

# Half Year Results 2020

Our vision is built around our customers, our people, our society and the planet and is supported by a clear strategy that has helped us adapt and thrive during this period.

Delivering value for all key stakeholders including shareholders

## For our customers

Offered extra value to all our customers and additional support to those in financial difficulty

## For our people

Moved to home working and rather than access Government support we protected salaries and roles

## For our communities

Supported key workers and society's most vulnerable households through our £3.5m Community Fund

Demonstrating resilience in the face of Covid-19

**£264.9m**

continued improvement in current-year profitability with a £264.9m operating profit, offset by a reduction in prior year reserve releases

**+2.0%**

growth in direct own brand gross written premium

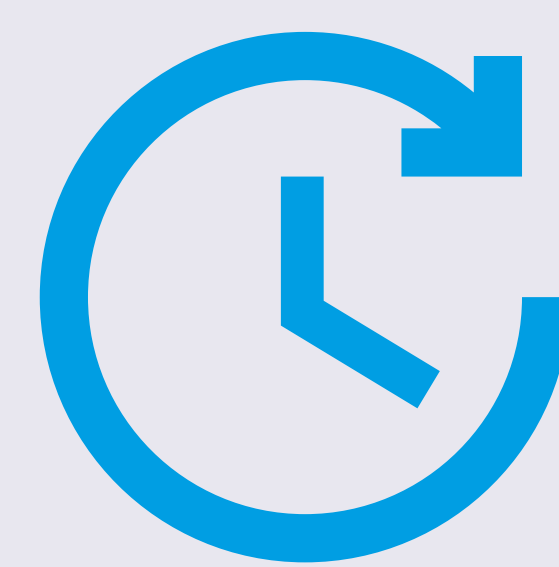
**192%**

solvency capital ratio after an interim dividend of 7.4 pence per share alongside a special interim dividend of 14.4 pence per share reflecting a catch up of the cancelled 2019 final dividend

On track with our technology transformation

**Darwin.**

Live on four Price Comparison Websites



A new travel claims 'triage' process is making claims processing 5 times faster



**GREEN FLAG**

Launched a new claims system and updated customer App enabling more claims being serviced digitally

## Supporting our customers

**Over 300k customers**

supported through payment deferrals, waiving cancellation fees and mileage refunds

**More than 10k**

travel insurance customers given refunds and 800 customers repatriated since Jan 2020

**Free Green Flag**

rescue cover, fast track claims and free home emergency cover for NHS workers

**Moved 9,000 people**

to work from home ahead of lockdown

**New telephony system**

rolled out a new telephony system to help with connectivity

**Over 92%**

of our people tell us they have a balanced home/work life\*

\* dialogue survey week 6

## Protecting our people

## Helping the communities we serve

**Contributed £3.6m** to the ABI Covid Support Fund

**Distributed £2.5m** to 200 charities, helping over 100,000 people

**Further £1m**

to go to communities to help them deal with Covid

**Commit to set Science Based Targets**

across all categories of our emissions

**Be a 100% carbon neutral business** by offsetting our emissions\*

**Task Force on Climate-related Financial Disclosures**

aim to be compliant by end of year

\* emissions under our control

## Looking after our Planet