

About Aviva

We aim to earn customers' trust as the best place to save for the future, navigate retirement and insure what matters most to them.

£33.2 billion

paid out in benefits and claims to customers in 2019

£522 billion

total group assets under management (HY20)

over 33 million

customers in 2019

27 million

2020 UK customer logins to MyAviva (at Q320)

£6 billion

invested in green assets since 2015 (eg green bonds, solar & wind)

£11.8 billion

solvency II capital surplus (Q320)

Our portfolio of 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

We protect homes, cars, businesses.



Aviva Investors

We bring broad and deep asset management expertise across all major asset classes.



Continental Europe

Our businesses in France, Italy, Poland and Turkey offer insurance, savings, investment and protection products.



Asia

We operate in China, Vietnam and Singapore.

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</p> <p>UK: 6 months at full basic pay</p>	<p>56% of claims online</p> <p>UK Direct Motor and Home (HY20)</p>	<p>£40 million</p> <p>To help the community during COVID-19</p>	<p>UN Net Zero Owner Alliance</p> <p>signed in 2019</p>
<p>80%</p> <p>of employees would recommend Aviva to friends & family as a great place to work (2020)</p>	<p>Increase in customer satisfaction</p> <p>+14 net promoter score in 2019</p>	<p>9,800</p> <p>community projects supported since 2015</p>	<p>66%</p> <p>reduction globally in our carbon emissions since 2010</p>

Our strategy

We will focus Aviva on our strongest businesses in the UK, Ireland and Canada and aim to be the UK's leading insurer.

**Focus the
portfolio**

**Transform
performance**

**Financial
strength**

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

“We must transform our performance and improve our efficiency. This requires great customer service, stronger innovation and better use of our brand. Our transformation will be underpinned by continuing to manage our balance sheet prudently.

I am confident that we have many of the ingredients to make Aviva a winner.”

Amanda Blanc
CEO of Aviva



Financial performance

Operating profit
£1,225 million
(HY20)

Solvency II ratio
195%
(Q320)

Financial targets

SII return
on equity
12%
(by 2022)

Operating capital
generation
c. £7.5bn
(2019-2022 net of interest
and centre costs)

Cash
inflows
£8.5-9.0bn
(2019-22)

Debt leverage
**<30% SII debt
leverage**
Likely to exceed £1.5bn debt
reduction target by end 2022

Cost
reduction
£300m
net savings from core
markets by 2022