

# Trading Update for Q1 2020

Our vision is to create a world where insurance is personal, inclusive and a force for good.

In these difficult times our focus has been to protect our people, support our customers and do what we can to help the communities we serve.

**Range of measures costing approx. £70m being implemented to provide peace of mind to our stakeholders and those impacted by Covid-19**

## For our customers

Additional support with priority for urgent claims, vulnerable customers and NHS workers

## For our people

Protecting jobs and pay, with less than 1.5% of colleagues onsite for essential work

## For our communities

£3.5m Community Fund established to support local and national charities

## Building on our strengths

**+4.7%**

Growth in Gross Written Premium (GWP) compared with Q1 2019

**+5.6%**

Growth in GWP of direct own brands, supported by strong performance in Motor, Green Flag and Commercial compared with Q1 2019

**174%**

Maintained strong solvency capital ratio estimated as at 31 March 2020

Continue to progress on transformation agenda

**Darwin**

Darwin launched on Confused.com



**Direct Line**

Van and Tradesperson launched on Direct Line for Business



**GREEN FLAG**

Roll-out to start on a new Rescue claims system

## Supporting our customers



### Free rescue cover,

fast track claims and free home emergencies cover for NHS workers

### Flexibility

to provide extra value, with refunds for reduced use of certain motor and multi-trip travel policies

### Support

for those in financial difficulty, including payment deferrals and waiving cancellation fees

### Measures introduced

across every part of our business:

-  Motor
-  Home
-  Rescue
-  Commercial
-  Travel

## Protecting our people



### 9,000 people

moved to remote working with usual pay protected regardless of changes to working practices

### <1.5% of colleagues

in our offices fulfilling emergency claims roles and maintaining systems, observing social distancing

### All roles guaranteed

until Autumn 2020, giving colleagues certainty

### No Government support

from the furlough scheme

## Helping the communities we serve



### £3.5m Community Fund

established to support local and national charities, including:

- Support for vulnerable people
- Access to emergency essentials
- Bolstering our partnership with Mind

### Enabling colleagues

to volunteer for the NHS or Covid-19 community groups

### Supporting

our supply chain to ensure they can continue to serve our customers