

Full year results 2020

Despite one of the most unusual years in our history, in 2020 we continued to serve our customers and clients, supported our people's wellbeing, and delivered a robust and resilient performance for all stakeholders



**Unique year,
stronger purpose**

Weathering uncertainty

Providing our customers with financial stability has been critical during the pandemic



£1.9bn
paid in gross
protection claims



Provided over
1 million
pensioners with
regular payments

17.3%
Return on Equity



£2.2bn
operating profit

Strong financial performance against a challenging backdrop

Amid the huge volatility caused by the pandemic, our business model performed well



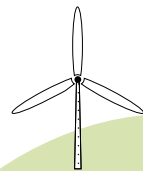
**Remaining
resilient through
Covid-19**

Doing good through inclusive capitalism

As we emerge from the pandemic, investing customers' money to build a better society is more important than ever



**Driving the
post-pandemic
recovery**



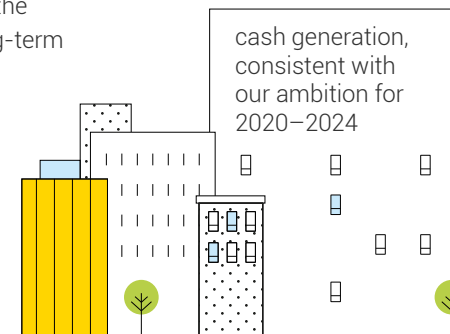
£182m

of clean energy
investments, up
from **£170m** in 2019

Playing our part

We intend to play a crucial role in the economic recovery, delivering long-term growth across the UK and L&G

£1,539m



cash generation,
consistent with
our ambition for
2020-2024