

2020 Highlights



Claims teams take over 6,500 calls from customers helping to support them following Storm Ciara

Sign Social Mobility Pledge

New ad campaign launches for **Direct Line**



£3.5 million Community Fund launches, distributing £2 million in two weeks to charities supporting the most vulnerable

£2m
distributed in two weeks

Our Finance team delivers a new cloud-based Oracle accounting ledger and claims payment system

2020

January

Privilege offers full end-to-end motor insurance service on new platform, for both new business and renewal customers



March

Direct Line for Business rolls out new Van and Tradesperson products on its digital platform

Covid-19: The Group moves the majority of its operations to homeworking, guaranteeing usual pay regardless of whether individual working practices are affected

May



Green Flag refreshes "Green Flag Rescue Me" app allowing more claims to be serviced digitally

Our Travel team continues to settle claims for over 26,000 customers and repatriate over 900 customers stranded abroad

900+
travel insurance customers repatriated



Darwin live on four price comparison websites (“PCWs”)

Darwin

Migrates to a new mainframe platform as part of the Group’s technology transformation



Group becomes a 100% carbon-neutral business by investing in high social impact projects to offset our Scope 1, 2 and 3¹ emissions

Launch a new counter fraud operating system

Group successfully transitions a number of business areas to **agile ways of working**

450k+

customers benefit from support measures²



August

Group announces intention to set **Science-Based Targets** to strengthen our disclosures on tackling emissions

Strong Churchill new business growth, increased share of new business on PCWs across Motor and Home

churchill



October

Group announces new **diversity and inclusion targets** for improving Black, Asian and Minority Ethnic representation in senior leadership roles

New “Mileage MoneyBack” proposition offers Direct Line Motor customers a flexible approach to manage their car insurance



December

Task Force on Climate-related Financial Disclosures: Issue our first comprehensive disclosure on how the Group approaches climate change risks and opportunities



Find out more about our plans for 2021 in the Chief Executive Officer’s Review on pages 11 to 17

Notes:

1. Scope 3 emissions which are under our direct control – see page 61.
2. Payment deferrals, mileage refunds for motor customers, waiving cancellation fees and reducing cover.