

About Aviva

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 to meet the needs of customers at every stage of their lives.

£30.6 billion

paid out in benefits and claims to customers in 2020

£535 billion

total group assets under management (31/12/20)

18 million

customers in our core markets (UK, Canada, Ireland) in 2020

5 million

MyAviva registered customers (UK, FY20)

Net Zero by 2040

Our plan to be a Net Zero carbon emissions company by 2040

£12.5 billion

estimated Solvency II shareholder surplus (31/03/21)

Our core businesses

We offer a wide range of insurance and savings products which help people to protect what's important and save for a more comfortable future.



UK & Ireland Life

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



UK & Ireland General Insurance

We protect homes, cars and holidays; we insure businesses against flooding and cybercrime.



Canada General Insurance

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



Aviva Investors

We provide a range of asset management solutions to our institutional, wholesale and retail clients.

Find out more on [how we're organised](#).

Aviva has been looking after customers for more than 320 years

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

People	Customers	Communities	Planet
<p>Equal parental leave policy UK: 6 months at full basic pay</p>	<p>50% of Aviva-owned UK customer journeys digitised and automated (2020)</p>	<p>£43 million charitable donations to help the community during COVID-19</p>	<p>£10bn of assets from auto-enrolment default funds and other policyholder funds into low carbon strategies by end 2022</p>
<p>80% of employees would recommend Aviva to friends & family as a great place to work (2020)</p>	<p>Increase in customer advocacy +11.5 net promoter score in 2020</p>	<p>5.1m people helped, thanks to a total of £54.5m community investment in 2020</p>	<p>66% reduction globally in our carbon emissions since 2010</p>

Our strategy

Focus the portfolio

- ✔ Selling eight non-core businesses which will generate total cash proceeds of £7.5 billion once completed
- ✔ This successfully concludes the planned refocus of the Group's portfolio

Transform performance

- ✔ Delivering robust performance and growth in targeted areas
- ✔ Reinvigorated leadership team and culture
- ✔ Increased ambition to be UK Financial Services leader on sustainability

Financial strength

- ✔ We are delivering on our debt reduction plan, reducing it by £1.9bn in H121
- ✔ Sustainable and resilient dividend policy, aligned to Core markets
- ✔ 21p per share 2020 dividend
- ✔ Excess capital to be returned to shareholders

Find out more information about [Aviva strategy](#).

“We made very good progress in the first quarter of 2021. We concluded the refocus of our portfolio, selling eight non-core businesses which will generate total cash proceeds of £7.5bn once completed.

We are now focused on improving the growth and profitability of our businesses in the UK, Ireland, Canada and Aviva Investors. We are pleased with the growing momentum in key areas, such as Savings & Retirement and General Insurance, as we capitalise on our leading market positions.

Our positive trading performance in the first quarter of 2021 reinforces our confidence in the targets we announced earlier this year. We remain sharply focused on further improving performance, recognising we still have much more to do, to deliver strong returns for our shareholders.”

Amanda Blanc
Group CEO, Aviva



Financial performance

Solvency II shareholder cover ratio (31/03/2021)

209%

Group operating profit (FY20)

£3,161 million

Core markets operating profit (FY20)

£2,492 million

Total 2020 dividend

21p

Financial targets

Cash remittances from Core

£1.8 billion

2023

>£5 billion

cumulative 2021-23

Operating efficiency

£300 million

net savings from Core by end of 2022

Top quartile

efficiency across all businesses

Leverage ratio

<30%

Solvency II debt leverage ratio