

Allianz Shared Infrastructure Services SE

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# Annual Report 2008

**Allianz** 

# At a glance

	2008	2007	Change 2008 vs. 2007 (%)
<b>Key commercial figures</b>			
Revenues (€ millions)	614.2	690.2	- 11.0
Capital spending (€ millions)	74.0	75.2	- 1.6
Workforce at December 31	1,326	1,318	+ 0.6
<b>Key technical figures</b>			
Computing capacity (MIPS)	52,842	53,487	- 1.2
Disk space (TB) <sup>1)</sup>	2,786	1,730	+ 61.0
Servers	6,907	6,155	+ 12.2
Workstations	89,249	91,816	- 2.8
Pages printed (millions)	780	714	+ 9.2

<sup>1)</sup> Change of presentation from installed capacity to raw capacity

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# Supervisory Board

## Members of the Supervisory Board

(from October 31, 2008)

### Oliver Bäte

Member of the Board of Management,  
Allianz SE  
Chairman

### Manfred Büttner

Employee,  
Allianz Shared Infrastructure Services SE  
Employee representative  
(from November 6, 2008)

### Patrick Dixneuf

Chief Operating Officer,  
Assurances Générales de France  
Deputy Chairman

### Jürgen Lawrenz

Employee,  
Allianz Shared Infrastructure Services SE  
Employee representative  
(from November 6, 2008)

### Dr. Christof Mascher

Member of the Board of Management,  
Allianz Deutschland AG

### Dr. Friedrich Wöbking

Member of the Board of Management,  
Dresdner Bank AG

## Members of the Board of Directors

(until October 31, 2008)

(A single-tier system of management was  
employed until October 31, 2008)

### Steffi Brettschneider

Employee, Foratis AG  
(until June 13, 2008)

### Dr. Peter Hemeling

Senior Legal Counsel, Allianz SE  
Chairman  
(from June 14 to October 31, 2008)

### Dr. Adrian Glaesner

Director, Allianz SE  
(from June 14 to October 31, 2008)

### Dr. Hans-Konrad Röss

Director, Allianz SE  
Deputy Chairman  
(from June 14 to October 31, 2008)

# Report of the Supervisory Board

Allianz Shared Infrastructure Services SE (hereinafter referred to as "ASIC SE") was acquired by Allianz SE as a shelf company in June 2008. The company was formed on April 24, 2008 and operated under the name Atrium Siebzehte Europäische VV SE (hereinafter referred to as "Atrium") until October 31, 2008. It had a single-tier system of management with a board of directors. A business combination agreement was concluded by and between Atrium and Allianz Shared Infrastructure Services GmbH (hereinafter referred to as "ASIC GmbH") in August 2008 under which ASIC GmbH was absorbed by Atrium and simultaneously dissolved with retroactive economic effect from January 1, 2008. The business combination took effect on October 31, 2008. At the same time, Atrium's system of management was converted to the two-tier model (consisting of a board of management and a supervisory board) and the company name changed to Allianz Shared Infrastructure Services SE.

The following report relates to the activities of the company's Board of Directors up to October 31, 2008 and the activities of the Supervisory Board after that date.

1. During the period under review, the company's Board of Directors and Supervisory Board constantly monitored the business activities of management in accordance with the duties assigned to us by law and the Articles of Association and at the same time supported management in an advisory capacity. Management provided us with timely and comprehensive information on a regular basis in connection with our monitoring and advisory activities.

The company's Board of Directors met two times (in April 2008 and June 2008) up until October 31, 2008. Following registration of the business combination and the changeover to the two-tier management system on October 31, 2008, the Supervisory Board of ASIC SE held its first regular meeting in December 2008. The Supervisory Board's deliberations focused on the company's European orientation. We also received detailed information regarding ongoing project activities and discussed at length the related organisational and staffing implications for the company.

2. For information purposes, it should be mentioned that a supervisory board existed at ASIC GmbH from April 2008 until the business combination was registered. In accordance with the provisions of the German One-Third Participation Act (Drittelbeteiligungsgesetz), this board consisted of four shareholder representatives and two employee representatives. All Supervisory Board mandates and directorships at ASIC GmbH terminated on October 31, 2008 when the business combination took effect.
3. The following comments relate to the **staffing** of the Board of Directors/Supervisory Board and managing directors/Board of Management.

In accordance with Article 6 of the Articles of Association, the first Board of Directors of Atrium consisted of one member, Steffi Brettschneider. Björn Achtruth was appointed managing director. Following the acquisition of Atrium by Allianz SE in June 2008, Ms Brettschneider left her position on the Board of Directors with effect from June 13, 2008 and Mr Achtruth was relieved of his duties as managing director. The General Meeting appointed Dr Peter Hemeling, Dr Hans-Konrad Röss and Dr Adrian Glaesner to the Board of Directors with effect from June 14, 2008. Dr Hemeling was elected Chairman of the Board of Directors and Dr Röss Deputy Chairman. Dr Christoph Metzger was appointed managing director with effect from June 13, 2008. On July 10, 2008, the Board of Directors appointed Dr Markus Müller and Dr Kurt Servatius to act as further managing directors of Atrium. The mandates of the members of the Board of Directors and managing directors of Atrium terminated when the changeover from the single-tier to the two-tier board system was registered on October 31, 2008.

Compliant with Article 11 of the Articles of Incorporation, the first Supervisory Board of ASIC SE comprises six members, two of whom are proposed by the employees. At its meetings on August 19, October 21 and November 6, 2008, the General Meeting elected the following people to the first Supervisory Board of ASIC SE: Oliver Bäte, Patrick Dixneuf, Dr Christof Mascher, Dr Friedrich Wöbking as shareholder representatives; and Manfred Büttner and Jürgen Lawrenz as employee representatives. Mr Bäte was elected Chairman of the Supervisory Board and Mr Dixneuf Deputy Chairman of the Supervisory Board.

The Supervisory Board appointed Dr Markus Müller and Dr Kurt Servatius to the Board of Management (both with effect from October 31, 2008). Dr Müller was named Chairman of the Board of Management and simultaneously the member of the Board of Management responsible for human resources and social affairs. Dr Servatius left the Board of Management with effect from October 31, 2008. Dr Martin Elspermann was appointed to replace him on the Board of Management with effect from November 1, 2008.

We would like to thank Dr Servatius for his successful time as a member of the management team of ASIC SE and ASIC GmbH.

4. KPMG AG Wirtschaftsprüfungsgesellschaft, Munich, audited the annual financial statements and management report of Allianz Shared Infrastructure Services SE and issued an unqualified opinion for the 2008 financial year.

The annual financial statements, management report, dependent company report and audit report prepared by KPMG were made available to all the members of the Supervisory Board and were discussed in detail during the Supervisory Board meeting on March 12, 2009 in the presence of the independent auditors. Based on our examination of these documents presented by the Board of Management and the independent auditors, we have raised no objections and concur with the findings of the independent audit carried out by KPMG. The Supervisory Board has approved the annual financial statements prepared by the Board of Management.

The Supervisory Board would like to express its gratitude and appreciation to the Board of Management and entire workforce for all their hard work in the 2008 financial year.

Munich, March 12, 2009

On behalf of the Supervisory Board:



Oliver Bäte, Chairman

# Board of Management

## Board of Management

(from October 31, 2008)

### Dr. Markus Müller

Diplom-Informatiker

CEO

Responsible for human resources  
and social affairs

(from October 31, 2008)

### Dr. Martin Elspemann

Diplom-Ingenieur

COO

(from November 1, 2008)

### Dr. Kurt Servatius

Diplom-Kaufmann

COO

(until October 31, 2008)

## Managing Directors

(single-tier board system until  
October 31, 2008)

### Björn Achtruth

(until June 13, 2008)

### Dr. Christoph Metze

(from June 13 to October 31, 2008)

### Dr. Markus Müller

(from July 10 to October 31, 2008)

### Dr. Kurt Servatius

(from July 10 to October 31, 2008)

# Management Report

## 1) General Information

ASIC GmbH was transformed into ASIC SE on October 31, 2008. The transformation took the form of a shelf company absorbing ASIC GmbH. Prior to the transaction, Allianz SE had acquired a 100% interest in ASIC GmbH, replacing the previous shareholders, who were Allianz Informatik Beteiligungsgesellschaft mbH (66.99%) and Dresdner Bank AG (33.01%). When the transaction took effect, the shelf company was renamed Allianz Shared Infrastructure Services SE. This change reflects the company's future-looking international strategy. The profit centre model implemented for international customers in 2008 will be extended to incorporate German customers as well during 2009.

The CREDO programme (Consolidation and Rationalisation of the European Data Centre Operations) has been expanded and now also encompasses Italy, France, Iberia (Spain and Portugal) and eastern Europe. The goal remains to provide efficient IT infrastructure and services at benchmark level.

The company has its head office and principal place of business in Munich. In accordance with Part B Paragraph 2 of the agreement regulating the participation of employees in Allianz Shared Infrastructure Services SE dated November 6, 2008, the composition of the Supervisory Board follows the one-third rule. In other words, a third of its members are to be appointed as proposed by the workforce. Compliant with Article 11 of the Articles of Association, two employee representatives have seats on the Supervisory Board of ASIC SE.

## 2) Strategy of Allianz Shared Infrastructure Services SE

ASIC SE is embedded in the overall IT strategy of the Allianz Group. In 2007, it was tasked with consolidating the infrastructure operations of the European Allianz companies, the goal being to pool and standardise products, processes and technologies in the field of IT. The aim is to bring the cost and quality of the infrastructure services to benchmark level by 2010.

The goals of ASIC SE can be summarised as follows:

- ▶ Consolidation of the European computer centres
- ▶ European IT shared services provider
- ▶ Benchmark-compatible prices
- ▶ Stable, high quality IT operations
- ▶ Attractive, preferred employer

The strategic goals that had been set for ASIC SE were successfully implemented in 2008. Substantial elements of the IT infrastructure of 15 western European units were transferred to ASIC Computer Centre in Unterföhring and the savings targets were met. At the same time, an important milestone in the implementation of the target operating model at Allianz Deutschland AG could be achieved with the introduction of the necessary infrastructure components.

In November 2008, the Board of Management of Allianz SE decided to expand the consolidation of infrastructure operations to include all European units of the Allianz Group (CREDO Phase II programme). This involves the IT infrastructure of the ten units in eastern Europe and the computer centres of Assurances Générales de France (AGF), Allianz Italy and Allianz Iberica.

ASIC SE will enjoy a special form of collaboration with AGF. Parts of AGF Informatique and the local computer centre will be integrated as second production facility. The facilities in Milan, Barcelona and Bratislava will be connected to ASIC SE as centres of competence.

ASIC SE has initiated various programmes with a view to creating the right technical and organisational conditions for the European integration of the Allianz computer centres. These notably include the Organisational Transformation Programme (OTP) and the Top Quartile for Operational Excellence programme (TOPEX).

The ASIC OTP programme will enter its second phase during 2009, with a special focus on optimising process and cost structures. One reason for this is the planned formation of branch offices and centres of competence in Italy, France, Iberia and eastern Europe. In addition, the changes caused by the combination of Dresdner Bank and Commerzbank need to be taken into account.



The company was already set up as a profit centre for its European customers in 2008. Starting in January 2009, all ASIC SE billing has been performed as a profit centre.

The targets set in the field of human resources have been achieved by introducing a technical career path and an interdisciplinary skills management function. In addition to this, a staff survey was initiated, yielding important findings and new initiatives, which were reported back to the employees in a transparent process. In the field of employee development, more initiatives are to be launched in the coming year with a view to reinforcing career and performance management and hence positioning ASIC SE as a very attractive employer both internally and externally.

ASIC SE will be able to sustainably boost its role as the IT shared services provider across national and Group company borders by continuing the initiatives mentioned above and consistently implementing its long-term goals. This will enable it to go on making a major contribution to the strategy of the Allianz Group.

### 3) Strategic Business Areas

ASIC SE is the international IT infrastructure service provider of the Allianz Group. The focus here is on customer needs and competitive advantages.

ASIC SE performs its services in the following business areas:

- ▶ Projects & Consulting
- ▶ Application & Data Services
- ▶ Infrastructure
- ▶ Print & Output Services
- ▶ Workplace (incl. Network and Telecommunication)

The services in the Workplace, Network and Telecommunication business area are sourced as managed services.

The business areas are supported by the following interdisciplinary functions:

- ▶ Security
- ▶ Manage & Source

#### ■ Projects & Consulting

The Shared Application Services department is responsible for planning and rolling out applications and services on shared platforms. It secures integration in the existing application and system environment during the design and realisation phase and transfers the systems to IT production. It is also responsible for configuring customer-specific application requirements. New technological trends are demonstrated to customers in the Projects & Consulting business area, and they are constantly offered information and advice regarding IT standards and IT architecture on shared platforms. The focus here is always on increasing the level of automation and standardisation and realising economies of scale.

#### ■ Application & Data Services/Infrastructure

Following the host relocations in 2007, the first major server relocations from European companies to the Unterföhring Computer Centre were successfully completed during 2008. To achieve this, it was necessary to make available a complex infrastructure for the network connections and firewalls as well as for data storage and data backup. A large proportion of the obsolete networks and firewalls for the existing server environments were transferred to a new platform during ongoing operation. The throughput capacity was considerably increased at the same time.

Customer project activities and the internal demand for servers were at a somewhat higher level in 2008 than in the previous year. Thus around 700 new servers have been installed and disk space expanded by more than 1,000TB.

#### ■ Print & Output Services

During 2008, the Print & Output Services business area implemented numerous optimisation measures for technical and organisational workflows and initiated activities aimed at sparing resources.

Faster enveloping systems helped to reduce costs and simultaneously increase capacity. Selected processes and capacity levels were redefined in workgroups. Shift times were optimised and training programmes reinforced. As a result of these and other measures, it is now possible to offer full-colour printing from mainframes as a new service.

The entire range of resource consumption was examined and ways of reducing use evaluated with a view to reducing the carbon footprint and sparing resources. This enabled the following results to be achieved in 2008:

- Carbon-neutral customer mail delivery by Post AG as part of the GoGreen initiative
- Almost all daily lorry movements to ADAG offices replaced by parcel shipments
- Internal report paper switched to recycled paper
- Use of FSC-certified (Forest Stewardship Council) paper from replenishable sources
- Waste reduced by introducing innovative packaging units for envelopes

Taken together, all of these measures have resulted in an increase of almost ten percent in the production volume with fixed costs remaining constant, and the carbon footprint has been reduced at the same time.

### ■ Workplace

Developments in the Workplace business area in 2008 were dominated by the implementation of the strategic partnership between ASIC SE and the provider Fujitsu Services GmbH (Fujitsu).

All products and services relating to the PC workplace are grouped together and managed from a single source in the Workplace business area. A product-based approach is applied in the Network, Telecommunication and Workplace units. It proved necessary to reinforce the Managed Services segment in everyday operations and – where necessary – enhance quality.

On the Network side, Fujitsu has started to refresh the local area networks (LANs). This project aims to enhance the network, equipping it with a uniform topology for Power over Ethernet for Voice over IP and upgrading it to a higher bandwidth (target: 100 Mbps at the client). The LANs at eight facilities have already been optimised, and work has started on planning the changeover at the remaining facilities.

As far as Telecommunication is concerned, the setup and commissioning of the Customer Care Centres (CCC)/ Product & Process Centres (PPC) was continued in the Northeast, Southwest and Southeast service regions, thus bringing the project to a successful conclusion. Integration of the services provided by Fujitsu dominated activities in the Workplace unit. The focus was on enhancing services taking economic considerations into account. The Workplace Efficiency Programme (WEP) was rolled out in further Allianz companies.

### ■ Security

As in the previous year, no significant security incidents were reported during 2008. The Group Information Security Framework (GISF) was applied complete with all changes and refinements. To implement the Security Framework, ASIC SE creates and maintains the configuration guidelines and security process rules in the ASIC Security Specifications (ASS). These were revised as part of the annual review.

The IT security reporting system comprises the weekly status report listing reports of current weak spots and troubleshooting measures. The monthly report is also part of the reporting system. Relevant monthly security incidents and statistics regarding malware attacks and spam recognition are included alongside lists for security incident handling. The reporting system is supplemented by progress reports on implementation measures.

The security policies are discussed with the local information security officers as part of the consolidation of the European computer centres. The accompanying security services to protect the shared infrastructure are under construction.

### ■ Manage & Source

The interdisciplinary functions that perform services for the ASIC SE business areas are grouped together under Manage & Source. The main departments are Business Administration, Internal Audit, IT Purchasing, Communications, Human Resources and Risk Controlling. In this context, the range of business administration topics covered encompasses the complete commercial process from financial and cost accounting through to billing. In addition, central controlling instruments facilitating prompt, substantiated company management are made available to assist management.

The audits performed by the Internal Audit department represent an important way of ensuring that the operating and business processes are orderly, secure and cost-effective. This helps company management to perform its control function. Internal Audit carries out both its own audits and joint audits together with the audit units of the individual Group companies.

The Central IT Purchasing department at ASIC SE acts both nationally and internationally for the entire Allianz Group, which enables it to achieve high quality service at attractive prices. ASIC SE will continue to provide strategic and operational procurement services for its domestic customers and build on the successes it has already attained in enhancing customer interfaces and processes. Internationally, ASIC SE is promoting standards in the procurement of hardware, software

and services and is looking to have a central purchasing model for all standardised IT products in place by the end of 2009.

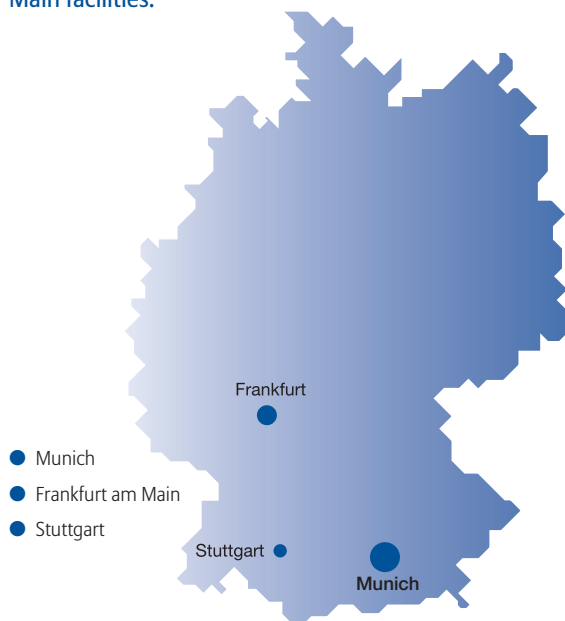
The IT contract law, contract management, SOX management (Sarbanes-Oxley Act) and controlling/reporting functions are also performed by the Purchasing department.

#### 4) Workforce

At December 31, 2008, 1,326 people were actively employed at ASIC SE's three main facilities in Munich, Frankfurt am Main and Stuttgart. This represents an increase of eight over the previous year (December 31, 2007: 1,318 active employees).

28 employees transferred to Allianz Deutschland AG (ADAG) as part of a transfer of office functions. The apprentices are trained centrally at the Munich facility. A total of 18 apprentices – six in each year group – are employed.

##### Main facilities:



#### 5) Focal points of 2008

One of the main happenings in 2008 was the transformation of ASIC GmbH into a public limited company under European law (Societas Europaea = SE). The SE form enables European companies to act as a single legal entity throughout the EU. Given the increasingly European setup of ASIC SE, this was a logical, future-looking step in the development of the company.

#### ■ ESP

The goal of the European Sourcing Project (ESP) is to transfer the managed services (Network, Telecommunication and Workplace services) for the European units of Allianz to an external provider. In mid-November 2008, the ASIC Executive Committee (AEC) decided to discontinue the ESP. Following a complex selection procedure, two providers were still above the current costs of the national companies with their final offers. Nevertheless, the competitive situation generated by the request for bids enabled significant better prices to be negotiated with the existing local providers in the various countries. This has resulted in annual savings totalling around €11 million for the Allianz Group.

#### ■ GRP

The Allianz Group has rolled out the Global Reporting Programme (GRP), which aims to standardise commercial reporting across the entire Allianz Group worldwide. This applies equally to internal and external reporting. The goal is to achieve the following:

- Enhanced data quality, transfer speed and efficiency in terms of data transfer to the Allianz Group
- Faster reporting and decision-making from the Allianz Group viewpoint
- Greater efficiency and simultaneously lower costs

These goals are essentially to be achieved by means of:

- Best practice sharing across all operating Allianz units
- Harmonisation of processes and systems

At ASIC SE, GRP was introduced in terms of the functional requirements in the Accounting and Controlling departments, with implementation involving several stages. In accordance with the GRP parameters, this comprised:

- the introduction of new cost centres for the 2009 annual plan, with ten digits instead of six,
- the introduction of a new chart of accounts, with ten digits instead of six,
- the introduction of International Financial Reporting Standards (IFRS), and
- the introduction of a new cost accounting system.

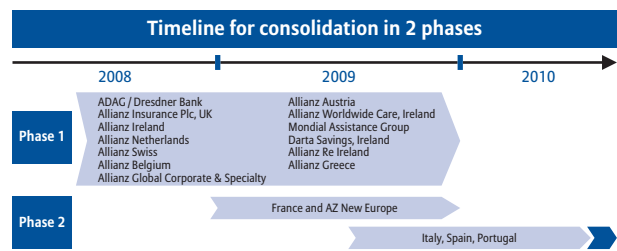
■ CREDO

For ASIC SE in general and the CREDO programme in particular, 2008 was dominated by adjustments made to internal processes, structures and tools to reflect international operations. Thus, for instance, the development and documentation of the processes for incident, problem and change management was largely completed and discussed with customers of ASIC SE. These processes are now being implemented in stages and supported by the setup of the IPM tool (Incident Problem Management). In addition, work started in 2008 on setting up a configuration management database (CMDB). Working together with ADAG, initial applications have been mapped as prototypes in the CMDB.

Collaboration between ASIC SE and its customers will take place via uniformly defined interfaces in the future. The thematic definition of these interfaces and the interaction of the units and processes have been specified as part of the European Provider Set-up project.

A framework agreement known as the Master Service Agreement (MSA) forms the basis for business relationship with the international companies. By the end of 2008, the MSA had been signed by Allianz UK, Allianz Ireland, Allianz Netherlands, Allianz Belgium, Allianz Global Corporate & Specialty (AGCS), Allianz Switzerland and Darta Savings. Furthermore, the MSA has been agreed with more companies who will purchase services from ASIC SE in the future. Technical migration ran largely to plan in 2008. By the end of 2008, the mainframes of Allianz Belgium, Netherlands, Austria, Switzerland, UK and Euler Hermes had been migrated to Unterföhring and are currently in the virtual platform hosting stage (VPH), the first of three service levels offered. The servers of Allianz Belgium, UK (in part) and Ireland have been migrated to Unterföhring and are similarly in the VPH stage. The migration of the test labs at Allianz UK can be considered a particular success. Among other things, more than 100 servers, 20 network applications and 6,500 GB of disk space could be successfully migrated to Unterföhring under huge time constraints. Just as successful was the migration of servers for AGCS, which is the first European unit already at the second service level, infrastructure hosting (ITH).

Consolidation and rationalisation of European computer centres in Munich (CREDO project)



■ IT billing

The Group Infrastructure Services comprise the shared services of the Allianz Group defined by the Allianz IT Committee. Among other things, this includes the Allianz Worldwide IP Network (AWIN), which facilitates secure communication between the various Allianz companies around the world, Group Directory Services, Group Intranet Infrastructure Services and Mail Routing. SE Responsibility for the IT billing of Group Infrastructure Services was transferred from the holding company's IT department to ASIC SE in 2008 in line with a resolution adopted by the Board of Management of Allianz SE. ASIC SE performs these services for around 80 Allianz companies worldwide. The budget set by the IT Committee was not exceeded. Various initiatives were started within ASIC SE in 2008 with a view to perform the services with higher quality and more cost-effectively for the corporate group. These initiatives made it possible to achieve cost savings of around 15 percent for 2009.

■ Diverse commitment to the environment

In many places, ASIC SE makes an important contribution to reducing power consumption and hence the carbon footprint of the Allianz Group by making more efficient use of energy. Closed recycling loops in all resources used, such as paper, ink, developer and fusing oils, have been part of the standard programme for years. Greater quantities of paper from renewable sources and/or recycled paper are being used. Moreover, a specially created well has been in use since to help cool the computers in the operating building, which makes it unnecessary to waste drinking water for this purpose. A further reduction in energy consumption will be achieved by virtualising the computer systems. Allianz constantly informs its employees about ways to use resources sparingly and encourages active involvement in corporate environmental activities. In addition, there are technical functions like Wake on LAN that help employees to reduce energy consumption.

Under the GoGreen initiative launched by Deutsche Post, the mailing of German Allianz customer correspondence by ASIC SE has been carbon-neutral since July 2008. This means that the delivery of more than 140 million letters using alternative vehicles and fuels or carbon emissions is offset by certified climate-protection projects, which balances out more than 4,000 tonnes of carbon dioxide each year. In November 2008, ASIC SE received the DHL Innovation Award in the "Best innovation implemented by DHL customers" category on behalf of Allianz for its outstanding GoGreen performance.

#### ■ ABS

We have been reporting since 2006 on the Allianz Business System (ABS) and the progress made by Allianz on the target operating model. The central concept behind the target operating model is all-round customer care in response to the changed market conditions. The new operating model is intended to ensure a common, coordinated image for the life, non-life and private health insurance activities of ADAG. The business processes and functional units are being consolidated in central contact hubs.

To facilitate this, first all of the ADAG service regions were equipped with ABS workplaces. The Northeast service region started the ball rolling in 2007 with a total of 2,672 ABS clients. This was followed in 2008 by the Northwest service region with 2,265 ABS clients, Southeast with 2,346 ABS clients and Southwest with 3,231 ABS clients. This means that more than 10,000 ABS clients are currently in use in Germany. In addition, a total of 11,555 workplaces have been equipped with a unique computer telephony integration system (CTI).

Besides the ABS roll-out, the biggest milestone in the ABS project during 2008 was the change of release to ABS Release 2.0 coupled with the integration of the animal health insurance activities. The changeover represented both a technical and organisational challenge. It comprised a restructuring of the ABS database, the initialisation of various data pools and the provision of software on 8,000 clients. At the same time, the ABS was connected for the first time to federal systems covering functions such as policy-writing, collection/disbursement, follow-up invoice printing and claims processing. ASIC SE countered these challenges by developing comprehensive fallback scenarios and a detailed workflow and deployment plan, enabling it to successfully carry out the release change.

The travel health insurance activities were already incorporated into the ABS at the beginning of October 2008 with Release 2.2.

#### ■ CFI

ASIC SE again continued to implement the Customer Focus Initiative (CFI) as part of the 3+Eins activities of the Allianz Group in 2008. ASIC SE wants to use CFI to gain a comprehensive picture of customer needs and requirements with a view to boosting customer loyalty and improving performance. The most important interface between ASIC SE and the customer is the Service Desk, which explains why Fujitsu and ASIC SE have been employing the net promoter score process (NPS) at this point since October 2007. NPS is used by the Allianz Group to ascertain how satisfied the customers are. Close contact is maintained with customers via the complaints management system and NPS. Feedback is obtained and evaluated at regular intervals. Together, the 2,000 or so complaints received by ASIC SE during the course of the year and around 1,400 feedback interviews conducted as part of the NPS provide a comprehensive picture of customer wants. Initiative workshops are held at regular intervals to analyse and evaluate the feedback received separately for each of the points of contact. The findings collated in this way are finally processed by Service Recovery, which means they are of direct benefit to the customer.

#### ■ ECON

Responsibility for the email systems (ECON: Email Consolidation) at the largest Group companies is earmarked for consolidation at ASIC SE by the end of 2009. This means that ASIC SE will oversee more than 200,000 mailboxes around the world in the future. Implementation started in Europe towards the end of 2008. By the end of the year, more than 30,000 mailboxes had already been switched over to Microsoft Exchange 2007. Further European countries are being migrated one by one, followed by the Asian and American Group companies. Bundling systems will help to reduce complexity worldwide and enhance service and data quality. This is especially important for the expanding intragroup communications and an important precondition for implementing the Allianz Group's global 3+Eins initiatives.



## ■ TOPEX

TOPEX is based on the methods of the Allianz OPEX programme (Operational Excellence). Its prime objective is to optimise processes. The first wave of the TOPEX programme, which was launched in the third quarter of 2007, was completed in 2008 with the implementation of the key performance indicators (KPIs), since when the success of the measures has been monitored. Based on the good experience with the methodology, the project was continued with Wave II in March 2008 and Wave III in October 2008. Wave II essentially involved examining and enhancing the preliminary and support processes for server provisioning and transferring the positive findings from Wave I to the AIX platform (Advanced Interactive Executive) that had not been included to that point. In Wave III, the OPEX methodology will be used to examine the process of quoting to customers and re-requesting measures with a view to identifying potential areas for improvement. As in Wave I, the success of these measures is being monitored by means of KPIs, with adjustments being made where necessary. TOPEX has been incorporated in the OTP of ASIC SE.

## ■ WEP

The request for the Workplace Efficiency Programme (WEP) came from the Allianz Group. This new concept is being rolled out in the Allianz Group. Approximately 11,500 Stage 1 PCs had been upgraded to WEP by the end of 2007 and Stage 2 migration has been under way since November 2007. Around 22,000 PCs had been switched by the end of 2008.

All German Allianz companies have now been included in the migration, and some have already completed it. It has also proved possible to implement the special and in some cases greater requirements of the individual units with regard to the WEP client in compliance with the WEP concept. The full migration of all PCs is scheduled for completion by March 31, 2009. This means that the new, standard ADAG-ZOVI software distribution procedure can be employed across the board.

## ■ Licence management

The licence management system implemented in 2006 has been successfully enhanced. Among other things, this included switching to a new system version with expanded functionalities. The work of setting up the commercial contract data pool in the system was continued and the processes and roles altered to reflect the modified underlying conditions. Central licence management is to be incorporated in the line function at the start of 2009.

## ■ CMDB

A discovery engine and a CMDB were successfully implemented for the servers operated by ASIC SE during the course of the year. The discovery engine is used to scan the existing servers on a regular basis and store the recorded configuration items (CIs) in the CMDB. This ensures that a current server hardware and software inventory is constantly available. The software data is made available for things like licence management reports. In addition, the CMDB is used to automatically record the relationships between the various CIs in some places. This function is employed to create what are known as Business Service Views in the CMDB for ten of our customers' selected business applications. These views show the respective infrastructure interdependencies for these mission-critical business applications.

## 6) Operating performance in 2008

As in previous years, ASIC SE again concentrated primarily on providing services within the Allianz Group in 2008. ASIC SE's existing customer relationships in Germany were expanded to include European customers. German Group customers were billed calculated full cost prices – including an imputed return on weighted shareholders' equity – as compensation for the services provided by ASIC SE. International customers were charged via profit centres on the basis of product prices that had been agreed in advance with the customers under the terms of existing memorandum of understanding (MoU) agreements.

Total assets have declined from €395.5 million to €245.1 million. This essentially stems from the reduction in shareholders' equity carried out in April 2008 in the form of disbursements totalling €101.3 million to the shareholders of ASIC GmbH, Allianz Informatik Beteiligungsgesellschaft mbH and Dresdner Bank AG. Receivables from affiliated enterprises and additional paid-in capital declined as a result. Non-current assets remained almost constant (2008: €132.6 million; 2007: €129.7 million).

Shareholders' equity totalled €100.1 million at December 31, 2008, which represents a year-on-year decline of €118.8 million (December 31, 2007: €218.9 million). This essentially results from the reduction in shareholders' equity mentioned above together with the distribution of the unappropriated retained earnings for 2007 of €10.3 million in 2008 and change in the subscribed capital due to the merger of ASIC GmbH and Atrium Sieb-zehnten Europäische VV SE (Atrium). The capital paid in by Atrium amounts to €120,000. The previous subscribed capital of ASIC GmbH totalling €41,500 was transferred

to the additional paid-in capital of ASIC SE as part of the merger transaction.

The proportion of revenues generated with customers outside the Allianz Group is currently low. Revenues of €614.2 million were generated from IT services in 2008. Compared with the previous year (2007 revenues: €690.2 million), this represents a decline of 11.0 percent.

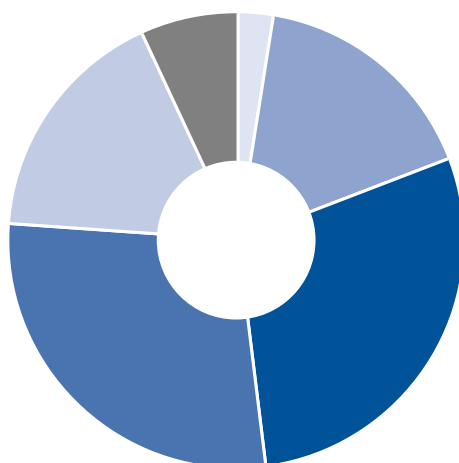
The following table shows the breakdown of revenues by business area at ASIC SE (in millions of euros):

▶ Projects & Consulting	18.7
▶ Application & Data Services	119.5
▶ Infrastructure	205.2
▶ Print & Output Services	119.5
▶ Workplace	200.6
▶ Full cost settlement	- 51.6
▶ Other	2.3
<b>Total</b>	<b>614.2</b>

An amount of €51.6 million was reimbursed to customers in 2008 in the form of credit notes as part of full cost settlement.

The following chart shows the breakdown of revenues by business area:

Revenues by business area



Projects & Consulting	3,0%
Application & Data Services	19,5%
Infrastructure	33,4%
Print & Output Services	19,5%
Workplace	32,6%
Other	- 8,0%

Total income, comprising revenues of €614.2 million and other operating income of €35.3 million, amounted to €649.5 million.

The income in the year under review is set against expenses of €657.3 million, which were down 9.6 percent year-on-year.

Interest income totalled €3.2 million, whilst interest expense amounted to €0.3 million in 2008. The equity capital ratio was 40.8 percent at the balance sheet date (December 31, 2008).

The loss of €5.0 million from ordinary activities results from business activities involving national and international customers for whom full-cost billing is not performed (essentially stemming from start-up costs for the international orientation).

#### ■ Capital spending on IT infrastructure

The aggregate capital spending completed in 2008 led to a constant level of noncurrent assets compared with 2007. All capital spending is based on an agreed spending plan taking account of needs and requirements. In all, ASIC SE's capital spending totalled €74.0 million in 2008. The total can be broken down for individual areas as follows (in millions of euros):

▶ Client/server hardware	27.8
▶ Mainframe hardware	0.2
▶ Storage media	7.6
▶ Software	22.8
▶ Print and post-processing	1.8
▶ Communications equipment	0.3
▶ Network components	3.8
▶ Operating / business equipment	2.1
▶ Low-value assets	4.5
▶ Investments	3.1

This capital spending was financed out of revenues and liquid assets on hand.

The cost of IT operation rose to €466.4 million in 2008 (2007: €428.0 million). Personnel expenses, on the other hand, declined to €117.9 million (2007: €136.1 million).

## 7) Risk Report

As the internal IT service provider of the Allianz Group, ASIC SE has geared its risk management to the operating risks and reports regularly on its current risk position.

### ■ Organisational establishment of risk management

Risk controlling (RCO) is still performed by the RCO department as a pooled, interdisciplinary function within the Administration division. RCO heads the ASIC Risk Committee, which consists of department heads from the business units at the request of the AEC. The risks together with the associated risk-reducing measures are identified, evaluated and controlled during regular meetings. RCO reports to the AEC, the Chairman of the Supervisory Board, Allianz SE, ADAG and Dresdner Bank AG on current risk position at regular intervals.

### ■ Risk categories and risk management

Operational risk encompasses all risk of loss arising from inefficiencies or errors in processes and controls caused by technology, employees, organisation or external factors. Such risks are mitigated by appropriate technical and organisational security precautions. These include things ranging from high availability measures at the Module 1 and Module 2 computer centres in the Unterföhring operating building complete with backup procedures through to crisis management in the event of disasters. Controlled, authorised access to Allianz Group applications for Allianz customers and business partners is provided and protected by firewall-DMZ complexes. Unauthorised access from the internet or other external networks is prevented. Access authorisation and control systems are employed alongside encryption techniques to ensure the confidentiality of the data that has been stored or transferred.

In order to meet the requirements arising from the Sarbanes-Oxley Act (SOX), ASIC SE carries out regular controls for the key IT service processes – such as change management, problem management and IT security management – and supplies the documentation to the SOX officers in the customer companies.

ASIC SE constantly meets the corporate requirements arising from documents like the Group Information Security Framework, Business Continuity Policy, Risk Policy and the SOX requirements. Compliance with the requirements is demonstrated on a regular basis by means of suitable controls and reports. As was previously the case for the German customer groups, these compliance services regarding the standard operating

processes are now also performed for the European companies. Client-specific services are provided in accordance with customer requirements.

The Risk Controlling department will again actively track the services of ASIC SE for the German customer companies as well as the expanded customer base in Europe in 2009.

## 8) Forecast

### ■ General economic conditions

The development of the global economy will depend upon the consequences of the global financial and economic crisis in 2009. At the start of the year, Germany finds itself in a recession. The German government believes that demand for exports will decline sharply during the course of the year. At the same time, however, the likely gain in purchasing power enjoyed by private households on account of falling commodity and food prices, among other factors, is expected to have a positive effect. According to the government, though, this will not fully offset the decline in growth stemming from lower exports. In addition, employment is projected to fall. The second recovery package known as the “Pact for Employment and Stability in Germany” will, the government believes, help to stimulate growth, which will have a stabilising effect on economic activity as the year wears on. Consequently, the German government is forecasting a fall of 2.25 percent in economic growth for 2009. A key prerequisite for the forecast is that the financial crisis does not worsen during 2009.

The sale of Dresdner Bank to Commerzbank also has an effect on ASIC SE. Even after it absorbs Dresdner Bank, Commerzbank will continue to use services provided by ASIC up to and including 2010. A working group is currently examining how ASIC SE can compensate for the possible subsequent loss of earnings. The goals are to optimise costs and synergies for all parties and to create reliable prospects for the future for the workforce. The earnings arising from ASIC SE's increasing European activities will partially offset the possible loss of Dresdner Bank operations.

### ■ Legal and tax situation

The German Corporate Tax Reform Act 2008 has modified the tax regime for companies in Germany. Since January 1, 2008, notably, the corporate tax rate has only totalled 15 percent and the basic trade tax rate 3.5 percent. In addition, it is no longer possible to deduct trade tax as an operating expense. This has resulted in a



decline in the rate for corporate and trade tax together to approximately 31 percent of taxable profit in Germany for ASIC SE as well. This advantage is, however, partially offset by the inclusion of more rents and licences in the assessment base for trade tax.

## 9) Outlook for 2009

### ■ CREDO

The integration of the previously migrated Allianz companies will be continued under the CREDO programme and intensified by taking on higher value (more staff-intensive) services. The intention here is to achieve major savings in the organisational units in 2009 primarily by moving to the Infrastructure Hosting (ITH) and Application Hosting (APH) service levels.

The mainframes of the Allianz companies in Austria, Belgium and the UK will be upgraded to the ITH service level during 2009. Allianz Switzerland and Netherlands will be transferred to the third service level, APH. The eastern European units will be brought up to the Data Centre Facilities level (DCF) in a first step. In other words, the hardware will first be relocated to Unterföhring, where ASIC SE provides the data centre facility. Operation of the virtual infrastructure (VPH) will follow at a later date.

On the server side, the servers of Allianz Austria, Switzerland, UK, Greece, Mondial (France) and Worldwide Care are to be transferred to ITH. Allianz Belgium, Netherlands and Ireland are expected to move to APH during 2009. ITH is planned for Allianz Iberica on the mainframe side; the planning phase for ITH has started for servers. Eastern Europe will also move to service level DCF on the server side.

The main focus in 2009 will be the launch of Phase II of the CREDO programme for the Allianz companies in eastern Europe and France. Preparations for the migration of the IT infrastructure at Allianz Italy and Allianz Iberica will take place towards the end of 2009 for implementation in 2010. ASIC SE will enjoy a special form of collaboration with AGF. Parts of AGF and its computer centre will be integrated as a second production facility. It is intended to form local ASIC SE offices in the Bratislava, Milan and Barcelona facilities. The prime objective here is to leverage the in places lower local operating costs and to exploit and apply the specific knowledge of the local units across organisational lines in the form of a centre of competence.

### ■ IT billing

For tax reasons, the contractual basis has to be switched from a cost-sharing agreement to a master service agreement for 2009. This contractual amendment has been approved by the IT Committee. The goal for 2009 is to continue providing top quality, highly efficient services. Furthermore, customers may be offered new Group Infrastructure Services on behalf of the IT Committee.

### ■ CMDB

The CMDB is set to be extended in 2009 to incorporate further infrastructure elements such as network and mainframe. In addition, the mapping of further TOP 30 Business Service Views is scheduled. The introduction of computer-aided service monitoring is planned on this basis. In the event of failure of an infrastructure component, the service monitoring functionality gives the Operating Centre the opportunity to access data regarding the consequences for the availability of the business service affected, thus increasing transparency.

### ■ TOPEX

TOPEX will continue in 2009, focusing on the subject areas started in October 2008, and take up new tasks with regard to process design and optimisation from the OTP environment. The requirements formulated here for core and support processes will continue to be handled using Operational Excellence methods (OPEX) building on the good experience already gained. The staff required to do this will take in-house training courses introducing them to the relevant toolbox (known as "Blue Belt Trainings").

### ■ ABS

The ABS database structure will already be raised to the next release (3.0) at the start of 2009 in order to be ready to incorporate further lines of business in ABS. The corporate liability and risk/life activities of Deutsche Lebensversicherungs AG (DLVAG) will be migrated to ABS as early as the second quarter of 2009.

## ■ CFI

It is planned to enhance the tools used in complaints management and NPS tools during 2009. The goal is to ensure that feedback from customers can be collated and evaluated faster and more efficiently so that we can respond more quickly to the needs of ASIC customers.

## ■ Report on relationships with affiliated companies

As a dependent company within the definition of Section 15 of the German Stock Corporation Act (Aktiengesetz), we have prepared a report on relationships with related companies for the 2008 financial year and issued the following statement: Compliant with Section 312 (3) of the German Stock Corporation Act, the Board of Management declares that, based on the circumstances known to it at the time in which the legal transactions mentioned in this report were entered into or the measures mentioned in this report were undertaken or omitted, the company received appropriate consideration for each legal transaction and that the company was not put at a disadvantage by these measures having been taken or omitted.

## ■ Operating performance

Expanding the ASIC customer base to the whole of Europe provides the opportunity to become active in a larger market setting. Further standardisation and centralisation are intended to help lower infrastructure costs in 2009 compared with 2008.

Contracts with the international organisational units are concluded for a period of five years. The goal is to reduce costs to €570.1 million by 2010. The annual volume of capital spending will total approximately €60 million, €10 million of which relates to capital spending on the realignment to focus on international customers as part of the CREDO programme.

Fundamentally, ASIC SE's business is closely linked to the IT demands of the Allianz Group in Europe, which means that its performance is heavily dependent on the Allianz Group.

In 2008, ASIC SE set itself up as a for-profit company in terms of charging its services to its European customers. In its function as a profit centre, ASIC SE is directly exposed to the risk of bad debts or excessive costs. Unlike in the case of a full-cost company, these cannot be passed on to customers. The introduction of the profit centre principle for the European customers goes hand in hand with the further standardisation and comparability of

the ASIC product catalogue on the market and especially the focusing on shared services. In turn, this market compatibility increases the chances of ASIC SE evolving into a top quartile IT service provider. At the same time, the high savings targets set for the corporate group continue to apply equally to the profit centre. In 2009, ASIC SE will set itself up as a profit centre for its German customers as well.

A control and profit-and-loss-transfer agreement is to be concluded by and between ASIC SE and Allianz SE in 2009 with retroactive effect from January 1, 2009.

## 10) Expression of thanks to employees

The Board of Management would like to thank all the employees for their high level of dedication and commitment in 2008.

# Proposal for offsetting the net loss

It is proposed that the net loss of €7,280,490.97 be offset as follows:

## Proposal for offsetting the net loss

	Amount (€)
Net loss for 2008 after taxes	7,280,490.97
Offset of net loss from appropriated retained earnings	2,696,500.00
Offset of net loss from additional paid-in capital	4,583,990.97

## Impact on reserves

	Amount (€)
Appropriated retained earnings before offset of net loss	2,696,500.00
Appropriated retained earnings after offset of net loss	0.00
Additional paid-in capital before offset of net loss	104,519,032.70
Additional paid-in capital after offset of net loss	99,935,041.73

Munich, February 3, 2009  
 Allianz Shared Infrastructure Services SE

The Board of Management





# Annual Financial Statements Allianz Shared Infrastructure Services SE

# Balance Sheet as of December 31, 2008

## Assets

	2008 (€)	2008 (€)	2008 (€)	2007 (€)
<b>A. Noncurrent assets</b>				
I. Intangible assets				
Software		32,023,776		25,554,327
II. Property, plant and equipment				
Technical plant and equipment		83,921,895		89,563,241
III. Investments				
1. Investments	1,500			1,500
2. Securities	16,605,990			14,622,798
		16,607,490		14,624,298
			132,553,161	129,741,866
<b>B. Current assets</b>				
I. Inventories		805,501		811,485
II. Accounts receivable and other assets				
1. Trade accounts receivable	548,189			600,001
2. Receivables due from affiliated companies	40,944,957			215,387,793
3. Other assets	21,963,517			19,401,097
		63,456,663		235,388,891
III. Cash with banks, cheques and cash on hand		2,724,659		3,861,798
			66,986,823	240,062,174
<b>C. Prepaid expenses</b>			45,511,932	25,650,164
<b>Total Assets</b>			245,051,916	395,454,204

## Equity and Liabilities

	2008 (€)	2008 (€)	2007 (€)
<b>A. Equity</b>			
I. Subscribed capital	120,000		41,500
II. Additional paid-in capital	104,519,033		205,820,895
III. Appropriated retained earnings	2,696,500		2,665,000
IV. Net profit/loss	- 7,280,491		10,333,397
		<b>100,055,042</b>	<b>218,860,792</b>
<b>B. Provisions</b>			
I. Pension provisions	13,461,586		11,411,108
II. Accrued taxes	4,622,435		7,731,034
III. Other provisions and accrued liabilities	87,059,347		123,087,043
		<b>105,143,368</b>	<b>142,229,185</b>
<b>C. Liabilities</b>			
I. Liabilities due to banks	-		-
of which with a residual term up to one year 0 (PY: 0)			
II. Trade accounts payable	4,856,879		13,747,412
of which with a residual term up to one year 4,856,879 (PY: 13,747,412)			
III. Liabilities due to affiliated companies	17,435,871		4,187,349
of which with a residual term up to one year 17,435,871 (PY: 4,187,349)			
IV. Other liabilities	17,560,756		16,429,466
		<b>39,853,506</b>	<b>34,364,227</b>
<b>D. Deferred income</b>			
		-	-
<b>Total Liabilities</b>		<b>245,051,916</b>	<b>395,454,204</b>

# Income Statement

for the period from 1 January to 31 December 2008

	2008 (€)	2008 (€)	2008 (€)	2007 (€)
1. Revenues		614,203,082		690,183,980
2. Other operating income		35,266,824		39,150,742
			649,469,906	729,334,722
3. Expenses for IT operations				
a) Expenditure on raw materials, supplies and operating material	- 12,081,789			- 10,379,985
b) Expenditure on services received	- 344,738,701			- 356,803,817
c) Service provider services	- 109,565,295			- 60,814,822
		- 466,385,785		- 427,998,624
4. Personnel expenses				
a) Wages and salaries <sup>1)</sup>	- 93,938,548			- 108,572,123
b) Social security	- 14,075,627			- 17,589,040
c) Pensions	- 9,838,610			- 9,890,308
		- 117,852,785		- 136,051,495
5. Depreciation and amortisation				
a) on intangible assets	- 16,315,763			- 14,491,035
b) on property, plant and equipment	- 53,986,833			- 60,882,783
		- 70,302,596		- 75,373,818
6. Other operating expenses <sup>1)</sup>		- 2,790,092		- 87,514,388
			- 657,331,258	- 726,938,301
7. Income from other securities			3,598	121,357
8. Other interest and similar income			3,164,203	5,456,647
thereof from affiliated companies: 3,141,774 (PY: 5,314,253)				
9. Interest and similar expenses			- 342,407	- 371,465
thereof from affiliated companies: - 341,990 (PY: 351,379)				
10. Earnings from ordinary activities before taxation			- 5,035,958	7,602,960
11. Income taxes			- 2,241,098	2,732,600
12. Other taxes			- 3,435	- 2,163
13. Net income/net loss for the year			- 7,280,491	10,333,397
14. Net profit/loss			- 7,280,491	10,333,397

<sup>1)</sup> Reclassification of the item Losses from the disposal of derivative financial instruments from Personnel expenses – Wages and Salaries – to Other operating expenses



# Notes to Financial Statements

## Legal Regulations

The financial statements and Management Report have been prepared in accordance with the provisions of the German Commercial Code (HGB) and the Act to Introduce the European Company (SE Implementation Act).

All amounts in the financial statements are stated in whole euros (€).

Since Atrium Siebzehnte Europäische VV SE was founded in this financial year, there are no prior-year comparative figures. Economically, ASIC SE corresponds to ASIC GmbH. Therefore, the prior-year figures presented in the Management Report and financial statements are the financial statements figures from ASIC GmbH at December 31, 2007.

## Accounting policies

### Intangible assets, property, plant and equipment

These are recorded at acquisition cost less depreciation allowed under commercial law, using the straight-line method. Depreciation was applied on a monthly basis in the case of property, plant and equipment and software. Low-value assets were written-off in full in the year of acquisition.

### Investments in other enterprises

These are recorded at acquisition cost.

### Investment Securities

Investment securities are stated in accordance with the applicable regulations for non-current assets based on amortized cost.

### Inventories

Inventories are stated at the lower of acquisition cost and market value.

### Accounts receivable and other assets, cash with banks, checks and cash on hand

These are valued at nominal value. Allianz Shared Infrastructure Services SE (ASIC SE) has offset certain accounts receivable with accounts payable.

### Prepaid expenses

Prepaid expenses are stated at face value.

### Provisions

Provisions are based on anticipated expenditure; specifically, provisions for pension commitments, partial retirement benefits, and employee long-service awards have been calculated using actuarial principles, based on the updated Heubeck guidelines 2005 G.

ASIC SE has issued pension plans under the "Defined Contribution Pension Agreement (BPV)." Pension provisions were created for contribution-based pension claims. Pension contributions are guaranteed under what is known as a "Contractual Trust Arrangement" that is coordinated by Allianz SE. In addition, "Pension Benefits Based on Deferred Compensation" (PZE) are granted upon request. These are guaranteed through secured reinsurance. The pension provisions earn interest at six percent. The total amount of ASIC SE's pension provisions is €13,461,586 (prior year: €11,411,108). Pension plans were also issued based on the joint and several liability of Allianz SE.

For partial retirement agreements commencing on or after July 1, 2004, the insolvency insurance for partial retirement credits, as stipulated by law, was implemented by means of what is known as a Contractual Trust Arrangement (CTA), which is coordinated by Allianz SE, with the transfer of the guarantee assets to a trustee. Agreements commencing prior to July 1, 2004 are guaranteed by means of a declaration from Allianz SE. The provisions for partial retirement earn interest at 3.25 percent.

## Development of non-current assets in the 2008 fiscal year

	As at 31/12/2007 Total (€)	Additions 2008 (€)	Acquisitions		Disposals 2008 (€)	As at 31/12/2008 ASIC (€)
			Transfers 2008 (€)			
<b>Software</b>	<b>179,747,342</b>	<b>22,808,228</b>	<b>- 10,748</b>		<b>- 434,221</b>	<b>202,110,600</b>
Mainframe computers	82,292,548	232,975	-		- 1,055,896	81,469,626
Storage media	74,309,904	7,559,271	-		- 1,038,750	80,830,425
Printing and post-processing	25,513,374	1,867,809	-		- 3,421,629	23,959,554
Network components	16,733,875	3,831,714	- 4		- 362,449	20,203,137
Servers	171,327,859	27,773,895	- 62,823		- 10,532,077	188,506,855
Plant and office equipment	13,272,664	2,369,234	-		737,763	16,379,660
Low-value assets	3,615,641	4,481,206	73,575		- 3,343,841	4,826,580
<b>Total of property, plant and equipment</b>	<b>387,065,864</b>	<b>48,116,104</b>	<b>10,748</b>		<b>- 19,016,879</b>	<b>416,175,837</b>
<b>Investments</b>						
1. Investments	1,500	-	-		-	1,500
2. Securities	14,622,798	3,057,996	-		- 1,074,803	16,605,990
<b>Total of investments</b>	<b>14,624,298</b>	<b>3,057,996</b>	<b>-</b>		<b>- 1,074,803</b>	<b>16,607,490</b>
<b>Total of ASIC</b>	<b>581,437,503</b>	<b>73,982,327</b>	<b>-</b>		<b>- 20,525,903</b>	<b>634,893,927</b>

**Liabilities**

Liabilities are carried at the amount payable.

**Foreign currency translation**

Foreign currencies are translated into euros at the rate prevailing at the time the transactions were booked, or at a revaluation using the corresponding closing rate at year-end.

**Intangible assets** (Assets A.I.)

This item covers purchased software licenses.

**Property, plant and equipment** (Assets A.II.)

Property, plant and equipment comprise servers, storage media, mainframe hardware, print and post-processing facilities, network components, and plant and office equipment.

**Investments** (Assets A.III.)

Equity investments as at the balance sheet date only relate to shares held in DENIC Domain Verwaltungs- und Betriebsgesellschaft eG, Frankfurt am Main.

The inventory of securities is comprised of mutual fund shares serving as insolvency insurance for partial retirement credits of €9,984,774 and retirement benefit claims of €6,501,086 within the framework of what is known as a "Contractual Trust Arrangement" (CTA), and of shares in stock and bond funds in the framework of the Allianz Value Account Model (AWM). The shares in the CTA are assets received as at the balance sheet date with the same value as the liability under the partial retirement agreements insured against insolvency from July 1, 2004, and arising from the earned pension contributions resulting from the Defined Contribution Pension Agreement (BPV). The remaining fund shares correspond to the assets brought in by employee salary reductions.

**Inventories** (Assets B.I.)

The inventories of raw materials, supplies and operating materials comprise stocks of printing paper.

	Depreciation and amortisation				Carrying value		
	As at	Additions	Transfers	Disposals	As at	As at	As at
	31/12/2007	2008	2008	2008	31/12/2008	31/12/2007	31/12/2008
Total (€)	(€)	(€)	(€)	ASIC (€)	Total (€)	ASIC (€)	
	154,193,015	16,315,763	- 254	- 421,700	170,086,824	25,554,327	32,023,776
	58,936,419	9,422,006	-	- 1,055,896	67,302,529	23,356,129	14,167,098
	55,772,037	11,905,520	-	- 1,033,182	66,644,375	18,537,867	14,186,050
	15,951,401	2,803,922	-	- 3,201,850	15,553,473	9,561,973	8,406,081
	13,034,471	2,872,186	-	- 407,054	15,499,603	3,699,403	4,703,533
	139,211,447	21,293,064	- 848	- 10,472,935	150,030,729	32,116,410	38,476,126
	10,981,205	1,135,239	-	280,210	12,396,655	2,291,459	3,983,006
	3,615,641	4,553,678	1,102	- 3,343,841	4,826,580	-	-
	297,502,621	53,985,615	254	- 19,234,547	332,253,942	89,563,241	83,921,895
	-	-	-	-	-	1,500	1,500
	-	-	-	-	-	14,622,798	16,605,990
	-	-	-	-	-	14,624,298	16,607,490
	451,695,635	70,301,378	-	- 19,656,247	502,340,766	129,741,866	132,553,161

#### Accounts receivable and other assets (Assets B.II.)

Trade receivables relate to unpaid claims against third parties for services provided and contractual agreements.

Receivables from affiliated companies principally represents receivables of €38,588,014 from the cash-pool due from Allianz SE. There are also receivables from Group customers arising from unpaid invoices and services in the amount of €2,356,943.

Other assets include tax refund claims of €13,243,660 and the reinsurance cover resulting from the pension benefits through deferred compensation (PZE) and from the Allianz Value Account Model (AWM) at €5,329,295. In addition, this item discloses options on Allianz SE stock that are used to hedge risks incurred by the Allianz Group under Group Equity Incentives (GEI) and loans to employees.

#### Prepaid expenses (Assets C.)

Prepaid expenses comprise prepaid amounts for maintenance and servicing of hardware and software and for rent.

## Derivative financial instruments (Assets B.II.)

## Share option transactions

Class	Number	Fair value (€)	Valuation method	Significant assumptions	Reported in item	Book value (€)
Allianz Long Call €65,91 – €239,80 March 2009 – March 2015 (Hedge-SAR 2002 – 2008)	38,803	284,589	Binomial-Modell	Interest rate 2,4% – 3,1% Volatility 30,7% – 70,6% Dividend yield 0,0% – 7,2% Share price 75,00 € Cap €164,78 – €599,50	Assets B.II. Accounts receivable and other assets	284,589
Allianz Equity Swap May 2009 – March 2013 (Hedge-RSU 2004 – 2008)	18,682	1,146,861	DCF-Modell	Interest rate 2,5% – 2,7% Dividend yield 7,0% – 7,3% Share price €75,00	*)	0

\*) The Allianz Equity Swap does not have any separate acquisition cost and is shown as a valuation unit.

**Capital stock** (Shareholders' equity and liabilities A.I.)

At December 31, 2008, the capital stock was equal to €120,000. The change in capital stock occurred due to the merger of the two companies (ASIC GmbH and Atrium). The original capital contribution of Atrium Siebzehnten Europäische VV SE amounts to 120,000 euros. The previous capital stock of ASIC GmbH in the amount of 41,500 euros was placed in the capital reserves of ASIC SE in the course of the merger.

**Pension provisions** (Shareholders' equity and liabilities B.I.)

Pension provisions consist of liabilities arising from earned pension contributions on the Defined Contribution Pension Agreement (BPV) of €8,068,598 and from pension benefits through deferred compensation (PZE) of €5,392,988.

**Other provisions** (Shareholders' equity and liabilities B.II.)

Material items posted to other provisions were as follows: €35,468,099 for outstanding trade payables, €14,996,914 for restructuring activities that were created as a provision for costs in accordance with HGB based on the offset of the economic disadvantages arising through 2011 through the out-sourcing agreement that was entered into with Fujitsu Services GmbH, and €13,540,082 for obligations arising from partial retirement agreements. Additional funds were placed in provisions for profit-sharing and bonuses, staff holiday and flexitime credits, employee long-service awards, archiving costs, Group Equity Incentive Plans, financial statements costs, contributions to the mutual indemnity society, and the equalization levy for the severely handicapped.

**Liabilities** (Shareholders' equity and liabilities C.)

Trade payables relate to unpaid claims by third parties for goods and services received and for contractual agreements.

The payables to affiliated enterprises comprise payables arising from the clearing business with Group companies. These are primarily payables owed to Allianz Deutschland AG at €12,939,112, Dresdner Bank AG at €2,452,850, and Allianz Versicherungs AG at €625,833.

The Other liabilities contain services not yet invoiced in the amount of €10,157,926 and goods not yet invoiced in the amount of €6,913,812, as well as liabilities from sales tax.

**Kapitalrücklagen** (Shareholders' equity and liabilities A.II.)

	As at 31/12/2007 (€)	Einstellung	Entnahme	As at 31/12/2008 (€)
Kapitalrücklagen	205,820,895	41,500	101,343,362	104,519,033

**Gewinnrücklagen** (Shareholders' equity and liabilities A.III.)

	As at 31/12/2007 (€)	Einstellung	Entnahme	As at 31/12/2008 (€)
Gewinnrücklagen	2,665,000	31,500	–	2,696,500

**Sales** (Income Statement 1.)

Sales are attributable to Infrastructure (31.0 percent), Workplace (30.2 percent), Application & Data Services (18.0 percent), Print & Output Services (18.0 percent), and Projects & Consulting (2.8 percent).

**Other operating income** (Income Statement 2.)

Other operating income essentially results from the write-back of provisions due to low usage, refund of input tax for 2008 and from capitalization of internal activity.

**Expenses for IT operations** (Income Statement 3.)

Expenses for raw materials, supplies and operating material represents expenses for energy and water to supply the computer centres, disposable items and consumables, and IT information media.

Expenses for services received chiefly comprises maintenance and repair services, postage charges, fees for external services, rents, Group-internal netting of services, communications, and external personnel costs.

The expenses carried under Service Provider Services include the base charge payments to Fujitsu Services GmbH for the services provided within the framework of the out-tasking agreement.

**Personnel expenses** (Income Statement 4.)

Personnel expenses includes wages and salaries, social security contributions and pensions for ASIC employees in the financial year.

**Depreciation** (Income Statement 5.)

Depreciation is recorded as scheduled depreciation applied on the basis of monthly depreciation as permitted under commercial law.

**Other operating expenses** (Income Statement 6.)

Other operating expenses primarily comprise expenses for the use of cross-departmental functions that are invoiced by Group companies, travel and continuing education ex-penses, and for disposable items and consumables.

**Income from securities** (Income Statement 7.)

This item discloses the income from distributions from the investment fund serving as insolvency insurance for partial retirement credits and retirement benefit claims within the framework of the Contractual Trust Arrangement.

**Other interest and similar income** (Income Statement 8.)

Other interest income results almost exclusively from the cash-pool deposit with Allianz SE.

**Interest and similar expenses** (Income Statement 9.)

The reported interest expense comprises primarily the accounting interest resulting from the creation of the pension provisions.

### Contingent liabilities and other financial obligations

The Company is liable for pension commitments granted by it and simultaneously in the name of Allianz SE. These pension commitments are carried on the financial statements of Allianz SE because that company has assumed responsibility internally for settling them. The total amount of the liabilities was €53,712,483 as of December 31, 2008.

As a sponsor of Allianz Versorgungskasse VVaG, the Company is obliged to make employer contributions and to bear the administration costs of the pension fund. With regard to the occupational pension scheme, there are also obligations towards the beneficiaries due to statutory requirements and contractual arrangements. The amounts of these liabilities cannot be quantified in detail. The financial obligations resulting chiefly from maintenance and data transmission contracts spanning several years amount to €41,744,130.

### Compensation of the Board of Directors and the Supervisory Board

The remuneration for the Board of Directors in the year under review was €1,470,888, which includes equity-based remuneration from 6,240 Stock Appreciation Rights (SAR) and 3,028 Restricted Stock Units (RSU) granted in the financial year, totalling €400,202 when issued.

Provisions of €3,304,958 were created at Allianz SE for current pensions and entitlement to pensions for former members of the Board of Directors and their beneficiaries. Expenses for the Supervisory Board were €16,481 in the financial year.

The names of the Supervisory Board and Board of Directors members are listed on pages 4 and 7.

### Average number of employees in the year

(excluding members of the Board of Directors, trainees, interns and employees on parental leave or military service/alternative civilian service)

Full-time employees	1,154
Part-time employees	176
<b>Total</b>	<b>1,330</b>

### Group membership

Allianz Shared Infrastructure Services SE is part of the Allianz Group for which the ultimate parent company is Allianz SE, Munich. The consolidated financial statements and Group Management Report of Allianz SE are published in March in its Group Annual Report and then submitted to the operator of the electronic German Official Gazette and published there. The documents may be inspected in the corporate register or requested from the Company. They are also available on the Allianz SE website. Allianz Shared Infrastructure Services SE is included in the consolidated financial statements and Group Management Report of Allianz SE. The companies belonging to the Allianz Group and their affiliated companies are listed in the Annual Report of Allianz SE.

Munich, February 3, 2009

Allianz Shared Infrastructure Services SE

The Board of Directors

Dr Markus Müller

Dr Martin Elspermann





# Bestätigungsvermerk des Abschlussprüfers

Wir haben den Jahresabschluss – bestehend aus Bilanz, Gewinn- und Verlustrechnung sowie Anhang – unter Einbeziehung der Buchführung und den Lagebericht der Allianz Shared Infrastructure Services SE, München, für das Geschäftsjahr vom 1. Januar bis 31. Dezember 2008 geprüft. Die Buchführung und die Aufstellung von Jahresabschluss und Lagebericht nach den deutschen handelsrechtlichen Vorschriften liegen in der Verantwortung der Geschäftsführung der Gesellschaft. Unsere Aufgabe ist es, auf der Grundlage der von uns durchgeführten Prüfung eine Beurteilung über den Jahresabschluss unter Einbeziehung der Buchführung und über den Lagebericht abzugeben.

Wir haben unsere Jahresabschlussprüfung nach § 317 HGB unter Beachtung der vom Institut der Wirtschaftsprüfer (IDW) festgestellten deutschen Grundsätze ordnungsmäßiger Abschlussprüfung vorgenommen. Danach ist die Prüfung so zu planen und durchzuführen, dass Unrichtigkeiten und Verstöße, die sich auf die Darstellung des durch den Jahresabschluss unter Beachtung der Grundsätze ordnungsmäßiger Buchführung und durch den Lagebericht vermittelten Bildes der Vermögens-, Finanz- und Ertragslage wesentlich auswirken, mit hinreichender Sicherheit erkannt werden. Bei der Festlegung der Prüfungshandlungen werden die Kenntnisse über die Geschäftstätigkeit und über das wirtschaftliche und rechtliche Umfeld der Gesellschaft sowie die Erwartungen über mögliche Fehler berücksichtigt. Im Rahmen der Prüfung werden die Wirksamkeit des rechnungslegungsbezogenen internen Kontrollsystems sowie Nachweise für die Angaben in Buchführung, Jahresabschluss und Lagebericht überwiegend auf der Basis von Stichproben beurteilt. Die Prüfung umfasst die Beurteilung der angewandten Bilanzierungsgrundsätze und der wesentlichen Einschätzungen der Geschäftsführung sowie die Würdigung der Gesamtdarstellung des Jahresabschlusses und des Lageberichts. Wir sind der Auffassung, dass unsere Prüfung eine hinreichend sichere Grundlage für unsere Beurteilung bildet.

Unsere Prüfung hat zu keinen Einwendungen geführt.

Nach unserer Beurteilung aufgrund der bei der Prüfung gewonnenen Erkenntnisse entspricht der Jahresabschluss den gesetzlichen Vorschriften und vermittelt unter Beachtung der Grundsätze ordnungsmäßiger Buchführung ein den tatsächlichen Verhältnissen entsprechendes Bild der Vermögens-, Finanz- und Ertragslage der Gesellschaft. Der Lagebericht steht in Einklang mit dem Jahresabschluss, vermittelt insgesamt ein zutreffendes Bild von der Lage der Gesellschaft und stellt die Chancen und Risiken der zukünftigen Entwicklung zutreffend dar.

München, den 16. Februar 2009

KPMG AG  
Wirtschaftsprüfungsgesellschaft  
(vormals KPMG Deutsche Treuhand-Gesellschaft Aktiengesellschaft Wirtschaftsprüfungsgesellschaft)

Dr. Peter Ott  
Wirtschaftsprüfer

Wolfgang Spaar  
Wirtschaftsprüfer

# List of abbreviations

ABS	Allianz Business System	GIN	Group intranet
ADAG	Allianz Deutschland AG	GISF	Group Information Security Framework
AEC	ASIC Executive Committee	GmbH	Gesellschaft mit beschränkter Haftung – limited liability company under German law
AG	Aktiengesellschaft – public limited company under German law	GRP	Global Reporting Programme
AGCS	Allianz Global Corporate & Specialty AG	HR	Human Resources
AGF	Assurances Générales de France	IFRS	International Financial Reporting Standards
AIX	Advanced Interactive Executive	IP	Internet Protocol
APH	Application Hosting	IPM	Incident Problem Management
ASIC GmbH	Allianz Shared Infrastructure Services GmbH	IT	Information technology
ASIC SE	Allianz Shared Infrastructure Services SE	ITH	Infrastructure Hosting
ASS	ASIC Security Specifications	KPI	Key performance indicator
Atrium	Atrium Siebzehnte Europäische VV SE	LAN	Local area network
AWIN	Allianz Worldwide IP Network	Mbps	Megabits per second
AZ SE	Allianz SE	MIPS	Million instructions per second
CCC	Customer Care Centre	MoU	Memorandum of understanding
CEO	Chief Executive Officer	MSA	Master Service Agreement
CFI	Customer Focus Initiative	MYP	Multi-year plan
CI	Configuration Item	NPS	Net promoter score
CMDB	Configuration Management Database	NTC	Network, Telecommunication, Computing
COO	Chief Operating Officer	OPEX	Operational Excellence
CREDO	Consolidation and Rationalisation of the European Data Centre Operations	OTP	Organisational Transformation Programme
CTI	Computer Telephony Integration system	PPC	Product and Process Centre
DCF	Data Centre Facilities	RCO	Risk controlling
DHL	Deutsche Post express delivery service	SCOPE	Strategic Outtasking Partner Evaluation
DLVAG	Deutsche Lebensversicherungs-AG	SE	Societas Europaea (public limited company under European law)
ECON	Email Consolidation	SOX	Sarbanes-Oxley Act
ESP	European Sourcing Project	TOPEX	Top Quartile for Operational Excellence
EUR	Euro	VPH	Virtual Platform Hosting
FSC	Forest Stewardship Council	WEP	Workplace Efficiency Programme
Fujitsu	Fujitsu Services GmbH	ZOVI	Zentrale Objektverteilung und Installation – ADAG software distribution procedure



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The German original of this Annual Report  
is available upon request.

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