

# Focused on retail personal and commercial insurance

**Following the sale of our brokered commercial business, we are fully focused on the areas in which we have the most expertise.**

Looking forward, we are now fully focused on retail personal lines and commercial small business customers where our brands, claims management and technology gives us the opportunity to outperform for our customers.

## Focused for the future

### Motability partnership

In September we welcomed over 700,000 Motability customers and brought on board 600 colleagues based in Liverpool.

*Read more on pages 15 and 52.*

### By Miles acquisition

As part of our drive to enable customers to pick the motor insurance cover that best suits them, we acquired By Miles, a company that harnesses vehicle data to provide real-time, pay-by-mile insurance policies.

*Read more on page 53.*

### Commercial direct

We are focused on using our expertise to the benefit of personal and commercial customers serviced through direct and PCW channels.

*Read more on pages 15 to 16.*



