehicles £000	Computer Equipment £000	Total £000
	Cost at 1 January 2008	8,670	1,929	8,513	19,112
	Acquisition addition	1,755	0	0	1,755
	Additions	720	607	544	1,871
	Disposals	(45)	(598)	(11)	(654)
	Cost at 31 December 2008	11,100	1,938	9,046	22,084
	Depreciation at 1 January 2008	7,313	969	7,696	15,978
	Acquisition addition	1,445	0	0	1,445
	Disposals	0	(468)	0	(468)
	Charge for the year	839	`436	602	ì,877
	Depreciation at 31 December 2008	9,597	937	8,298	18,832
	Net Book Value at 31 December 2008	1,503	1,001	748	3,252
	Net Book Value at 1 January 2008	1,357	960	817	3,134

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

26.	Share capital	2008	2007
	·	£000	£000
	Authorised		
	Ordinary shares of £1 each	2,500	2,500
	Redeemable floating rate cumulative preference shares of £1 each	2,500	2,500
		5,000	5,000
	Allotted, called up and fully paid		
	Ordinary shares of £1 each	1,672	1,054
	Redeemable floating rate cumulative preference shares of £1 each*	250	250
		1,922	1,304

On 18th March 2008 the Share Capital of the Company was increased by £21,049,600 through the issue of 101,200 Ordinary shares of £1 each, at a premium of £207 per share increasing the share premium account by £20,948,400 to £24,089,176. The increased funds were utilised in the acquisition of Direct Life & Pension Services Limited.

On 3rd April 2008 the Share Capital of the Company was increased by £15,300,064 through the issue of 73,558 Ordinary shares of £1 each, at a premium of £207 per share increasing the share premium account by £15,226,506 to £39,315,682. The increased funds were utilised in the acquisition of Warranty Direct Limited.

On 29th July 2008 the Share Capital of the Company was increased by £3,000,400 through the issue of 14,425 Ordinary shares of £1 each, at a premium of £207 per share increasing the share premium account by £2,985,975 to £42,301,657. The increased funds were utilised in providing further capital resources to the Company's subsidiary undertaking Financial Telemarketing Services Limited.

On 19th December 2008 the Share Capital of the Company was increased by £46,300,032 through the issue of 428,704 Ordinary shares of £1 each, at a premium of £107 per share increasing the share premium account by £45,871,328 to £88,172,985. Of the increased funds, £32,700,032 was utilised in providing further capital resources to the Company's subsidiary undertaking Pinnacle Insurance plc and £13,600,000 was utilised in reducing the external borrowings of the company.

The cumulative preference shares are redeemable at par at any time by the company giving one month's notice. All the preference shares carry a dividend of 1.5% above the 3 month London Interbank Offered Rate (LIBOR) on the first business day of each calendar year.

#### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

27.	Reconciliation of movements in sh		funds		
	For the year ended 31 December 2	008 – Group		2008 £000	2007 £000
	(Loss)Profit on ordinary activities after	er taxation		(27,499)	12,116
	Dividends			0	(105)
	Minority Interest			2	0
	Share capital subscribed			618	4 004
	Share premium change			85,032	1,081
	Revaluation of fixed assets Other			(3,570) 323	0 206
	Net addition to shareholders' funds			<u> </u>	13,303
	Thet addition to shareholders fullus			54,900	15,505
	Opening shareholders' funds			133,311	120,008
	Closing shareholders' funds			188,217	133,311
28(a)	Share Premium and Reserves				
	Group	Share Premium	Revaluation Reserves	Profit & Loss	Total
		£000	£000	£000	£000
	At 1 January 2008	3,141	11,462	117,404	132,007
	Retained loss for the year	0	0	(27,497)	(27,497)
	Premium arising on share issue	85,032	0	0	85,032
	Revaluation	0	(3,570)	0	(3,570)
	Other	0	0	323_	323
	At 31 December 2008	88,173	7,892	90,230	186,295

Non distributable reserves in respect of the surplus on the long term business that must be maintained by the Group as at 31 December 2008 were £27,618,000 (2007: £43,011,000).

Company	Share Premium £000	Revaluation Reserves £000	Profit & Loss £000	Total £000
At 1 January 2008	3,141	116,118	12,748	132,007
Retained profit for the year	0	0	8,261	8,261
Premium arising on share issue	85,032	0	0	85,032
Revaluation of net investments	0	(39,005)	0	(39,005)
Revaluation reserves adjustment	0	(4,500)	4,500	Ó
At 31 December 2008	88,173	72,613	25,509	186,295

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 28(b) Capital statement

Available Capital Resources	UK and Republic of Ireland	South Africa	Total
	£000	£000	£000
Shareholders' funds held outside the fund	144,851	3,743	156,510
Shareholders' funds held in the fund	27,618	4,089	31,707
Shareholders' funds	172,469	7,832	188,217

No restrictions exist on the movement of capital between funds other than the normal requirement that the actuary must approve the release of capital out of the life fund.

The technical reserves for the guaranteed income and growth bonds are sensitive to the valuation interest rate assumption which varies as market yields change. However, as asset and liabilities are closely matched (the difference in discounted mean term (DMT) is less than 3 months), the impact on surplus capital is not material, as evidenced by a resilience capital requirement of £760,000 (2007: £760,000) on £909,173,000 (2007: £1,152,415,000) of liabilities.

The technical reserve for the new Flexible Asset Bond unit linked product is calculated as unit price x number of units. The regulatory Insurance Expense Risk Capital Component attributed to unit linked products does not have a material impact on the life fund.

Investment returns are guaranteed for income and growth bonds and unit linked products guarantee a minimum return. However, the assets purchased to back this business match any guarantee given. Therefore no stochastic modelling has been performed to assess the value of the guarantee. For guaranteed income and growth bonds, the guarantee will cause a loss to the Company if the underlying asset defaults. This has been allowed for in the valuation by a deduction to the valuation interest rate, which is dependent on the asset type and rating.

Risk Assurance Management business has premium rates guaranteed for 2 years. The last scheme ceased in January 2007. This business does not have a material impact on the life fund and so no stochastic modelling has been performed.

There are no options attached to the life products which could result in a financial loss to the Company.

# Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

29(a) Technical provisions - general business	Provision for Unearned	Claims Outstanding	Total
	Premiums £000	£000	2000
Gross Amount	2000	2000	2000
At 1 January 2008	296,100	50,730	346,830
Movement in the year	(117,732)	4,783	(112,949)
At 31 December 2008	178,368	55,513	233,881
Reinsurance amount			
At 1 January 2008	(6,214)	(8,738)	(14,952)
Movement in the year	5,079	5,425	8,329
At 31 December 2008	(1,135)	(3,313)	(4,448)
Net technical provisions			
At 31 December 2008	<u>177,233</u>	52,200	229,433
At 1 January 2008	289,886	41,992	331,878

29(b) Technical provisions - long term business	Long Term Business Provision	Technical Provisions for Linked Liabilities	Claims Outstanding	Total
0	£000	£000	£000	£000
Gross amount				
At 1 January 2008	1,293,675	273,286	683	1,567,644
Movement in the year	(281,056)	(57,982)	(78)	(339,116)
At 31 December 2008	1,012,619	215,304	605	1,228,528
Reinsurance amount				
At 1 January 2008	(26,827)	0	(1,436)	(28,263)
Movement in the year	2,014	0	` 167 <sup>′</sup>	`1,901
At 31 December 2008	(24,813)	0	(1,269)	(26,082)
Net technical provisions				
At 31 December 2008	987,806	215,304	(664)	1,202,446
At 1 January 2008	1,266,848_	273,286	(753)	1,539,381

# Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

### 29 (b) Technical provisions - long term business (continued)

The principal assumptions underlying the calculation of the long term business provision are:

	2008	2007
Rates of interest		
Assurance :		
Without profit	4.0%	5.0%
Guaranteed Growth Bonds		
Outstanding term less than 1 year	r 4.8%	5.7%
Outstanding term less than 2 year	rs 4.2%	5.3%
Outstanding term less than 3 year	rs 4.3%	4.9%
Outstanding term less than 4 year	rs 5.7%	5.1%
Outstanding term less than 5 year		5.9%
Guaranteed Income Bonds		
Outstanding term less than 1 yea	г 4.0%	5.8%
Outstanding term less than 2 year	rs 4.3%	5.2%
Outstanding term less than 3 year	rs 3.3%	5.0%
Outstanding term less than 4 year	rs 4.4%	5.0%
Outstanding term less than 5 year	rs 4.5%	5.0%
Monthly Income Bonds		
Outstanding term less than 1 year	4.3%	5.5%
Outstanding term less than 2 yea	rs 5.2%	5.7%
Outstanding term less than 3 yea		5.1%
Outstanding term less than 4 yea	rs 4.1%	4.7%
Outstanding term less than 5 yea	rs 2.5%	5.3%
Annuities :		
Without profit - Life	4.0%	4.75%
Without profit – Pensions	4.0%	4.75%
Mortality tables		
Assurances	50% of A67/70 ultimate	50% of A67/70 ultimate
	AM80 / AF80 ELT14	AM80 / AF80 ELT14
	ELI14	CL114
Annuities-general	a(90) less five years	a(90) less five years
, which do gottoral	a(50) 1000 TIVO yours	a(30) 1000 life yours
Annuities-pension	PA(90) less five years	PA(90) less five years
		, ,

## Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

		Gross Amount		Reinsurance Amount	
29(c)	Claims outstanding	2008	2007	2008	2007
• •	-	£000	£000	£000	£000
	General business	55,513	50,751	(3,313)	(8,738)
	Long term business	605	663_	(1,269)	(1,436)
		56,118	51,414	(4,582)	(10,174)
		Gross Amount		Reinsurance Amount	
		Gross A	mount	Reinsuranc	e Amount
29(d)	Deferred acquisition costs	Gross A 2008	mount 2007	Reinsuranc 2008	e Amount 2007
29(d)	Deferred acquisition costs				
29(d)	Deferred acquisition costs  General business	2008	2007	2008	2007
29(d)	•	2008 £000	2007 £000	2008 £000	2007 £000

The movement in deferred acquisition costs have been included in net operating expenses.

#### 29(e) Long term fund

At 31 December 2008 the total amount of assets representing the long term fund as required to be shown by paragraph 10(2) of schedule 9A to the Companies Act 1985 was £1,304,254,000 (2007: £1,629,711,000)

30.	Amounts owed to credit institutions	2008 £000	2007 £000
	Payable in less than one year	25,492	779
31.	Creditors	Group	
31 (a)	Other creditors including taxation and social security	2008 £000	2007 £000
	Amounts falling due within one year		
	Corporation tax payable	5,742	4,173
	Loan ZAR- BNP Paribas London	5,991	0
	Other	21,169	23,701
		32,902	27,874
	Amounts falling due after more than one year		
	Loan GBP- BNP Paribas London	44,400	66,066
	Total	77,302	93,940

Other creditors include other taxes and social security costs of £ 8,554,000 (2007: £ 8,008,000).

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

31 (b) Creditors - Am	Creditors - Amounts falling due within one year	Company	
		2008 £000	2007 £000
Amounts owed	to group undertakings	422	991
Accruals and de	eferred income	796	1,224
Loans-BNP Par	ribas S.A (London branch)	5,991	0
	,	7,209	2,235

Four unsecured rolling South African Rand loans totalling £5,991,000 (translated) from BNP Paribas S.A. The interest on the loans is calculated at a 3 month JIBAR rate plus 0.07% payable quarterly.

31 (c) Creditors - Amounts falling due after more than one year	Company	
	2008 £000	2007 £000
Loans from subsidiary undertakings	0	8,000
Loans - BNP Paribas S.A. (London branch)	44,400	66,066
_	44,400	74,066

Creditors for amounts falling due after more than one year of £44,000,000 (2007: £74,066,000) include:

Five loans totalling £44,000,000 from BNP Paribas S.A. The interest on the loan is calculated at a 3 month LIBOR rate plus 0.07% payable quarterly.

The above loans have been included in creditors due after more than one year as no amounts are expected to be repaid within one year.

### Notes to the Consolidated Financial Statements (continued) For the year ended 31 December 2008

#### 32. Related party transactions

The Group has relied on the exemption given in Financial Reporting Standard 8 not to disclose transactions with entities that are part of the group and qualify as related parties, on the grounds that its voting rights are more than 90% controlled within the BNP Paribas Group.

#### 33. Post balance sheet event

On 2 April 2009 the Company sold 100% of its interest in of Cardif Pinnacle Holdings (Proprietary) Ltd in South Africa.

#### 34. Commitments

The Company has provided letters of support to three of its subsidiaries Financial Telemarketing Services Limited, Cardif Pinnacle Europe Limited, and Pinnacle Pet Healtchare Limited and has committed to provide financial assistance to these subsidiaries if required.

#### 35. Ultimate Parent Company

The Directors regarded BNP Paribas S.A. (incorporated in France), as being the Company's ultimate parent undertaking and ultimate controlling party. Copies of its consolidated financial statements are available from 3 rue d'Antin, BP 141, 75078 Paris Cedex 02, France.

Consolidated financial statements are also drawn up by the intermediate parent Company, BNP Paribas Assurance (incorporated in France). Copies of its consolidated financial statements are available from 1 Boulevard Haussmann, 75009 Paris, France.

The immediate parent Company of the Group is CB (UK) Limited (incorporated in England).