

2020 highlights

Lloyd's made distinct and tangible progress across its three central priorities whilst focusing on its response to COVID-19 to ensure that it provided the support needed to customers and the insurance market during one of the most challenging times in living memory.

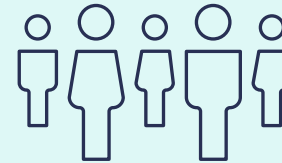
Results

- £35.5bn gross written premium	- 97.0% combined ratio (ex-COVID-19)	- 5.1% improvement in combined ratio (ex-COVID-19)
- 10.8% risk adjusted rate increases	- £21.4bn gross claims paid	- £6.2bn gross COVID-19 claims forecast
- £2.3bn net investment income	- £33.9bn net resources	- 209% central solvency ratio

Culture

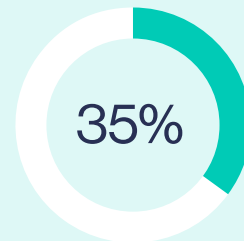


First ESG report published: sets out plans for transitioning to a more sustainable marketplace

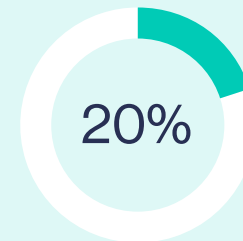


5 new initiatives to improve the experience of Black, Asian and Minority Ethnic talent in the Lloyd's market

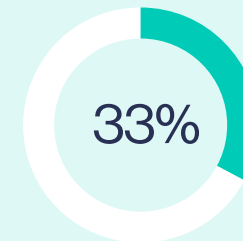
Targets set to be achieved by end of 2023



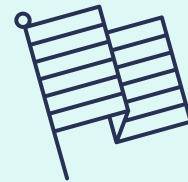
female representation at leadership level



female representation on Boards and Executive Committees



Lloyd's Council female and/or from Black, Asian and Minority Ethnic background



Culture dashboard launched benchmarking the market's starting point



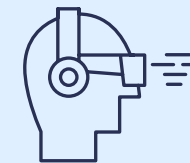
6,171 participated in annual market-wide culture survey

47% gender parity achieved at the Corporation

Digitalisation



Blueprint Two published in November



50 organisations signed up to **Virtual Room** (launched in September)

26

InsurTechs go through Lloyd's Lab

£800m

estimated market-wide operating cost savings through Future at Lloyd's

4

Syndicate-in-a-Box approvals

3

days shaved off claim payments process

COVID-19 response



£15m donated to 197 global charitable organisations



100,000 food items donated to 17 front-line charities and hospitals in the UK

£15m

allocated to build capability to better protect against future systemic risks

25

governments engaged on Lloyd's open source frameworks (ReStart, Recover Re, Black Swan Re)