

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

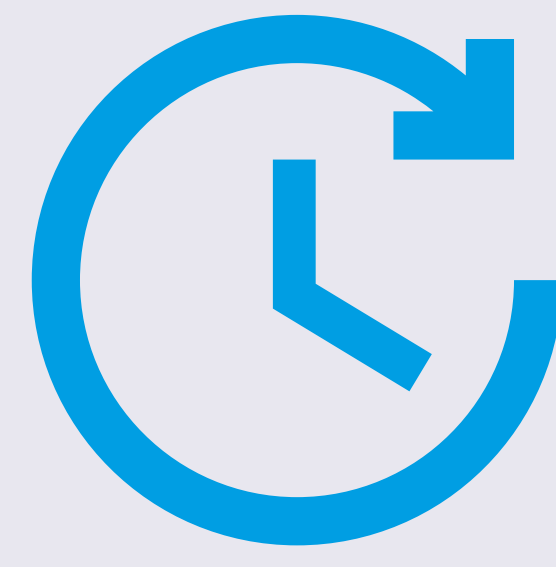
192%

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