

# 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.

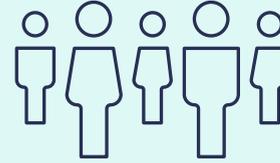
## Results

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

## Culture

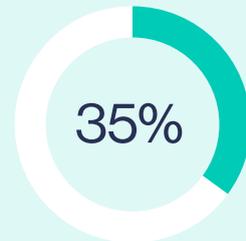


**First ESG report published:** sets out plans for transitioning to a more sustainable marketplace



**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



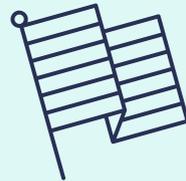
female representation at leadership level



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



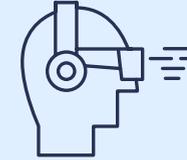
**6,171** participated in annual market-wide culture survey

**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)