

Term	Definition and explanation
<b>Actuarial best estimate ("ABE")</b>	The probability-weighted average of all future claims and cost scenarios. It is calculated using historical data, actuarial methods and judgement. A best estimate of reserves will therefore normally include no margin for optimism or, conversely, caution.
<b>Annual Incentive Plan ("AIP")</b>	This incentivises the performance of Executive Directors and employees over a one-year operating cycle. It focuses on the short to medium-term elements of the Group's strategic aims.
<b>Available-for-sale ("AFS") investment</b>	Financial assets that are classified as available-for-sale. Please refer to the accounting policy note 1.12 on page 139.
<b>Average written premium</b>	Average written premium is the total written premium at inception divided by the number of policies.
<b>Bootstrapping</b>	A statistical sampling technique used to estimate reserve variability around the Actuarial Best Estimate ("ABE"). Results produced from bootstrapping historical data are used to set and inform the level of margin incorporated in the management best estimate ("MBE").
<b>Buy-As-You-Earn Plan</b>	The HM Revenue & Customs approved Buy-As-You-Earn Share Incentive Plan gives all employees the opportunity to become shareholders in the Company.
<b>Capital</b>	The funds invested in the Group, including funds invested by shareholders and retained profits.
<b>Claims frequency</b>	The number of claims divided by the number of policies per year.
<b>Claims handling provision (provision for losses and loss-adjustment expense)</b>	Funds the Group sets aside to meet the estimated cost of settling claims and related expenses that the Group considers it will ultimately need to pay.
<b>Clawback</b>	The ability of the Company to claim repayment of paid amounts for equity-settled share-based payments.
<b>Combined operating ratio ("COR")</b>	The sum of the loss, commission and expense ratios. The ratio measures the amount of claims costs, commission and operating expenses, compared to net earned premium generated. A ratio of less than 100% indicates profitable underwriting. Normalised combined operating ratio adjusts loss and commission ratios for a normal level of expected major weather events in the period.
<b>Commission expenses</b>	Payments to brokers, partners and price comparison websites for generating business.
<b>Commission ratio</b>	The ratio of commission expense divided by net earned premium.
<b>Company</b>	Direct Line Insurance Group plc (the "Company").
<b>Current-year attritional loss ratio</b>	The loss ratio for the current accident year, excluding the movement of claims reserves relating to previous accident years, and claims relating to major weather events.
<b>Deferred Annual Incentive Plan ("DAIP")</b>	For Executive Directors and certain members of senior management, at least 40% of the AIP award is deferred into shares typically vesting three years after grant. The remainder of the award is paid in cash following year-end.
<b>Direct own brands</b>	Direct own brands include Home and Motor under the Direct Line, Churchill and Privilege brands, Rescue under the Green Flag brand and Commercial under the Direct Line for Business brand.
<b>Earnings per share</b>	The amount of the Group's profit after deduction of the Tier 1 coupon payments allocated to each Ordinary Share of the Company.
<b>Employee Representative Body</b>	A forum that represents all employees, including when there is a legal requirement to consult employees.
<b>Expense ratio</b>	The ratio of operating expenses divided by net earned premium.
<b>Finance costs</b>	The cost of servicing the Group's external borrowings.
<b>Financial Conduct Authority ("FCA")</b>	The independent body that regulates firms and financial advisers.
<b>Financial Reporting Council</b>	The UK's independent regulator responsible for promoting high-quality corporate governance and reporting to foster investment.
<b>Gross written premium</b>	The total premiums from contracts that began during the period.
<b>Group</b>	Direct Line Insurance Group plc and its subsidiaries ("Direct Line Group" or the "Group").
<b>Incurred but not reported ("IBNR")</b>	Funds set aside to meet the cost of claims for accidents that have occurred but have not yet been reported to the Group. This includes an element of uplift on the value of claims reported.
<b>In-force policies</b>	The number of policies on a given date that are active and against which the Group will pay, following a valid insurance claim.
<b>Insurance liabilities</b>	This comprises insurance claims reserves and claims handling provision, which the Group maintains to meet current and future claims.
<b>International Accounting Standards Board ("IASB")</b>	A not-for-profit public interest organisation that is overseen by a monitoring board of public authorities. It develops IFRS standards that aim to make worldwide markets transparent, accountable and efficient.
<b>Investment income yield</b>	The income earned from the investment portfolio, recognised through the income statement during the period divided by the average assets under management ("AUM"). This excludes unrealised and realised gains and losses, impairments, and fair value adjustments. The average AUM derives from the period's opening and closing balances for the total Group. (See Appendix A – APM from page 194).