

Preliminary Results 2020

Insurance that is personal,
inclusive and a force for good.

A year like no other where despite Covid we...

Delivered
good Trading

£522.1m

Operating profit

2.2%

Growth in direct own brands
in-force policies

91.0%

Combined operating ratio

Delivered
operational
milestones

**Motor is live on
our new platform**

for Churchill phone and Price
Comparison Website new
business



**Introduced agile
ways of working**

across our trading and change
areas to increase pace of
change and reduce cost



**Launched a new
property strategy**

to give our people more
flexibility and to support
agile ways of working



Delivered for our
Shareholders



Increased our dividend by

2.1%

to 14.7 pence per share

and commencing a

£100m

share buyback programme

Invested
£93 million

to support our customers,
our people and our
communities

Customers

450k+

customers supported
through a range of
measures and
further measures
in store in 2021



People

£350

of free shares for all
employees, and those
who aren't usually paid
bonuses or incentives
will also receive a
£400 bonus

Society

£7m+

donated to charities
last year and a
further £1.5m
for 2021



Stepped up
our plans

...to tackle climate change

69%

reduction in carbon
emissions (scope 1 and 2)*

* compared to 2013



45%

reduction
in energy
consumption*



100%

carbon neutral
via offsetting