



Cardif Pinnacle Insurance Holdings plc Directors' Report and Financial Statements 31st December 2004

### Cardif Pinnacle Insurance Holdings plc Directors' Report and Financial Statements 31st December 2004



## **Company Details**

Directors: Pierre de Villeneuve (Chairman)

Norman A Shuker B.A., A.S.A., F.I.A. Christopher J Schwick M.B.A.

Christopher S Mills LL.B. (Hons) Solicitor

Stephen D Williams F.I.M.I.

Anthony W Dreyer B.A. (Hons)., F.C.C.A.

Peter J Bloxham F.C.I.I. Robert J Mee F.C.I.B.S.\*

Gerald B Raingold F.C.A., M.Sc. F.Inst.D.\*

Cardif S.A.

Cardif Assurance Vie Banque Financière Cardif

\* Non-Executive Directors

Secretary: K Cranston LL.B. (Hons) Solicitor

Registered Office: Pinnacle House

A1 Barnet Way Borehamwood Hertfordshire WD6 2XX

Auditors: Mazars LLP

24 Bevis Marks

London EC3A 7NR

Principal Bankers: Bank of Scotland

Chief Office

38 Threadneedle Street

London EC2P 2EH

Royal Bank of Scotland 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

## www.cardifpinnacle.com

## **Directors' Report**

#### **DIRECTORS' REPORT**

The Directors present their annual report and financial statements for the year ended 31st December 2004.

#### Principal Activities, Review of Business and Future Developments

The company's principal activity is the holding of investments in subsidiaries. The group's business is the provision of insurance and related services primarily in respect of creditor, extended warranty, single premium and investment-linked bonds. The group will continue to invest in its insurance and other businesses to maintain its growth in the future.

#### 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 29.86 (2003: 24.42).

#### **Proposed Dividend**

The directors recommend the payment of a dividend of £105,000 (2003: £104,000) in respect of the ordinary shares (10.0p per share) and £14,000 (2003: £14,000) in respect of the preference shares.

After deducting the dividends of £119,000 (2003: £118,000) the profit for the year retained in the group is £12,729,000 (2003: £12,643,000).

#### **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.

#### Change of Company Name

The company changed its name from Pinnacle Insurance Holdings Plc to Cardif Pinnacle Insurance Holdings Plc with effect from 29th March 2005.

#### Post Balance Sheet Events

On the 23rd March 2005, the company's preference shares held in Pinnacle Insurance Plc were converted to ordinary shares.

## Directors' Report (Continued)

#### **Directors and Directors' Interests**

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

Pierre de Villeneuve (Chairman)
Norman A Shuker B.A., A.S.A., F.I.A.
Christopher J Schwick M.B.A.
Christopher S Mills LL.B. (Hons) Solicitor
Stephen D Williams F.I.M.I.
Anthony W Dreyer B.A. (Hons)., F.C.C.A.
Peter J Bloxham F.C.I.I.
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Gerald B Raingold F.C.A., M.Sc. F.Inst.D.\*
Cardif S.A.
Cardif Assurance Vie
Banque Financière Cardif

\* Non-Executive Directors

#### **AUDITORS**

Mazars LLP replaced Mazars as the independent auditor to the Company during 2004. In accordance with Section 385 of the Companies Act 1985, 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

K Cranston
Company Secretary

Date: 10th June 2005

#### **DIRECTORS' RESPONSIBILITIES**

#### 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.

#### ACCOUNTS OF CARDIF PINNACLE INSURANCE HOLDINGS PLC

#### Information included in these accounts

The accounts set out on page 6 to page 27 do not constitute the Company's consolidated statutory financial statements for the year ended 31st December 2004.

The Company's consolidated statutory financial statements contain additional information which is not included in these accounts.

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## CONSOLIDATED PROFIT AND LOSS ACCOUNT TECHNICAL ACCOUNT - GENERAL BUSINESS FOR THE YEAR ENDED 31ST DECEMBER 2004

		2004	2004	2003	2003
	<u>Note</u>	£000	£000	£000	£000
Earned premiums, net of reinsurance					
Gross premiums written	4(a)	347,380		316,634	
Outward reinsurance premiums		(18,261)		(28,380)	
			329,119		288,254
Change in the gross provision for unearned premiums	28(a)	(79,989)		(18,590)	
Change in the provision for unearned premiums, reinsurers' share	28(a)	(3,198)		(11,391)	
	,	· · · · ·	(83,187)		(29,981)
			245,932		258,273
Allocated investment return transferred					
from the non-technical account			5,223		4,126
Claims incurred, net of reinsurance					
Claims paid		()		()	
Gross amount Reinsurers' share		(55,984) 6,054		(62,827) 10,425	
			(49,930)		(52,402)
Change in the provision for claims					
Gross amount	28(a)	(13,778)		(4,935)	
Reinsurers' share	28(a)	7,976		(1,562)	
			(5,802)		(6,497)
			195,423		203,500
Net operating expenses	7		(184,692)		(190,987)
Sub-total (balance on the technical account-ger	neral business)		10,731		12,513

## CONSOLIDATED PROFIT AND LOSS ACCOUNT TECHNICAL ACCOUNT - LONG TERM BUSINESS FOR THE YEAR ENDED 31ST DECEMBER 2004

		2004	2004	2003	2003
	<u>Note</u>	£000	£000	£000	£000
- , , , , ,					
Earned premiums, net of reinsurance	4(1-)	F00 220		102.050	
Gross premiums written	4(b)	500,228		193,656	
Outward reinsurance premiums		(25,150)		(12,360)	
			475,078		181,296
Investment income	6	19,329		17,114	
Unrealised (losses)/gains on investments		(205)		1,723	
Realised losses on investments		(811)		(936)	
			18,313		17,901
			493,391		199.197
Claims incurred, net of reinsurance Claims paid					
Gross amount		(177,561)		(142,657)	
Reinsurers' share		11,970		4,038	
			(165,591)		(138.619)
Change in the provision for claims					
Gross amount	28(b)	(101)		116	
Reinsurers' share	28(b)	-		(76)	
			(101)		40
			327,699		60,618
Change in other technical provisions net of reinsurance			027,000		30,0.0
Long term business provision					
Gross amount	28(b)	(296,796)		(34,476)	
Reinsurers' share	28(b)	768		(2,061)	
Technical provisions for linked liabilities	28(b)	16,224		23,604	
'		•		•	
			(279,804)		(12,933)
Net operating expenses	7		(47,485)		(45,569)

		2004	2004	2003	2003
	<u>Note</u>	£000	£000	£000	£000
Balance on the general business technical account			10,731		12,513
Balance on the long term business technical account			410		2,116
			11,141		14,629
Investment income	6	10,282		5,953	
Unrealised gains on investments		2,917		1,373	
Realised (losses)/gains on investments Investment expenses and charges		(28) (2,586)		132 (2,213)	
investment expenses und enarges		10,585		5,245	
Allocated investment return					
transferred to the general business account		(5,223)		(4,126)	
			5,362		1,119
Other Income	8		47,000		66,092
Other charges	8		(46,932)		(63,758)
Operating profit from continuing activities and profit on ordinary activities before taxation	9		16,571		18,082
Tax on profit on ordinary activities	12		(3,952)		(5,330)
Profit on ordinary activities after taxation			12,619		12,752
Minority Interest			229		9
Profit for the financial year			12,848		12,761
Dividends proposed					
Equity and non-equity	14		(119)		(118)
Retained profit for the financial year			12,729		12,643
STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES FOR THE YEAR ENDED 31ST DECEMBER 2004					
			2004		2003
Profit for the financial year			12,848		12,761
Foreign translation adjustment			20		42

		2004	2004	2003	2003
	<u>Note</u>	£000	£000	£000	£000
ASSETS					
Intangible assets	23		1,056		239
Investments					
Land and buildings	17	18,640		19,065	
Other financial investments	18	769,820		409,073	
			788,460		428,138
Investments in participating interests	16		3,365		4,038
Assets held to cover linked liabilities	19		8,887		25,111
Reinsurers' share of technical provisions					
Provision for unearned premiums	28(a)	23,462		26,659	
Long term business provision	28(b)	22,579		21,811	
Claims outstanding	28(c)	9,779		1,803	
			55,820		50,273
Debtors					
Debtors arising out of direct insurance operations	20	31,591		55,502	
Debtors arising out of reinsurance operations	21	8,827		5,623	
Other debtors	22	40,586		48,361	
			81,004		109,486
Other Assets					
Tangible assets	24	4,628		3,468	
Cash at bank and in hand		60,234		56,337	
			64,862		59,805
Prepayments and accrued income					
Accrued interest		16,264		7,908	
Deferred acquisition costs	28(d)	310,117		234,943	
Other prepayments and accrued income		25,023		20,267	
			351,404		263,118
Total assets			1,354,858		940,208

		2004	2004	2003	2003
	<u>Note</u>	£000	£000	£000	£000
LIABILITIES					
Capital and reserves					
Called up share capital	25		1,296		1,296
Share premium	27		1,644		1,617
Profit and loss account	27		92,045		79,296
Shareholders' funds attributable to equity interests			94,735		81,959
Shareholders' funds attributable to non equity intere	sts 25		250		250
Total shareholders' funds			94,985		82,209
Minority interest			38		311
Technical provisions					
Provision for unearned premiums	28(a)	344,616		264,626	
Long term business provision	28(b)	600,348		303,552	
Claims outstanding	28(c)	43,284		29,405	
			988,248		597,583
Technical provisions for linked liabilities	20(1-)		0.007		OF 111
	28(b)		8,887		25,111
Creditors		00.504		00.000	
Creditors arising out of direct insurance operations		83,584		80,996	
Creditors arising out of direct reinsurance operations Amounts owed to credit institutions	29	19,611 25,034		26,840 9,747	
Other creditors including taxation and social security	30(a)	93,554		67,915	
Select creations including taxation and social security	30(a)		221,783	07,010	185,498
Accruals and deferred income			40,917		49,496
Total liabilities			1,354,858		940,208

	2004	2004	2003	2003
<u>Note</u>	£000	£000	£000	£000
15		159,426		126,565
22	3,783		1,762	
	1		-	
	3,784		1,762	
30(b)	(1,179)		(3,658)	
		2,605		(1,896)
		162,031		124,669
30(c)		(66,576)		(42,370)
		95,455		82,299
25		1,296		1,296
27		1,644		1,617
27		81,716		74,381
27		10,799		5,005
		95,205		82,049
25		250		250
		95,455		82,299
	15 22 30(b) 30(c) 25 27 27 27	15  22  3,783  1  3,784  30(b) (1,179)  30(c)  25 27 27 27 27	15 159,426  22 3,783	15

These financial statements were approved by the Board of directors on 10th June 2005, and signed on its behalf by:

N A Shuker

Noman A. Sh.W.

A W Dreyer

#### 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 Statement of Recommended Practice on Accounting for Insurance Business issued by the Association of British Insurers dated 21st November 2003. 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 31st December 2004.

In the group accounts, 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's 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**

Tangible fixed assets 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

#### Land and Buildings

Land and buildings are revalued triennially and the depreciation on buildings is provided at 2% per annum on a straight-line basis.

#### **Premiums**

In respect of general business, written premiums are stated gross of commission payable to intermediaries and comprise the premiums due on contracts entered into during a financial year, regardless of whether such amounts may relate in whole or in part to a later financial year, exclusive of taxes and duties levied on premiums.

Premiums written include estimates for "pipeline" premiums and allowances for cancellations. Outward reinsurance premiums are accounted for in the same accounting period as the premiums for the related direct insurance.

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 a payable basis.

#### **Unearned Premiums**

The general business provision for unearned premiums represents that part of gross premiums written which is estimated to be earned in the following or subsequent financial years. This is computed on a basis that reflects the company's experience of the incidence of claims incurred over the term of those policies.

#### **Acquisition Costs**

Acquisition costs comprise all direct and attributable indirect costs arising from the conclusion of insurance contracts.

For general business, deferred acquisition costs represent the proportion of acquisition costs incurred which corresponds to the proportion of gross premiums written and unearned at the balance sheet date. For long term business, deferred acquisition costs are amortised over a period no longer than that in which they are expected to be recoverable out of margins in revenues from related policies.

#### Claims

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 general business include all claims and claims settlement expense payments made in respect of the financial period and the movements in provision for outstanding claims and settlement expenses, and includes claims incurred but not reported.

#### **Claims Outstanding**

Outstanding claims comprise provisions for the estimated cost of settling all claims incurred up to but not paid at the balance sheet date whether reported or not, together with related claims settlement expenses. A provision in respect of potential profit share commission payable to cedants is included within creditors. Anticipated reinsurance recoveries are disclosed separately as an asset.

Whilst the directors consider that the gross provision for claims and the related reinsurance recoveries are fairly stated on the basis of the information currently available to them, the ultimate liability will vary as a result of subsequent information and events and may result in significant adjustments to the amount provided. Adjustments to the amounts of provisions are reflected in the financial statements for the period in which the adjustments are made.

#### **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 credit 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.

#### **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.

#### 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**

Amounts relating to investments supporting general business technical provisions are allocated from the non-technical account to the technical account.

#### **Foreign Currencies**

Monetary assets denominated in foreign currencies are translated into sterling using the rates of exchange ruling at the balance sheet date. The gains or losses arising are included in the non-technical account. Differences arising from retranslation of opening net investments at the year-end exchange rate are taken directly to reserves. In the consolidated accounts, where the investment in a foreign subsidiary has been financed by a long-term loan in the local currency, the exchange differences have been offset and taken to reserves.

#### **Taxation**

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 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 the treatment of certain items for taxation and accounting purposes.

Full provision is made for deferred tax in accordance with FRS 19 'Deferred Tax'. Deferred tax, including UK corporation tax and foreign tax, is provided at amounts expected to be recovered using the tax rates and laws that have been enacted or substantially enacted by the balance sheet date.

#### **Derivatives**

Certain derivatives are taken out for hedging purposes. To the extent that the hedge subsequently becomes ineffective, the derivatives are marked to market, with changes in the fair value being taken to the profit and loss account.

#### Investments in Subsidiaries

Investments in subsidiary undertakings are valued at the net asset value of the underlying subsidiaries 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.

#### **Investment in Participating Interests**

In the consolidated accounts, investments in participating interests are valued at the net asset value plus the carrying value of any related goodwill, less any provision for impairment. In the parent company, they are stated at cost.

#### Goodwill

Goodwill arising on the acquisition of subsidiary undertakings is recorded as an intangible asset. Goodwill arising on the acquisition of associated undertakings is recorded in the carrying value of investment in associates. 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.

	2004	2003	
3. Segmental analysis by class of business	£000	£000	
Gross premiums written			
General business	347,380	316,634	
Long term business	500,228	193,656	
Other income			
Non-insurance business	47,000	66,092	
	894,608	576,382	
Profit before taxation			
General business	10,731	12,513	
Long term business	410	2,116	
Non-insurance business	5,430	3,453	
	16,571	18,082	
Segmental net assets			
General business	76,882	64,247	
Long term business	17,261	16,429	
Non-insurance business	854	1,533	
	94,997	82,209	

The business has been treated as one geographical market, being the UK, the Channel Islands and the Isle of Man, as any business outside this market is immaterial.

#### 4. Analysis of gross premiums

4.(a) Analysis of general business	2004	2004	2004	2004	2004
, ,	Gross	Gross	Gross	Gross	
	Premiums	Premiums	Claims	Operating	Reinsurance
	Written	Earned	Incurred	Expenses	Balance
	£000	£000	£000	£000	£000
Direct Insurance					
Creditor	258,674	192,618	(36,723)	(126,997)	(21,703)
Warranty	72,208	63,359	(21,845)	(40,367)	2,055
	330,882	255,977	(58,568)	(167,364)	(19,648)
Reinsurance	16,498	11,414	(11,194)	(5,109)	-
	347,380	267,391	(69,762)	(172,473)	(19,648)
	2003	2003	2003	2003	2003
	Gross	Gross	Gross	Gross	
	Premiums	Premiums	Claims	Operating	Reinsurance
	Written	Earned	Incurred	Expenses	Balance
	£000	£000	£000	£000	£000
Direct Insurance					
Creditor	246,596	219,869	(49,587)	(133,714)	(33,597)
Warranty	73,403	66,304	(15,350)	(43,331)	(3,671)
	319,999	286,173	(64,937)	(177,045)	(37,268)
Reinsurance	(3,365)	11,870	(2,825)	(7,582)	-
	316,634	298,043	(67,762)	(184,627)	(37,268)

4. (b) Analysis of long term business premiums	<b>2004</b> £000	<b>2003</b> £000	
	£000	£000	
premiums	491,457	185,697	
odic premiums	8,771	7,959	
	500,228	193,656	

Included in single premiums, are premiums of £nil (2003: £1,136,379) in respect of linked business.

4. (c) Reinsurance balance – Long term business	<b>2004</b> £000	<b>2003</b> £000	
Reinsurance balance – Long term business	(6,383)	(6,080)	

#### 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:

Change before associated expenses (944) (5,107)
Less associated expenses 1,541 2,933
597 (2,174)

6. Investment Income	Technical Accoun	Technical Account-Long Term Business		
	2004	2003	2004	2003
	£000	£000	£000	£000
Income from other investments	19,329	17,114	10,282	5,953
7. Net operating expenses	Gener	al Business	Long Ter	m Business

7. Net operating expenses	Gene	ral Business	Long Te	rm Business
	2004	2003	2004	2003
	£000	£000	£000	£000
Acquisition costs	216,229	199,260	76,483	53,054
Change in gross deferred acquisition costs	(50,918)	(21,566)	(24,670)	(4,334)
Administrative expenses	7,162	6,933	1,701	1,228
Gross operating expenses	172,473	184,627	53,514	49,948
Reinsurance commissions and profit participation	15,745	11,191	(7,401)	(2,505)
Change in deferred reinsurance commission	(3,526)	(4,831)	1,372	(1,874)
	184,692	190,987	47,485	45,569

8. Other Income/(charges)	2004	2003
£000	£000	
Furnover	47,000	66,092
Cost of sales	(45,861)	(63,396)
Distribution costs	(722)	(348)
Administrative expenses	(349)	(14)
	(46,932)	(63,758)
	68	2,334
The turnover mainly relates to sale of extended warranty service	contracts.	
9. Profit on ordinary activities before	2004	2003
tax is stated after charging:	£000	£000
Auditors' remuneration		
Audit - Group	165	115
Audit - Company	15	13
Other services	47	42
Amortisation of goodwill	439	320
Depreciation of buildings and other tangible assets	2,130	2,067
10. Remuneration of directors	2004	2003
To Hellianeration of an ectors	£000	£000
The directors received the following emoluments paid in respect	of their services as directors of	this Company
Emoluments	1,151	1,153
Pension contributions	255	235
	1,406	1,388
Emoluments of highest paid director	285	285
Pension contributions of higest paid director	86	80
	371	365
The numbers of directors to whom retirement benefits are accru	ing under a defined contribution	n scheme are 6 (2003: 6).
11. Staff numbers and costs	2004	2003
	£000	£000
The average number of employees (including directors) during th	ne year was:	
Sales	216	76
Administration	473	478
	689	554
Employment Costs	2004	2003
	£000	£000
Nages and salaries	16,321	14,411
Social Security costs	1,676	1,496
Other pension costs	1,310	1,326
	19,307	17,233
	10,007	17,200

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15. Investments in Group Undertakings - continued	2004	
	£000	
Provision for diminution in value		
Opening balance 1st January 2004	6,111	
Net write off for the year	(1,526)	
Closing balance 31st December 2004	4,585	
Net Book Value		
At 31st December 2004	159,426	
At 1st January 2004	126,565	

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

These valuations include the investment in participating interest Cardif Pinnacle Holdings Inc as laid out in note 16.

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

			Class and P	Percentage of Sh	ares Held
Subsidiary Company	Country of Incoporation	Principal Activity		2004	2003
Cardif Pinnacle Insurance Management Services Plc (formerly 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 Preference	100% 100%	100% 100%
Financial Telemarketing Services Limited	Great Britain	Telemarketing	Ordinary	100%	100%
European Reinsurance (Guernsey) Limited	Guernsey	Reinsurance	Ordinary	100%	100%
Cardif Pinnacle Insurance Property Services Plc (formely 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>^</sup>	South Africa	General Insurance	Ordinary	100%	100%
Pinnafrica Life Limited <sup>^</sup>	South Africa	Life Insurance	Ordinary	100%	100%
Guaranteed Underwriting Agency Limited	Great Britain	Insurance Broker	Ordinary Preference	100% 100%	95% 100%
Pinnacle Pet Healthcare Limited	Great Britain	Insurance Broker	Ordinary	95%	95%
Pinnacle Europe Plc	Great Britain	Holding	Ordinary	100%	100%
USP Strategies Plc*	Great Britain	Other Services	Ordinary	100%	74.9%
Extended ServicePlan Limited#	Guernsey	Warranty Sales	Ordinary	100%	74.9%
ServicePlan Limited#	Isle of Man	Warranty Sales	Ordinary	100%	74.9%
First Home Services Limited#	Isle of Man	Warranty Sales	Ordinary	100%	74.9%
ServicePlus Limited#	Isle of Man	Warranty Sales	Ordinary	100%	74.9%
Pinnacle ServicePlan Limited#	Isle of Man	Management	Ordinary	100%	74.9%

#### 15. Investments in Group Undertakings - continued

			Class and Percentage of Shares H		
Subsidiary Company	Country of Incoporation	Principal Activity		2004	2003
Pinnacle Service Solutions Limited#	Great Britain	Warranty Sales	Ordinary	100%	74.9%
Avida Solutions Limited	Great Britain	Other Services	Ordinary	100%	100%
Cardif Pinnacle Forsakring AB (formerly Pinnacle Forsakring AB)	Sweden	Insurance Broker	Ordinary	100%	100%
Pinnacle Insurance Pension Trust Company Limited	Great Britain	Trust Business	Ordinary	100%	100%

Cardif Pinnacle Forsakring AB and Pinnacle Insurance Pension Trust Company Limited are not consolidated on the basis that they are immaterial to the group. Dormant companies are also excluded.

- \* Shares held by Pinnacle Europe Plc.
- # Shares held by USP Strategies Plc.

The preference shares held in Pinnacle Insurance Plc were converted to ordinary shares on 23rd March 2005.

#### 16. Investments in Participating Interests

Cardif Holdings Inc is an intermediate holding company set up to hold all of Cardif S.A.'s investments in the United States of America. Cardif Holdings Inc draws up its financial statements to 31st December each year.

Cardif Pinnacle Insurance Holdings Plc owns 30% of Cardif Holdings' ordinary shares.

Group		Com	pany
2004	2003	2004	2003
£000	£000	£000	£000
2,230	2,230	2,230	2,230
1,898	1,898	1,898	1,898
(470)	(90)	_	_
(293)	_	(293)	_
-	-	-	-
3,365	4,038	3,835	4,128
	2004 £000 2,230 1,898 (470) (293)	2004 £000 £000 2,230 2,230 1,898 1,898 (470) (90) (293) -	2004         2003         2004           £000         £000         £000           2,230         2,230         2,230           1,898         1,898         1,898           (470)         (90)         -           (293)         -         (293)           -         -         -

The results of the associate for the periods presented were not significant. The directors have determined that the useful economic life of the goodwill of Cardif Holdings Inc is five years.

17. Land and Buildings	Freehold Property	
Group	£000	
Valuation at 1st January 2004	19,490	
Valuation at 31st December 2004	19,490	
Depreciation at 1st January 2004	425	
Charge for the year	425	
Depreciation at 31st December 2004	850	
Net Book Value at 31st December 2004	18,640	
Net Book Value at 1st January 2004	19,065	

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

#### 17. Land and Buildings - continued

The historical costs of the properties are £14,551,127. Accumulated depreciation and the net book value of the properties if they had been valued at historical cost would have been £1,607,943 and £12,943,183 respectively.

The group's freehold properties were valued by Stimpsons, Chartered Surveyors on 31st December 2003. In their opinion, the open market value for the existing use at that time was £19,490,000. At 31st December 2004 the directors were not aware of any material change in value since the last valuation.

No provision has been made for additional United Kingdom taxation of £942,758 (2003: £1,044,603), which would arise if the properties were disposed of at their revalued amount.

18. Other financial investments - Group	Mark	et Value	Cost		
	<b>2004</b> £000	<b>2003</b> £000	<b>2004</b> £000	<b>2003</b> £000	
Listed shares	1,662	1,497	1,795	1,670	
Debt securities and other fixed income securities	97,536	129,647	98,006	130,668	
Deposits with credit institutions	670,622	277,929	670,622	277,629	
	769,820	409,073	770,423	409,967	

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

The total market value of assets held to cover linked liabilities is £8,887,341 (2003: £25,111,000) and includes £8,766,486 (2003: £24,533,000) relating to derivatives held to back equity based products linked to the FTSE 100 or Nasdag 100.

The purchase price of investments included under assets held to cover liabilities was £7,356,572 (2003: £26,836,000).

#### 20. Debtors arising out of direct insurance operations - Group

	<b>2004</b> £000	<b>2003</b> £000
Amounts owed by intermediaries	31,591	55,502

#### 21. Debtors arising out of reinsurance operations - Group

	<b>2004</b> £000	<b>2003</b> £000
Amounts due from reinsurers	8,827	5,623

22. Other Debtors	Gr	oup	Company	
	2004	2003	2004	2003
	£000	£000	£000	£000
Trade debtors	858	256	_	_
Amounts due from group undertakings	_	-	3,261	1,762
Tax debtor	96	-	309	_
Sundry debtors	39,632	48,105	213	-
	40,586	48,361	3,783	1,762

23. Intangible Assets – Group	Goodwill	
	£000	
Cost at 1st January 2004	1,314	
Additions	1,256	
Cost at 31st December 2004	2,570	
Amortisation at 1st January 2004	1,075	
Provided during the year	439	
Amortisation at 31st December 2004	1,514	
Net Book Value at 31st December 2004	1,056	
Net Book Value at 1st January 2004	239	

24. Tangible Assets - Group	Fixtures &	Motor	Computer	Total
	Fittings	Vehicles	Equipment	
	£000	£000	£000	£000
Cost at 1st January 2004	5,882	1,889	5,345	13,116
Additions	1,164	471	1,311	2,946
Disposals	(14)	(314)	-	(328)
Cost at 31st December 2004	7,032	2,046	6,656	15,734
Depreciation at 1st January 2004	4,396	827	4,425	9,648
Disposals	_	(247)	_	(247)
Charge for the year	635	445	625	1,705
Depreciation at 31st December 2004	5,031	1,025	5,050	11,106
Net Book Value at 31st December 2004	2,001	1,021	1,606	4,628
Net Book Value at 1st January 2004	1,486	1,062	920	3,468

## 25. Share Capital

	2004	2003	
	£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*	1,046	1,046	
Redeemable floating rate cumulative preference shares of £1 each	250	250	
	1,296	1,296	

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 Barclays Bank plc Interbank rate on the first business day of each calendar year.

<sup>\*</sup>Ordinary share capital increased by £200 during the year, resulting in the share premium increase shown in notes 26 and 27.

#### 26. Reconciliation of Movements In Shareholders' Funds For the Year Ended 31st December 2004 – Group

2004	2003	
£000	£000	
12,619	12,752	
229	9	
(119)	(118)	
-	1	
27	121	
20	42	
12,776	12,807	
82,209	69,402	
94,985	82,209	
	£000 12,619 229 (119) - 27 20 12,776 82,209	£000     £000       12,619     12,752       229     9       (119)     (118)       -     1       27     121       20     42       12,776     12,807       82,209     69,402

#### 27. Reserves

27: Heserves			
Group	Share premium	Profit & Loss	Total
	£000	£000	£000
At 1st January 2004	1,617	79,296	80,913
Retained profit for the year	-	12,729	12,729
Foreign translation adjustment	-	20	20
Premium arising on share issue	27	-	27
At 31st December 2004	1,644	92,045	93,689

Company	Share premium	Revaluation Reserves	Profit & Loss	Total
	£000	£000	£000	£000
At 1st January 2004	1,617	74,381	5,005	81,003
Retained profit for the year	_	-	5,794	5,794
Premium arising on share issue	27	-	_	27
Revaluation of net investments	-	7,335	-	7,335
At 31st December 2004	1,644	81,716	10,799	94,159

Non distributable reserves in respect of the surplus on the long term business that must be maintained by the company as at 31st December 2004 were £15,282,000 (2003: £14,684,000).

28. Technical Provisions	Provision for	Claims	Total
	unearned premiums	Outstanding	
28. (a) General Business	£000	£000	£000
Gross Amount			
At 1st January 2004	264,626	29,181	293,807
Foreign translation adjustment	1	-	1
Movement in the provisions	79,989	13,778	93,767
At 31st December 2004	344,616	42,959	387,575
Reinsurance amount			
At 1st January 2004	(26,659)	(1,727)	(28,386)
Foreign translation adjustment	(1)	-	(1)
Movement in the provisions	3,198	(7,976)	(4,778)
At 31st December 2004	(23,462)	(9,703)	(33,165)
Net technical provisions			
At 31st December 2004	321,154	32,256	354,410
At 1st January 2004	237,967	27,454	265,421
	-		

28. Technical Provisions - continued	Long Term Business Provision	Technical Provisions for Linked Liabilities	Claims Outstanding	Total
28. (b) Long Term Business	£000	£000	£000	£000
Gross Amount				
At 1st January 2004	303,552	25,111	224	328,887
Movement in the provisions	296,796	(16,224)	101	280,673
Foreign translation adjustment	-	-	-	-
At 31st December 2004	600,348	8,887	325	609,560
Reinsurance amount				
At 1st January 2004	(21,811)	-	(76)	(21,887)
Movement in the provisions	(768)	-	-	(768)
Foreign translation adjustment	-	-	-	-
At 31st December 2004	(22,579)	-	(76)	(22,655)
Net technical provisions				
At 1st January 2004	281,741	25,111	148	307,000
Movement in the provisions	296,028	(16,224)	101	279,905
Foreign translation adjustment	_	-	-	-
At 31st December 2004	577,769	8,887	249	586,905

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

	2004	2003
Rates of interest		
Assurance :		
Without profit	3.5%	3.5%
<b>Guaranteed Growth Bonds</b>		
Outstanding term less than 1 year	4.6%	3.8%
Outstanding term less than 2 years	4.7%	3.9%
Outstanding term less than 3 years	4.7%	3.8%
Outstanding term less than 4 years	4.6%	3.9%
Outstanding term less than 5 years	4.8%	4.0%
Guaranteed Income Bonds		
Outstanding term less than 1 year	4.7%	3.8%
Outstanding term less than 2 years	4.7%	4.0%
Outstanding term between 3 years	4.7%	3.8%
Outstanding term between 0 to 2 years	4.8%	4.2%
Outstanding term between 2 to 5 years	3.8%	3.8%
Decreasing Income Bonds		
Outstanding term between 2 and 3 years	4.2%	4.2%
Monthly Income Bonds		
Outstanding term less than 1 year	4.7%	-
Outstanding term less than 2 years	4.7%	-
Outstanding term less than 3 years	4.7%	-
Outstanding term less than 4 years	4.4%	-
Outstanding term less than 5 years	4.6%	-
Annuities:		
Without profit - Life	4.3%	4.3%
Without profit – Pensions	4.4%	4.4%
Mortality tables		
Assurances	A67/70	A67/70
	AM80	AM80
	ELT14	ELT14
Annuities-general	a(90) less five years	a(90) less five years
Annuities-pension	PA(90) less five years	PA(90) less five years

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28. Technical Provisions - continued	Gross Amount		Reinsurance Amount	
28. (c) Claims Outstanding	<b>2004</b> £000	<b>2003</b> £000	<b>2004</b> £000	<b>2003</b> £000
Long term business	325	224	(76)	(76)
	43,284	29,405	(9,779)	(1,803)

28. (d) Deferred Acquisition Costs	Gross Amount		Reinsurance Amount	
	<b>2004</b> £000	2003	<b>2004</b> £000	<b>2003</b> £000
		£000		
General business	245,144	193,556	15,283	18,575
Long term business	64,973	41,387	2,998	1,626
	310,117	234,943	18,281	20,201

#### 28. (e) Long Term Fund

At 31st December 2004, the total amount of assets representing the long-term fund as defined in the Interim Prudential Sourcebook for Insurers (formerly Insurance Companies Act 1982) was £538,438,000 (2003: £281,234,000).

29. Amounts owed to credit institutions	2004	2003	
	£000	£000	
Payable in less than one year	25,034	9,747	
	Group		
30. Creditors	2004	2003	
30. (a) Other creditors including taxation and social security	£000	£000	
Amounts falling due within one year			
Corporation tax payable	4,405	2,962	
Loan - Banque Financiére Cardif	-	2,000	
Loan - BNP Paribas London	1,500	-	
Loan - Cardif	-	3,131	
Other	29,075	25,452	
	34,980	33,545	
Amounts falling due after more than one year			
Loan - Cardif S.A.	20,000	20,000	
Loan - Banque Financiére Cardif	25,839	12,673	
Loan – Banque Paribas	12,735	1,697	
	58,574	34,370	
Total	93,554	67,915	

Other creditors includes other taxes and social security costs of £6,258,524 (2003: £5,548,000).

	Company		
	2004	2003	
30. (b) Creditors: Amounts falling due within one year	£000	£000	
Amounts owed to group undertakings	75	699	
Accruals and deferred income	1,104	2,959	
	1,179	3,658	

#### 30. Creditors - continued

	Company		
	2004	2003	
30. (c) Creditors: Amounts falling due after more than one year	£000	£000	
oans from subsidiary undertakings	8,000	8,000	
oans - Cardif S.A.	20,000	20,000	
pans - Banque Financiére Cardif	12,737	12,673	
pans - Banque Paribas S.A.	1,839	1,697	
oans - BNP Paribas S.A.	24,000	-	
	66,576	42,370	

Creditors for amounts falling due after more than one year of £66,576,000 (2003: £42,370,000) include:

Four unsecured rolling loans totalling £20 million from the parent company Cardif S.A. The interest on the loans is calculated 3-month LIBOR plus 0.40% payable on 30th June and 31st December. The four rolling loans from the parent company are repayable at 3 months notice.

One unsecured rolling South African Rand loan totalling £1,839,493 (translated) from Compagnie Financière de Paribas, the immediate parent company of Cardif S.A. The interest on the loan is calculated at 38.5 basis points above 3 month JIBOR that is rolled into the capital.

Two unsecured rolling South African loans from Banque Financière Cardif totalling £1,839,493 (translated). The interest on the loans are calculated at a 3-month JIBOR plus 0.40%, which is rolled into the capital.

One unsecured rolling South African loan from Banque Financière Cardif totalling £919,746 (translated). The interest on the loan is calculated at a 3-month JIBOR plus 0.40%, which is rolled into the capital.

One loan of £6 million from Banque Financière Cardif, which has no set term of repayment.

Two loans totalling £24 million from BNP Paribas S.A.. The interest on the loan is calculated at a 3-month LIBOR plus 0.07% paid quarterly.

Two loans of £3 million each from subsidiary undertaking, Cardif Pinnacle Insurance Management Services Plc, which have no set term of repayment.

One loan of £2 million from subsidiary undertaking, Cardif Pinnacle Insurance Property Services Plc, which has no set term of repayment.

Six US dollar loans of £3,976,965 (translated) from Banque Financière Cardif, which has no set term of repayment.

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.

#### 31. 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.

#### 32. Ultimate Parent Company

At 31st December 2004, 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, Cardif S.A. (incorporated in France).

Copies of its consolidated financial statements are available from 5, Avenue Kléber, 75116 Paris, France. The immediate parent company of the group is CB (UK) Ltd. (incorporated in England).



