Deloitte.



High Performing Partnerships

SCOTT WHEATLEY – GLOBAL LEAD CLIENT SERVICE PARTNER

AVIVA


McLaren
RACING
Deloitte.
OFFICIAL PARTNER

One Aviva

Aviva: Public

One Agenda. Support where it matters.

Deloitte.



Growth

Accelerating growth in capital-light businesses and disciplined growth in Retirement.



Customer

Growing our customer base, serving more needs and transforming experience.



Efficiency

Driving operating leverage and transforming with data and artificial intelligence.



Sustainability

Committed to climate and social actions, and being a sustainable business.

Aviva: Public

Three behaviours define a high-performing partnership with Aviva

Deloitte.

Shared ambition

- A shared mission, set of objectives and definition of success
- A genuine ‘one team’ mindset
- Clear roles that play to each partner’s strengths

Trusted relationship

- Open, honest and authentic communication
- Mutual care, respect and celebrating success
- Trust to challenge each other constructively

Better together

- Regular reflection on what’s working and what isn’t
- Openness to feedback, learning and adapting
- Continually looking for ways to improve how we work and invest in our partnership – challenge to bring our new A game

Aviva: Public

Quarterly Results: Making an Impact that Matters

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"Today, we are 66% capital-light, and we are on track to push that past 70% with Direct Line"

"We are transforming with AI. With a greater opportunity than most insurers"

Pride

"We are making very good progress with the integration of Direct Line"

"Most importantly, it's a capability that we can reuse across IWR and beyond"

"[We are] well on track to deliver the financial benefits of the acquisition"

"[We have] halved medical-underwriting review time and reduced Direct Wealth call-wrap times by 20%"

"We are moving at speed on the integration of Direct Line, which is critical to our ambitions"

Aviva: Public