

# About Aviva

We are the UK's leading Insurance, Wealth and Retirement business, helping 18.5 million customers across our core markets in the UK, Ireland and Canada.

**£30.2 billion**

paid out in benefits and claims to customers in 2021

**£401 billion**

total group assets under management (31/12/2021)

**Trusted Brand**

#1 UK insurance brand<sup>1</sup>

**Strong broker relationships**

#1 UK broker sentiment<sup>2</sup>

**Net Zero by 2040**

Our ambition is to be a Net Zero company by 2040

**£8.8 billion**

estimated Solvency II shareholder surplus (31/03/2022)

## Our core businesses - the breadth of Aviva is a key strategic advantage

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



### UK & Ireland Life

Wealth, retirement, protection, health, annuities and equity release products.



### UK & Ireland General Insurance

We protect homes, cars and holidays; we insure businesses against a wide range of risks.



### Canada General Insurance

We protect homes, cars and businesses of nearly 2.4 million customers.



### Aviva Investors

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

## Aviva has been looking after customers for 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

**60%**

of our graduate programme intake in 2021 were female

### Customers

**+60%**

brand consideration (+16pp vs. nearest competitor)

**5.7m**

MyAviva registrations<sup>3</sup>

### Society

**£4.3bn**

UK infrastructure & real estate investment  
2021

**£31.8m**

Pre-tax profits invested in communities helping over 2m people

### Planet

**£7.6bn**

Investment in green assets by the end of 2021

**WWF**

We have launched a climate-focused partnership with WWF to support local communities and ecosystems

# Clear strategy and plans to deliver Aviva's promise

The leading UK provider and go-to customer brand for all insurance, wealth and retirement solutions, with strong franchises in Canada and Ireland

## Growth

**Targeted growth capitalising on the structural opportunities** across Insurance, Wealth, Retirement Solutions & BPA

## Customer

Powering up the **Aviva brand**, **building engaging customer experience**, and leading with **customer centric innovation**

## Efficiency

**Simplifying and transforming our cost base**, and working towards **top quartile efficiency** for all businesses

## Sustainability

Leading commitments on **climate change**, **building stronger communities** and running ourselves as a **sustainable business**

**Unique market position - our diversified model gives Aviva a competitive advantage and allow us to serve customers across the full range of their needs.**

**We are well placed to capitalise on attractive structural growth opportunities.**

“ *First quarter trading was positive, and our performance shows the clear benefit of Aviva's business mix across insurance, wealth and retirement.*

*We remain very well positioned to benefit from the long term growth trends in our markets, and to meet our upgraded financial targets.* ”

**Amanda Blanc**, Group CEO, Aviva



## 2021 financial performance

Cash remittances <sup>4</sup>	Life new business sales <sup>4,5</sup>	GI GWP <sup>4</sup>	Costs <sup>4,6</sup>
<b>1.66bn</b> +22%	<b>36.7bn</b> +23%	<b>8.8bn</b> +6%	<b>2.86bn</b> -8% vs 2018

## Upgraded group targets

<b>1. Cash remittances</b>	<b>&gt; £5.4bn</b> Cumulative target 2022-2024	Increased from <b>&gt; £5bn</b> 2021-2023
<b>2. SII Operating own funds generation</b>	<b>£1.5bn</b> Per annum by 2024	New target
<b>3. Cost reduction<sup>7</sup></b>	<b>£750m<sup>8</sup></b> (£400 net <sup>9</sup> ) 2018-24	Increased from <b>£500m<sup>8</sup></b> (300m net <sup>9</sup> ) 2018-22

## Clear dividend guidance

	Cash cost	DPS	DPS growth
<b>2021</b>	~£830m	22.05p	+5%
<b>2022<sup>10</sup></b>	~£870m	~31.0p	~40%
<b>2023<sup>10</sup></b>	~£915m	~32.5p	~5%
<b>From 2023</b>	Low-to-mid single digit growth in DPS		

1. Aviva Brand Tracker 2021

2. GlobalData UK Commercial Broker Survey 2021

3. FY 2021

4. From continuing operations

5. References to sales represent present value of new business premiums (PVNBP)

6. Controllable costs excluding IFRS 17 & implementation costs

7. Controllable costs excluding cost reduction implementation, IFRS 17 costs and planned investment in growth

8. Gross of inflation

9. Net of inflation

10. For reference only, on the basis of the share consolidation ratio (as set out in the Circular to Shareholders published on 5 April and available here (the "Circular")), if Aviva were (in line with the updated dividend policy announced in the Aviva's 2021 full year results announcement (available here) (the "Results Announcement")) to pay (i) a dividend for the financial year ended 31 December 2022 of approximately £870 million, such dividend would be equivalent to approximately 31.0 pence per new ordinary share resulting from the share consolidation (as set out in the Circular) ("New Ordinary Share"), an increase of approximately 40 per cent from the 2021 dividend per share; and/or (ii) a dividend for the financial year ended 31 December 2023 of approximately £915 million, such dividend would be equivalent to approximately 32.5 pence per New Ordinary Share and growth of approximately 5 per cent. on the dividend for the financial year ended 31 December 2022 as set out above. These remain estimated dividends which are for guidance and subject to change. The Board has not approved or made any decision to pay any dividend in respect of any future period. For the avoidance of doubt, the estimated dividend figures published in the Results Announcement were calculated based on the illustrative share consolidation ratio published in the Results Announcement and, subject to unforeseen events, the share consolidation will proceed on the basis of the ratio set out above (and not on the basis of that earlier illustrative ratio)

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

