

About Aviva



We are a leading international **savings, retirement** and **insurance business**. 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)

33.4 million

customers in 2019

5.3 million

logins to MyAviva (1H20)

£6 billion

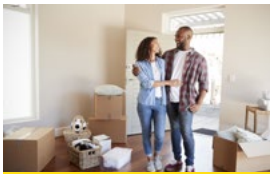
invested in green assets since 2015 (eg green bonds, solar & wind)

£12.0 billion

solvency II capital surplus (HY20)

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.



Investments, Savings and Retirement

Aviva Investors, UK Savings & Retirement



UK Life

Annuities and Equity Release, Protection, Health, Heritage



General Insurance

UK, Canada, Europe, Singapore



Europe Life

France, Italy, Poland, Ireland, Turkey



Asia Life

Singapore, China, India, Indonesia, Vietnam

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

Equal parental leave policy

UK: 6 months at full basic pay

83%

Of employees are proud to work for Aviva (2019)

Customers

56% of claims online

UK Direct Motor and Home (HY20)

Increase in advocacy

+14 net promoter score in 2019

Communities

£40 million

To help the community during COVID-19

9,800

Community projects supported since 2015

Planet

UN Net Zero Owner Alliance

Signed in 2019

66%

Reduction globally in our carbon emissions since 2010

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 about Aviva's 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 at HY20

Operating profit
£1,225 million

Solvency II ratio
194%

Financial targets

SII return on equity
12%
(2022)

Operating capital
generation
£7.5 bn
(2019-22 inclusive)

Cash in-flows
£8.5-9.0bn
(2019-22 inclusive)

Debt reduction
£1.5bn
(2019-22)

Controllable costs
£300m
reduction (2022)