Forward-looking Statements

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Welcome

Meg Geldens
Vice President, Investor Relations
Wolters Kluwer
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<tr>
<th>Meg Geldens</th>
<th>Welcome</th>
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<tbody>
<tr>
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</tbody>
</table>
Financial & Compliance Services Division

Nancy McKinstry
CEO
Wolters Kluwer
F&CS in context of Wolters Kluwer

Currently 10% of group revenue

Wolters Kluwer

Legal & Regulatory
€1,451m

Tax & Accounting
€931m

Health
€639m

Financial & Compliance
€333m

FY2011 Revenues by Division

Legal & Regulatory
43%

Tax & Accounting
28%

Health
19%

F&CS
10%
Creating a global leader

Organic investment and acquisitions to build a global leader in finance, risk and compliance

2004 - 2006
- Organic Investment
  - Expere
  - SDX Secure Document Exchange

2007 - 2009
- Acquisition
  - PCI
  - GulfPak
- Organic Investment
  - ComplianceOne
  - NILS INcompass
  - Consulting Practice
  - Disclosure Manager

2010 - 2012
- Business Focus
  - U.S. provider of compliance documentation
  - U.S. leader in financial services compliance
  - Growing global position in audit and risk
  - Global leader in finance, risk, compliance, and audit

Enterprise Risk Management suite
Solvency II offering
TeamMate Broker Dealer
Financial Crime Control solutions
TSoftPlus
FRSGlobal
FinArch
Spring Programs
Strategic priorities

F&CS priorities mirror those of Wolters Kluwer

Portfolio

- Capital allocated towards higher growth market segments
- Entering adjacent markets around financial services risk
- Expanding further into business process outsourcing (BPO)

Innovation

- Organic investment in new and enhanced products
  - DocViewer next generation dynamic document technology
  - TeamMate Broker-Dealer audit solution launched 2012
  - Enterprise Risk Management was suite launched late 2009

Globalization

- Organic investment in international expansion
  - FRSGlobal and FinArch investing to extend global capabilities
  - TeamMate international roll-out (currently 100+ countries)

Operating Efficiencies

- Operational excellence
  - F&CS “Office of Customer Experience”
  - Integration synergies FRSGlobal and FinArch
Key take-aways

Investing to accelerate growth

- Increasing scale
- Market leader in key niche segments
- Strategic combination of technology, knowledge and consulting services
- Positioned in growing market segments
- Investing in innovation and globalization to drive future growth
- HY2012 results demonstrate improving top line momentum
Wolters Kluwer Financial & Compliance Services

Four business units

Financial & Compliance Services
FY 2011 Revenue: €333 million
HY 2012 Revenue €180 million

Originations & Compliance 39%¹
ComplianceOne
Mortgage DocServices
Expere, AppOne

Finance, Risk & Compliance 35%¹
FRSGlobal, FinArch
Gainskeeper, NILS
ERM suite (ARCLogics)
Wiz suite

Audit, Risk & Compliance 11%¹
TeamMate
Axentis

Transport Services 15%¹
Teleroute
Transwide
Tivios

Customers:
Risk, compliance, finance professionals at banks, insurance companies, securities firms and other financial institutions

Customers:
Internal auditors in many industries and government

Customers:
Freight forwarders, trucking firms

¹ Percent of divisional revenue based on HY 2012
Market leader
Number 1 in key niches

Financial & Compliance Services
FY 2011 Revenue: €333 million

Originations & Compliance
#1 in U.S. loan origination software
#1 in U.S. mortgage document systems

Finance, Risk & Compliance
#1 in U.S. CRA & Fair Lending compliance
#1 in Regulatory Reporting
Leading provider IFRS solutions

Audit, Risk & Compliance
#1 global provider of internal audit software

Transport Services
Leading European real-time freight exchange
Revenues

Revenue has grown 8% at constant currency; organic growth resilient during global banking crisis

F&CS Revenue (€ millions)
* 2007-2009 proforma. F&CS division formed in 2010

F&CS Organic Growth (%)
CAGR 8% at reported and constant currency

CAGR 8% at reported and constant currency
* 2007-2009 proforma. F&CS division formed in 2010
Revenue by media format

Software, online and services make up 94% of F&CS revenue

F&CS Revenue by Media Format (€ millions)

- Software
- Online
- Services
- Print

2009:
- Software: 40%
- Online: 39%
- Services: 11%
- Print: 10%

2010:
- Software: 40%
- Online: 37%
- Services: 13%
- Print: 10%

2011:
- Software: 46%
- Online: 31%
- Services: 17%
- Print: 6%
Revenue by type

Over 60% of revenue is recurring

F&CS Revenue by Type (€ millions)

- Other cyclical (incl. training, consulting, Transport Services, etc.)
- Financial Services transactional
- Recurring

<table>
<thead>
<tr>
<th>Year</th>
<th>Other Cyclical</th>
<th>Financial Services Transactional</th>
<th>Recurring</th>
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</thead>
<tbody>
<tr>
<td>2009</td>
<td>24%</td>
<td>18%</td>
<td>57%</td>
</tr>
<tr>
<td>2010</td>
<td>24%</td>
<td>17%</td>
<td>59%</td>
</tr>
<tr>
<td>2011</td>
<td>22%</td>
<td>17%</td>
<td>61%</td>
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</tbody>
</table>
Ordinary EBITA

Margin impacted by investment and mixed trends in transactional revenues

F&CS Ordinary EBITA (€ millions)

Margin impacted by
- Investment in new product development
- Investment in global expansion
- Decline in Transport Services margin

Margin (%) 20.9 22.5 21.4 20.3 19.1

*CAGR 6% at constant currency and 5% at reported currency
Mission: Global Provider of Finance, Risk, Audit & Compliance Solutions

*Knowledge delivered via technology and augmented by unparalleled consulting expertise*

**CONSULTING & SERVICES**
- 400+ in-house experts
- Best practices infused into products and implementation
- Complete outsourced programs, including BPO

**TECHNOLOGY**
- Scope and scale to deliver solutions worldwide
- 8-10% of earnings reinvested in product development each year
- SaaS-based systems

**KNOWLEDGE**
- Leading content breadth and change tracking
- Relevant, actionable, applied
- Real-time marketplace knowledge
Global risk technology spend

Spending on risk solutions outpacing overall Financial Services IT spend

- Compliance and controls spend includes reporting (Basel II, III, IFRS, Sox, Audit and other compliance solutions)
- Spend growth rates vary by region
  - APJ 10% CAGR
  - China 18% CAGR
  - EU and Americas approximately 7%
- Across all areas, 65% of the spend will be for risk analytics and data management technology
  - Spend growth rates for risk analytics - 9% CAGR
  - Data management - 14% CAGR

Competitive landscape

Wolters Kluwer, a leader combining knowledge, technology and services

Approximate revenues:

- Primarily Content
- Primarily Technology
- Primarily Services
- Content + Technology + Services

* Thomson Reuters Accelus only
Market drivers

Economic and regulatory pressure turn Wolters Kluwer F&CS into a mission-critical provider to our customers

Environment
- Increased regulatory demands
- Economic pressures

Customer Challenges
- Increased complexity around global risk & compliance
- Resources diverted, challenging the institution’s ability to deliver profitable growth
- Need for operational efficiency

F&CS well-positioned to solve these challenges
- Unique combination of specialized knowledge, technology and services
- Comprehensive and deeply embedded expertise
- Growing international footprint
- Leading financial services and audit position
- Knowledge-rich technology
**Increased regulatory complexity**

*Financial Services industry facing perfect storm of regulations (Illustrative)*

<table>
<thead>
<tr>
<th>Global</th>
<th>1990</th>
<th>2020</th>
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<tbody>
<tr>
<td>Basel I</td>
<td>Baseline</td>
<td>Basel III</td>
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<tr>
<td>IFRS</td>
<td>Basel II</td>
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<tr>
<td>Regional</td>
<td>Mifid</td>
<td>Solvency II</td>
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<tr>
<td>e.g. EU</td>
<td>EU Anti Money Laundering</td>
<td>IAS</td>
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<tr>
<td>National/country (examples)</td>
<td>International Anti-Bribery Act</td>
<td>JP’s Financial Supervisory Agency regulation</td>
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<td>Sarbanes-Oxley</td>
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<td>Bank Secrecy Act</td>
<td>Reserve Bank of India’s Automated Data Flow</td>
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<td>Statutory, Prudential, Statistical, Transactional reporting requirements</td>
<td>Dodd-Frank</td>
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<tr>
<td>State &amp; Local</td>
<td>US State Banking Laws</td>
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<tr>
<td></td>
<td>City, county, municipal regulations</td>
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</tbody>
</table>
Where we are positioned

Our strong position in Middle and Back Office puts us in pole position to help financial institutions make better decisions.
Our strategic priorities

*Three strategic goals*

1. Establish global leadership
2. Broaden risk management solutions
3. Deliver comprehensive, embedded, knowledge-rich solutions
Ken Newton
CEO
Originations & Compliance
Originations & Compliance: summary

Market leading U.S. compliance workflow position
## Originations & Compliance: product offerings

*Extensive range of solutions based on industry standard content*

<table>
<thead>
<tr>
<th>U.S. Banks, Lenders and Credit Unions</th>
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<tbody>
<tr>
<td>Consumer Lending</td>
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<tr>
<td>Commercial Lending</td>
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<tr>
<td>Residential Lending</td>
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<tr>
<td>Indirect Lending</td>
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<tr>
<td>Deposits</td>
</tr>
<tr>
<td>Small Business Lending</td>
</tr>
<tr>
<td>Individual Retirement Accounts</td>
</tr>
</tbody>
</table>
Originations & Compliance: market trends

Leading U.S. compliance position enables us to quickly respond to evolving U.S. regulatory demands

Environment
- Increased regulatory demands
- Economic pressures

Customer Challenges
- Manage complexity of Dodd Frank, e.g. default rules
- Address margin pressure in mortgage and consumer lending; focus on commercial lending and other more profitable product lines
- Improve operational efficiency without adding risk

Opportunities for F&CS
- Leverage leading position to expand into adjacent areas, such as default risk
- Expand end-to-end workflow capabilities for commercial lending
- Create scalable and globally extensible solutions to support all customer tiers
Case Study: Disclosure Manager

Solving an inefficient, costly, highly-regulated process for lenders

Disclosure Manager

1. Disclosure Generation

2a. Secure e-Delivery

2b. e-Consent

3a. Print and Mail Delivery

3b. Receipt and wet signature

4. Receipt, Audit & Recordation
Case Study: Default Servicing solution

Wolters Kluwer addresses critical elements of default servicing

Lending Segments
Residential - C&I - Credit Card - Student - Personal - Auto

Collections
- Collections Guide
- Vendor Compliance
- Collection Letters

Loss Mitigation
- Loan Mods
- Workout
- Processing and Approvals
- Document Tracking

Asset Acquisition
- Pre-foreclosure or Repossession
- Foreclosure Affidavits
- Foreclosure Filings
- Repossession Doc Prep

Bankruptcy
- Bankruptcy filing
- Attorney Document Management

Asset Disposition
- Real Estate Owned - Mortgage Origination
- Eviction documents
- Collateral Tracking
- Title and Lien Clearing

Professional Services - BPO - Fulfillment - Secure Delivery
Financial & Compliance Services Division

BREAK
Financial & Compliance Services Division

Raffi Festekjian
CEO
Finance, Risk & Compliance
Finance, Risk & Compliance: product offerings

We provide a range of solutions to banks, insurance and securities firms

<table>
<thead>
<tr>
<th>Solutions for:</th>
<th>Banking</th>
<th>Insurance</th>
<th>Securities</th>
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<tbody>
<tr>
<td>Compliance management</td>
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<tr>
<td>Financial risk</td>
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</tr>
<tr>
<td>Enterprise risk management</td>
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<tr>
<td>Regulatory content and research</td>
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<tr>
<td>Performance analytics</td>
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<tr>
<td>Finance</td>
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<tr>
<td>Investment compliance</td>
<td></td>
<td></td>
<td>✓</td>
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</tbody>
</table>
Finance, Risk & Compliance: summary

Leading regulatory position anchors broader risk and performance management value proposition.
Finance, Risk & Compliance: market drivers

We are a mission critical provider for financial institutions globally

Environment
- Increased regulatory demands
- Economic pressures

Customer Challenges
- Multi-national and global risk and regulatory complexity
- Need for holistic view of risk and performance for decision-making
- Need for operational efficiency without risk

Opportunities for F&CS
- Leverage deep risk & compliance position and breadth of offerings to capture transformational opportunities
- Build on combined data model to extend risk solutions into key adjacent areas
- Leverage local regulatory expertise to manage global and regional mandates
- Extend into predictive analytics, enabling improved, data-driven decisions
Case study: FRSGlobal + FinArch

The advantage of building off a single source of data

- ALM
  - Basel II & Basel III
  - Solvency II
  - Concentration Risk
  - Liquidity Risk
  - Credit Risk
  - Market Risk
  - Economic Capital
  - CVA

- Basel Regulatory Reporting
  - IFRS FINREP
  - Local Regulatory Reporting
  - Transaction Reporting

- Cost Allocation
  - Customer & Product Profitability
  - Risk-adjusted Performance
  - Transfer Pricing

- Accounting Generator
  - IAS/IFRS Accounting
  - Consolidation
  - General Ledger
  - Sub-ledger
  - Trading Ledger
Case study: FRS Global + FinArch

Combination feeds higher value needs around risk & performance
Case study: Enterprise Risk Management

Modular solution underpinned by common platform services
Audit, Risk & Compliance: position

*TeamMate focused on core back office function*
Audit Management Software

*Five integrated modules within TeamMate*

- A COSO-compatible risk assessment tool for generating risk based audit plans
- A state of the art tool for scheduling your staff and audits
- A web based issues tracking and reporting system
- Effectively manage budget vs. actual time & expenses
- A Comprehensive Electronic Work Paper system
Audit: Market drivers

Need for efficiency and productivity is driving demand for proven internal audit solutions

Environment
- Increased regulatory demands
- Economic pressures

Customer Challenges
- Need for evidence-based record to document compliance
- Need for efficiency
- Reporting to manage audit risk
- Analytics for real-time issues management

Opportunities for F&CS
- Grow share in existing markets with purpose-built audit solution
- Leverage global footprint to gain share in fast-growing geographies
- Extend offering to adjacent markets, such as financial controls
- Extend capabilities in data analytics, content & community
Case study: TeamMate Compliance and Audit Management

Compliance Management

- Control Assessment
- Control Self-Assessment
- Control Testing
- Certifications

Audit Management

- Library source*
- Dimensions (org hierarchy)
- Users
- Taxonomy
- Issue Tracking
- Dashboards
- Risk Assessment
- Risk Self Assessment
- Audit Plan Projects
- Scheduling
- Audit Testing
- Audit Reporting

* Source refers to common knowledge base of Risk/Control Libraries used by both Compliance and Internal Audit
Financial & Compliance Services Division

Ken Newton
CEO
Transport Services
Transport Services: product offering

*Marketplace-powered TMS provider*

## Freight Exchange

**Offerings:** Pan-European freight exchange network

**Brands:** Teleroute, Bursa, Nolis

## Transport Management Software (TMS)

**Offerings:** End-to-end workflow offerings for transport operations

**Brands:** Transwide, Tivios, TAS

### Procure

<table>
<thead>
<tr>
<th>Role</th>
<th>Shipper</th>
<th>Logistics Provider</th>
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Transport Services: market trends
A challenging environment for European road transport

Customer challenges
- European economic recession
- Steady decline in European road freight volumes in past four years
- High oil prices
- Rise of lower cost transporters from Eastern Europe
- Shift from spot to contractual freight

Market trends
- Teleroute freight postings decline
- Increased competition
- Demand for Transport Management Software still dynamic

European Road Freight Market Trends

Road Freight Volume Europe
Teleroute Rolling 12 months FX freight posting
- - Rolling 12 months truck registrations

- - Road Freight Volume Europe
- - Teleroute Rolling 12 months FX freight posting

European Road Freight Market Trends

20 40 60 80 100 120

Road Freight Volume Europe

Teleroute Rolling 12 months FX freight posting

R - Rolling 12 months truck registrations

Road Freight Volume Europe

Teleroute Rolling 12 months FX freight posting

- - Rolling 12 months truck registrations
Transport Services: strategy

*Move towards integrated enterprise workflow solutions*

- Broaden the approach of Transport Services to cover *enterprise-wide* needs of players in the transport industry
- Provide integrated workflow solutions that
  - Connect industry partners, shippers, carriers, logistics companies
  - Integrate data and business intelligence to enable customers to plan better, thus saving them money
  - Enable deeper integration with customers’ IT systems
Case study: Teleroute

Collaboration - Company, Partner and Open Exchange

Leading pan-European market position

- Over 70,000 users daily in 36 countries across Europe and beyond
- Over 250,000 real-time offers every day; more than 1M tons traded daily
- Reliable services with 99.98% availability
Conclusions

- F&CS has strong market positions in fast growing segments of the financial services solutions market and is attaining note-worthy global scale

- F&CS’ strategy is closely aligned with that of Wolters Kluwer
  - Creating value from combination of deep domain-expertise, technology and services.
  - Investing in innovation and globalization, whilst seeking operating efficiencies.

- Outlook for 2012:
  - Good growth in Financial Services overall, and in Audit, but continued weakness in Transport Services.
  - Margins will reflect investments in new growth initiatives and global expansion
Q&A