

## International

# Driving international growth

In 2019, international assets under management continued to grow. We also saw a number of significant pension risk transfer transactions in North America and we continued to expand insurance distribution channels, as well as our digital capabilities. Our business is becoming increasingly international and we expect this to continue into 2020 and beyond.

## Building international assets

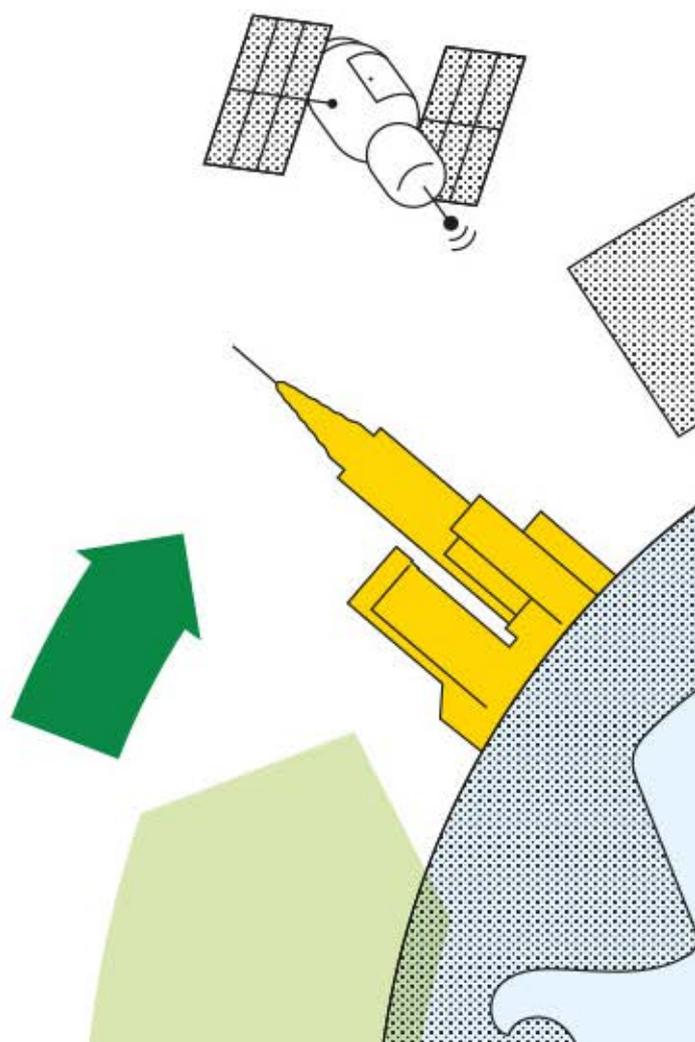
Our investment management business experienced strong growth globally in 2019. In the US, we passed \$245 billion in total assets under management.

In Asia, we successfully implemented a new Japanese operating model and expanded our employee base both in Japan and Hong Kong. We were awarded a £37 billion passive mandate with the Japan Government Pension Investment Fund which established us as a top three non-domestic manager in the institutional pension market at the time. And in the Middle East, we have around £49 billion of assets under management.

In Europe, we saw strong activity and flows in key markets and are well placed to continue to service European clients following the UK's departure from the European Union.

# £370 billion

international assets under management



## Protecting American families

We are a leading provider of brokerage term life insurance in the US with 1.3 million policyholders. Our continued expansion of partnerships and direct distribution channels enables us to build on the success achieved through existing broker and agency channels. We have introduced automated telephone services for customers, including some available 24/7, and have maintained strong customer satisfaction scores. This has helped us gain over 2,000 new direct-to-consumer customers in 2019.

# 1.3 million

US policy holders



## Driving digital innovation

We are investing in automation and technology in the US to take advantage of growth opportunities and streamline processes by removing manual tasks through robotic process automation (RPA).

In 2019, our global reinsurance business launched 'Estua-re', its reinsurance platform driven by blockchain technology.

In the US, the SalaryFinance digital financial wellbeing platform has reached more than 130,000 employees within its first year of operation, in addition to the platform's 1.3 million UK customers.

# 130,000

US based customers in first year of operation for SalaryFinance

## Pension risk transfer

The US PRT market is growing rapidly with over \$3.5 trillion of liabilities in US DB schemes. In 2019 we secured over \$1.1 billion of US premiums (£893 million), with over \$3.5 billion written since our launch in the US in 2015.

In 2019 we agreed our first Canadian PRT transaction for more than CAD \$200 million (more than £114 million). The Canadian market is attractive and fast growing – we estimate that it has more than doubled in size over the last five years to reach sales in 2019 of CAD \$5 billion (£3 billion).

# \$1.1 billion

2019 US pension de-risking premiums

