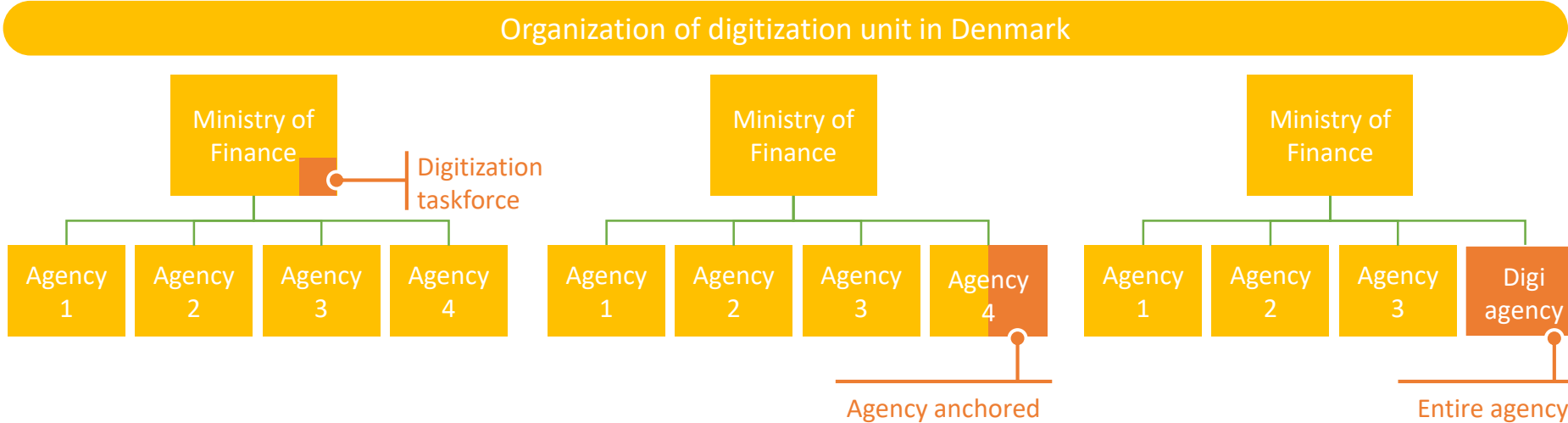
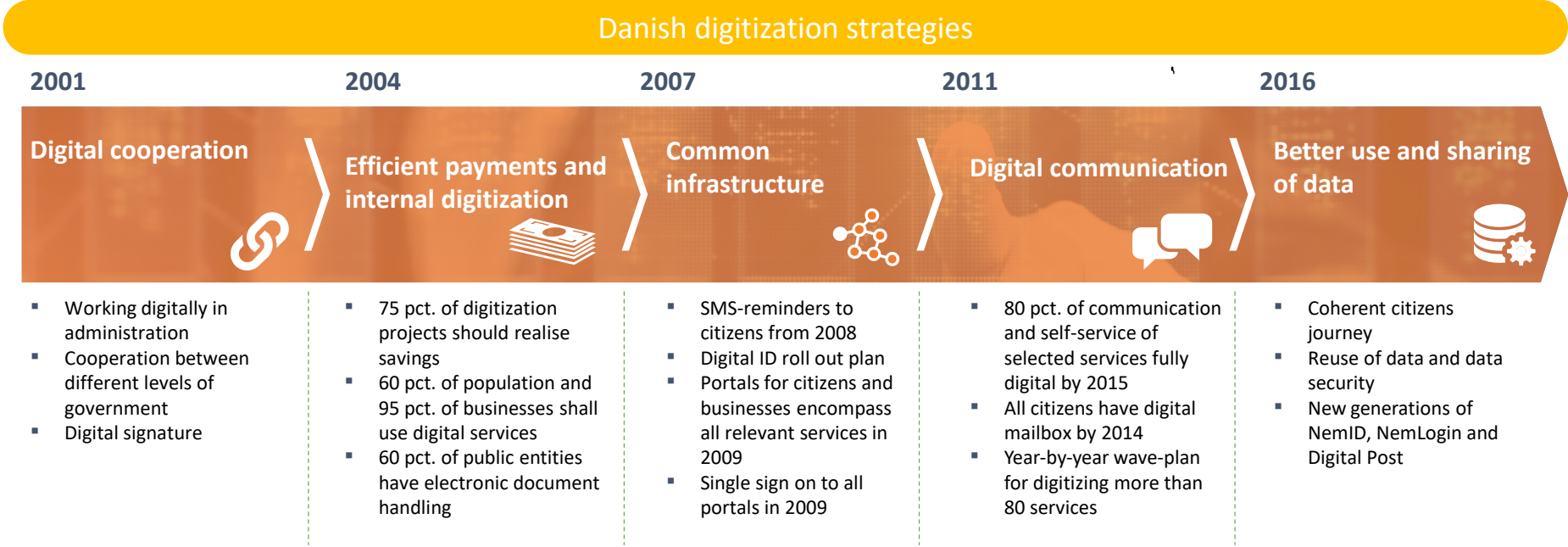


The Danish digitization efforts have been implemented through several strategies and an strong central entity



Digitization in Denmark is well advanced and influences most elements of public interactions with citizens

Digital solutions

95%

of the adult population use NemID (digital ID)

691m

transactions were completed with NemID in 2016 of which 30% were to the public sector

90%

of the adult population is signed up for Digital Post

100%

of private companies (680,000) uses Digital Post

85%

of the adult population use the internet daily

2000

governmental self-service solutions are centralized in one web-page, borger.dk

36,6m

Borger.dk had 36,6m visits in 2016

Specific services

Share of procedures handled digitally

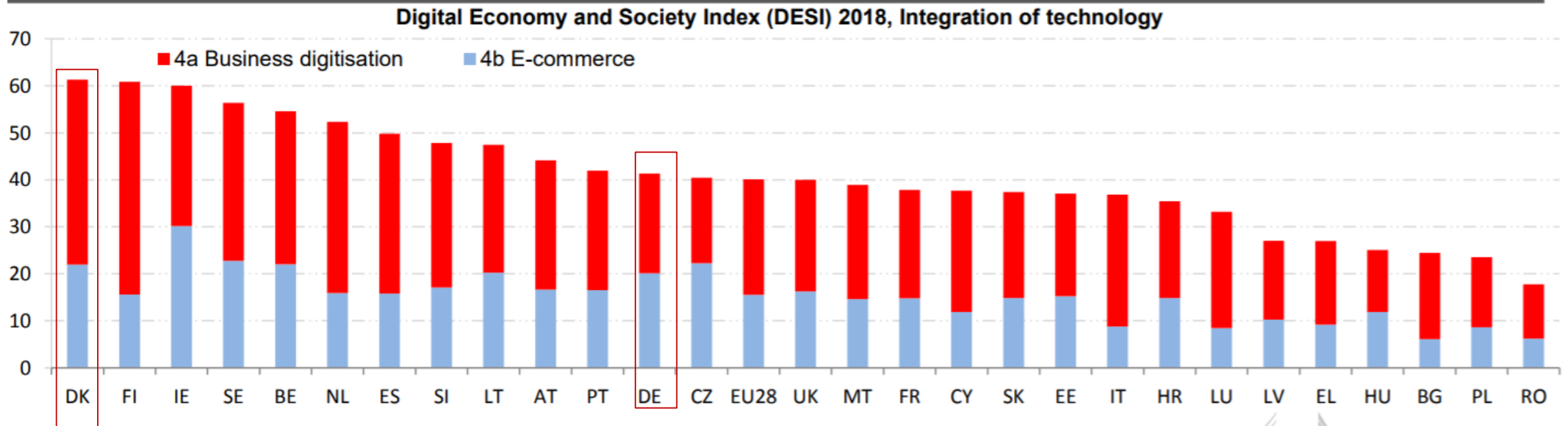
100%

- Applying for university
- Applying for maternity leave

+90%

- Applying for primary school (97%)
- Applying for pension (95%)
- Repayment of student loan (92%)
- Applying for day care for children, (92%)
- Change of address (92%)

We have done well in DK



Source: European Commission services based on Eurostat data

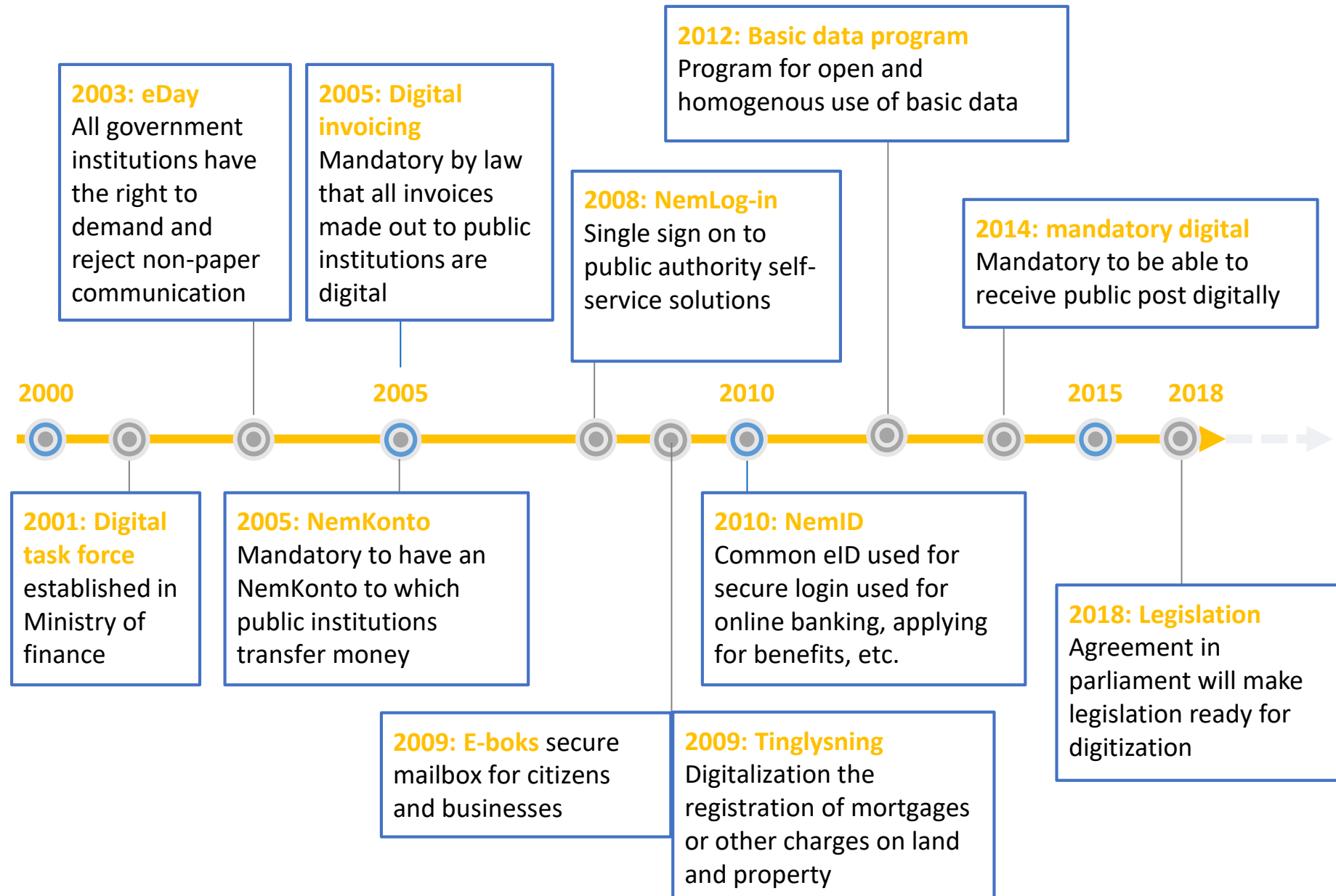
DESI Report 2018 – Integration of Digital Technology

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Milestones in the past 18 years of Danish digitization

NOT COMPREHENSIVE



Key success factors in the Danish digitization journey

Build up of infrastructure

- User friendly Digital ID, NemID
- Digital mail box, e-boks
- NemKonto (easy account)
- Borger DK (citizen portal)
- Virk DK (business portal)
- Shared basic data



Clear goals and quick wins

- Target of savings through digitizing public administration
- Quantitative targets for digital correspondence
- Tax reporting simplified
- Real-estate purchase simplified
- Mandatory digital

Cooperation with the private sector

- The Danish eID, NemID, was introduced in cooperation with the Danish banks, and is used when making banking transactions
- Mandatory digital invoicing led to reduction of administrative costs and pushed digitization of SMEs

Alignment on all levels of Government

- All digitization strategies have been discussed and aligned with regional and local authorities and entities
- Majority of citizens facing services are run by municipalities and regions and they are therefore key drivers in digitizing citizens services