

# About Aviva

We're the UK's leading diversified insurer and we help 19.5 million customers<sup>1</sup> in the UK, Ireland and Canada.

**£25.6bn**

Paid out in benefits and claims to customers in 2023.

**£398bn**

Group assets under management (30/06/2024).

**#1**

UK insurance brand.

**4.9m**

UK customers with 2+ Aviva policies (HY24).

**£9.5bn**

Invested in UK infrastructure and real estate from 2020-2023.

**>£9bn**

Capital and dividend returned to shareholders over the last four years.

## The UK's leading diversified insurer with major businesses in Canada and Ireland

We're the only insurer in the UK able to meet the needs of customers at every stage of their lives.



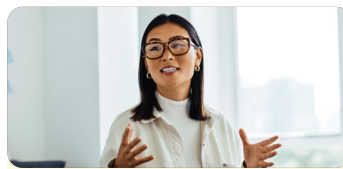
### Insurance, Wealth & Retirement

We're the largest in the UK, holding a 23% market share<sup>2</sup>.



### UK & Ireland General Insurance

We're the UK's leading general insurer and provide insurance solutions to over 6 million customers in the UK & Ireland.



### Canada General Insurance

Canada is one of the ten largest insurance markets globally<sup>3</sup> and Aviva Canada holds the number two position in property and casualty with a c.8% market share.<sup>4</sup>



### Aviva Investors

Asset manager combining multi asset solutions, active investment specialisms and sustainability expertise to deliver investment outcomes that matter most to clients.

## Aviva has been looking after customers for more than 325 years

We're 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

**90%**

Of employees would recommend Aviva as a great place to work.

**41%**

Of women in senior leadership roles.

HY24

### Customers

**14%**

Of the UK adult population saving or retiring with Aviva in 2023.

**16.2m<sup>1</sup>**

UK customers (c.+700k vs 2022).

HY24

### Communities

**£25bn**

Investment in the UK economy over the next 10 years.

**819,000**

Estimated number of people benefitting from Aviva community investment programmes.

2023

### Planet

**50%**

Reduction in operational carbon emissions Scope 1 and Scope 2 at 31/12/23 from 2019 baseline.

**£38m**

Donation pledged to help restore Britain's temperate rainforests.

# Delivering on a consistent strategy, with big ambitions

The UK's go-to brand across insurance, wealth and retirement with leading franchises in Canada and Ireland... delivering for our customers, colleagues and shareholders.



## Growth

Accelerating growth in capital-light businesses.



## Customer

Digitally-led customer experience and serving more needs.



## Efficiency

Top quartile efficiency, synergies from our model and technology at the core.



## Sustainability

Committed to climate and social action.

“ Sales are up. Operating profit is up. The dividend is up. Our plan to deliver more for customers and shareholders is working really well.

We have achieved another six months of excellent trading. We have generated growth right across Aviva, thanks to our leading positions in attractive markets. Aviva continues to benefit significantly from the balanced and diversified business we have built and lead. We're the only UK firm which can look after our customers' entire insurance, wealth and retirement needs, and this is paying off.

We remain very positive about Aviva's prospects and we're increasingly confident we can deliver even more for our customers and shareholders.”

**Amanda Blanc DBE**

Group Chief Executive Officer



## Continued strong performance in first half 2024

### Growing right across the Group

**+15%**

GI premiums<sup>5</sup>

**+16%**

Wealth net flows

**+12%**

IWR sales<sup>6</sup>

### Interim dividend

### Driving profit and cash growth

**+14%**

Operating profit

**+10%**

Solvency II OFG

**+16%**

Cash remittances

**11.9p**

Per share

### Delivering for our customers

**19.5m<sup>1</sup>**

Aviva customers globally

**+270k**

Net new customers YTD

**+46.3**

Net Promoter Score<sup>7</sup>

**+7%**

DPS growth

### Confidence in our targets

**£2bn**

Operating profit by 2026

**£1.8bn**

SII OFG by 2026

**>£5.8bn**

Cash remittances 2024-2026

1. Individual Aviva customers excl. AIG UK Protection.

2. Association of British Insurers (ABI) - 9 months to 30 September 2023 based on share of new business.

3. Canadian insurance market position source: swissre.com.

4. Canadian market share source: FY2022 MSA Research Results. Includes: Lloyds, excludes: ICBC, SAF, SGI and Genworth.

5. Change in constant currency.

6. Sales refers to Present Value of New Business Premiums (PVNBP).

7. Transactional Net Promoter Score.

For more information visit [aviva.com](https://www.aviva.com)

**AVIVA**