

Aviva plc

Annual General Meeting, 4 May 2011



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Colin Sharman
Chairman

Aviva plc

Annual General Meeting, 4 May 2011



Andrew Moss

Group Chief Executive

2010: A successful year for Aviva

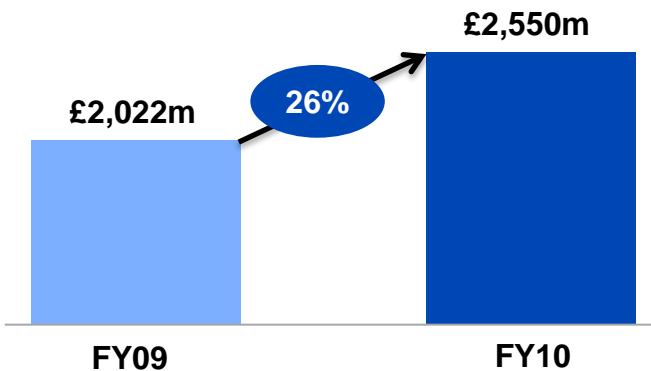




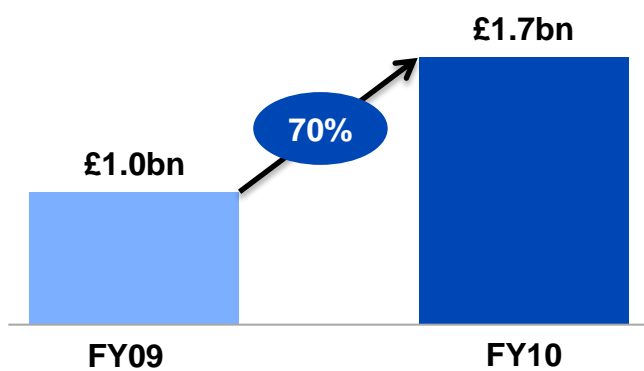
Significant growth in all key performance metrics



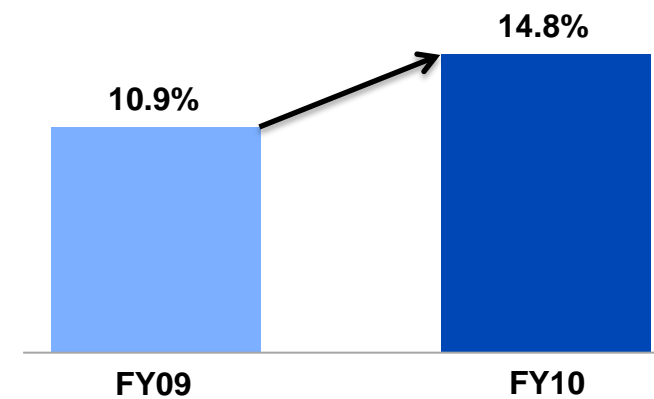
IFRS
operating profit



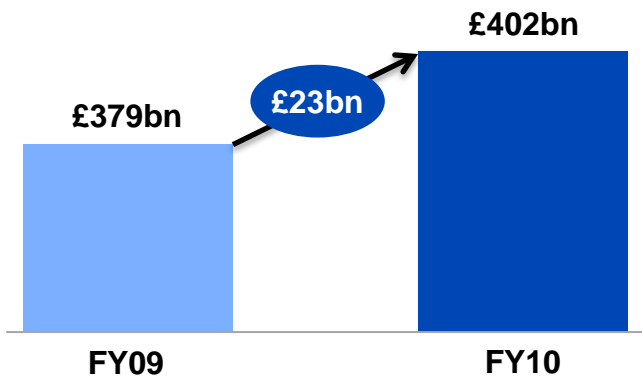
Net operating
capital generated



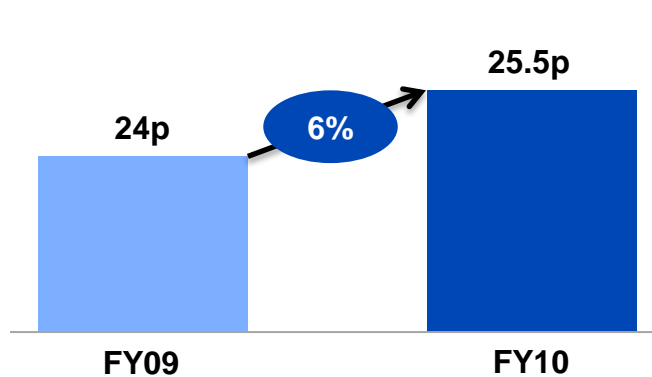
IFRS Return on Equity



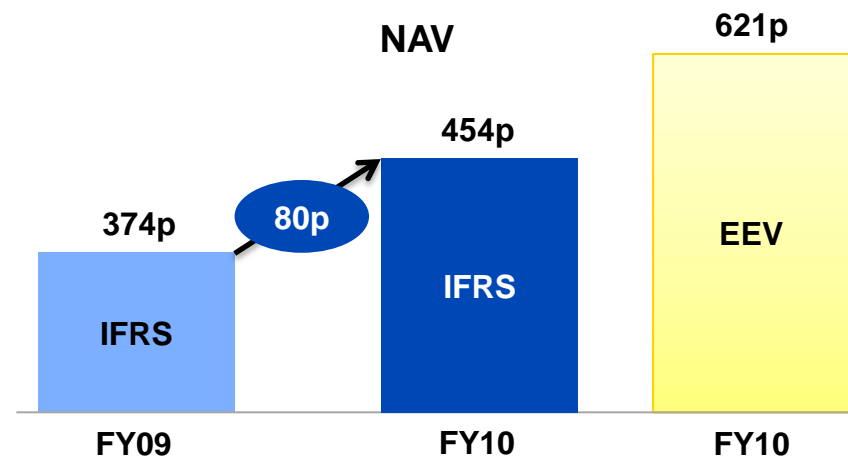
Funds under management



Dividend



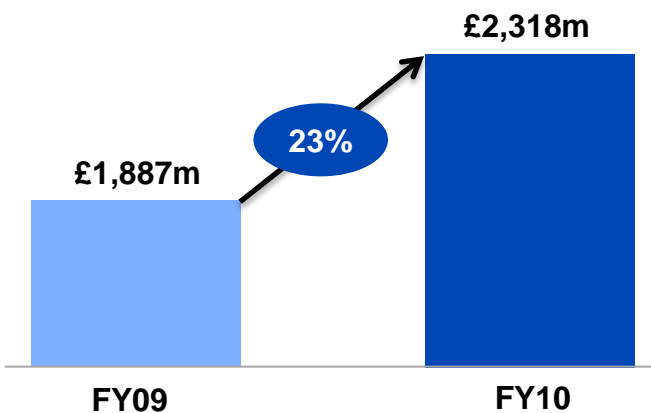
NAV



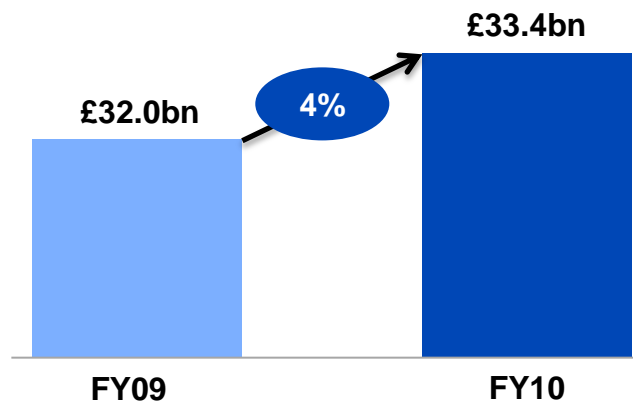
Strong growth in Life & GI



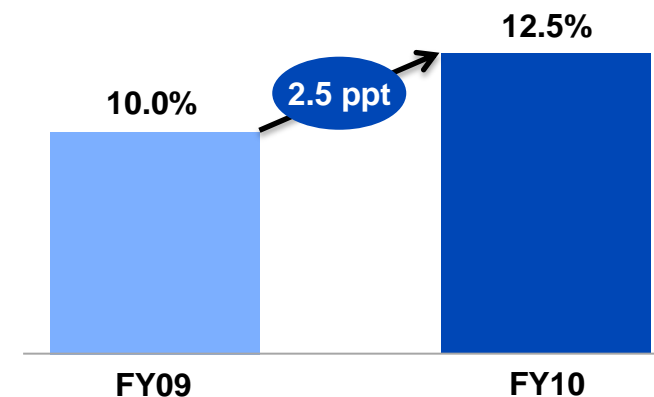
Life operating profit



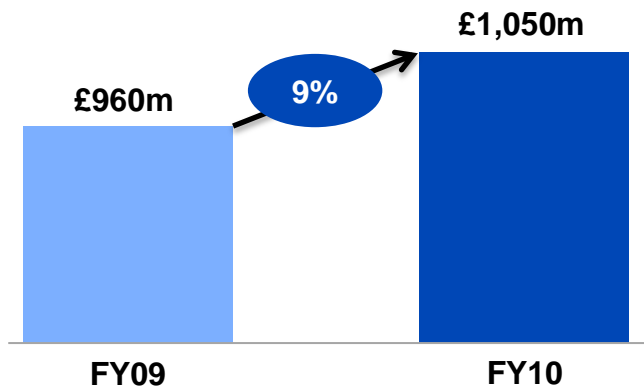
Life sales (PVNBP)



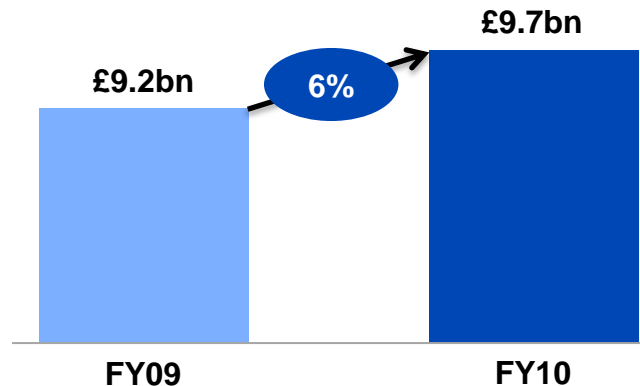
Life IRR



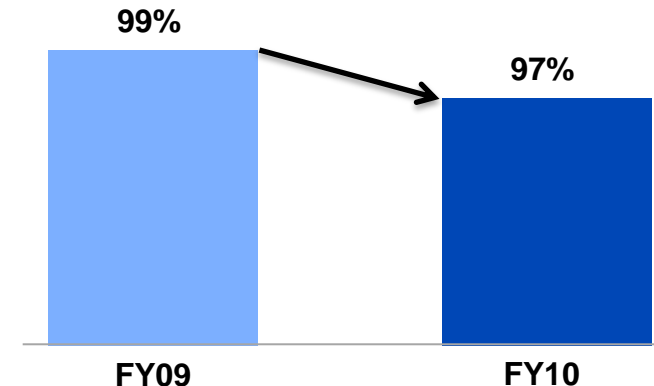
GI & Health operating profit



GI & Health sales (NWP)



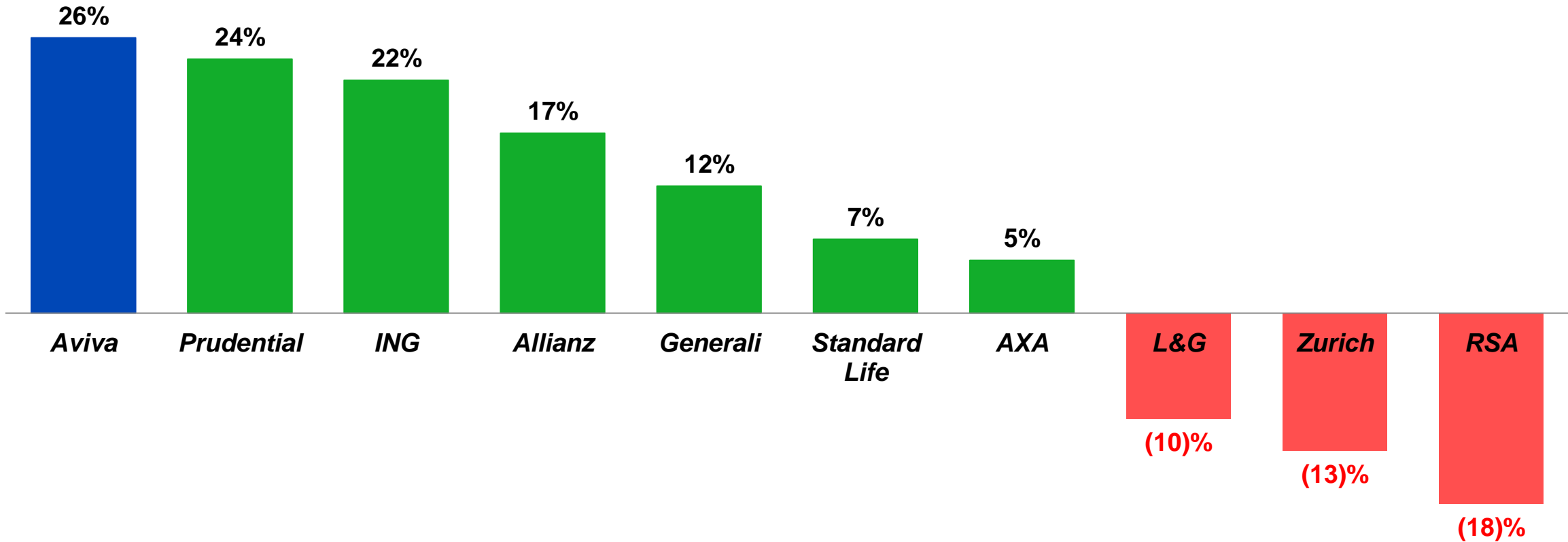
GI COR



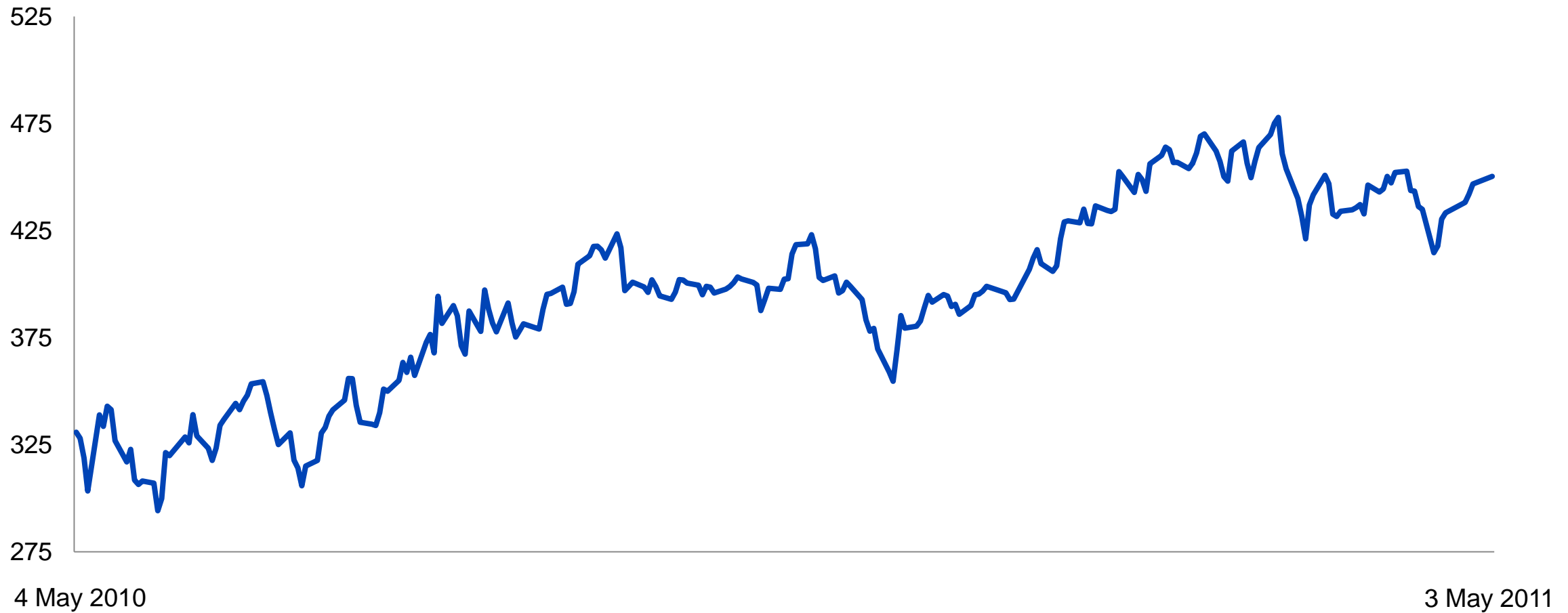
Strong profit performance vs. competitors



Change in IFRS Operating Profit
2009 to 2010



Share price since 4 May 2010



Looking more broadly



FTSE4Good

Top insurance company in the world for *Corporate Responsibility*

REPUTATION
INSTITUTE



UK's most reputable *Financial Services Company*



Recognised by UN for our *Commitment to Sustainability*



Recognised for commitment to *Balanced Leadership*

Increased community investment to £11.4 million (2009: £8 million)

Street to School



The Daily Telegraph

Support International Day for Street Children



I used to go to school in my village, but in Delhi I have to work: rag picking



LOUDER TOGETHER

INTERNATIONAL DAY FOR STREET CHILDREN 12 APRIL

child's play



A NEW CAMPAIGN: Children presenting a New Delhi on Tuesday during Day for Street Children

the guardian



Street children's day

Across the world millions of street children face a daily struggle of abuse, hunger and exclusion, as the international community fails to realise their rights. In India alone, an estimated 10 million children have no access to education, while in other countries, the situation is even worse.

FINANCIAL TIMES



...across the world - we urge people to join the campaign at www.streetchildren.org.uk and bring street children one step closer to accessing their fundamental rights as set out in the UNGRC.

Sally Shore Chief executive, Consortium for Street Children, Andrew Moss Chief executive, Aviva Plc, Steven Gerrard Liverpool Football Club and England, Justin Forsyth Chief executive, Save the Children and 70 others (For full list see www.streetchildren.org.uk)



A refreshed strategy to suit a changed environment



Strategic portfolio changes	Increasing focus and depth in 12 countries	<ul style="list-style-type: none">• Progress on portfolio changes in 2011
Operational excellence	Excelling in Life, General Insurance & Asset Management Driving out composite value from the business	<ul style="list-style-type: none">• UK: Continued market leadership with profitable sales growth• Europe: Rigorous focus on delivery & execution• North America: Profit growth & capital self sufficiency• Asia Pacific: Strong value growth• Aviva Investors: Increasing external AUM
Short term goals	Demonstrating financial discipline through a range of short term targets	<ul style="list-style-type: none">• At least £1.5 billion operational capital generation in 2011• Life IRR of at least 12% with payback of 10 years or less• 2011 general insurance COR to be 97% or better• £400 million cost savings & efficiency gains by end 2012



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Q&A

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Richard Goeltz

Senior Independent Director

Aviva plc

Annual General Meeting, 4 May 2011



Results of the proxy voting



Resolution	Total Votes for and Discretionary	Total votes against
1. To receive the Annual Report and Accounts	1,602,559,151	694,885
2. To declare a final dividend	1,602,118,097	105,651
3. To elect Igal Mayer as a director	1,597,598,427	5,182,664
4. To re-elect Mary Francis as a director	1,599,330,064	3,511,891
5. To re-elect Richard Karl Goeltz as a director	1,555,660,644	47,119,606
6. To re-elect Euleen Goh as a director	1,593,191,284	9,607,060
7. To re-elect Michael Hawker as a director	1,599,515,363	3,326,303
8. To re-elect Mark Hodges as a director	1,598,018,906	4,808,448
9. To re-elect Andrew Moss as a director	1,530,472,448	72,428,835
10. To re-elect Carole Piwnica as a director	1,599,078,820	3,716,758

Results of the proxy voting



Resolution	Total Votes for and Discretionary	Total votes against
11. To re-elect Patrick Regan as a director	1,598,208,816	4,651,835
12. To re-elect Colin Sharman as a director	1,592,064,126	10,777,403
13. To re-elect Leslie Van de Walle as a director	1,597,984,821	4,743,707
14. To re-elect Russell Walls as a director	1,599,350,865	3,470,989
15. To re-elect Scott Wheway as a director	1,599,357,066	3,422,081
16. To reappoint Ernst & Young LLP as auditor	1,598,170,037	4,933,300
17. To authorise the directors to determine the auditor's remuneration	1,598,594,927	3,149,420
18. To authorise the directors to allot shares	1,539,163,196	63,721,870
19. To approve the renewal of the authority to make non pre-emptive share allotments*	1,574,317,484	27,945,797
20. To approve the Directors' Remuneration Report in the Annual Report and Accounts	1,554,450,152	42,092,874

Results of the proxy voting



Resolution	Total Votes for and Discretionary	Total votes against
21. To receive the Corporate Responsibility Report in the Annual Report and Accounts	1,600,699,800	820,021
22. To authorise the Company and its subsidiaries to make political donations	1,579,270,507	19,611,216
23. To authorise general meetings other than annual general meetings to be called on not less than 14 clear days' notice*	1,481,928,799	121,185,120
24. To approve the rules of the Annual Bonus Plan 2011	1,568,711,128	14,529,426
25. To approve the rules of the Long Term Incentive Plan 2011	1,440,913,764	43,543,133
26. To approve the amendments of the All Employee Share Ownership Plan rules	1,576,217,523	6,134,098
27. To authorise the purchase of the Company's ordinary shares up to a specified amount*	1,599,637,822	3,331,907
28. To authorise the purchase of the Company's 8 ¾% preference shares up to a specified amount*	1,581,664,115	953,410
29. To authorise the purchase of the Company's 8 ⅜% preference shares up to a specified amount*	1,581,597,931	1,000,561

* Special Resolution

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Extraordinary General Meeting, 4 May 2011



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Colin Sharman
Chairman

Aviva plc

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Q&A

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Result of the proxy voting



Resolution	Total Votes for and Discretionary	Total votes against
Disposal of interest in Delta Lloyd N.V.	1,582,204,328	1,216,342

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Extraordinary General Meeting, 4 May 2011



Thank you for attending