2023 Financial and Strategic Highlights

Financial Highlights

Group profit before tax1,2

£443m

2023	£443m
2022	

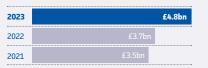
ROE^{1,2}

36%



Turnover¹

£4.8bn



Dividend per share (pence)

103.0p

2023	103.0p	
2022	112.0p	
2021		

EPS^{1,2} (pence)

111.2p

2022	95.4p

Insurance revenue^{1,2}

£3.5bn

2023	£	3.5bn
2022	£3.0bn	

Customers³ (million)

9.7m

2023	9.7m
2022	9.2m
20214	8.4m

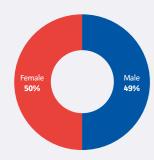
Solvency ratio¹ (post dividend)

200%

2023	200%	
2022	180%	
2021	195%	

Sustainability Highlights

Gender split across the Group⁴ (2022: 50% female, 50% male)



Emissions⁵ (tonnes CO₂ per employee)

0.15 tonnes

2023	0.08	0.15
2022		0.14

^{*} Excluding one-off leak event

Net Promoter Score (NPS)
Group average across our operations

>45

(2022: >50)

- 1 Alternative performance measures, see page 316.
- 2 Group profit before tax, Earnings per share, Insurance revenue and Return on equity for 2022 are restated for IFRS 17.
- 3 2021 and 2022 Customer numbers restated refer to the end of the report for definition and explanation.
- $4\,$ $\,$ 1% includes non-binary and other genders, and colleagues who'd prefer not to say.
- $\,\,$ 5 $\,\,$ Scope 1 and 2 market based emissions per employee per SECR on page 71.
- 6 Relational NPS, methodology updated in 2022. We've seen a decrease in the NPS mainly due to increased prices, which are a reflection of current market conditions.

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30 years ago in Cardiff, Wales, Admiral was born. We started as a small motor insurance Company, but have grown to become an established multinational and multi-product insurer, putting our customers first, doing business in five countries and proud to be Wales' only FTSE 100 Company.

We are always striving to be 'better together', as outlined in our purpose statement – and it's our unique culture and dedicated colleagues that help us achieve this. Thank you to every single person who, over the last 30 years, has contributed to our purpose to help more people to look after their future.





of Admiral

People who like what they do,

do it better.