



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

