

RBS Insurance

Highlights

- Typically we receive 350 flood claims in a summer month. Between 14 June and 22 July we received nearly 11,500 flood claims, including 3,900 in one day.
- We managed £4 billion of claims and answered 8.5 million claims calls.
- Our Claims area received the Investors in Excellence award while our garage network achieved the BSI Kitemark for Vehicle Body Repair.
- Churchill, Direct Line and Green Flag all received 'Best Of' awards from Your Money in 2007.

Contribution (£m)

07	902
06	964

We are justifiably proud of how RBS Insurance responded to the floods of June and July. By any measure it was a major challenge. By invoking our Severe Weather Event Plan, we were able to handle the large increase in the numbers of calls and claims, ensuring our customers got the help they needed as quickly as possible.

Working closely with Retail Markets, we have made excellent progress in selling home insurance through the RBS and NatWest brands. We continued to develop our low cost operating model, streamlining our processes by bringing together the Sales, Service and Claims functions, enabling us to provide efficient and consistent service standards to our customers.

We continued to diversify our income streams from the traditional core of UK household and motor insurance. Direct Line 'Open for Business' was introduced in September offering simple, accessible insurance products for small businesses, while our International division returned strong growth, with motor policies up by 7%.



▲ In the last two weeks of June, the flood claims team at RBS Insurance dealt with more calls in one day than they usually receive in a typical summer month.

◀ Direct Line introduced its new 'Open For Business' insurance products in September.