News Release

14 November 2024

Aviva plc Q3 2024 Trading Update

Another quarter of strong delivery and profitable growth

Capital position remains robust and resilient

Confident in achieving Group targets

General Insurance	Protection & Health	Wealth	Retirement	Solvency II
£9115m	**£403m**	**£7708m**	**£7276m**	**195%**
Premiums +15% [1,2]	Sales +22% [1]	Net flows +21%	Sales +67%	Cover ratio [3]
9M23: £8044m	9M23: £330m	9M23: £6373m	9M23: £4356m	HY24: 205%

Amanda Blanc, Group Chief Executive Officer, said:

"Our third quarter performance has been very strong. Trading continues to be extremely positive right across the business, underlining the strength of our consistent strategy and the significant benefits of Aviva's scale and diversification.

"Quarter after quarter, we are delivering consistently superior results and growing Aviva, particularly in the capital-light businesses. General insurance premiums are up 15%, and wealth net flows of £7.7bn are 21% higher reflecting continued growth in workplace pensions and strong demand from our financial adviser platform business. The bulk purchase annuity market remains very active and we have increased volumes, at good margins and disciplined capital usage, to £6.1bn.

"Aviva's large and growing customer base is a major advantage, contributing to our excellent performance. Over the last four years we have increased customer numbers by 1.2 million to 19.6 million. We now have five million UK customers with more than one policy and, as the UK's leading diversified insurer, the potential to grow this further is huge.

"Aviva is financially strong, trading well each quarter and has significant opportunities for further growth. We are confident about the outlook for the rest of 2024 and beyond, growing the dividend and achieving the Group's financial targets."

Another quarter of high-quality growth momentum

- General Insurance premiums up 15% to £9.1bn (9M23: £8.0bn).
- UK&I GI premiums up 18% to £5.7bn (9M23: £4.9bn) with 25% growth in personal lines and 11% growth in commercial lines, both balanced between continued strong new business and pricing actions to offset the inflationary environment.
- Canada GI premiums up 11% to £3.4bn (9M23: £3.2bn) with personal lines up 13% driven by pricing actions and strong new business growth. Commercial lines grew 8%.

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- Group undiscounted combined operating ratio (COR) of 96.8% (9M23: 96.3%). The underlying COR improvement as pricing actions taken continue to earn through was offset by elevated natural catastrophe events ('CATs') in Canada. Discounted COR of 92.8% (9M23: 92.5%).
- Protection sales were up 44% following the completion of the AIG UK protection ('AIG') acquisition in April and double-digit growth in Health in-force premiums [4].
- Wealth net flows of £7.7bn (9M23: £6.4bn) were up 21%, or 6% [5] of opening Assets Under Management ('AUM') reflecting strong growth in Adviser Platform and inflows in Succession Wealth and Direct Wealth.
- Retirement sales of £7.3bn (9M23: £4.4bn) were up 67% driven by higher BPA volumes of £6.1bn (9M23: £3.2bn). Retirement margin improved to 3.2% (9M23: 2.5%) as we maintain our disciplined focus on margins and capital allocation.

Unlocking competitive advantage of our customer franchise

- The unrivalled scale of our 19.6 million customer franchise is central to our strategy and growth story, as we continue to unlock both the scale and depth of our customer relationships. As we set out at our 'In Focus' briefing in October, our ambition is to reach more than 21 million customers, including 5.7 million UK customers with 2 or more Aviva policies by 2026. These ambitions underpin our confidence in the 2026 Group targets.
- Aviva's brand, the strong market position of our businesses, our strength in leadership and technical capabilities and the investments we continue to make are critical differentiators. They allow us to serve more of our customers' needs, transforming their experience and improving engagement. This means we are growing customer numbers and improving the depth of relationships, which is unlocking a unique competitive advantage of our diversified Group.
- We are delivering against this ambition with strong growth, particularly from our capital-light businesses. In Workplace we added 130 thousand customers and in UK motor increased policies in-force by 13%.
- Our customers are always a key priority and our focus is on supporting them when they need us, as we have shown in our response to a quarter of elevated CAT activity in Canada.

Robust solvency and liquidity positions

- Estimated Solvency II shareholder cover ratio remains robust at 195% (HY24: 205%).
- Our businesses continued to deliver strong operating capital generation, which in Q3 was sufficient to absorb the impact of exceptionally high Canada CATs and the solvency strain from strong Q3 BPA sales. In addition, economic impacts, mainly from falling interest rates, reduced the SII cover ratio by 3pp. After the interim dividend (-4pp) and completion of the Probitas acquisition (-3pp) the overall SII cover ratio reduced from 205% to 195% over the quarter.

- Solvency II debt leverage ratio of 29.5% (HY24: 31.1%) following the redemption of the €700m Tier 2 notes in July. In September we successfully completed a £500m Tier 2 debt tender and new issuance which was neutral to the debt leverage ratio.
- Centre liquidity (October 2024) of £1.7bn (Jul 24: £1.5bn), primarily reflecting payment of the interim dividend, remittances received and centre costs.

Confident outlook

- Strategic delivery and positive growth momentum continues. We are confident in achieving the Group targets outlined at our full year results presentation:
- Operating profit [6]: £2bn by 2026.
- Solvency II OFG: £1.8bn by 2026.
- Cash remittances: >£5.8bn cumulative 2024 to 2026.
- In General Insurance we continue to benefit from market-leading pricing sophistication and expect the underlying COR to improve as rating actions taken earn through. While the inflationary environment has improved, we remain focused on continuing to price appropriately for claims inflation.
- In our Health business we anticipate further growth in line with our ambition for double-digit growth in in-force premiums, with some moderation in Protection growth expected.
- In Wealth we expect our strong growth momentum to continue and we remain on track to meet our Wealth ambition of £280m of operating profit in 2027.
- We have written £7.8bn of BPA volumes in 2024 as of today's date and we do not expect this to increase materially over the remainder of the year. We have therefore met our three-year ambition of £15 billion to £20 billion across 2022-24.
- Our capital framework is unchanged. Our guidance for mid-single digit[7] growth in the cash cost of the dividend remains, alongside the intent to make regular and sustainable returns of capital.

Pages - of the release cover the Q3 2024 trading performance in further detail

Insurance, Wealth & Retirement (IWR) trading performance

Insurance

Sales

	9M24	9M23	% Change
Insurance (Protection & Health)	£403m	£330m	22%

VNB

	9M24	9M23	% Change
Insurance (Protection & Health)	£180m	£168m	8%

- Protection sales up 44% to £298m (9M23: £207m) reflecting completion of the AIG acquisition on 8 April. Excluding AIG, Protection sales were 5% lower driven by lower volumes in individual protection.
- Continued momentum in Health with double-digit growth in in-force premiums versus the prior year. Sales were 15% lower at £105m (9M23: £123m), as expected, as a result of a strong prior year performance in corporate following the exit of another provider from the market.
- Value of new business (VNB) was 8% higher reflecting sales growth.

Wealth

Net Flows

	9M24	9M23	% Change
Wealth	£7708m	£6373m	21%
Of which: workplace	£5226m	£5114m	2%
Of which: platform	£3072m	£1744m	76%
Of which: individual pensions	-£590m	-£485m	-22%

Assets under management

	30 Sep 2024	30 Jun 2024	% Change
Wealth	£192bn	£186bn	3%
Of which: workplace	£124bn	£121bn	3%
Of which: platform	£57bn	£55bn	3%
Of which: individual pensions	£11bn	£10bn	1%

- Net flows of £7.7bn (9M23: £6.4bn) were up 21% representing 6%[5] of opening AUM underpinned by continued growth in Workplace and strong performance in Platform.
- Workplace net flows were up 2% to £5.2bn (9M23: £5.1bn) with 358 new schemes won year to date. Strong increments from the impact of wage inflation on employee contributions and increased pensions consolidation activity were partly offset by elevated outflows.
- Platform net flows were up 76% to £3.1bn (9M23: £1.7bn) primarily driven by an excellent performance in Adviser Platform as well as growth in Direct Wealth following the re-launch of the proposition.

Retirement

Sales

	9M24	9M23	% Change
Retirement (Annuities & Equity Release)	£7276m	£4356m	67%

VNB

	9M24	9M23	% Change
Retirement (Annuities & Equity Release)	£234m	£110m	113%

- Retirement sales were up 67% to £7.3bn (9M23: £4.4bn) primarily driven by higher BPA volumes of £6.1bn (9M23: £3.2bn) across 59 deals.
- Individual Annuity sales were up 13% to £957m (9M23: £847m) as a result of sustained customer demand in the higher interest rate environment while Equity Release sales were lower reflecting contraction of the market.
- VNB for Retirement of £234m (9M23: £110m) more than doubled, reflecting higher volumes and improved margins (of 3.2%).

Ireland

- Sales up 45% to £1.9bn (9M23: £1.3bn) due to significant sales growth in its wealth business. VNB of £34m (9M23: £26m) was up 28% reflecting sales growth.

General Insurance GWP and COR

GWP

Personal lines

	9M24	9M23	Sterling % Change
UK	£2707m	£2147m	26%
Ireland	£165m	£152m	9%
Canada	£2129m	£1953m	9%
Total	**£5001m**	**£4252m**	**18%**

Commercial lines

	9M24	9M23	Sterling % Change
UK	£2648m	£2390m	11%
Ireland	£210m	£195m	8%
Canada	£1256m	£1207m	4%
Total	**£4114m**	**£3792m**	**8%**

Total

	9M24	9M23	Sterling % Change
UK	£5355m	£4537m	18%
Ireland	£375m	£347m	8%
Canada	£3385m	£3160m	7%
Total	**£9115m**	**£8044m**	**13%**

COR

Discounted COR

	9M24	9M23	Change (percentage points)
UK	91.40%	92.80%	-1.4 pp
Ireland	85.10%	89.70%	-4.6 pp
Canada	95.60%	92.40%	3.2 pp
Total	**92.80%**	**92.50%**	**0.3 pp**

Undiscounted COR

	9M24	9M23	Change (percentage points)

UK	95.20%	96.10%	-0.9 pp	
Ireland	89.80%	96.00%	-6.2 pp	
Canada	100.00%	96.70%	3.3 pp	
Total	**96.80%**	**96.30%**	**0.5 pp**	

Overall

- Premiums up 15% (13% in reported currency) to £9.1bn (9M23: £8.0bn) with double-digit growth in personal lines. Canada delivered growth of 11% (7% in reported currency), and the UK delivered growth of 18%.
- Undiscounted COR was 0.5pp higher at 96.8% (9M23: 96.3%). The UK COR was 95.2%, while the Canadian COR of 100.0% reflects the impact of CATs in Q3. Discounted COR was 92.8% (9M23: 92.5%).

UK & Ireland

- UK personal lines premiums were up 26% to £2707m (9M23: £2147m), driven by 43% growth in Retail, namely Aviva Zero and PCW new business. Retail growth included an increase in Motor policy count of 13% this calendar year.
- UK commercial lines growth of 11% was driven by strong retention in mid-market and new business in specialty as well as continued positive rating increments. Commercial lines premiums included 12% growth in SME and 9% growth in Global Corporate & Specialty (GCS) which now includes Probitas.
- UK undiscounted COR for Q3 YTD was 95.2% (9M23: 96.1%) primarily due to strong underwriting actions and profitable growth. Discounted COR was 91.4% (9M23: 92.8%).
- Ireland premiums were up 11% in constant currency reflecting strong rate and new business growth in both personal and commercial lines. The undiscounted COR was 89.8% (9M23: 96.0%) reflecting improved underlying performance and a material favourable prior year development following a court ruling concerning Ireland's personal injury reforms.

Canada

- Personal lines premiums were up 13% (9% in reported currency) driven by strong new business and rate actions in auto and property along with strong retention on the existing book.
- Commercial lines premiums were up 8% (4% in reported currency), with the business benefitting from strong retention and new business growth in GCS.
- Undiscounted COR of 100.0% (9M23: 96.7%) reflecting the impact of the severe Q3 weather which included four large CATs, partly offset by the benefit from the earn through of strong pricing actions taken.

- We have booked estimated claims costs relating to the CAT activity across Canada in Q3, broadly in-line with our market share. This relates to a number of storm, hail, wildfire and flooding events across Ontario, Alberta and Quebec. As a result, the Canadian undiscounted COR for discrete Q3 was 110.0% (9M23: 104.1%).

Aviva Investors net flows and assets under management (AUM)

Net flows

	9M24	9M23	% Change
Aviva Investors	-£1716m	-£2058m	17%
Of which: external assets	£580m	£498m	16%
Of which: internal assets	-£1310m	-£1254m	-4%
Of which: strategic actions	-£986m	-£1302m	24%

Assets under management

	30 Sep 2024	30 Jun 2024	% Change
Aviva Investors	£238m	£234m	2%

- Total net outflows of £1.7bn mainly driven by £1.3bn net outflows from internal assets (including £5.1bn expected run-off from our Heritage portfolio mitigated by net inflows from our Workplace and BPA businesses) and £1.0bn of strategic actions reflecting outflows from clients previously part of the Group.
- External net inflows were £0.6bn benefitting from strong performance in multi-asset and fixed income.
- Liquidity flows remain strong, reflecting positive performance with net inflows of £4bn year to date.
- Assets under management grew by 2% to £238bn primarily reflecting the impact of market movements and strong flows into Liquidity strategies.

International Investments

- Sales of £1,169m (9M23: £1614m) were 28% lower following the completion of the exit from our Singapore joint venture on 18 March. VNB of £43m (9M23: £65m) was 34% lower.
- Excluding Singapore, sales were 17% lower, predominantly driven by China due to elevated demand in the prior period.

Capital and centre liquidity

Solvency II shareholder cover ratio

- The estimated Solvency II shareholder cover ratio remains robust at 195% (HY24: 205%).

- Our businesses continued to deliver strong operating capital generation, which in Q3 was sufficient to absorb the impact of exceptionally high Canada CATs and the solvency strain from strong Q3 BPA sales. In addition, economic impacts, mainly from falling interest rates, reduced Solvency II cover ratio by 3pp. After the interim dividend (-4pp) and completion of the Probitas acquisition (-3pp) the overall Solvency II cover ratio reduced from 205% to 195% over the quarter.

Movements in Q324

Solvency II shareholder position[8]

	30 Jun 2024	Total capital generation	Dividends	M&A	30 Sep 2024
Own Funds	£15.9bn	£0.1bn	-£0.3bn	-£0.2bn	15.6bn
SCR	-£7.8bn	-£0.2bn	—	—	-£8.0bn
Surplus	£8.2bn	-£0.1bn	-£0.3bn	-£0.2bn	£7.6bn
Solvency II cover ratio (%)	205%	-3 pp	-4 pp	-3 pp	195%

Solvency debt leverage ratio and centre liquidity

- Solvency II debt leverage ratio of 29.5% (HY24: 31.1%) following the redemption of the €700m Tier 2 notes in July. In September we successfully completed a £500m Tier 2 debt tender and new issuance which was neutral to the debt leverage ratio.
- Centre liquidity remains strong at £1.7bn as at the end of October 2024 (Jul 2024: £1.5bn), primarily reflecting payment of the interim dividend, remittances received and centre costs.

Appendix

Q3 discrete quarter information

IWR present value of new business premiums (PVNBP)

	Q324	Q323	Sterling % change
Insurance (Protection & Health)	£987m	£653m	51%
Wealth & Other	£6506m	£5679m	15%
Retirement (Annuities & Equity Release)	£4240m	£1133m	274%
Ireland	£671m	£461m	46%
Insurance, Wealth & Retirement (IWR)	**£12404m**	**£7926m**	**57%**

IWR value of new business (VNB)

	Q324	Q323	Sterling % change
Insurance (Protection & Health)	£67m	£50m	36 %
Wealth & Other	£41m	£48m	-16 %
Retirement (Annuities & Equity Release)	£129m	£36m	262 %
Ireland	£12m	£8m	42 %
Insurance, Wealth & Retirement (IWR)	**£249m**	**£142m**	**75 %**

Annual premium equivalent (APE)

	Q324	Q323	Sterling % change
Individual Protection	£54m	£39m	37%
Group Protection	£40m	£31m	35%
Health	£38m	£37m	1%
Protection & Health APE total	**£132m**	**£107m**	**24%**

Wealth and Aviva Investors net flows

	Q324	Q323	Sterling % change
Wealth	£2739m	£2078m	32%
Of which : Workplace	£1735m	£1744m	-1%
Of which : Platform	£1208m	£503m	140%
Of which : Individual Pensions	-£204m	-£169m	-21%

Aviva Investors	£25m	-£1557m	102%
Of which : external assets	£290m	£308m	-6%
Of which : internal assets	£131m	-£1376m	110%
Of which : strategic actions	-£396m	-£489m	19%

General Insurance GWP and COR

GWP

Personal lines

	Q324	Q323	Sterling % change
UK	£896m	£758m	18%
Ireland	£62m	£54m	15%
Canada	£784m	£730m	7%
Total	**£1742m**	**£1542m**	**13%**

Commercial lines

	Q324	Q323	Sterling % change
UK	£899m	£796m	13%
Ireland	£64m	£57m	11%
Canada	£405m	£375m	8%
Total	**£1368m**	**£1228m**	**11%**

Total

	Q324	Q323	Sterling % change
UK	£1795m	£1554m	16%
Ireland	£126m	£111m	13%
Canada	£1189m	£1105m	8%
Total	**£3110m**	**£2770m**	**12%**

Canada total GWP up 12% in constant currency (personal lines up 12% and commercial lines up 13%).

Undiscounted COR

Total

	Q324	Q323	Sterling % change
UK	93.10%	95.70%	-2.6 pp
Ireland	92.30%	98.00%	-5.7 pp
Canada	110.00%	104.10%	5.9 pp
Total	**99.50%**	**99.30%**	**0.2 pp**

Q3 year to date information

IWR present value of new business premiums (PVNBP)

	9M24	9M23	Sterling % change
Insurance (Protection & Health)	£2828m	£2143m	32%
Wealth & Other	£20133m	£17723m	14%
Retirement (Annuities & Equity Release)	£7276m	£4356m	67%
Ireland	£1900m	£1308m	45%
Insurance, Wealth & Retirement (IWR)	**£32137m**	**£25530m**	**26%**

IWR value of new business (VNB)

	9M24	9M23	Sterling % change
Insurance (Protection & Health)	£180m	£168m	8%
Wealth & Other	£172m	£157m	10%
Retirement (Annuities & Equity Release)	£234m	£110m	113%
Ireland	£34m	£26m	28%
Insurance, Wealth & Retirement (IWR)	**£620m**	**£461m**	**35%**

Footnotes

1 Sales for Insurance, Wealth & Retirement (IWR) and for Retirement (Annuities and Equity Release) refers to Present Value of New Business Premiums (PVNBP). Sales for Insurance (Protection and Health) refers to Annual Premium Equivalent (APE). Premiums for General Insurance refer to gross written premiums (GWP). The first instance of each reference has been footnoted. However, this footnote applies to all such references in this announcement. PVNBP, APE and GWP are Alternative Performance Measures (APMs) and further information can be found in the 'Other information' section of the Aviva plc Half Year Report 2024.

2 All Group, UK&I and Canada General Insurance GWP movements are quoted in constant currency unless otherwise stated.

3 Solvency II shareholder cover ratio is the estimated Solvency II shareholder cover ratio at 30 September 2024.

4 Health in-force premiums represents the total premiums attributable to Health policies in-force

5 Net flows annualised as a percentage of opening assets under management.

6 Reference to operating profit represents Group adjusted operating profit which is a non-GAAP

7 Estimated dividends are for guidance and are subject to change. The Board has not approved or

8 Rounding differences apply.

Notes to editors

- All figures have been translated at average exchange rates applying for the year, with the exception of the capital position which is translated at the closing rates on 30 September 2024. The average rates employed in this announcement are 1 euro = £0.85 (9M23: 1 euro = £0.87) and CAD$1 = £0.58 (9M23: CAD$1 = £0.60). Where percentage movements are quoted on a constant currency basis, this is calculated by applying current year to date average exchange rates to prior year.
- Growth rates in this announcement have been provided in sterling terms unless stated otherwise.
- All percentages, including currency movements, are calculated on unrounded numbers so minor rounding differences may exist.
- Throughout this Trading Update we use a range of financial metrics to measure our performance and financial strength. These metrics include Alternative Performance Measures (APMs), which are non-GAAP measures that are not bound by the requirements of IFRS and Solvency II. A complete list and further guidance in respect of the APMs used by the Group can be found in the 'Other information' section of the Half Year Report 2024.
- We are the UK's leading diversified insurer and we operate in the UK, Ireland and Canada. We also have international investments in India and China.
- We help our 19.6 million customers make the most out of life, plan for the future, and have the confidence that if things go wrong we'll be there to put it right.
- We have been taking care of people for more than 325 years, in line with our purpose of being 'with you today, for a better tomorrow'. In 2023, we paid £25.6 billion in claims and benefits to our customers.
- In 2021, we announced our ambition to become Net Zero by 2040, the first major insurance company in the world to do so. We are aiming to have Net Zero carbon emissions from Aviva's operations and supply chain by 2030. While we are working towards our sustainability ambitions, we recognise that while we have control over Aviva's operations and influence on our supply chain, when it comes to decarbonising the economy in which we operate and invest, Aviva is one part of a far larger global ecosystem. There are also limits to our ability to influence other organisations and governments. Nevertheless, we remain focused on the task and are committed to playing our part in the collective effort to enable the global transition. Find out more about our climate goals at www.aviva.com/sustainability/climate and our sustainability ambition and action at www.aviva.com/sustainability
- Aviva is a Living Wage, Living Pension and Living Hours employer and provides market-leading benefits for our people, including flexible working, paid carers leave and equal parental leave. Find out more at www.aviva.com/about-us/our-people
- As at 30 June 2024, total Group assets under management at Aviva Group were £398 billion and our estimated Solvency II shareholder capital surplus as at 30 September 2024 was £7.6 billion. Our shares are listed on the London Stock Exchange and we are a member of the FTSE 100 index.
- For more details on what we do, our business and how we help our customers, visit www.aviva.com/about-us

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Enquiries

Investor contacts

Greg Neilson
+44(0) 7800 694 564

Joel von Sternberg
+44(0) 7384 231 238

Michael O'Hara
+44(0) 7387 234 388

Media Contacts
Andrew Reid
+44(0) 7800 694 276

Sarah Swailes
+44(0) 7800 694 859

Marion Fischer
+44(0) 7800 693 219

Timings

Analyst conference call:
0830 hrs GMT

https://www.aviva.com

Cautionary statement

This document should be read in conjunction with the documents distributed by Aviva plc (the 'Company' or 'Aviva') through The Regulatory News Service (RNS).This announcement contains (and we may make other verbal or written) 'forward-looking statements' with respect to certain of Aviva's plans and current goals and expectations relating to future financial condition, performance, results, strategic initiatives and objectives (including, without limitation, climate and other sustainability-related plans and goals). Statements containing the words 'believes', 'intends', 'expects', 'projects', 'plans', 'will', 'seeks', 'aims', 'may', 'could', 'outlook', 'likely', 'target', 'goal', 'guidance', 'trends', 'future', 'estimates', 'potential', 'objective', 'predicts', 'ambition' and 'anticipates', and words of similar meaning, are forward-looking. By their nature, all forward-looking statements involve risk and uncertainty. Accordingly, there are or will be important factors that could cause actual results to differ materially from those indicated in these statements. Aviva believes factors that could cause actual results to differ materially from those indicated in forward-looking statements in the announcement include, but are not limited to: the impact of ongoing uncertain conditions in the global financial markets and the national and international political and economic situation generally (including those arising from the escalation of Russia-Ukraine and Israel-Palestine/Lebanon conflicts into wider regional conflicts); market developments and government actions; the effect of credit spread volatility on the net unrealised value of the investment portfolio; the effect of losses due to defaults by counterparties, including potential sovereign debt defaults or restructurings, on the value of our investments; the impact of changes in short or long-term interest rates and inflation reduce the value or yield of our investment portfolio and impact our asset and liability matching; the impact of changes in equity or property prices on our investment portfolio; fluctuations in currency exchange rates; the effect of market fluctuations on the value of options and guarantees embedded in some of our life insurance products and the value of the assets backing their reserves; the amount of allowances and impairments taken on our investments; the effect of adverse capital and credit market conditions on our ability to meet liquidity needs and our access to capital; changes in, or restrictions on, our ability to initiate capital management initiatives; changes in or inaccuracy of assumptions in pricing and reserving for insurance business (particularly with regard to mortality and morbidity trends, lapse rates and policy renewal rates), longevity and endowments; a cyclical downturn of the insurance industry; the impact of natural and man-made catastrophic events (including pandemics) on our business activities and results of operations; the transitional, litigation and physical risks associated with climate change; failure to understand and respond effectively to the risks associated with sustainability; our reliance on information and technology and third-party service providers for our operations and systems; the impact of the Group's risk mitigation strategies proving less effective than anticipated, including the inability of reinsurers to meet obligations or unavailability of reinsurance coverage; poor investment performance of the Group's asset management business; the withdrawal by customers at short notice of assets under the Group's management; failure to manage risks in operating securities lending of Group and third-party client assets; increased competition in the UK and in other countries where we have significant operations; regulatory approval of changes to the Group's internal model for calculation of regulatory capital under the UK's version of Solvency II rules; the impact of recognising an impairment of our goodwill or intangibles with indefinite lives; changes in valuation methodologies, estimates and assumptions used in the valuation of investment securities; the effect of legal proceedings and regulatory investigations; the impact of operational risks, including inadequate or failed internal and external processes, systems and human error or from external events and malicious acts (including cyber attack and theft, loss or misuse of customer data); risks associated with arrangements with third parties, including joint ventures; our reliance on third-party distribution channels to deliver our products; funding risks associated with our participation in defined benefit staff pension schemes; the failure to attract or retain the necessary key personnel, including quality financial advisers; the failure to act in good faith, resulting in customers not achieving good outcomes and avoiding foreseeable harm; the effect of systems errors or regulatory changes on the calculation of unit prices or deduction of charges for our unit-linked products that may require retrospective compensation to our customers; the effect of a decline in any of our ratings by rating agencies on our standing among customers, broker-dealers, agents, wholesalers and other distributors of our products and services; changes to our brand and reputation; changes in tax laws and interpretation of existing tax laws in jurisdictions where we conduct business; changes to International Financial Reporting Standards relevant to insurance companies and their interpretation; the inability to protect our intellectual property; the effect of undisclosed liabilities and other risks associated with our business disposals; and other uncertainties, such as diversion of management attention and other resources, relating to recent and future acquisitions, combinations or disposals within relevant industries; the impact of exposure to Lloyds related risks following the acquisition of Probitas, including dependence on Lloyd's credit rating, solvency position and the maintenance of Lloyd's own licence and approvals to underwrite business and commitment to certain financial and operational obligations, including to make contributions to funds at Lloyd's; the policies, decisions and actions of government or regulatory authorities in the UK, the EU, the US, Canada or elsewhere, including changes to and the implementation of key legislation and regulation (for example, FCA Consumer Duty and Solvency II). Please see Aviva's most recent Annual Report and Accounts for further details of risks, uncertainties and other factors relevant to the business and its securities.

Aviva undertakes no obligation to update the forward-looking statements in this announcement or any other forward-looking statements we may make. Forward-looking statements in this report are current only as of the date on which such statements are made.

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Registered office
80 Fenchurch Street
London
EC3M 4AE