

# About Aviva

We are one of the UK's leading Insurance, Wealth and Retirement businesses.  
We help 18.7 million customers in the UK, Ireland and Canada.

**£23.2 billion**

Paid out in benefits and claims  
to customers in 2022

**£358 billion**

Group assets under  
management (30/06/2023)

**#1 Trusted brand<sup>1</sup>**

UK General Insurance

**4.4 million**

Multi-product holding 2023

**Net Zero by 2040**

Our ambition to be Net Zero by 2040

**£7.8 billion**

Estimated solvency II  
shareholder surplus (30/06/23)

## Our scale and diversification are strategic advantages

We are focused on the UK, Ireland and Canada where we have market-leading positions. We are the only insurer in the UK able to meet the needs of customers at every stage of their lives.



### UK & Ireland Insurance, Wealth & Retirement (IWR)

We're the UK's largest life insurer,  
supporting over 11 million customers.



### UK & Ireland General Insurance

We're a leading insurer in both the  
UK and Ireland general insurance  
markets, providing insurance  
solutions to c.7 million customers.



### Canada General Insurance

Aviva Canada is number two in the  
market and offers a range of general  
insurance products.



### Aviva Investors

Global asset manager with  
expertise in real assets, multi  
assets, equities and credit.

## Aviva has been looking after customers for more than 325 years

We are deeply invested in our people, our customers, our society and the planet. We're here to be with people today, as well as working for a better tomorrow.

### People

#### Equal parental leave policy

UK: 6 months at full  
basic pay.

**38%**

Of women in senior  
leadership roles.

2023

### Customers

**£128m**

Total paid to our customers  
as part of our COVID  
health Pledge.

**6m**

Registered MyAviva users  
(+33% vs 2020).

2023

### Communities

**£25bn**

Investment in the UK  
economy over next 10 years.

**£9m**

Committed to Citizens Advice  
and Money Advice Trust.

### Planet

**43%**

Reduction in our operational  
carbon emissions (2022)  
against our 2019 baseline.

**£38m**

Donated to help restore  
Britain's temperate rainforests.

# Clear strategy and growth momentum for the future

The UK's go-to-brand across Insurance, Wealth and Retirement with leading franchises in Canada & Ireland... delivering for our customers, colleagues and shareholders.



## Customer

Go-to **customer brand** for Insurance, Wealth and Retirement.



## Growth

**Targeted, disciplined** and **profitable** growth.



## Efficiency

Top quartile efficiency with technology at the core.



## Sustainability

Leading on **Climate Action**, **Stronger Communities** and **Sustainable Business**.

“Aviva is delivering consistently strong and profitable growth. In the first half of 2023 we grew sales, operating profit and dividends for our shareholders. Our excellent trading momentum is a direct result of the decisions we have taken over the last three years to re-focus Aviva.

Aviva's performance and prospects have been transformed from just a few years ago. I remain confident and excited that there is so much more Aviva can and will achieve.”

Amanda Blanc, Group Chief Executive Officer, Aviva



## Half year 2023 financial performance

Operating profit <sup>2</sup>	UK & Ireland IWR VNB	General Insurance undiscounted COR	Solvency II shareholder cover ratio	2023 interim dividend
<b>£715m</b> +8% HY22 <sup>3</sup> : £661m	<b>£319m</b> +7% HY22: £297m	<b>94.8%</b> +1pp HY22 <sup>3</sup> : 93.8%	<b>202%</b> -10pp FY22: 212%	<b>11.1p</b> +8% HY22: 10.3p

## HY23: expect to exceed Group financial targets

<b>1</b> Cash remittances <b>&gt; £5.4bn</b> Cumulative target 2022-2024	<b>2</b> SII Operating own funds generation <b>£1.5bn</b> Per annum by 2024	<b>3</b> Gross cost reduction <sup>4</sup> <b>£750m</b> 2018-2024
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## Dividend guidance

<b>~33.4p</b> Total dividend per share for 2023	<b>~£915m</b> 2023 dividend cost
Low-to-mid single-digit growth in cash cost thereafter	

1. Aviva UK Brand & Advertising Tracker Q2 2022.

2. Reference to operating profit represents Group adjusted operating profit which is a non-GAAP Alternative Performance Measure and is not bound by the requirements of IFRS. Further details of this measure are included in the 'Other information' section of the 2023 half year results announcement.

3. The 2022 comparative results, which were previously prepared under IFRS 4, have been restated following the adoption of IFRS 17 from 1 January 2023, as described in note B2(a) in the 2023 half year results announcement.

4. Baseline controllable costs exclude strategic investment, cost reduction implementation, IFRS 17 and other costs not included in the 2018 cost savings target baseline.

For more information visit  
[aviva.com](https://www.aviva.com)

