

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 able 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

£522 billion

total group assets under management (30/06/21)

18 million

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

5.5 million

Total MyAviva registered customers (UK, Q321)

Net Zero by 2040

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

£12.0 billion

estimated Solvency II shareholder surplus (30/06/21)

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

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 society and the planet. We're here to be with people today, as well as working for a better tomorrow.

People	Customers	Society	Planet
<p>Equal parental leave policy UK: 6 months at full basic pay</p>	<p>65% of UK motor claims processed digitally (personal lines, HY21)</p>	<p>£10bn investment committed to UK infrastructure and real estate by 2023</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>+20% Aviva is ranked #1 for brand consideration in the UK, +20% vs nearest competitors (at 30/10/2021)</p>	<p>WWF We have launched a climate-focused partnership with the World Wildlife Fund in 2021</p>	<p>76% reduction globally in our carbon emissions since 2010 (at 31/12/20)</p>

Our strategy

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

Focus the portfolio

- ✓ Substantially complete with **8 businesses sold for £7.5bn**
- ✓ Completed disposals of **French, Italian GI** and **Turkish** businesses
- ✓ Remaining completions **expected by end of 2021**
- ✓ **Retained strategic investments** in China, India and Singapore

Transform performance

- ✓ Cash remittances **up significantly to £1.1bn¹ (Q321)**
- ✓ Record inflows in **Savings & Retirement**; highest premiums in **General Insurance** for a decade; **Bulk annuity** volumes accelerated sharply in the third quarter **(Q321)**
- ✓ **Controllable costs down 2%² and on target to deliver £300m cost reduction in 2022 (Q321)**
- ✓ **Strong and experienced leadership team** now in place **(Q321)**
- ✓ **On track** to meet our **financial targets and commitments (Q321)**

Financial strength

- ✓ Interim dividend up **5% to 7.35p (HY21)**
- ✓ **Debt reduction of £1.9bn in H1** and **c.£1bn additional debt reduction** expected **(HY21)**
- ✓ **At least £4bn of capital to be returned** to shareholders **by HY 2022** (subject to regulatory and shareholder approvals, completion of disposals and market conditions) **(HY21)**
- ✓ **c.£450m** of the **£750m share buyback** already successfully completed **(Q321)**

“ Aviva has delivered strong performance in the first nine months. Record inflows in Savings & Retirement and excellent growth in General Insurance support our confidence in Aviva’s growth potential.

We continue to make excellent and rapid strategic progress, right across Aviva. The completion of disposals in France and Italy GI since the half year are significant milestones as we deliver a radically simplified and refocused Aviva. We look forward with confidence. We expect the good trading momentum to continue in the fourth quarter, and we remain on track to meet or exceed our cash and cost saving targets.”

Amanda Blanc
Group CEO, Aviva



Financial performance

Solvency II shareholder cover ratio (30/09/2021)

215%

Adjusted operating profit¹ (HY21)

£725 million

2021 Interim dividend

7.35p

Financial targets

Cash remittances¹

£1.8 billion

2023

>£5 billion

cumulative 2021-23

Operating efficiency

£300 million

On track to deliver net savings from continuing operations in 2022

Top quartile

Pursuing efficiency across all businesses¹

Leverage ratio

<30%

Solvency II debt leverage ratio

£1.1bn

Q321

Controllable costs² down 2%

Q321

28%

Q321

¹ From continuing operations

² From continuing operations, excluding cost reduction implementation and IFRS 17 costs