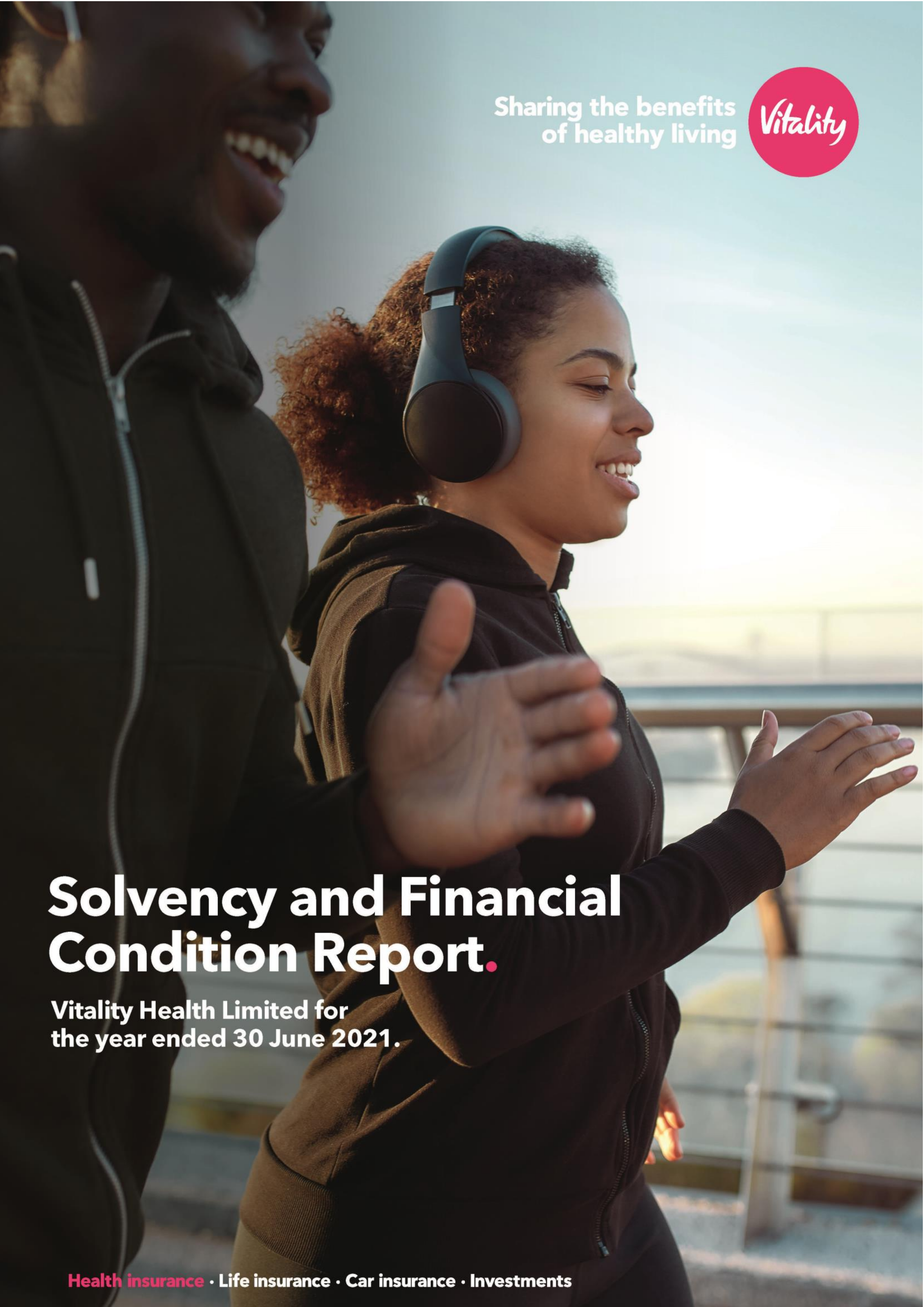


Sharing the benefits of healthy living

Vitality

Solvency and Financial Condition Report.

Vitality Health Limited for the year ended 30 June 2021.

Health insurance · Life insurance · Car insurance · Investments

CONTENTS

SUMMARY

1 BUSINESS AND PERFORMANCE SUMMARY

Company overview

Vitality Health Limited (“VHL”, “VitalityHealth”, “the Company”) is the UK’s fourth largest private medical insurer. VHL is part of the Discovery Limited Group (“Discovery”), a global provider of insurance and financial services solutions, with operations in 28 countries and with over 41 million lives impacted worldwide. In its most recent financial year, the Discovery Group generated annualised new business premium income of over £1bn.

The Vitality model

VHL takes a unique approach to insurance, utilising a pioneering business model that incentivises people to be healthier, and that enhances and protects their lives. By incentivising members to be healthier, the business model directly addresses one of society’s greatest challenges, being the rise of lifestyle-induced non-communicable disease. As a result of addressing a societal challenge through a business model, Discovery Group has been recognised by Professor Michael Porter and Professor Mark Kramer, both from Harvard Business School, as a leading example of a business creating shared value for itself and society, and as an exemplar of their shared value concept in the insurance sector. Distinct from the traditional insurance approach, VHL positions itself as a Shared Value insurer.

While the Shared Value approach is unique in the insurance sector, the actuarial dynamics underlying the model are robust – incentivised behaviour change leads to a healthier underlying risk pool, more stability in the claims ratio, and better retention rates. This allows VHL to re-invest in the tools and incentives needed to motivate members to make sustained, positive changes in their lives. As a result, the Shared Value model delivers value on multiple fronts. As an insurer, VHL benefits from reduced claims from a healthier member base; Vitality members benefit from lower premiums, improved health, and access to a wide range of partners and rewards; while society benefits from a reduced healthcare burden on the state, as well as a more healthy and productive population.

The VHL model works in three simple steps. First, by helping members to understand their health both through a self-assessed health review and a clinician-led health screen; second, by making it cheaper and easier to get healthy by discounting access to a broad network of health and wellbeing partners; and third, by rewarding members for making healthy lifestyle choices. The model is underpinned by significant actuarial, behavioural and clinical science, which informs the product and member approach. The success of the model centres on both removing financial barriers to adopting a healthier lifestyle, and in helping members overcome their cognitive and behavioural biases to engaging in healthy behaviours in the long-term. This is achieved by creating an aspirational network of health and reward partners, which includes prominent brands such as American Express, Apple, Caffè Nero, Virgin Active and Waitrose.

Evidence from the Vitality programme globally suggests that physical activity is the most important lifestyle behaviour to target – exercise is easy to measure and track over time; it can be verified; it can be undertaken with no cost; it is a known catalyst for other healthy lifestyle choices; and importantly, it has a close response relationship to health, mortality and productivity. In other words, the more exercise a person does, the healthier they become, the more their life expectancy improves, and the more productive they are at work. These insights led to the development of the Active Rewards programme in 2015, which forms the core of the Vitality programme today. Active Rewards links short-term activity to regular rewards in a complex behavioural structure, allowing members to earn rewards weekly (free Caffè Nero drinks, movie streaming vouchers), monthly (free cinema tickets, heavily-discounted Apple Watch) and annually (enhanced cashback on the Vitality American Express credit card), on an ongoing basis through their exercise. An independent global study published on the Active Rewards with Apple Watch programme - the largest ever behaviour change study on physical activity based on verified data – found that the programme (1) resulted in more activity being undertaken by members, (2) that the increased activity was most pronounced amongst at-risk members, such as those who are obese, and (3) that the increased activity was sustained over time. The report can be accessed here[1]. The success of the Active Rewards programme has led Discovery and its global insurance partners to develop an ambitious pledge to get 100m people 20% more active by 2025.

The novel coronavirus ("COVID-19") pandemic and the subsequent UK lockdown restrictions required Vitality to innovate and adapt its Vitality reward programme. Just prior to the start of the financial year, in April 2020, Vitality launched a new 'Vitality at Home' programme replacing benefits temporarily unavailable during the lockdown with ones more suited to members' new situation. For instance, members could earn activity points using the Peloton or Jennis exercise apps at home; the new partnership with Caffè Nero introduced Coffee at Home (free and discounted coffee via online delivery); and members could earn vouchers for the Rakuten movie service to stream films. In addition, VitalityHealth introduced a cashback benefit of up to £5,000 for any member who was hospitalised with COVID-19 whilst also enabling members to have virtual consultations where possible. Throughout 2020-21 Vitality continued with these initiatives and have gone on to embed many of them permanently into the programme, as the Company expects some of the changes in member preference and behaviour introduced during the pandemic to persist (e.g. members can earn Rakuten vouchers weekly as well as monthly cinema tickets).

Vitality continues to invest in growing its brand in the UK through sponsorship, advertising and intellectual leadership opportunities. In sponsorship, the Vitality brand is aligned not only with a broad portfolio of sports but also with mass participation events, for instance as a founding partner to Parkrun. Vitality has also placed a significant emphasis on the role of women in sport (e.g. via our support of Netball and GB & England Women's Hockey) and into achieving equity where possible (such as through cricket and our support of the T20 Vitality Blast and the inaugural Hundred format). Vitality are also sponsors of several Premiership Football clubs, including both the men's and women's teams. From an intellectual leadership perspective, Vitality will be launching the Vitality Research Institute, a dedicated research unit established to advance the science and evidence of Shared Value Insurance. Its primary aim is to generate new evidence on the associations between modifiable behaviours and outcomes related to health, longevity and productivity. With the ever-increasing applicability of the Vitality model, the Vitality Research Institute will ensure that Vitality employs the best science to serve its core purpose – to make people healthier, and to enhance and protect their lives.

Business overview

VHL is a United Kingdom regulated entity authorised to carry out short-term health insurance business. Discovery, the ultimate parent company, is an established and successful international insurance group equivalent in size to a FTSE 100 company. Its UK presence, Vitality Health Limited, was formed in 2004 as 'PruHealth', a joint venture with The Prudential Assurance Company ("Prudential"). In November 2014 Discovery acquired the shares held by Prudential and owns 100% of Vitality Health Limited. VHL is 100% owned by Vitality Health Insurance Limited and in February 2020, Vitality Health Insurance Limited became 100% owned by Vitality Life Limited.

The Company produces its financial statements in accordance with International Accounting Standards in conformity with the requirements of the Companies Act 2006 ("IFRS"). On an IFRS basis the Company produced a pre-tax profit of £39.1m (June 2020: £31.6m).

The 2020-21 financial year was impacted by the ongoing COVID-19 pandemic as new variants emerged resulting in ongoing national lockdowns. Fewer treatments than expected occurred during this time for a variety of reasons including changing behaviours from the ongoing COVID-19 lockdowns. Essential and urgent care continued uninterrupted throughout, such as treatments for cancer. The Company maintained operations throughout the lockdowns and worked closely with private providers to ensure that customers that needed treatment were able to receive suitable care. Additional support was given for costs related to the pandemic, such as increased mental health claims and COVID-19 hospitalisations.

[1] https://www.rand.org/pubs/research_reports/RR2870.html

Members generally maintained their private medical insurance cover even if treatment was delayed, and hence the business continued to receive their premiums. VitalityHealth set up an additional IFRS unearned premium reserve ("UPR") at 30 June 2021 to recognise the change in risk emergence over the policy period. This additional UPR will be utilised in 2021-22 during the anticipated claims catch-up. Under IFRS no future profit beyond the valuation date is recognised. However, under Solvency II, premium is not deferred to allow for the change in risk emergence, and hence future profit beyond the valuation date and up until the end of the contract period is recognised. The anticipated claims catch-up is expected to extend beyond the renewal period for many policies, meaning this catch-up can only be partly recognised in the Solvency II technical provisions, temporarily flattering own funds and therefore the Solvency Capital Requirement ("SCR") cover.

The Company utilises financial reinsurance ("FinRe") to offset the impact of new business strain on its IFRS profits. Under Solvency II, the impact of FinRe treaties are disregarded, and the full value of new business strain is recognised as incurred. VHL's assets are prudently invested taking into account the short-term nature of its business and obligations. The assets are primarily invested in collective investment undertakings (highly liquid short-term money market funds), cash and deposits held with major UK banks and investment grade corporate and government bonds.

Product overview

Details on Vitality's key product benefits are provided below.

1. Full Cover Promise

We want our members to have the peace of mind that they are covered in full. As part of our Core Cover, we promise to pay for recognised consultants' and anaesthetists' fees in full for in-patient and day-patient treatment. This means that members will never be faced with a shortfall, provided their treatment is eligible.

2. Digital Care Access

When members are seeking care, we empower them to access the support and treatment they need through a range of primary and digital care services. Vitality GP provides access to virtual GP consultations, as well as prescriptions and digital diagnostics. Members can also self-refer online or by phone into face-to-face or remote physiotherapy or mental wellbeing treatments like Cognitive Behavioural Therapy. They can request care and manage their claims through the online Care Hub, putting them in control of their treatment journey.

3. Advanced Cancer Cover and screenings

All VitalityHealth Personal and Business Healthcare plans include Advanced Cancer Cover. This provides comprehensive cover for the treatment of the cancer, including full cover for biological and targeted therapies, as well as discounts on targeted cancer screenings and risk assessments for breast, bowel and cervical cancer.

4. Mental Health Support

We offer a comprehensive end-to-end approach to mental health – from prevention and maintenance to early intervention, and comprehensive treatment for more severe conditions. As part of Core Cover, members have access to the Vitality Programme and Vitality Healthy Mind, as well as eight Talking Therapies sessions. Plus, our Mental Health cover option provides additional comprehensive cover for out-patient, in-patient and day-patient treatment.

5. Vitality Programme

All members get access to the Vitality Programme, which is evidenced to drive improvements in behaviour and long-term health, with engaged members benefitting from an additional 1.5 years of improved life expectancy due to their healthier lifestyle choices[2]. Members get the tools to help understand their health risks and engage in healthy behaviour, as well as the incentive to do so through compelling discounts and rewards.

[2] https://www.rand.org/pubs/research_reports/RR2870.html

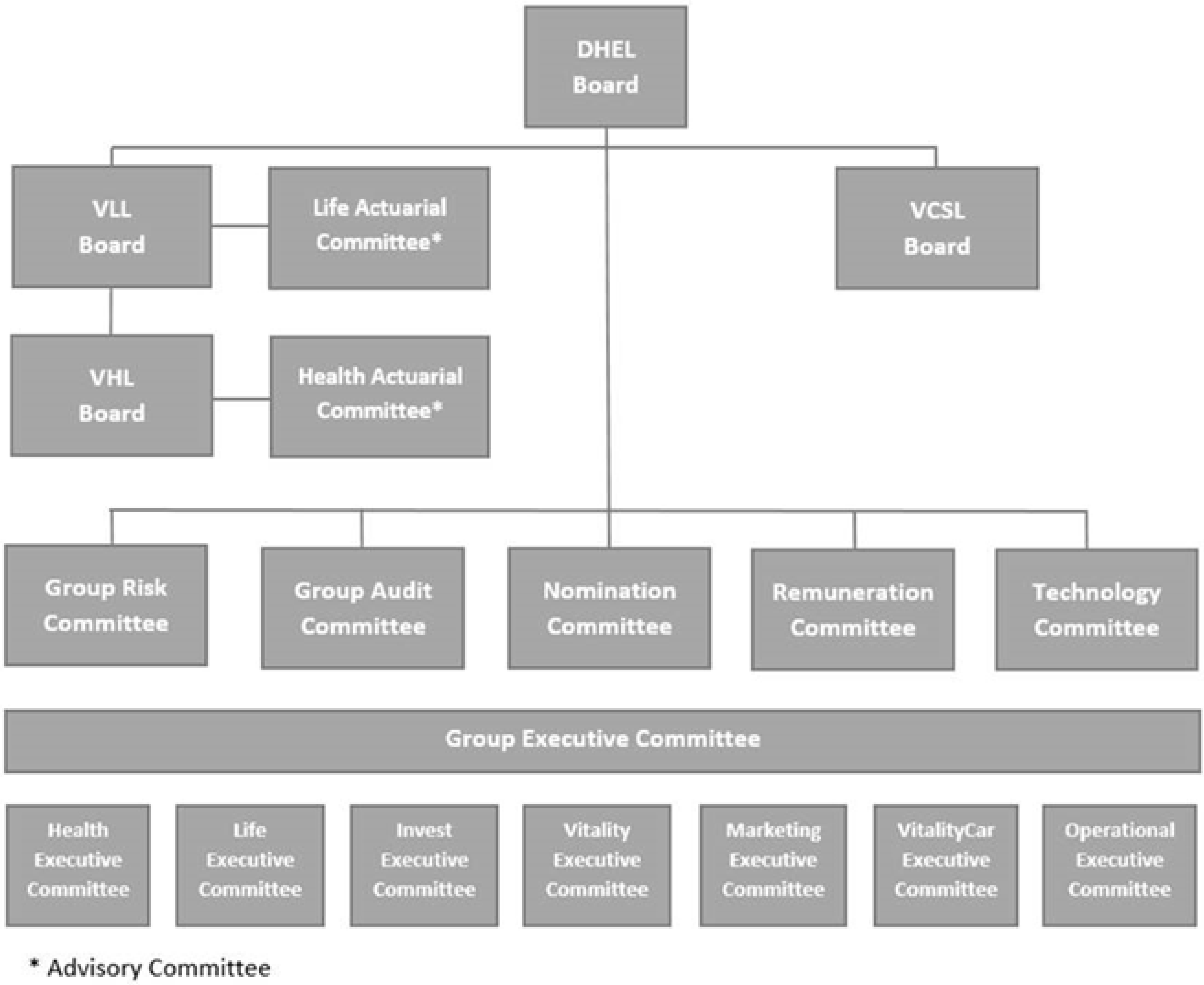
2 SYSTEM OF GOVERNANCE SUMMARY

The core purpose of the Company is to make people healthier, and to enhance and protect their lives.

The Company has a unique entrepreneurial spirit with a strong emphasis on innovation. The Board of Directors ("Board") has the responsibility to preserve these special attributes while at the same time ensuring that the principles of good governance are observed.

The Company recognises the importance of strong corporate governance and has established a well-defined governance framework, system of control and committee structure.

Overview of the Board, Board Sub-Committees and Advisory Committees



The Committees report to the Group Board and Boards of Vitality Life Limited ("VLL") and VHL where appropriate.

The Company ensures that all persons who effectively run the Company or have other key functions / roles, are fit to provide sound and prudent management through their professional qualifications, knowledge and experience and are proper by being of good repute and integrity. A wide range of personal and professional checks are carried out on individuals employed by the Company, both at inception of their employment and on an annual basis, where appropriate.

The roles and responsibilities of these Committees are outlined in Section B.1.1. Changes in the Directors of the business and individuals in positions of influence are outlined in Section B.1.2. Ultimate responsibility for the performance and strategy of the Company resides with the Board and they delegate authority within the organisation as they see fit.

The Company employs a 'three lines of defence' governance model that aims to ensure that risk management is effective, appropriate decisions are made and best practice is implemented and maintained.

The 1st line of defence – business management

Business management makes up the first line of defence. Overall, the first line of defence is responsible for the day to day execution of risk management and controls within the business operations as well as delivering the strategy and optimising business performance within an agreed governance and risk framework.

The 2nd line of defence – oversight

The second line of defence comprises the Risk Management Function and the Compliance Function. These are functions that provide assurance to the Board with regards to the adequacy and effectiveness of the overall risk management system.

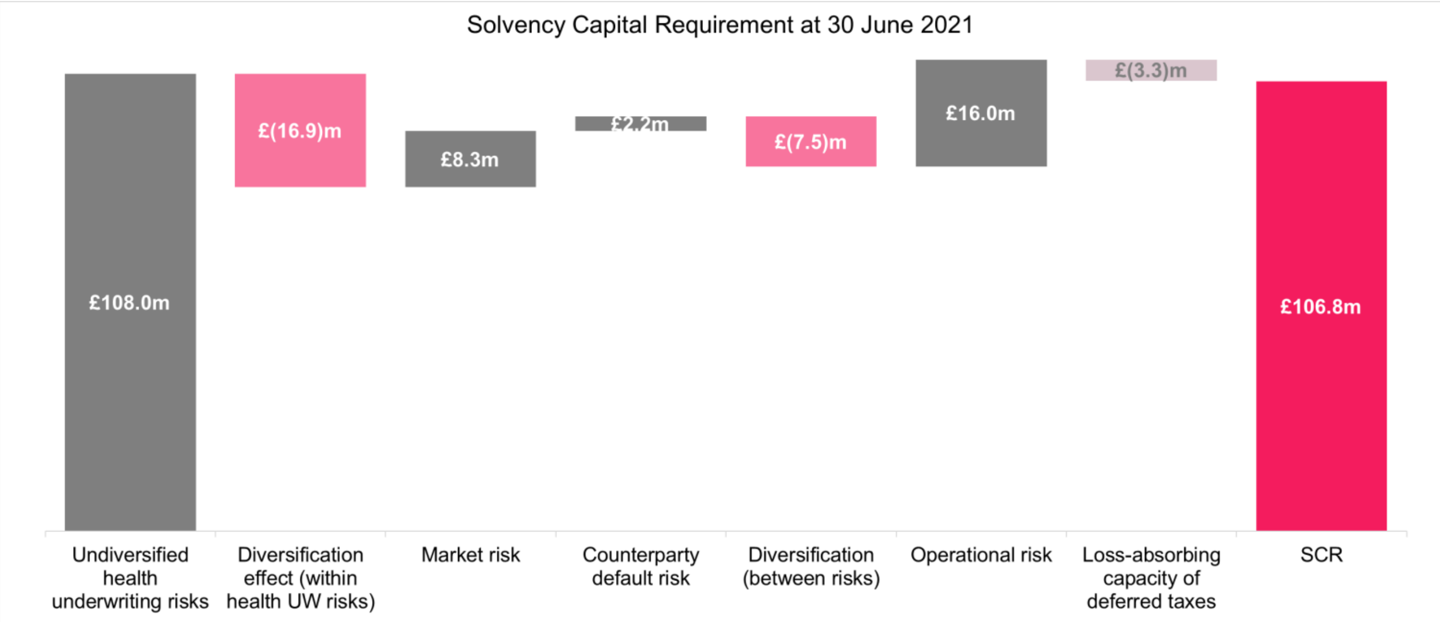
The 3rd line of defence – assurance

The third line of defence is the independent Internal Audit Function. Internal Audit provides an independent and balanced view of the effectiveness of the system of internal controls, which may among other things include the adequacy of first and second line functions as defined above.

3 RISK PROFILE SUMMARY

The Company's principal activity is the provision and administration of private medical insurance ("PMI"), supported by the Vitality Health Living rewards programme. The Company's product covers a range of benefit choices and is available in the individual market, SME market and the large corporate market.

The SCR for the Company at 30 June 2021 is £106.8m. The following chart shows the relative composition of the standard formula risk capital components:



The breakdown of the SCR of the Company has not changed materially over the year. Health underwriting risk remains the biggest risk followed by operational risk. The Company does not have significant exposure to market risk or counterparty default risks. The detailed description of each risk is found in Section C.

The key movements in the SCR over the year have been driven by the increase in underwriting risk due to the growth in the business's premium volume.

The Company carries out sensitivity testing, and in each sensitivity conducted, the business maintained SCR coverage of over 100% within the business planning timeline. The Company also carries out stress and scenario testing, including reverse stress testing, as part of its own risk and solvency assessment ("ORSA") process.

With the lockdown restrictions significantly reduced, but with high numbers of reported cases in the UK, the situation remains unclear and there continues to be material levels of uncertainty about the forthcoming reporting period. There are risks that could emerge over the coming years from the COVID-19 pandemic:

- Whilst the Company maintained operations throughout the ongoing lockdowns and worked closely with private providers to ensure that customers that needed treatment were able to receive suitable care, in line with reporting by the NHS, fewer members than normal sought authorisation to start treatment for key items such as cancer and cardiology. As these members now seek treatment, the costs of these claims could be higher as the illness has progressed without treatment during this time.
- Variants of COVID-19 could continue to emerge which potentially impact on the efficacy of vaccines, leading to further strain on the NHS and potential future lockdowns. This could come with additional future uncertainty due to long COVID as well as additional economic challenges.

4 SUMMARY OF VALUATION FOR SOLVENCY PURPOSES

The rules regarding valuation for solvency purposes, known as Solvency II ("SII"), requires a market consistent approach in the valuation of assets and liabilities. This basis creates a number of differences when compared with the financial statements prepared under IFRS. The valuation differences are summarised below:

- Replacing the IFRS technical provisions with SII technical provisions;
- The removal of FinRe assets recognised in IFRS;
- The removal of the deferred acquisition cost asset recognised in IFRS;
- The removal of other minor IFRS assets; and
- The difference in valuation of the deferred tax assets ("DTA") recognised under SII.

The table below summaries each of the valuation differences:

Year ended 30 June	2021	2020
	£'m	**£'m**
IFRS net asset value	**325.4**	**291.8**
Add – Move to SII technical provisions	46.5	80.9
Remove – FinRe asset under IFRS	(156.0)	(175.8)
Remove – Deferred acquisition costs under IFRS	(41.9)	(42.5)
Remove – Other IFRS valuation differences	(0.2)	(0.2)
Add – SII DTA adjustment	12.7	2.4
Total SII excess asset over liabilities	**186.5**	**156.6**

Overall, whilst the IFRS net asset value has grown, the reduction in benefit from moving to the SII technical provisions has offset this. This is because the SII technical provisions are impacted by the high levels of uncertainty in the current environment due to ongoing national lockdowns and emerging variants of the COVID-19 virus. There has been a decrease in the FinRe asset balance as the Company has accelerated reinsurance repayments on four of its older FinRe contracts, and the SII DTA has increased mainly due to the increase in future corporation tax rates from 19% to 25% from April 2023. More detail is provided in Section D.

5 CAPITAL MANAGEMENT SUMMARY

The objective of own funds management is to hold sufficient capital to ensure the Solvency Capital Requirement ("SCR") ratio is within VHL's risk appetite. VHL calculates its SCR using the standard formula, and has analysed the risk profile of the business to confirm that it is fit for purpose. The increase in the VHL SCR is driven by the growth of the business.

The table below summarises the SCR ratio movement over the past year. A key driver of the increase in both the SCR and Minimum Capital Requirement ("MCR") coverage ratios shown below is the growth in eligible own funds which is greater than the growth in the SCR or MCR. The increase in eligible own funds is due to the growth in excess assets over liabilities outlined above in Section 4.

Year ended 30 June	2021	2020
	£'m	£'m
Eligible own funds to meet the SCR	**180.7**	**170.7**
Tier 1	157.9	136.1
Tier 2	6.8	19.3
Tier 3	16.0	15.3
Solvency Capital Requirement	**106.8**	**102.3**
SCR coverage ratio	**169.2%**	**166.9%**

Despite members receiving lower premium increases over this period, there continued to be a temporary increase in Tier 1 assets as the Company continued to receive premiums from members whilst ongoing national lockdowns from the COVID-19 pandemic delayed some treatments. These treatment delays mean that some of those funds received will not be paid out as claims until the subsequent claims catch up. This is a temporary benefit to the asset position, as highlighted below in Section E1.2, since the premium technical provision ("PTP") in Solvency II is unable to recognise all of the anticipated catch-up of claims due to the application of the contract boundary restriction.

The reduction in Tier 2 capital is because three subordinated loans from Vitality Health Insurance Limited ("VHIL") matured in the financial year and were replaced with a single unsubordinated loan from VHIL.

The table below summarises the MCR ratio movement over the past year.

Year ended 30 June	2021	2020
	£'m	£'m
Eligible own funds to meet the MCR	**163.2**	**141.2**
Tier 1	157.9	136.1
Tier 2	5.3	5.1
Tier 3	0.0	0.0
Minimum Capital Requirement	**26.7**	**25.6**
MCR coverage ratio	**611.4%**	**551.9%**

The Company carries out formal quarterly reviews of the solvency coverage ratio and monitors this on an ongoing basis as part of its risk monitoring and capital management system. The Company has continuously held capital above the MCR and the SCR throughout the reporting period.

A BUSINESS AND PERFORMANCE

A.1 BUSINESS

A.1.1 Name and legal form of the undertaking

Vitality Health Limited ("VHL", "VitalityHealth", "the Company") is incorporated in the United Kingdom and is a company limited by shares. The address of the registered office is:

3 More London Riverside
London
SE1 2AQ

This Solvency and Financial Condition Report ("SFCR") covers Vitality Health Limited on a solo basis.

A.1.2 Name of the Supervisory Authority responsible for the financial supervision of the undertaking and group

The Company is an undertaking of:

- Discovery Group Europe Limited, an insurance holding company which has its head office in the United Kingdom, is the top-most undertaking within the scope of the EU/EEA transitional arrangements; and
- Discovery Limited, the ultimate insurance holding company, has its head office in the Republic of South Africa, a country outside both the scope of the EU/EEA and the transitional arrangements.

Under Solvency II, the group supervisor of Discovery Limited is the Prudential Regulation Authority ("PRA") as the Republic of South Africa is not an equivalent country for Solvency II group supervision purposes. In the absence of equivalence, Discovery Limited is subject to full Solvency II group supervision or the Company can apply to the PRA to use another method. The Company has a waiver in place, effective 1 January 2019, from the PRA modifying the PRA Rulebook on Group Supervision to use another method.

Discovery Limited is also subject to group supervision by the South African Prudential Authority. The South African Prudential Authority can be contacted at:

Prudential Authority
South African Reserve Bank
370 Helen Joseph Street
Pretoria
South Africa
0002

The supervisory authority of the Company and the Discovery Group Europe Limited group, is the PRA and they can be contacted at:

Prudential Regulation Authority
Bank of England
Threadneedle Street
London
EC2R 8AH

A.1.3 Name and contact details of the external auditor of the undertaking

The independent auditors of the Company are:

PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
7 More London Riverside
London
SE1 2RT

A.1.4 Holders of qualifying holdings in the undertaking

The persons, to the knowledge of the Company, who were direct and indirect holders of qualifying holdings in the Company at any time during the reporting period and at the end of the financial year were (see Figure 1 in Section A.1.5):

- Vitality Health Insurance Limited – a limited company incorporated in the United Kingdom. As at the reporting date, Vitality Health Insurance Limited owned 100% of the shares of the Company and was able to exercise 100% of the voting power at any general meeting;
- Vitality Life Limited – a limited company incorporated in the United Kingdom. As at the reporting date, Vitality Life Limited owned 100% of the shares of VHIL and was able to exercise 100% of the voting power at any general meeting;
- Discovery Holdings Europe Limited – a limited company incorporated in the United Kingdom. As at the reporting date, Discovery Holdings Europe Limited owned 100% of the shares of Vitality Life Limited;
- Discovery Group Europe Limited – a limited company incorporated in the United Kingdom. As at the reporting date, Discovery Group Europe Limited owned 100% of the shares of Discovery Holdings Europe Limited; and
- Discovery Limited – a limited company incorporated in the Republic of South Africa. As at the reporting date, Discovery Limited owned 100% of the shares of Discovery Group Europe Limited, and was able to exercise 100% of the voting power at any general meeting.

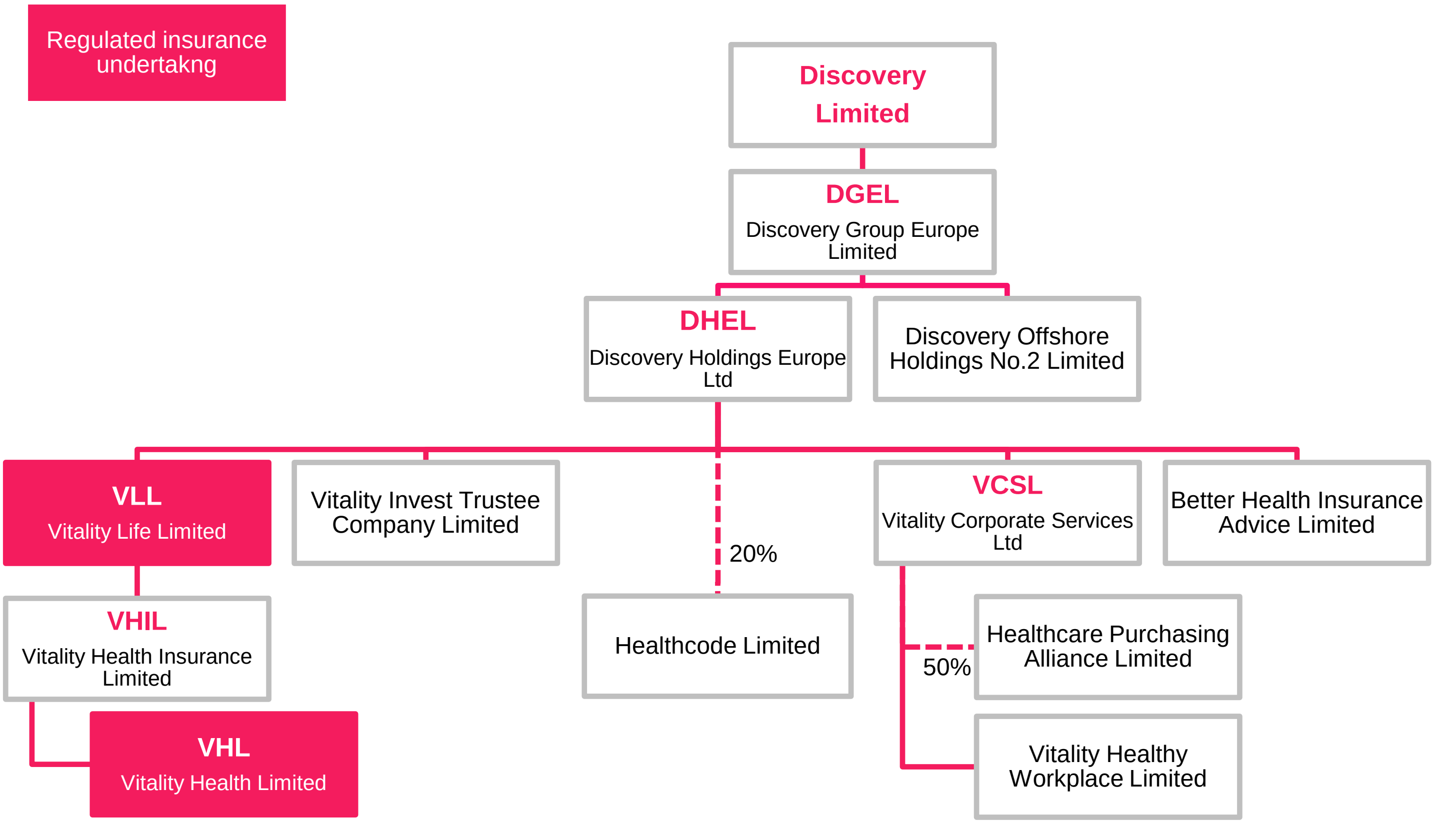
A.1.5 Details of the undertaking's position within the legal structure of the group

The Company is an insurance subsidiary undertaking of Discovery Limited, the ultimate world-wide parent undertaking and Discovery Group Europe Limited, the top-most undertaking within the scope of the EU/EEA transitional arrangements. The participating undertaking of the Company is Vitality Health Insurance Limited. A list of related undertakings within the Discovery Group Europe Limited group are shown below.

Name of related undertaking	Legal form	Country	Participating undertaking	Proportion of ownership interest held by the participating undertaking	Proportion of voting rights held by the participating undertaking
Discovery Limited	Limited by shares	South Africa			
Discovery Group Europe Limited	Limited by shares	United Kingdom	Discovery Limited	100%	100%
Discovery Offshore Holdings No.2 Limited	Limited by shares	United Kingdom	Discovery Group Europe Limited	100%	100%
Discovery Holdings Europe Limited	Limited by shares	United Kingdom	Discovery Group Europe Limited	100%	100%
Vitality Invest Trustee Company Limited	Limited by shares	United Kingdom	Discovery Holdings Europe Limited	100%	100%
Better Health Insurance Advice Limited	Limited by shares	United Kingdom	Discovery Holdings Europe Limited	100%	100%
Vitality Life Limited	Limited by shares	United Kingdom	Discovery Holdings Europe Limited	100%	100%
Vitality Corporate Services Limited	Limited by shares	United Kingdom	Discovery Holdings Europe Limited	100%	100%
Vitality Health Insurance Limited	Limited by shares	United Kingdom	Vitality Life Limited	100%	100%
Healthcode Limited	Limited by shares	United Kingdom	Discovery Holdings Europe Limited	20%	20%
Vitality Health Limited	Limited by shares	United Kingdom	Vitality Health Insurance Limited	100%	100%
Healthcare Purchasing Alliance Limited	Limited by shares	United Kingdom	Vitality Corporate Services Limited	50%	50%
Vitality Healthy Workplace Limited	Limited by shares	United Kingdom	Vitality Corporate Services Limited	100%	100%

The structure chart below explains the ownership and legal links between the Company, its UK parent undertaking, Discovery Group Europe Limited, ultimate parent undertaking, Discovery Limited and its related undertakings. Participations are 100% unless shown.

Figure 1



Discovery Limited is the ultimate parent company, incorporated in the Republic of South Africa.

DGEL is the top-most undertaking within the scope of the EU/EEA transitional arrangements and is a holding company for DHEL and also owns a dormant company called Discovery Offshore Holdings No.2 Limited.

DHEL, the holding company, owns one regulated insurance entity (VLL) and indirectly holds a second insurance entity (VHL) as VLL has direct ownership of the holding company VHIL which owns VHL. DHEL also owns a services company Vitality Corporate Services Limited (“VCSL”), a distributor (Better Health Insurance Advice Limited (“BHIA”) which is an appointed representative of VCSL), and Vitality Invest Trustee Company Limited (“VITCL”) that considers the SIPP provided by VitalityInvest.

DHEL itself is not a regulated insurance entity, and thus has no capital requirement under Solvency II. VCSL and BHIA similarly have no solvency capital requirements, although as VCSL is an intermediary it is required to hold a small amount of Retail Mediation Activity Return (“RMAR”) regulatory capital.

Healthcode Limited is a joint venture of which DHEL owns 20%. It is not a regulated insurance entity, and thus has no capital requirement. The ownership changed from VHIL to DHEL on 24 June 2021.

VCSL owns 50% of Healthcare Purchasing Alliance Limited (“HPA”), which is a joint venture between VitalityHealth and Aviva Health which is responsible for negotiating hospital tariffs with private hospitals in the UK. VCSL also owns 100% of Vitality Healthy Workplace Limited (“VHWL”). HPA and VHWL are not regulated entities and thus have no capital requirements under Solvency II.

VCSL provides a number of services to VitalityHealth, VitalityLife and VitalityInvest including:

- Paying for the cost of the Vitality programmes and other administration costs which are then recharged; and
- Holding all employment contracts and managing the payroll.

A.1.6 The undertaking's material lines of business and material geographical areas where it carries out business

The Company only has one line of business, that is medical expense insurance, and all business is transacted in the United Kingdom.

A.1.7 Any significant business or other events that have occurred over the reporting period that have had a material impact on the undertaking

The global COVID-19 pandemic impacted the availability and utilisation of private healthcare in the UK since March 2020. The UK economy was in recession during 2020 and has since been impacted by repeated national lockdowns due to variants of the COVID-19 virus emerging across the UK.

After the effects of the initial lockdown subsided, our members sought authorisation for treatments at pre-pandemic levels. Whilst hospitals and consultants have continued to provide online and face-to-face private treatment throughout the financial year, there were additional delays and costs involved in accessing some of this treatment, such as COVID-19 testing costs and isolation periods. In spite of these significant challenges, the Company has continued to grow throughout this period which demonstrates that members have experienced value and utility in our product over this challenging time.

Members generally maintained their private medical insurance cover even if treatment was delayed, and hence the business continued to receive their premiums. VitalityHealth set up an additional IFRS UPR at 30 June 2021 to recognise the change in risk emergence over the policy period. This additional UPR will be utilised in 2021-22 during the anticipated claims catch-up. Under IFRS, no future profit beyond the valuation date is recognised. However, under Solvency II premium is not deferred to allow for the change in risk emergence, and hence future profit beyond the valuation date and up until the end of the contract period is recognised. The anticipated claims catch-up is expected to extend beyond the renewal period for some policies, meaning this catch-up can only be partly recognised in the Solvency II technical provisions.

The full recovery of the UK economy and a return to pre-COVID claim levels is expected to take some time, and may be impacted by any resurgence in the virus.

On 23 June 2016, the United Kingdom European Union membership referendum resulted in a vote for the UK to leave the European Union. As a result the UK left the EU on 31 January 2020 and the transition period, during which time the UK must comply with all EU rules and laws, ended on 31 December 2020. There have been changes after the transition period has ended, but since the Company only sells and underwrites policies to UK residents there have been no significant impacts to the Company to date.

Reinsurance based financing obtained to offset the total strain of writing new business and repaid in future periods through ceded premiums and claims under a quota share treaty continues to be an important part of the Company's strategy. The Company has one cash treaty and ten cashless treaties in place as at 30 June 2021. The amount of new cashless financing received in the year to 30 June 2021 was £44.0m (June 2020: £41.8m). In addition, a number of reinsurance treaty amendments were signed with the reinsurers during the year in order to change the repayment profile of the treaties in response to the impact of the pandemic on the economic profile of the reinsured business, reducing access to treatment during the pandemic in the short term and introducing a catch up in later periods. The only cash treaty has no remaining deficit balance but will continue to cede premiums and recover claims until October 2021.

A.2 UNDERWRITING PERFORMANCE

The table below shows the Company's IFRS premiums, claims and expenses for the period ended 30 June 2021. For Solvency II purposes, all of VHL's business is defined as "medical expenses insurance".

Year ended 30 June	2021	2020	Change
	£'m	£'m	£'m
Gross earned premium	534.1	460.7	73.4
Reinsurance share of premium	(128.4)	(80.5)	(47.9)
Gross claims incurred	(259.0)	(244.2)	(14.8)
Reinsurance share of claims	64.5	59.8	4.7
Expenses	(174.3)	(166.7)	(7.6)
Underwriting result	**36.9**	**29.1**	**7.8**
Investment and other income	3.0	3.4	(0.4)
Unsubordinated loan interest	(0.2)	0.0	(0.2)
Subordinated loan interest	(0.6)	(0.9)	0.3
IFRS profit before tax	**39.1**	**31.6**	**7.5**

The Company's underwriting performance improved in the year. The Company has seen a healthy growth in insured lives, despite the challenges of the COVID-19 pandemic. The growth in earned premium was further increased by the partial unwind of the larger 2020 additional unearned premium reserve established to reflect the significant change in incidence of risk during the pandemic. The increase in reinsurance share of premium reflects acceleration of repayments on four of its older FinRe contracts coupled with the signing of two new cashless reinsurance treaties. The growth in both claims incurred and the reinsurance share of claims reflects full access to private sector hospitals being reinstated early in the financial year.

The IFRS profits shown include the benefit of FinRe and deferred acquisition costs ("DAC") used under IFRS to offset the impact of new business strain. The benefits of FinRe and DAC are not recognised under the Solvency II basis as noted under Section D.

A.3 INVESTMENT PERFORMANCE

A.3.1 Information on income and expenses arising from investments by asset class

The Company's investments fall into the following categories as at 30 June 2021:

1. **Collective investment undertakings** (£153.9m, 30 June 2020: £111.1m)

The Company has seen an increase in premiums invested in short-term money market funds from the delay in claims due to the ongoing COVID-19 pandemic. It is expected that this will unwind with a catch-up of delayed treatments. In the year ended 30 June 2021 the Company received a trivial amount of investment income over the period (£0.3m in prior year) due to the reduction in interest rates as a result of the pandemic. No material expenses were incurred in respect of these assets.

2. **Cash and cash equivalents** (£15.7m, 30 June 2020: £12.1m) **and Short-term deposits** (£20.9m, 30 June 2020: £16.9m)

Cash, cash equivalents and short-term deposits relate to amounts held in the Company's own bank accounts and cash held within the Barclays and HSBC bond portfolios; these generated a trivial amount of interest income during the current year (£0.1m in prior year) due to the fact that interest rates significantly reduced or were nil as a result of the COVID-19 pandemic. No material expenses were incurred in respect of these assets.

3. **Bonds** (£49.3m, 30 June 2020: £54.7m)

The Company is invested in funds with exposure to a range of government and corporate bonds. All bond issues are Sterling denominated and have an average duration of less than 4 years. During the year, the Company decreased exposure towards investment grade bonds as maturing bonds were not reinvested, with the proceeds being held in short-term deposit funds. Investment return of £1.7m was achieved and £0.2m of investment management expenses were incurred in the year (a net investment gain of £1.7m was achieved in 2020). The Company's investment strategy has not changed compared to the prior year and VitalityHealth's assets and liabilities are well matched at June 2021 as there are more short-term assets than short-term liabilities.

A.3.2 Information about any gains and losses recognised directly in equity

Not applicable – all gains and losses are recognised in the statement of comprehensive income.

A.3.3 Information about any investments in securitisation

The Company did not invest directly in securitised investments during the financial year ended 30 June 2021.

A.4 PERFORMANCE OF OTHER ACTIVITIES

A.4.1 Other material income and expenses

Financing reinsurance is an important part of the Company's strategy. Financing is obtained to partially offset the upfront cost of writing new business, and this financing is then repaid in future periods through ceded premiums and claims under quota share treaties. The amount of financing received in the year net of repayments of existing treaties and excluding fees payable was a £20.1m outgoing compared to £21.4m of income in the prior year. The higher sales seen over the financial year resulted in more new financing reinsurance being taken than in the previous year. In addition, a number of reinsurance treaty amendments were signed with the reinsurers during the year, in order to change the repayment profile of the treaties, in response to the impact of the pandemic on the economic profile of the reinsured business, reducing access to treatment during the pandemic in the short term and introducing a catch up in later periods.

Interest of £0.6m (2020: £0.9m) was paid in the year on the Company's subordinated loans. Three of these subordinated loans with VHIL were converted into a single unsubordinated loan upon maturity in December 2020, and the Company incurred £0.2m of interest expense on this loan during the current year.

A.4.2 Leases

A.4.2.1 Financial leases

The Company is not party to any financial leases.

A.4.2.2 Operating leases

The Company is not party to any operating leases.

A.5 BUSINESS AND PERFORMANCE – ANY OTHER INFORMATION

No other information is provided.

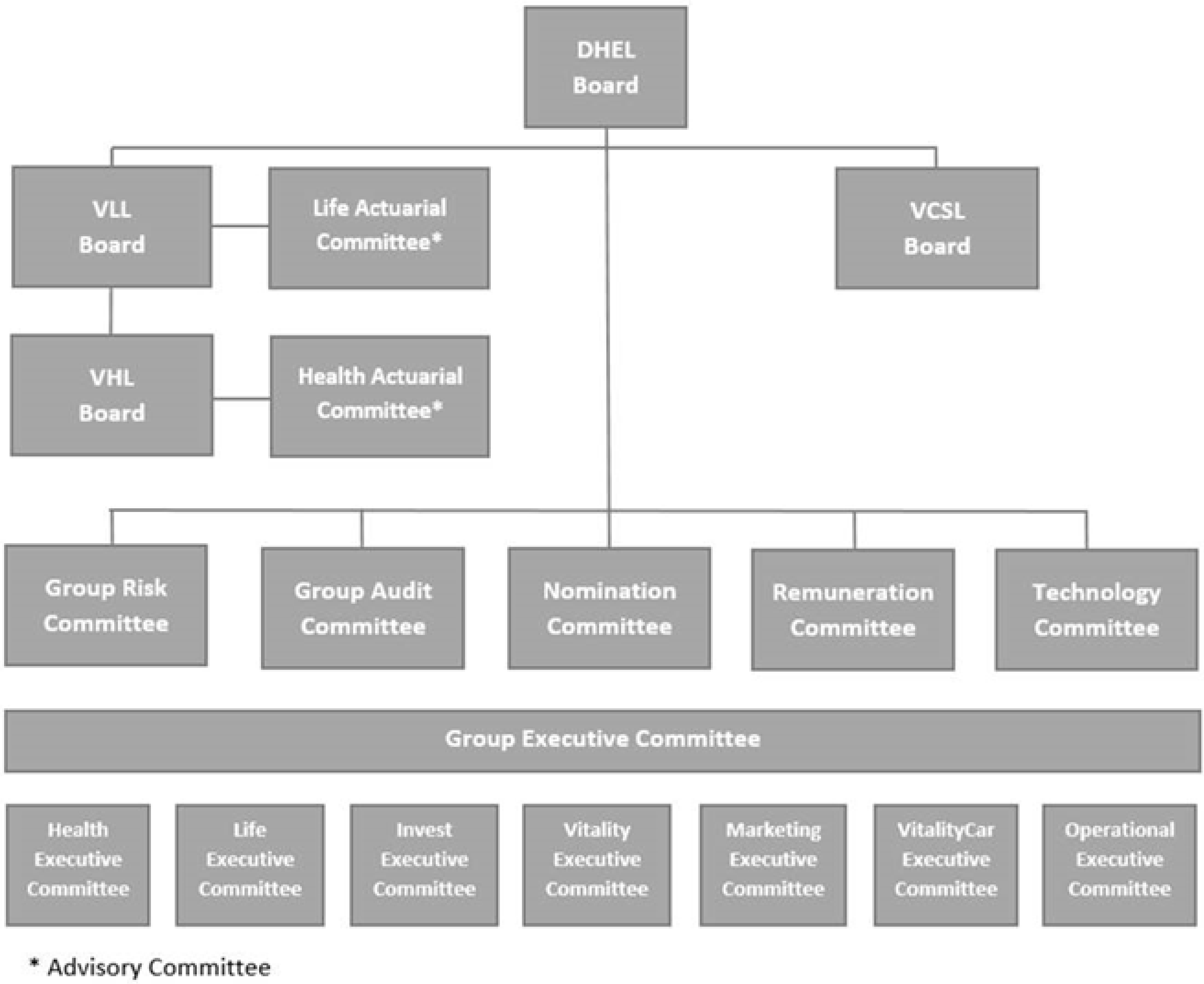
B SYSTEM OF GOVERNANCE

B.1 GENERAL INFORMATION ON THE SYSTEM OF GOVERNANCE

B.1.1 Role and responsibilities of the Administrative, management or supervisory body and key functions

The core purpose of the Company is to make people healthier, and to enhance and protect their lives. The Company has a unique entrepreneurial spirit with a strong emphasis on innovation. The Board of Directors ("Board") has the responsibility to preserve these special attributes, while at the same time ensuring that the principles of sound uncompromising good governance are observed.

Overview of the Board, Board Sub-Committees and Advisory Committees



The Committees report to the Group Board and Boards of VLL and VHL where appropriate.

The Board

The VHL Board ("the Board") is ultimately responsible for the performance and strategy of the Company. By selectively delegating authority and certain functions to various committees, the Board does not absolve themselves of their own responsibility for the Company.

It is the Board's responsibility to:

- Ensure that the Company operates within an established framework of an effective system of internal control, risk management and compliance;
- Ensure that the solvency capital requirements and minimum capital requirements are maintained at all times;
- Validate that the standard formula is appropriate for the Company and the output from it is used effectively;
- Ensure that the values of the Company are established and known throughout the Company;
- Determine the strategy and approve the business plan;
- Ensure that the business is conducted in an efficient and effective manner; and
- Assist approved persons to discharge their responsibilities in respect of the area of business for which they are responsible.

Board Committees

Risk Committee

The Risk Committee is responsible for assisting the Board with the overall system of risk and compliance management, ensuring that risk and compliance matters are disclosed in a timely manner, including conduct risks, emerging risks, business continuity and disaster recovery, and outsourcing risks.

The Committee membership consists of a minimum of three independent Non-Executive Directors, with members of senior management attending the meeting. Only the independent Non-Executive Directors can vote on matters with a quorum of two needed for approvals and decisions. The attendees of the Committee collectively have extensive actuarial, insurance, healthcare, regulatory, investments, accounting, economics and management skills.

The Committee meets four times a year with the mandate to convene additional meetings as circumstances require. The Chair of the Committee is an independent Non-Executive Director who has a position on the Board and reports at each Board meeting on the activities of the Committee. The Chair of the Committee regularly meets with the Chief Risk Officer without other members of management present.

The responsibilities of the Risk Committee are to:

- Oversee the development of the Risk and Compliance Framework to ensure that they are appropriate to the business and that risks are identified, managed and controlled. This includes overseeing the formulation of the high level risk management strategy to support the overall business strategy, and of an appropriate compliance universe and monitoring plans;
- Recommend to the Boards, risk appetites and monitor them on a regular basis. Consider and monitor, remedial actions where the business is outside of risk appetite;
- Review and recommend to the Boards, risk policies covering each material risk faced by the Companies;
- Support the embedding and maintenance of an open culture in relation to the management of risk across the Companies;
- Oversee the periodic review of the format, content and frequency of risk information;
- Review MI and challenge any conduct issues in relation to VCSL's Sales channels including Appointed Representatives and the employed sales channels across the business; and
- Receive, review and challenge summary reports from the Outsourcing Committee, Policy Committee, Product Governance Committees and Conduct Risk Committees to support the Risk Committee in fulfilling its duties in relation

to outsourcing, policy setting and attestation, product approval and conduct risk management and treating customers fairly.

Audit Committee

The Audit Committee is responsible for assisting the Board in terms of the financial reporting processes, internal controls, performance of the internal and external audit processes, financial crime controls and any other matters that may impact the financial results of the Company.

The Committee membership consists of a minimum of three independent Non-Executive Directors, and members of senior management who attend the meeting. Only the independent Non-Executive Directors can vote on matters and a quorum of two is needed for approvals and decisions. The attendees of the Committee collectively have extensive actuarial, insurance, healthcare, regulatory, investment, accounting, economics and management skills.

The Committee meets four times a year with the mandate to convene additional meetings as circumstances require. The Chair of the Committee is an independent Non-Executive Director who has a position on the Board and reports at each Board meeting on the activities of the Committee. The Chair of the Committee regularly meets with the Compliance and Internal Audit Function leaders and with external audit partners without members of management present when required.

The responsibilities of the Audit Committee are:

- Review of Financial Reporting: Monitoring the integrity of the Company’s financial reporting and of its financial statements and make appropriate recommendations to the Board, having particular regard to:
    - Changes to or new significant accounting policies;
    - Significant accounting judgements and estimates; and
    - The accounting for significant, unusual or complex transactions or items.
- The Committee reviews the Company's systems of internal financial controls, including receiving reports from management on the effectiveness of the systems they have established and the results of controls and testing carried out by Internal and External Audit;
- Oversees the work of Internal Audit by reviewing:
    - The Internal Audit Charter to ensure it is fit for purpose for the business;
    - The scope of the Internal Audit plan and the process for developing it. It monitors progress against the plan throughout the year;
    - Internal Audit reports, in particular any significant findings; and reviews the responses from management to audit recommendations and their progress and timeliness in implementing them; and
    - The resources available to the Chief Internal Auditor. It reviews the effectiveness of internal audit and confirms that it has the level of expertise, experience and quality appropriate to the business. It oversees the use of third party resources to assist the Internal Audit function.
- The Committee assists the Board in appointing the Chief Internal Auditor, who reports directly to the Chair of the Committee, including for performance evaluation and compensation;
- Oversees the performance of the external auditors, including;
    - Review of the external audit plan;
    - Review of the independence of the auditors and their proposed fees, making recommendations to the Board; and
    - Reports from the auditors on the preparation of the Company's financial results and financial statements; their letters to management; and management's responses and their progress and timeliness in implementing recommendations.
- The Committee reviews and approves the Combined Assurance Plan covering Compliance, Risk and Internal Audit to ensure that the assurance functions' activities are coordinated and operating effectively; and reviews progress against it:
    - The Committee reviews and challenges Compliance and Risk monitoring reports and monitors progress of the implementation of recommendations;
    - The Financial Crime Committee (“FCC”) is a sub-committee of the Committee and the Committee receives and reviews a summary of matters arising from the FCC. The Committee reviews the reporting of financial crime and

the annual Money Laundering Reporting Officer report and receives reports of any significant incidents of fraud; and
- The Committee should review whistle-blowing procedures and policies and receive regular reports on issues raised by whistleblowers and on their resolution.

Actuarial Committee

The objective of the Actuarial Committee is to assist the Board of Directors of VitalityHealth in discharging their fiduciary duties towards policyholders, regulators and shareholders by ensuring that technical actuarial matters are given appropriate attention.

The Committee membership consists of one independent non-executive director (the Chair), at least one other non-executive director and at least one independent Actuary. Executive and senior management attend the Committee by invitation. The Chair of the Committee is an independent non-executive director with extensive actuarial experience, who has a position on the Board and reports at each board meeting on the activities of the Committee.

The responsibilities of the Actuarial Committee include:

- On behalf of the Board, to review matters relating to VitalityHealth of an actuarial nature and, as appropriate, report on, advise and/or recommend approval of those matters to the Board, the Audit Committee or the Risk Committee;
- Give the Board, Audit Committee and Risk Committee comfort that the contents and recommendations of any reporting to the Board on actuarial matters relating to VitalityHealth have been properly considered;
- Support the Risk Committee by reviewing the methodologies and assumptions underlying the quantitative elements of the ORSA and in such other ways as requested to assist the Risk Committee in its identification, appraisal and management of risk;
- Support the Audit Committee by reviewing the methodologies and assumptions used to determine the technical provisions and in such other ways as may be requested by the Audit Committee;
- Receive, review and report to the VHL Board on the opinion to be expressed by the Actuarial Function on the overall underwriting policy in accordance with 6.1(1)(g) of Conditions Governing Business of the PRA Rulebook;
- Receive, review and report to the VHL Board on the opinion to be expressed by the Actuarial Function on the adequacy of the reinsurance arrangements in accordance with 6.1(1)(h) of Conditions Governing Business of the PRA Rulebook;
- Receive, review and, if appropriate, recommend approval by the VHL Board of the annual report from the Actuarial Function produced in accordance with Article 272(8) of the Commission Delegated Regulation (EU) 2015/35;
- To make recommendations to the Discovery Limited Actuarial Committee on the VitalityHealth embedded value assumptions and methodologies via the Boards of the Companies within scope; and
- Review the performance of the Chief Actuary and actuarial function and report this to the Board and Remuneration Committee, as appropriate.

Technology Committee

The purpose of the Committee is to provide oversight of the UK Vitality Group of Companies' IT operations and technology strategy and significant investments in support of such strategy; and to support the Risk Committee in understanding the Companies' exposure to, and management of, IT operations and technology risk.

The Committee membership consists of one independent Non-Executive Director, at least two other Executive and Non-Executive Directors of the companies within scope and is attended by members of senior management. The Committee is chaired by an independent Non-Executive Director with extensive experience in information technology and security management. The Chair of the Committee has a position on the Board and reports at each Board meeting on the activities of the Committee.

The responsibilities of the Technology Committee include:

- Consider the Companies' future service trends and demands on technology. Review the Companies' overarching technology and process strategy, architecture and roadmaps (including core technology and vendor choices and delivery roadmaps). Endorse the Companies' approach to research and innovation and technology intellectual property rights;
- Review and approve the Companies' IT operations and technology policies;
- Review the Companies' IT operations and technology strategy and associated budget and expenditures for the Companies and their business segments;
- Consider and, as appropriate, make recommendations to the Executive Committees and Boards regarding significant and/or strategic technology investments which support the Companies' strategies. Review and agree significant technology investments and expenditures;
- Monitor and evaluate existing and future trends in technology that may affect the Companies' strategic plans, including monitoring of overall industry trends. Receive reports on future technologies and, in particular, the direction, opportunities and threats;
- Receive reports from management, as and when appropriate, on IT operations and technology metrics. Provide input and guidance to management based on the experience of the Committee members, addressing both opportunities and challenges;
- Review the major IT operations and technology risk exposures of the Companies and the steps management has taken to monitor and control such exposures. Agree, with management, including the Chief Risk Officer, the Companies' risk management and risk assessment guidelines and policies regarding technology risk;
- Review the major technology risk exposures of the Companies, including information security, cybersecurity and fraud risks, and the steps management has taken to monitor and control such exposures. Periodically provide a report to the Risk Committees on the conclusions of such reviews; and
- Perform any other activities consistent with these Terms of Reference as the Board shall specifically delegate to the Committee.

Group Executive Committee

The Group Executive Committee is mandated and responsible for implementing the strategies approved by the Board and managing the affairs of the Company. The Executive Committee is chaired by the Group Chief Executive Officer and meets weekly. The CEO is a member of the Board and has a standing agenda item on the Board to provide an update of the business performance and outlook. Each area of the business is represented by an executive on the Executive Committee and feedback on the activities of each department is provided at the weekly meeting.

The responsibilities of the Group Executive Committee include:

- Develop, implement and monitor the business plan, recommending any changes for approval by the Boards;
- Structure operations for maximum efficiency;
- Ensure that effective systems of controls are established and maintained which facilitates identification and effective management of all significant risks facing the business;
- Decisions on prioritisation of the allocation of capital and operating resources within current business plan;
- Ensure the functional business areas provide accurate and timely management information to enable the business to be effectively managed;
- Ensure that the business operates within an effective and appropriate governance framework;
- Pass relevant and specific information to the Board, including any recommendations by the Committee that require approval by the Board;
- Review financial and operational performance of the business and authorise appropriate actions;
- Review the Company's code of conduct, leadership charter and policy statements to ensure these are fair to employees and reflective of organisational culture;
- Approval and regular review of the Company's performance management and bonus framework;

- Review of third party contracts or agreements which may carry a reputational risk to the UK Vitality Group or the Discovery Group;
- Review of any material product changes, including new partner contracts – these will take the form of recommendations to the Board;
- Review of any new financial incentive programmes (including staff incentive schemes, broker incentives etc.) which may impact on behaviours; and
- Monitoring of fraud and financial crime.

The Group Executive Committee is supported by a number of other Executive Committees covering key elements of the business:

- Health, Life and Invest Executive Committees looking at each of the respective business areas;
- Vitality Executive Committee that manages the Vitality programme implementation in the UK;
- Distribution Executive Committee that reviews and manages the implementation of the distribution strategy; and
- Marketing Executive Committee to manage the marketing activities of the business.

Nomination Committee

The Nomination Committee is responsible for assisting the Board to ensure the right mix of skills and expertise is represented on the Board.

The Committee consists of a minimum of five Non-Executive Directors and is attended by members of senior management. Only the Non-Executive Directors can vote on matters with a quorum of three needed for approvals and decisions. The Committee meets at least once a year with the mandate to convene additional meetings as circumstances require. The Chair of the Committee is an independent Non-Executive Director who has a position on the Board and reports at each Board meeting on the activities of the Committee.

The main responsibilities of the Nomination Committee are to:

- Monitor the balance of skills, knowledge, experience and diversity on the Boards, ensuring these are appropriate to the needs of the Companies within the Group;
- Ensure the appointments of Directors are linked to the Group's strategy;
- Ensure the quality of nominees to the Boards;
- Set policy around Board appointments and specify descriptions of the role and capabilities required for Board appointments in light of existing skills and experience of current Board members;
- Ensure an adequate and up to date succession plan is in place for each Board;
- Ensure the Directors receive induction training and on-going training;
- Make recommendations to the DHEL Board with regard to all members of the DHEL Group; and
- Evaluate the Board's effectiveness.

Remuneration Committee

The Remuneration Committee is responsible for assisting the Board to set the parameters of remuneration for the Company and to oversee the Remuneration policy and outcomes for employees.

The Committee consists of a minimum of two independent Non-Executive Directors, a Non-Executive Director, two Discovery Executive Directors and is attended by members of senior management. Members can vote on matters with a quorum of three which must include the Chair, an independent Non-Executive Director and a Discovery Executive Director. The Committee meets at least twice a year with the mandate to convene additional meetings as circumstances require. The Chair of the Committee is a Non-Executive Director who has a position on the Board and reports at each Board meeting on the activities of the Committee.

The main responsibilities of the Remuneration Committee are to:

- Review performance against targets and agree payments;
- Set the remuneration policy and principles and monitor its application;
- Verify specific oversight and governance processes;
- Monitor the Remuneration Policy; and
- Report and provide assurance of the Remuneration Policy.

General information on the key functions

The following section provides a summary of the authority, resources and operational independence of the key functions.

- Risk Function – the function is headed by the Group Chief Risk Officer who is supported by a team that possesses skills ranging from risk management, actuarial, information technology and the UK regulatory environment. The Chief Risk Officer report including the risk summary is presented to the Executive Committee, Risk Committee and the Board, giving these management bodies the information gathered through the risk management process. The Risk Function maintains independence by carrying out an oversight role of the major processes, allowing for robust challenge of decisions and processes across the business.
- Internal Audit Function – the function is headed by the Chief Internal Auditor who is supported by a team containing qualified accountants, IT auditors and auditors. Information on the independence of the internal audit function is provided in Section B.5.2. The findings of the internal audit function are reported to the Audit Committee and a summary is provided to the Board by the Chair of the Audit Committee.
- Compliance Function – the function is headed up by the Group Compliance Director who is supported by a team of specialists with skills that include an in-depth understanding of the UK regulatory environment, financial crime and data protection legislation and monitoring experience. More information on the implementation, authority and independence is provided in Section B.4.2. The findings of the compliance function are reported to the Executive Committee, Risk Committee and Audit Committee. The Chairs of the Risk and Audit Committees are members of the Board and present summaries of the activities of their committees to the Board.
- Actuarial Function – the function is headed by the Chief Actuary who is supported by Fellows and members of the Institute and Faculty of Actuaries, international actuaries with equivalent qualifications, as well as other technical professionals. Information on the authority, resources and independence of the actuarial function is provided in Section B.6. The Chief Actuary is a member of the Executive Committee. Activities of the Actuarial Function are tabled at the Actuarial Committee which is chaired by an independent Non-Executive Director who subsequently provides a summary of the committee’s activities to the Board.

The system of governance is considered to be appropriate for the Company, taking into account the nature, scale and complexity of the risks inherent in the business.

B.1.2 Material changes in the system of governance that have taken place over the reporting period

There were no material changes to the system of governance over the reporting period.

The following Director changes took place in the year:

- Lord Sebastian Coe was appointed as the VHL Senior Independent Director on 12 May 2021;
- Dr. David Hare was appointed to both the VHL and VLL Boards as an independent Non-Executive Director on 26 October 2020;
- Mr. Michael Saunders was appointed to both the VHL and VLL Boards as an Executive Director on 28 October 2020;
- Mr. Adrian Gore resigned from both the VHL and VLL Boards as a Non-Executive Director on 31 December 2020;
- Sir Andrew Foster resigned from the VHL Board as a Non-Executive Director on 31 December 2020 and from the VCSL Board as a Non-Executive Director on 26 January 2021; and

- Mr. Stephen Sarjant resigned from the VHL, VLL, VCSL and DHEL Boards as an independent Non-Executive Director on 31 December 2020.

There were no changes made to Committees in the last year.

The following changes were made in positions of influence during the year:

- Dr. Justin Skinner resigned as the Chief Risk Officer for VHL and VLL with effect from 29 April 2021;
- Mr. Deepak Jobanputra was appointed in the newly created role of Chief Sustainability Officer for VHL and VLL with effect from 29 April 2021; and
- Mrs. Kirsty Leece was appointed as the Chief Risk Officer for VHL and VLL with effect from 29 April 2021.

B.1.3 Remuneration policy for the administrative, management or supervisory body and employees

B.1.3.1 Principles of the remuneration policy

All staff of the Company are employed by VCSL and the Company's remuneration policy is intended to attract, recruit and retain employees whose values are aligned to our culture and core purpose. The Company aims to create an environment that motivates high performance so that all employees can positively contribute to the Company's strategy and values. The Company philosophy is to adopt a flexible approach that recognises differences in individual performance, value and contribution to the organisation.

The Company achieves this through its pay philosophy, which ensures equitable and competitively benchmarked pay levels with incentives designed to reward high performance.

The key principles that underpin the reward policy, rewards structures and individual rewards are:

- Offering pay packages that promote internal equality and are competitive in the market to attract, recruit and retain great people;
- Ensuring that pay decisions are free from unfair discrimination based on race, gender, age, religion, marital status and ethnic or social origin;
- Reviewing salaries annually against internal and external salary data to ensure fairness and consistency across the business.
- Rewarding great performance through our short-term incentive schemes, which are designed to reward achievement of business objectives and role requirements, as well as behaviours in line with Vitality values. Bonus payments are non-contractual and at Vitality's discretion.
- Conducting annual compliance reviews of performance scorecards to ensure that they remain balanced and appropriate;
- Ensuring that pay designs comply with all tax and regulatory requirements;
- Providing long-term incentive schemes that create a sense of ownership in the Company; and
- All remuneration decisions are governed by the Internal Remuneration Committee, which is a sub-committee of the External Remuneration Committee. Interim salary increases are governed by the Interim Increase Committee, led by HR and attended by the Chief Financial Officer and Managing Directors. All senior management remuneration decisions are subject to further governance executed by the External Remuneration Committee.

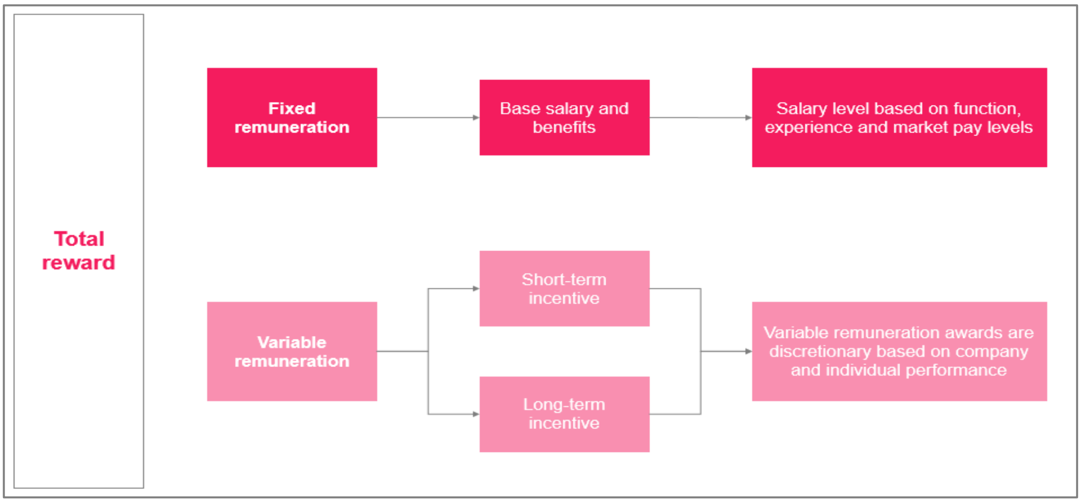
B.1.3.2 Share options, shares or variable components of remuneration

VHL's policy is designed to align with the Company's ambitions of:

- Attracting, retaining and motivating high performing employees;
- Encouraging and rewarding employees to achieve or exceed business objectives;
- Aligning the economic interest of employees with those of shareholders; and

- Providing an environment that encourages innovative thinking and extraordinary performance.

The following diagram shows the composition of the Company's total rewards offering. The elements of this diagram are explained in the sections that follow.



Fixed remuneration

This is the core element of remuneration that gives the Executive Management and individuals who are considered to be in significant influence functions, or those deemed to have a material impact on the strategy or the risk profile of the Company, the security of regular payments in order to manage and plan their financial affairs. The flexible and compulsory benefits are designed to provide non-monetary items in a cost-effective way by utilising the Company's economies of scale.

It is the Company's policy to pay a market rate comparable to similar roles within the Financial Services industry.

It is the Company's policy to provide a wide range of flexible benefits within the context of individual choice, the flexible benefit scheme is the same for all employees and executives take part with no special arrangements being made.

Variable remuneration – short-term incentive

The short-term incentive is in the form of a biannual bonus payment. The bonus is designed to reward and incentivise those who have achieved pre-determined individual and collective business targets over the preceding six-month period. It is designed to encourage a performance culture aligned to our values. The bonus creates a clear link between performance and reward where good results are recognised and retention of high achievers enabled. The CEO receives their bonus annually.

The amount of bonus allocation and pay-out varies depending on the seniority of the individual within the Company and the type of role they occupy. The bonus level is based on job level, including those for Executives and Directors, although the scheme rules operate on a discretionary basis and are reviewed periodically.

For non-sales employees, the collective criteria used to determine the level of bonus paid is based on individual performance ratings and the corporate scorecard. For sales employees, the level of bonus paid is dependent on the sales achieved subject to achieving a minimum quality and compliance criteria and a maximum of 200% of their on-target bonus.

Variable remuneration – long-term incentive plan ("LTIP")

The purpose of the LTIP is to incentivise members of the Executive Committee and key individuals to deliver improvements in performance, by aligning their interests with the longer-term strategic goals of the Company.

The LTIP remuneration is based on the growth in the value of the business which is measured using embedded value metrics.

B.1.3.3 Supplementary pension or early retirement schemes for the members of the administrative, management or supervisory body and other key function holders

The Company offers all staff the choice of making contributions into a defined contribution pension scheme, which the Company will match up to a specified limit.

The Company has no defined benefit pension liabilities.

B.1.4 Material transactions during the reporting period with shareholders, with persons who exercise a significant influence on the undertaking, and with members of the administrative, management or supervisory body

Shareholders

During the year, the Company has not issued additional ordinary shares and subordinated loans. Three existing subordinated loans from VHIL matured in the financial year and were replaced with a single unsubordinated loan from VHIL.

Persons who exercise a significant influence on the Company

There were no material transactions between the Company and persons who exercise a significant influence on the Company.

Executive management and directors

There were no material transactions between the Company and Executive Management and Directors.

B.2 FIT AND PROPER REQUIREMENTS

B.2.1 Requirements for skills, knowledge and expertise

The Company ensures that all persons (Solvency II staff) who effectively run the Company or have other key functions are fit to provide sound and prudent management through their professional qualifications, knowledge and experience and are proper by being of good repute and integrity.

The Solvency II staff collectively possess professional qualifications, experience and knowledge about at least:

- Insurance and financial markets;
- Information technology and project management;
- Business strategy and business model;
- System of governance;
- Financial and actuarial analysis;
- Insurance distribution;
- Investment management;
- Risk management; and
- Regulatory framework and requirements.

B.2.2 Fitness and propriety of persons

In order to ensure that Senior Managers / Company Directors of the Company are fit, they are recruited giving due regard to interview requirements, referencing, relevant skills, personal and professional background and other checks as required and relevant to the role to be undertaken. Some of the general checks conducted include:

- Educational background checks and
- Professional Qualifications / Membership check.

In order to ensure that Senior Managers / Company Directors are proper, they are subjected to a variety of checks at the commencement of their employment, including:

- Credit checks;
- Identity checks (including passport);
- Financial Sanctions & Anti-money Laundering check;
- Financial Conduct Authority Register search;
- UK Directorship search;
- Six years employments history (including gap activity over 30 days);
- International adverse media check;
- Social media checks;
- Criminal history checks; and
- Standard disclosure checks.

Further, there is an annual process to assess the ongoing fitness and propriety of Senior Managers and Company Directors.

B.3 RISK MANAGEMENT SYSTEM INCLUDING THE OWN RISK AND SOLVENCY ASSESSMENT

B.3.1 Risk management system

The Company uses the standard formula to assess its Solvency Capital Requirement.

The Company adopts the Vitality UK Enterprise Risk Management (“ERM”) Framework, which is underpinned by a comprehensive set of risk policies, frameworks, and guidelines to ensure that adequate processes and procedures are in place to manage risks. These documents are aligned with the current regulatory requirements, including Solvency II. Various assurance activities are undertaken to support the business in monitoring the risks within Vitality UK and ensuring there is sufficient compliance with the framework. Activities include tracking key risk indicators against Vitality’s risk appetite, annual attestation to risk policies, incident reporting and thematic risk assurance reviews.

The framework continues to evolve with emerging best practice and the needs of the business to enhance its governance risk management system and to facilitate the activity required across the three lines of defence.

The Group adopts the ‘three lines of defence’ governance model:

The 1st line of defence – business management

Business management makes up the first line of defence. Overall, the first line of defence is responsible for the day to day management of risk and functioning of controls within the business operations as well as delivering the strategy and optimising business performance within an agreed governance and risk framework.

The 2nd line of defence – oversight

The second line of defence comprises the Risk Management Function and the Compliance Function. These are functions that provide assurance to the Board with regards to the adequacy and effectiveness of the overall risk management system.

The 3rd line of defence – assurance

The third line of defence is the independent Internal Audit Function. Internal Audit provides an independent and balanced view of the effectiveness of the system of internal controls, which may among other things include the adequacy of first and second line functions as defined above.

The risk management process requirements, as specified in the ERM Framework, are defined in the following table:

Requirement	Description
Risk Taxonomy	The Company maintains a Risk Taxonomy that defines the risks that it is exposed to through conducting its business. This taxonomy is used throughout the implementation of the ERM Framework to consolidate and escalate risks to the Board in a consistent manner.
System and Control Policies ("SYSC")	The Company maintains a series of SYSC policies that cover each of the risk classes defined in the risk taxonomy, outlining the minimum standards expected to be applied by the business to ensure they are appropriately mitigated. Each policy is attested to annually, but also subjected to a detailed review and update at least once every two years to ensure they are appropriate and remain fit for purpose.
Risk Appetite Statement	The Board is responsible for setting the overall Risk Appetite. The statement outlines a series of risk appetite principles and statements for the Company that are supported by a broad range of key risk indicators across the full taxonomy including capital and liquidity. The statement is formally reviewed annually and agreed by the Risk Committee and Board to ensure it remains aligned to the business strategy and appetite of the Board.
Risk monitoring – key risk indicators ("KRIs")	The Risk Function has implemented a series of KRIs against risk appetite, in order to report to the Risk Committee both breaches of risk appetite, and also early-warning indicators that a risk appetite may be breached in the future. These are monitored on a monthly basis and reviewed by the Chief Risk Officer ("CRO"). KRIs are formally reviewed at least annually and further developed if required. They are agreed by the Risk Committee and Board.
Emerging risk assessments	The Risk Function administer the emerging risk process and assessment with a full review of the profiles being completed and presented to the Risk Committee annually. Throughout the year individual risks are selected from these profiles for deep dives and submitted to the Risk Committee at the request of the Chair for review. The emerging risk profiles accompany the CRO report on a quarterly basis for information and update on any material changes in the external environment.
Risk Assessments (top down and bottom up)	The first line is responsible for carrying out the risk and control assessment process; however, oversight and challenge is provided by the second line. This process involves reviewing the risk taxonomy and identifying the risks that each department is exposed to, rating the risks and recording the controls used to manage / mitigate those risks. Once the risks and controls, along with their ratings, as well as action plans are complete, the top risks are presented to the Executive Committee for review and discussion. Following the Executive Committee review, the risk assessments are presented to the Risk Committee through the CRO report.

Combined Assurance - independent assurance reviews	As part of the three lines of defence model the Risk, Compliance and Audit functions will complete independent reviews of business processes, risks and controls. This activity is coordinated through the combined assurance process and they report their findings to the Audit Committee. This plan and coordinated activity ensures that when and where there is a specific need to obtain an in-depth understanding of a particular risk, specific controls, actions and mitigation strategies in place it can be accommodated. These reviews may be initiated by the business, a Board or its sub-Committees, or the CRO. As well as these reviews, the Risk, Compliance and Audit functions also engage in a number of 'close and continuous' activities each year.
Incident management	The business maintains a Group-wide incident management standard. An internal reporting tool is also in place to enable the instant reporting and escalation of incidents to the relevant subject matter experts for assessment and challenge. This ensures appropriate action and mitigation is taken to limit impacts and prevent further recurrence. Each incident is rated and escalated as per its severity as defined in the standard.
Operational resilience	The business is in the process of making suitable assessments of its operational resilience in line with regulatory expectations. These assessments will include the outline of the Important Business Services, relevant impact tolerances and an assessment of the organisational capability of remaining within these measures to prevent harm to our members' service.
Recovery and resolution plan	The recovery and resolution plan outlines the situations and triggers that may impact the Company's ability to remain viable, whether that be from a regulatory or financial stability point of view. These triggers (or 'early warning indicators') are set with reference to Vitality's risk appetite as well as its view of regulators' expectations and based around a 'ladder of intervention'. The plan sets out a range of actions that should be taken into consideration in these situations, the potential impact on solvency and liquidity, and the feasibility of their implementation. It also sets out the governance required if the plan is triggered.
Stress and scenario testing	The Risk Function engages with the Finance and Actuarial teams to develop a range of sensitivity tests, scenarios and reverse stress tests to be performed in order to understand the impact of risk drivers on planned earnings, liquidity and solvency levels under stressed conditions. Scenarios are considered against the background of current and emerging risks, alongside an examination of potential management actions. Reverse stress tests consider stresses and scenarios that could challenge the viability of the organisation.
Risk reporting	The Risk Function produces the CRO report every quarter. This report is designed to provide the Board, Risk and Audit Committees with sufficient oversight of the ERM Framework and risk exposures, focusing on the out-of-appetite and watch-list risks. The second line also ensures that other Governance Forums maintain suitable oversight of key risks or control processes.
Documentation and Record Keeping (Governance, Risk, Compliance Management System)	The Risk Management Function oversees the implementation of the ERM Framework and ensures that relevant activity as described in the ERM Framework is captured and managed with appropriate actions being tracked through to suitable conclusion though a group risk management software tool.

The output of these exercises in the year is also captured in the Own Risk and Solvency Assessment ("ORSA") report which is owned by the Board. It is reviewed by the Risk Committee, with quantitative elements also reviewed by the Actuarial Committee. The ORSA is coordinated by the Risk Function and undertaken at least annually and shared with the PRA.

B.3.2 Implementation of risk management system

The Company's Board is responsible for all key decisions across the organisation but delegates some of its decision making responsibilities to the Executive Committee, Risk Committee, Audit Committee, Technology Committee and Remuneration Committee. The Board is also advised by the Actuarial Committee. The outputs from the risk management system are reviewed by the Executive and Risk Committees with a summary of key items taken to the Board. This is taken to the decision making committees by the Risk function following their review. This process facilitates the integration of the risk management system in the decision making process.

All key decisions made in the Company such as product initiatives, capital management, reinsurance arrangement review, investment strategy, marketing strategy, distribution strategy etc. follow internal governance processes which include an assessment of the risk exposure and mitigation strategies.

These processes facilitate the integration of the risk management system in the decision making process.

B.3.3 ORSA process

The ORSA process is governed by the ORSA policy. The approach to the ORSA is to integrate its requirements in the existing business processes and communicate the resultant analysis, recommendations and agreed actions at the relevant steps of the process. The ORSA process is conducted throughout the year to facilitate integration with decision making, culminating in the annual ORSA report, which is owned by the Board. The ORSA processes include:

- Risk management processes (described above);
- Risk strategy and appetite setting;
- Risk identification and quantification (including emerging risks);
- Stress and scenario testing;
- Strategic, planning and budgeting processes; and
- Reporting and disclosure.

All these processes are used by the Board and management in the day-to-day decision making to ensure risk and capital management are aligned. The output from the various processes is reported to the Executive Committee, Risk Committee and the Board at various points in the year.

A full review of the Company's own solvency assessment given its risk profile is performed and compared to the regulatory solvency assessment in order to determine whether additional solvency cover is required. The outcome of this assessment is recorded in the ORSA report and shared with the PRA.

The ORSA policy also sets out the roles and responsibilities of those preparing the ORSA and the governance that will be applied to approve the ORSA. In addition, it sets out the list of triggers that could result in an 'out of cycle' ORSA being produced as well as the processes and governance around the decision to produce an additional assessment. Equally, the business may choose to revisit all or part of the ORSA elements outside the scheduled cycle in response to an actual or anticipated event that is judged to have the potential to significantly affect its risk profile and or solvency position.

B.4 INTERNAL CONTROL SYSTEM

B.4.1 Internal control system

The Company maintains an internal control system that governs financial and regulatory reporting. This framework aims to ensure that:

- All the risks that pertain to the preparation and fair presentation of the financial statements in accordance with the applicable financial reporting framework have been identified and documented;
- There are controls (manual and automated) in place to address these risks and they are adequately designed to prevent or detect material misstatements in the financial statements and disclosures; and
- The controls identified operate as they are supposed to and are appropriately evidenced.

The financial control framework is subject to annual review of the appropriateness and effectiveness of the controls. This review is conducted by the Internal Audit Function and the results submitted to the Audit Committee.

The IFRS financial statements and Solvency II regulatory reporting are subject to rigorous controls in the production and review leading up to publishing, including oversight by the Audit Committee. The actuarial liabilities are produced in line with industry best practice and are subject to review by internal Committees (which include members from the Risk, Actuarial, Finance and Operational Functions) and the Actuarial Committee. The IFRS financial statements and Solvency II regulatory reporting are also subject to internal review and external audit review. They are presented to the Audit Committee and Board for sign-off prior to publication and submission to the regulator.

B.4.2 Implementation of the Compliance Function

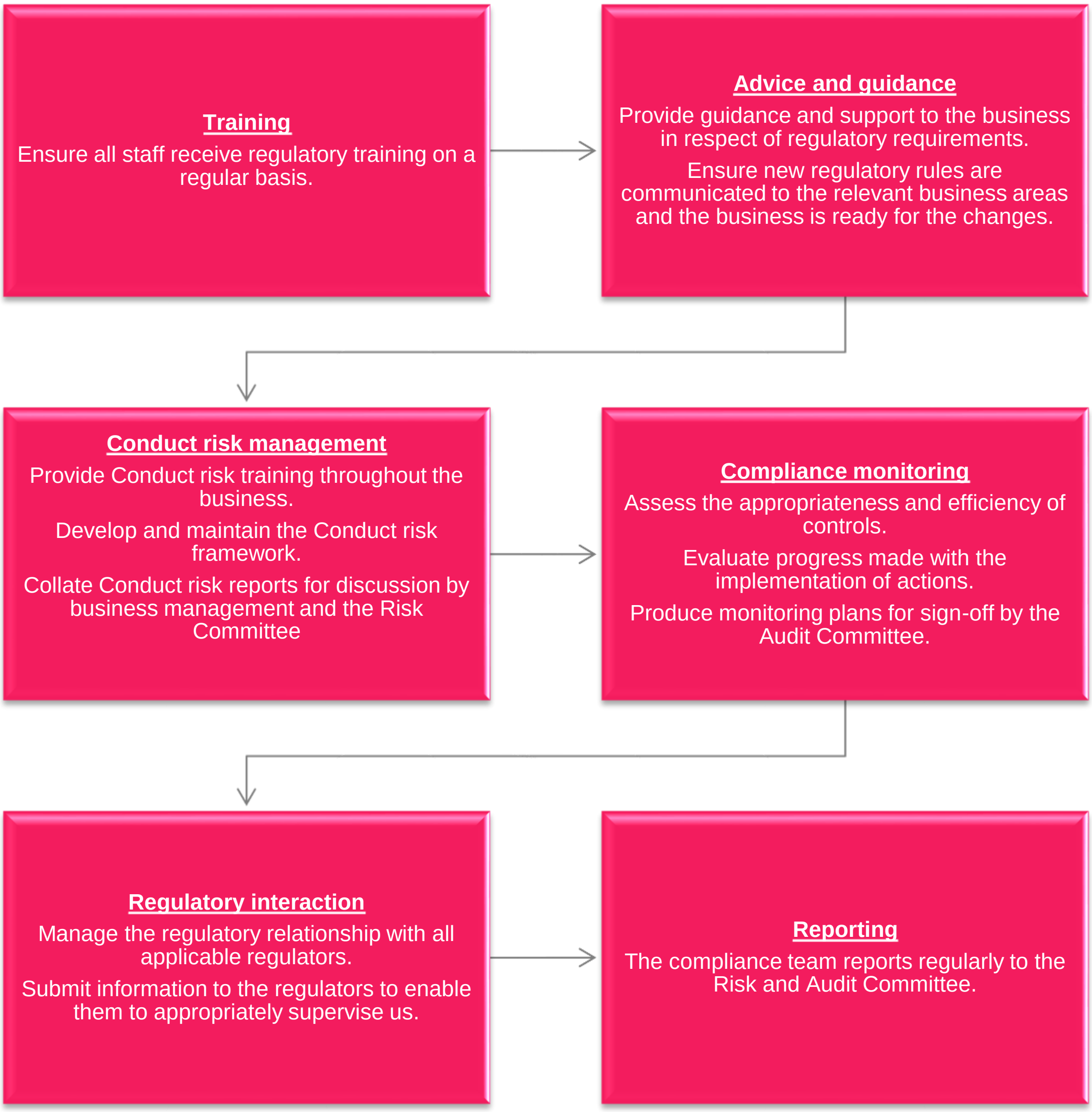
The Compliance Function is an independent second line control function in the three lines of defence:

- It has a formal status within the overall governance framework of the UK Group;
- The Compliance Director is not engaged in any other business of the UK Group which could create a conflict of interest; and
- The Compliance Function has access to all information and staff necessary to carry out its responsibilities.

To provide for the independence of the Compliance Function, the Compliance Director reports to the Chief Risk Officer, who is not directly involved in the day-to-day business operations.

The Compliance Function is responsible for reporting to senior management any breaches, or non-compliance with its Regulatory and Conduct Risk policy or any other relevant policy, rules and regulations. This means that the Compliance Function shall be able to carry out its functions on its own initiative without obstruction from management and other staff members.

The main Compliance activities are described in the following diagram:



B.5 INTERNAL AUDIT FUNCTION

B.5.1 Implementation of the internal audit function

The Group Internal Audit Function, headed by the Chief Internal Auditor (“CIA”) is the third line of defence in the Company.

Internal audit in the Company is implemented through the following process:

- An audit plan is created on an annual basis and ensures sufficient evidence will be obtained to evaluate the effectiveness of the risk management and control processes across the business. The plan includes a review of a selection of key controls related to the key risk management processes operating across the business. The audit plan also gives additional consideration to those operations most affected by recent or expected changes, for example changes following acquisitions, restructures and new ventures. The proposed plan is flexible so that adjustments can be made during the year as a result of changes in management strategies, external conditions, major risk areas, or revised expectations in respect of achieving the business's objectives. Any proposed changes or updates in the plan are reported to the Audit Committee for their review and agreement before they are incorporated into ongoing work. The Audit Committee reviews and approves the plan at least annually.

- Based on the annual plan, the internal audit activity evaluates the adequacy and effectiveness of controls encompassing the business' governance, operations, and information systems. This includes:
  - Reliability and integrity of financial and operational information;
  - Effectiveness and efficiency of operations;
  - Safeguarding of assets; and
  - Compliance with laws, regulations, and contracts.
- In determining the proposed audit plan, the CIA considers relevant work that will be performed by other areas, e.g. compliance monitoring, risk deep dives and external audit and to what extent this work can be relied on. The CIA also considers the work planned, or recently completed, by management in its assessments of the risk management process, controls and quality improvement processes, as well as the work planned by the external auditors, are considered in determining the expected coverage of the audit plan for the coming year.
- The Executive Committee and the Board requires that the CIA performs sufficient audit work and gathers other available information during the year so as to form a judgment regarding the adequacy and effectiveness of the risk management and control processes. The CIA communicates overall judgment regarding the business's risk management process and system of controls to the Executive and Audit Committees.

B.5.2 Independence of the Internal Audit Function

The Group Internal Audit function at the Company is managed by the Chief Internal Auditor who is an employee of the business, has no responsibility for any other function across the business and has a primary reporting line into the Chair of the Audit Committee, which is an independent Non-Executive Director role. Internal audit have full access to all activities, documents, meetings and personnel necessary to carry out their duties.

B.6 ACTUARIAL FUNCTION

The PRA requires that firms should have an actuarial function and has specified that firms should appoint a chief actuary as set out under the PRA's senior managers' regime. The Company's Chief Actuary is a Senior Management Function ("SMF") and is a member of the UK Group Executive Committee, the Company's Executive Committee and has unrestricted access to the Chair of the Actuarial Committee (who is an independent non-executive director of the Company). The Company has various actuarial teams that perform the work and provide the information necessary to fulfil the requirements of the actuarial function as set out in the PRA Rulebook for Solvency II firms.

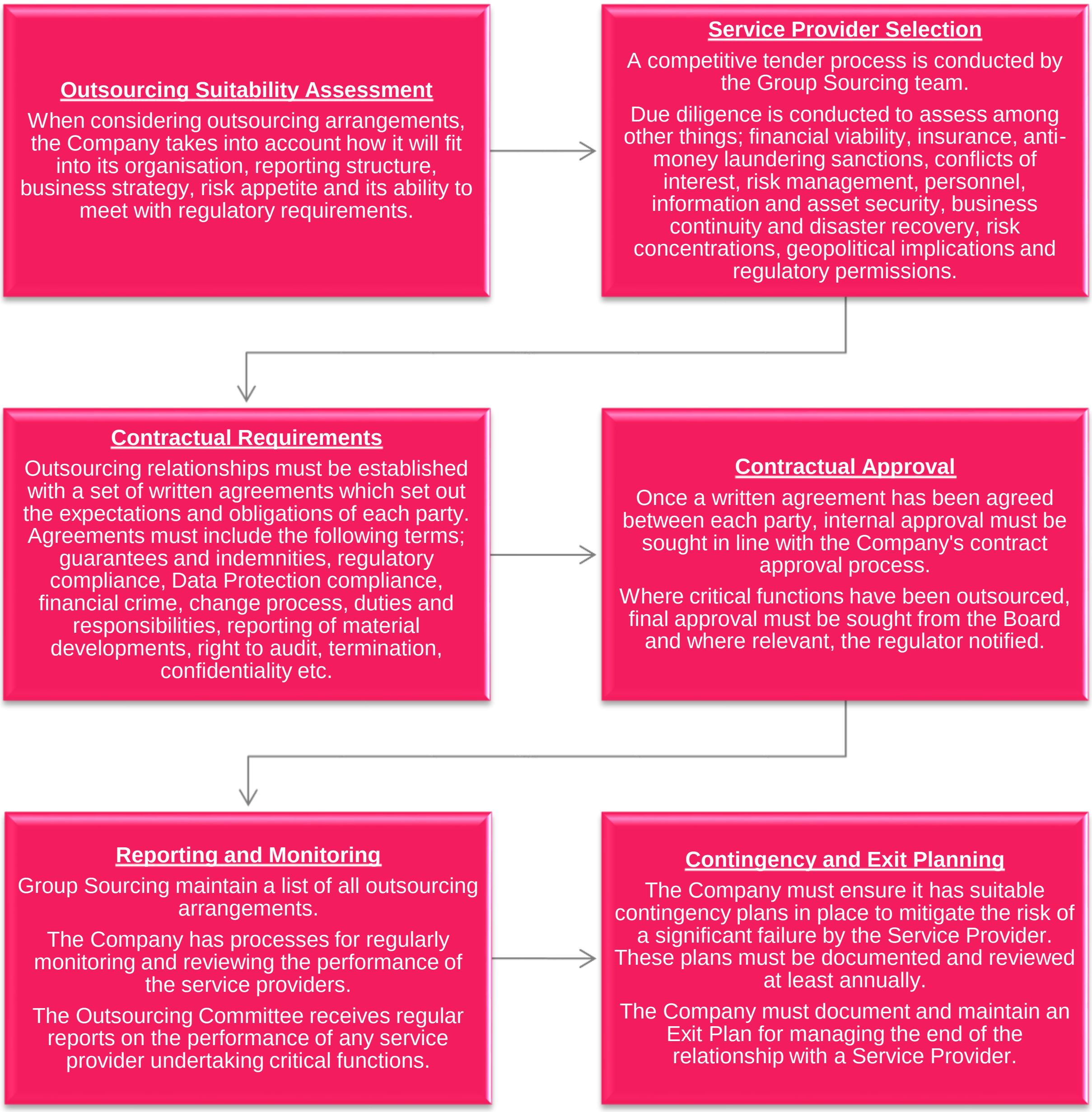
The Company's Chief Actuary presents a report annually to the Actuarial Committee and the Board that summarises the activities of the actuarial function that supported compliance with the requirements for the calculation of the technical provisions, and provides the Chief Actuary's opinions on the overall underwriting policy and the adequacy of the reinsurance arrangements.

The Actuarial Function contributes to the effectiveness of the risk management systems more widely through various activities which include: substantial involvement in the ORSA; identifying, measuring and monitoring risks; asset liability management (specifically liquidity risk management) and business planning.

B.7 OUTSOURCING

Vitality Corporate Services Limited provides management services to the Company including the recharge of expenses incurred on its behalf. All staff costs incurred by Vitality Corporate Services Limited in respect of the Company branded products are allocated and recharged to the Company. The jurisdiction of the contract with VCSL is England and Wales.

The Company's Outsourcing Policy is to follow the process below;



The Company is currently utilising several service providers to undertake critical or important functions on its behalf. These include document management and payroll services within the UK; business process outsourcing, IT development and software maintenance in India; and intragroup IT and business process outsourcing services in South Africa.

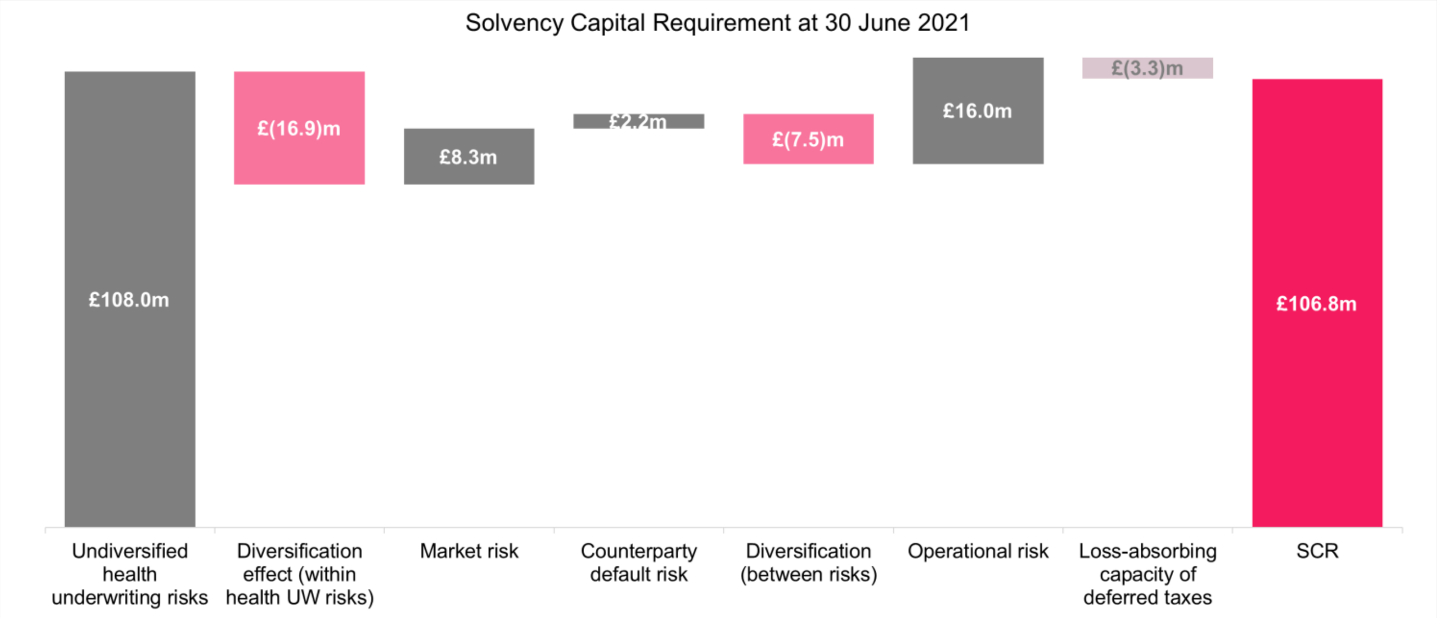
The Outsourcing Committee monitors the efficiency and effectiveness of the outsourced providers and reports to the Risk Committee.

B.8 SYSTEM OF GOVERNANCE – ANY OTHER INFORMATION

The system of governance is considered to be appropriate for the Company, taking into account the nature, scale and complexity of the risks inherent in the business.

C RISK PROFILE

The Company's risk profile is a key driver of its SCR. The SCR for the Company at 30 June 2021 is £106.8m and the distribution of its quantifiable risks, as reflected in the SCR, are as follows:



The standard formula SCR risk profile is dominated by underwriting risk, similar to the prior years. There have been no material changes to the components of the Company's SCR in the reporting period.

The Company's principal activity is the provision and administration of PMI, supported by the Vitality Health Living rewards programme. The Company's product range covers a range of benefit choices and is available in the individual, SME and the large corporate markets.

Health underwriting risk refers to the risk that the premiums earned are not adequate to cover the claims, expense and profit margin. It also includes the risk that the reserves held for past claims are not adequate to cover the ultimate claims that emerge when settled. This risk is mitigated by a number of approaches including underwriting at the point of sale and claim, claims risk management and the use of reinsurance. The annually reviewable and renewable nature of the contracts further limits the duration of risk exposure at any one point in time.

Operational risk is the risk of loss arising from inadequate or failed internal processes, people, systems and/or external events. The Company operates an ERM Framework that sets out how all risks are identified, analysed, measured, reported and monitored.

The Company's invested assets are held primarily to meet operational and short-term liquidity requirements. The majority of the assets are held in cash in bank accounts and in short-term high quality liquid assets within collective investment funds. Surplus assets have been invested in investment grade bond portfolios and the Stockport property used by the Company.

Counterparty default risk remains relatively low for the Company since the banks are highly creditworthy and reinsurance is spread across different reinsurers with high credit ratings.

Information on each of the risk categories is provided in Sections C.1 to C.5 below. Information is also provided on liquidity risk in Section C.4. Liquidity risk does not form part of the standard formula SCR and is therefore not included in the above graph. Information on the calculation of the SCR is provided in Section E.2 Solvency Capital Requirement and Minimum Capital Requirement.

As noted in Section B.3.1 risks are managed according to a Board approved ERM Framework. Specific risk mitigations are identified in Section C.1 to C.6 where relevant.

With the lockdown restrictions significantly reduced, but with high numbers of reported cases in the UK, the situation remains unclear and there continues to be material levels of uncertainty about the forthcoming reporting period. There are risks that could emerge over the coming years from the COVID-19 pandemic:

- Whilst the Company maintained operations throughout the ongoing lockdowns and worked closely with private providers to ensure that customers that needed treatment were able to receive suitable care, in line with reporting by the NHS, fewer members than normal sought authorisation to start treatment for key items such as cancer and cardiology. As these members now seek treatment, the costs of these claims could be higher as the illness has progressed without treatment during this time.
- Variants of COVID-19 could continue to emerge which potentially impact on the efficacy of vaccines, leading to further strain on the NHS and potential future lockdowns. This could come with additional future uncertainty due to long COVID as well as additional economic challenges.

C.1 UNDERWRITING RISK

Underwriting risk makes up 79.0% of the undiversified SCR at 30 June 2021 (30 June 2020: 79.1%). This is predominantly premium and reserve risk, followed by lapse risk and health catastrophe risk at 65.1%, 13.7% and 0.2% respectively (30 June 2020: 62.7%, 16.1% and 0.2%).

C.1.1 Exposure

Underwriting risk is split into premium and reserve risk in order to distinguish between past and future claims. Premium risk results from fluctuations in the timing, frequency and severity of insured events and relates both to policies to be written during the period and to unexpired risks on existing contracts. It covers the risk that claims arising in the future may be greater than expected. Reserve risk is the risk that claims reserves may be insufficient to cover the actual cost of claims that have been incurred in the past.

The following measures are used to assess underwriting risks:

- Experience analysis – the Company projects the expected premiums and claims that it anticipates for the year ahead, the Company then tracks performance against the expected rates and reports the results to the Executive Committee. Any deviations from the expected results are identified and corrective action where necessary put in place. The options available to rectify deviations through a structured pricing strategy include changes in pricing for renewal policies or new business, adjustments to exclusions and excess amounts to control claim costs, changes in the underwriting process to improve the identification of underwriting risks and the portfolio mix at the point of sale;
- Economic capital modelling – the Company has a method of assessing underwriting risks which involves analysing any changes in the patterns of claims and premiums over time. This analysis gives an indication of a deterioration or improvement of the underwriting risk profile for the business over time;
- Reserving process – the reserving process carried out to set the claims technical provisions includes an analysis of claims settlement patterns and other known operational processes that impact the underwriting risk profile. Key areas of the business including Clinical Risk, Finance, Actuarial, Risk and Claims Management confer on the claims experience and whether any new information exists that should be taken into account in the process. The reserves are determined by the Chief Actuary and subject to review by the Reserving Committee and the Actuarial Committee before being approved by the Audit Committee;

- Risk and control assessments – the Company has an ERM Framework which requires all teams across the business to carry out a risk and control self-assessment which would highlight any underwriting risk issues that need to be taken into account when assessing the risk profile for the business; and
- The Solvency Capital Requirement – the standard formula Solvency Capital Requirement includes an assessment and quantification of the underwriting risk exposure.

C.1.2 Risk mitigation

The following list outlines the techniques used for mitigating underwriting risks in the Company:

- Underwriting at point of sale and claim – members are underwritten at policy inception and at the point of claim. The effectiveness of this technique is monitored through quality assurance activity which involves auditing the application of the underwriting practices and processes;
- Product design and pricing (e.g. exclusion, excesses etc.) – the Company reviews its experience and adjusts premiums in light of this experience in line with actuarially accepted best practice. Occasionally, the Company may adjust the product design in order to mitigate underwriting risk. The effectiveness of this technique is monitored regularly by reporting the underwriting performance results to the Executive Committee at least monthly;
- Claims risk management – high level claims trends and key performance indicators are monitored closely by the Clinical Risk team and reported to key areas of the Company. The effectiveness of this technique is monitored regularly by reporting the underwriting performance results to the Executive Committee at least monthly;
- Reinsurance – the Company reinsures underwriting risks that are outside of appetite, currently this only applies to the travel insurance benefit. The effectiveness of this technique is reviewed annually by the Actuarial Function; and
- VitalityHealth actively manages the portfolio mix and has a structured pricing strategy to improve the underwriting and portfolio mix.

C.1.3 Risk concentration

VitalityHealth writes both individual and group business in the UK but concentration of risk through geographic and other demographic factors is well diversified in the UK. The risk is controlled through underwriting controls and frequent monitoring of the business mix and lapses monitoring, as well as regular experience investigations.

C.2 MARKET RISK

C.2.1 Exposure

The Company's core business is the writing of private medical insurance contracts which are annually renewable and have a relatively short tail (claims reserves effectively becoming negligible 12 months after a given cohort of claims incurred). The impact of the global pandemic has resulted in less certainty around this development of claim costs due to ongoing lockdowns. Given the short duration nature of our liabilities, a large proportion of investments are held in cash, short-term deposits or liquidity funds, with a single longer term investment in property, namely the office building and related land in Stockport.

C.2.2 Risk mitigation

The Company does not participate in any speculative, arbitrage or trading activities. The Company targets a level of security, quality, profitability and availability in its investment activities:

- Security – No investments are held which pose a material risk to capital as a result of significant price volatility, and in particular no assets are held where the ultimate loss can be greater than the amount of the investment;
- Quality – The credit quality of any interest-bearing investment should be investment grade i.e. only legal entities or paper rated "BBB-" or higher by Standard & Poor's, Moody's or Fitch credit ratings agencies;

- Profitability – Assets are only added to the portfolio when their expected return is deemed sufficient relative to the risk taken and is within risk appetite. The expected returns must be evaluated after considering any additional solvency capital required as a result associated with the investment; and
- Availability – All investments are fully admissible from a regulatory capital perspective, and that the types of investments do not significantly increase the Solvency Capital Requirement or Minimum Capital Requirement obligations of the Company.

C.2.3 Risk concentration

The Company's assets are held by a reasonably wide range of counterparties to manage concentration risk. On 30 June 2021, the largest concentration with one counterparty was 13% (30 June 2020: 14%) of the total assets stressed under this risk module. The counterparty is one with an 'A-1' rating by a leading credit ratings agency. Concentration risk constitutes 3.3% (30 June 2020: 3.1%) of the undiversified SCR and this risk was not material for the Company.

C.3 CREDIT RISK

C.3.1 Exposure

At 30 June 2021, credit risk in the form of counterparty default, spread and concentration risk comprised 1.6%, 3.9% and 3.3% respectively (30 June 2020: 1.9%, 4.3% and 3.1%) of the undiversified SCR. Credit risk arises principally from two UK-based banking counterparties.

Credit ratings are used to assess credit risks. The Company does not make its own assessment of credit risk of counterparties other than to use the ratings provided by rating agencies (although the Company could do so if it has reason to believe that the rating agencies ratings are inaccurate or out of date).

C.3.2 Risk mitigation

The credit quality of any interest-bearing investment should be investment grade i.e. only legal entities or paper rated as "BBB-" or higher by leading credit ratings agencies.

C.3.3 Risk concentration

The Company avoids material credit risk concentrations by ensuring its deposits are split across more than one banking unit and reinsurance is split across multiple reinsurance counterparties to reduce single name exposure.

C.4 LIQUIDITY RISK

C.4.1 Exposure

Liquidity requirements are assessed monthly in order to meet the Company's stated liquidity risk appetite. The Company has limited liquidity risk and the assets invested takes this into consideration. At 30 June 2021 the majority of its investment assets are held in cash in the Company's own bank account, UK based bank accounts and in short-term high quality liquid assets within collective investment undertakings. The liquidity investment funds invest in sterling denominated short dated fixed and variable interest securities both sovereign and non-sovereign. Maturities range from overnight to a maximum of under one year and the funds have a credit rating of at least Standard and Poor's A-1 (or equivalent).

C.4.2 Risk mitigation

As part of the ORSA, stress and scenario testing is conducted to assess the liquidity risk under stressed conditions. The Company's current policy is to hold sufficient internal liquid resources to meet both expected and stressed operating liquidity demands within a specified time horizon.

C.4.3 Risk concentration

The Company avoids material liquidity risk concentrations by ensuring its invested assets are split across a number of counterparties.

C.4.4 Expected profit included in future premiums ("EPIFP")

The EPIFP results from the inclusion in technical provisions of premiums on existing business that will be received in the future but that have not been received at the valuation date. VitalityHealth set up an additional IFRS UPR at 30 June 2021 to recognise the change in risk emergence over the policy period, and this UPR will be utilised in 2021-22 as this risk returns in the form of the anticipated claims catch-up. Under IFRS no future profit beyond the valuation date is recognised. However, under Solvency II premium is not deferred to allow for the change in risk emergence and future profit beyond the valuation date and up until the end of the contract period is recognised. The anticipated claims catch-up is expected to extend beyond the renewal period for some policies meaning this catch-up can only be partly recognised in the Solvency II technical provisions. The premium technical provision gives more weighting to the near term expected claims catch-up, compared to the longer term return to normality, and, as a result of the application of the contract boundary restriction, the EPIFP is lower than in previous years. The amount stood at £46.7m for 30 June 2021 (£54.6m for 30 June 2020).

C.5 OPERATIONAL RISK

Operational risk makes up 11.7% of the undiversified SCR at 30 June 2021 (30 June 2020: 10.2%).

C.5.1 Exposure

The following measures are used to assess operational risks:

- Risk and control assessments – the ERM Framework requires all teams across the business to carry out a risk and control self-assessment which would highlight any operational risk issues that need to be taken into account when assessing the risk profile for the business;
- The Solvency Capital Requirement – the standard formula Solvency Capital Requirement includes an assessment and quantification of the operational risk exposure;
- The Company also carries out operational risk scenario workshops to develop scenarios for each operational risk category. This involves estimating the severity and likelihood of each scenario based on the information captured in the Company's risk register and input from subject matter experts in the business. Once captured, the operational risk profile is assessed quantitatively and taken into account in the Company's own assessment of its solvency capital requirements. Operational risks are also assessed using qualitative techniques to understand the likelihood and impact of the risks materialising. The results of this assessment are recorded in the ORSA; and
- The top-three operational risks included in the assessment were:
  - Market Conduct – the risk that the Company's decisions and behaviours lead to detriment or poor outcomes for members and / or the Group fails to maintain high standards of market integrity;
  - Technology – the risk associated with the use, ownership, operation, involvement, influence, adoption and development of technology within the Company. It consists of technology-related events and conditions that could potentially impact the business; and
  - Fraud – the risk of financial crime and unlawful conduct impacting on the Company. It includes both internal and external fraud.

Cyber risk remains a key consideration within the operational risk profile where business disruption and data leakage or loss could arise, due to the malicious or fraudulent exploitation of security vulnerabilities within Information Technology systems.

C.5.2 Risk mitigation

All material operational risks which the Company is exposed to, are identified and recorded in the risk register. The risks are assessed and, once any actions required to manage the risks have been agreed, the risks are reported to senior management, the Risk Committee and the Board. The following list outlines the actions/techniques the Company uses to mitigate operational risks:

- Risk reduction – where possible, the Company takes action to reduce the impact of a risk. The required actions vary by risk;
- Risk removal – where risks are outside risk appetite and there are no commercially viable means of reducing the risk, the business may remove the risk;
- Risk transfer – the Company outsources a number of activities and in some cases the associated risks of carrying out those activities. Whilst the Company can outsource activities, it can't transfer responsibility and therefore manages its outsourcing relationships accordingly;
- Risk acceptance – where the Company has considered all other mitigation techniques and the risk remains out of appetite, it may proceed to accept the risk with the approval of the Risk Committee; and
- Reporting – the material operational risks which VitalityHealth is exposed to are identified and recorded in the risk register. The risks are assessed and once the actions required to manage the risks have been agreed, the risks are reported to senior management, the Risk Committee and the Board.

Examples of operational risk key controls which we have in place include, but are not limited to, business continuity testing and plans, user acceptance, system and regression testing, claim process mapping and review of rules decision-making, compliance monitoring, quality assurance, information security management standards, supplier risk assessments and the staff onboarding process.

The Company continues to improve risk management through the risk strategy directed by the Chief Risk Officer.

C.5.3 Risk Concentration

Operational risk is inherent within the business. It is managed through the ERM Framework and a number of workshops to identify the key sources of operational risk as well as the likelihood and impact. No material concentrations of operational risk have been identified by the business and there is ongoing monitoring of risks to ensure this remains the case.

C.6 OTHER MATERIAL RISKS

The risk management process within the Company includes a review of both the current and emerging risk profile. In summary, the Company is exposed to the following material risks:

- Reputational risk, including impacts from conduct risk, liquidity risk and knock-on impacts on underwriting risks such as persistency and expenses;
- Regulatory risk, including impacts from regulatory change and compliance exposure;
- Strategic risk, where VHL's strategic objectives could be impacted by evolving customer preferences, the Company's investment performance, the economic environment, and political and regulatory change. In particular the recessionary impacts of the COVID-19 pandemic as well as the outcome of the future trading relationship with the EU continue to generate uncertainty in this area;
- Vitality risk is the risk that Vitality reward costs exceed those allowed for in the current budget as a result of e.g. higher than anticipated engagement and / or higher utilisation;

- There are no other material risk concentrations to which the Company is exposed. No other material risks were identified through the sensitivity, scenario and stress tests described below in Section C.7.1.

C.7 RISK PROFILE – ANY OTHER INFORMATION

C.7.1 Risk sensitivity

The Company carries out stress and scenario testing as part of its ORSA process which includes stress testing for material risks. This allows VitalityHealth to assess the resilience of the entity to continue operating efficiently under extreme trading conditions and is used to identify where potential risks and impacts are likely to be most critical.

For the 2021 ORSA, the projected solvency position over the business planning period were re-calculated, with each risk's sensitivity conducted individually. In each sensitivity conducted, the business maintained SCR coverage of over 100% within the business planning timeline.

It is also worth noting that a global pandemic, such as COVID-19, is an extreme event and that the financial strength and resilience of VitalityHealth has been demonstrated through this difficult period.

C.7.2 Specific tests

The table below shows the impacts of stresses on the VitalityHealth SCR and solvency coverage ratio. Due to the investment strategy of VitalityHealth described below in Section C.7.3, there is no material impact to the SCR or solvency coverage ratio from economic shocks such as movements in equity market values, interest rates, credit spreads of Government or corporate bonds, or real estate values. As such, no SCR coverage impacts are shown for these stresses.

The stresses below have been calculated as the one year impact on coverage if the stress event was to happen independently in the 2021-22 financial year, and hence impact the June 2022 SCR and SCR coverage ratio.

<table>
<tr><th>Risk driver and stress description</th><th>SCR impact</th><th>Change in SCR coverage</th><th>Commentary</th></tr>
<tr><td>10% increase in expenses</td><td>£0.9m</td><td>(15)%</td><td rowspan="2">A multiplicative increase in functional expenses or gross loss ratio is applied, with a small increase in the SCR driven by the resulting fall in the loss-absorbing capacity of deferred taxes able to be recognised, due to lower profitability. Own funds are also impacted by the reduced profit, but this is to a greater extent than the SCR, resulting in a fall in the SCR coverage ratio.</td></tr>
<tr><td>10% increase in gross loss ratio</td><td>£3.5m</td><td>(32)%</td></tr>
<tr><td>10% increase in lapse rates</td><td>£(1.5)m</td><td>(1)%</td><td>A multiplicative increase in the total lapse rates results in a decrease in the SCR due to less future profit and premium projected affecting the health underwriting risk module. The fall in own funds, however, is similar, resulting in limited impact on the coverage ratio.</td></tr>
</table>

C.7.3 Prudent Person Principle

VitalityHealth ensures that its assets are invested in accordance with the Prudent Person Principle set out in the PRA Rulebook for Solvency II firms. It only invests in assets whose risks it can properly identify, manage, control and report. A full review of the investment funds is performed once a quarter and the investment assets are appropriately taken into account in the Company's overall solvency needs assessment which is documented in its ORSA report.

The Board is responsible for setting the overall Risk Appetite and Financial Risk Policy which covers market, credit and liquidity risk. Internal reporting on defined risk metrics such as minimum credit ratings and risk concentration checks are performed each month.

The majority of the investment assets are held in short-term high quality liquid holdings and are a consequence of the investment assets being prudently invested, taking into account the liquidity requirements of the business and the nature and timing of the insurance liabilities. The Company does not invest in derivative instruments for investment income purposes. The collective investment undertakings may from time-to-time purchase limited amounts of very short-term derivatives to contribute to a reduction of risks or facilitate efficient portfolio management.

The Company does not have any unit-linked policies where the investment risk is borne by the policyholders.

All of the Company’s financial assets relate to counterparties that are subject to a regulated financial market. Investment in liquidity funds is split between three providers to provide diversification of fund management.

D VALUATION FOR SOLVENCY PURPOSES

Solvency II requires a market consistent approach in the valuation of its assets and liabilities. A number of items differ when compared to the financial accounts reported as prepared under the IFRS standards. The table below provides a summary of the Solvency II versus the statutory account values for both the current and prior year ends. The detailed explanation of each reported item can be found in the forthcoming section.

The statutory account value is the same as the IFRS financial account value.

	Solvency II		Statutory account value		Difference		Section Reference
Year ended 30 June	**2021**	**2020**	**2021**	**2020**	**2021**	**2020**	
	£'m	**£'m**	**£'m**	**£'m**	**£'m**	**£'m**	
Assets							
Deferred acquisition costs	0.0	0.0	41.9	42.5	(41.9)	(42.5)	D.1.1.1
Deferred tax assets	28.6	20.5	15.9	18.1	12.7	2.4	D.1.1.2
Investment assets	224.1	182.7	224.1	182.7	0.0	0.0	D.1.1.3
Property, plant and equipment	9.3	9.5	9.3	9.5	0.0	0.0	D.1.1.4
Reinsurance recoverables	7.3	6.6	68.6	86.1	(61.3)	(79.5)	D.1.1.5
Insurance and intermediaries receivables	8.1	12.0	246.7	263.8	(238.6)	(251.8)	D.1.1.6
Reinsurance receivables	0.0	0.0	156.0	175.8	(156.0)	(175.8)	D.1.1.7
Receivables (trade, not insurance)	0.5	0.7	0.7	0.9	(0.2)	(0.2)	
Cash and cash equivalents	15.7	12.1	15.7	12.1	0.0	0.0	D.1.1.8
Total assets	**293.6**	**244.1**	**778.9**	**791.5**	**(485.3)**	**(547.4)**	

Liabilities							
Technical provisions - health (similar to non-life)	45.6	26.9	331.7	360.9	(286.2)	(334.0)	D.2
Best Estimate	*39.6*	*20.6*	*0.0*	*0.0*	*39.6*	*20.6*	
Risk margin	*6.0*	*6.3*	*0.0*	*0.0*	*6.0*	*6.3*	
Insurance & intermediaries payables	5.8	0.6	5.8	0.6	0.0	0.0	D.3.1.1
Reinsurance payables	7.0	6.8	67.3	85.0	(60.3)	(78.2)	D.3.1.2
Payables (trade, not insurance)	41.9	33.9	41.9	33.9	0.0	0.0	D.3.1.3
Subordinated liabilities	6.8	19.3	6.8	19.3	0.0	0.0	D.3.1.4
Total liabilities	**107.1**	**87.5**	**453.5**	**499.7**	**(346.4)**	**(412.2)**	
Total excess assets over liabilities	**186.5**	**156.6**	**325.4**	**291.8**	**(138.9)**	**(135.2)**	

D.1 ASSETS

D.1.1 Solvency II valuation for each material class of asset

D.1.1.1 Deferred acquisition costs ("DAC")

DAC represents the expenses related to the acquisition of new insurance business. Under IFRS, the asset allows the deferral of the acquisition costs to the extent that they are expected to be covered by future profits from the unearned premiums on these contracts. This asset is not permissible under SII and is therefore valued at nil.

D.1.1.2 Deferred tax assets ("DTA")

The deferred tax asset under IFRS is set up in respect of historical unutilised trade losses incurred in the Company. The value of the DTA in the financial statements is different to the SII value, which is calculated consistent with the methodology prescribed in Article 15 of the Delegated Regulation. This is because the adjustments recognised under SII create additional temporary differences under IAS12 principles, which give rise to a larger DTA under SII compared to IFRS.

The maximum potential DTA under SII, before assessment of probable utilisation, was £53.9m at 30 June 2021. After assessment of probable utilisation, the actual DTA recognised under SII was £28.6m.

The recognition of the deferred tax asset is subject to a degree of estimation and judgment. As there are no external market observable / comparable valuations, an internal valuation model is used. The level of the deferred tax asset recognised is modelled with reference to the 10 year expected future taxable profits. The key assumptions within the assessment of probable utilisation are that the growth in gross earned premiums and the underlying profit margin will remain similar to that experienced pre-pandemic. Allowance is made for the legislation changes restricting the ability to offset taxable profits against prior year taxable losses incurred before April 2017, and for the estimated tax impact of the future implementation of IFRS 17. Probability weightings are then applied to the expected future taxable profits, as set out in the table below, to acknowledge the increasing levels of uncertainty the further into the future the projection extends.

Financial year	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31
Probability weighting	100%	90%	80%	70%	60%	50%	40%	30%	20%	10%

The UK Government announced in the Spring Budget 2021 that from 1 April 2023 the corporation tax rate would increase from 19% to 25%. This new law was enacted on 10 June 2021. The SII DTA has increased compared to the prior year primarily due to this change, which increases the future value of the unwind of temporary differences, as well as improved long-term future profit forecasts.

D.1.1.3 Investments

Bonds

The Company holds investments in a portfolio of bonds, split between corporate bonds and government bonds with respective values of £48.2m and £1.1m respectively. The bonds are recorded at fair value based on valuation techniques based significantly on observable market data, using either:

- Quoted prices for similar instruments or identical instruments in markets which are not considered to be active; or
- Valuation techniques where all the inputs that have a significant effect on the valuation are directly or indirectly based on observable market data.

As the IFRS and SII valuations are both performed on a fair value basis, no valuation differences are observed between them.

Collective investments undertakings

Collective investment undertakings are externally managed funds, containing underlying assets with high credit ratings and short durations. Fund managers provide quarterly reports detailing the underlying securities held in the fund. The quarterly reports are reviewed to ensure average credit ratings and durations have not moved significantly since the previous quarter. Any unusual movements or discrepancies are discussed with the fund managers.

Collective investment undertakings are valued at fair value under SII based on market prices at the reporting date, which are quoted prices in active markets for identical assets per Article 10(2) of the Delegated Regulation. As these are publicly traded securities, the market prices are readily available and are actively traded.

The value of these funds is £153.9m in the financial statements and is the same value under SII. No significant estimates or judgements are used in the valuation of these investments.

Deposits other than cash equivalents

Deposits other than cash equivalents are set at fair value as reported to the Company by the relevant financial institutions at the end of the year. There are no material estimations or judgments made due to the nature of the asset. The valuation of the deposit account does not rely on market prices, as these are cash equivalent and the value stands at £20.9m.

D.1.1.4 Property

The Company continues to own the land and office building purchased in late 2018 in Stockport. VCSL is the principal tenant of the building with the remainder of the tenants being third parties. An impairment test was performed in June 2021 with an independent valuation of the property obtained, resulting in no impairment provision being required. The value of this property at 30 June 2021 is £9.3m. Under IFRS, the land and buildings are valued at depreciated cost. Under SII the property has been recognised at fair value, in line with the independent valuation.

D.1.1.5 Reinsurance recoverables

Reinsurance recoverables totalling £7.3m relate mainly to the cash and cashless FinRe taken out by the Company and consists of a liability for the reinsurance payables within the contract boundary of the PTP and an asset for the reinsurance recoverables within the claims technical provision (“CTP”). These had values of £6.8m and £(0.1)m respectively, giving a net positive reinsurance recoverable of £6.7m. The remaining £0.6m is held as a reinsurance recoverable asset for the reinsurer’s share of a legacy book of business.

Financial reinsurance

The FinRe contracts taken out by the Company are structured for IFRS purposes. Under SII, the overall best estimate valuation of future income and outgoing (excluding fees to the reinsurer) is zero. This valuation is consistent with the SII principle in the PRA Rulebook for Solvency II firms. Per Article 2.1(2) of the Valuation section of the Rulebook, liabilities should be valued “*at the amount for which they could be transferred, or settled, between knowledgeable willing parties in an arm’s length transaction.”*

The SII valuation of the reinsurance recoverables differs to the financial statements as IFRS only recognises the gross and reinsurance share of earned premiums and claims incurred up to the balance sheet date, with the expected levels of future earned premiums and claims incurred beyond the balance sheet date ignored. Under Solvency II, the future premium collections are included under the PTP in technical provisions (R0560) and the actual due premiums outstanding are included in insurance and intermediaries receivable (R0360). Under both valuations, an amount equal to the respective values are set in the reinsurance payables in Section D.3.1.2, given that the FinRe contract expects all past / future receivables and payables from the reinsurer to result in a net zero cash flow.

During the year the Company entered into two new FinRe contracts, both of which are with existing providers. In addition, a number of reinsurance treaty amendments were signed with the reinsurers during the year in order to change the repayment profile of the treaties in response to the impact of the pandemic on the economic profile of the reinsured business, reducing access to treatment during the pandemic in the short term and introducing a catch up in later periods. The valuation of the FinRe contract is valued at nil given the expectation that the contracts provide no tangible future cash flows except under adverse scenarios. The fees payable to the reinsurer are added into the premium technical provisions expense basis and hence are included as a liability.

Quota share reinsurance

The balance within the reinsurance recoverable relates to the reinsurer's share of technical provisions on a small number of legacy policies. Any uncertainty in the valuation is driven by the underlying technical provision calculations discussed in Section D.2.

D.1.1.6 Insurance and intermediaries receivables

Insurance and intermediaries receivables of £8.1m under Solvency II relate to premiums outstanding from policyholders. This balance is valued using a look through of IFRS outstanding premiums. Where outstanding premiums relate to future premium collection dates these are included in the PTP. Where the premium collection date falls before the reporting date, but the cash has not been received at the reporting date, this amount falls in premiums outstanding.

The insurance and intermediaries receivables valuation differs to the financial statements as under IFRS this includes the expected future premiums. Under Solvency II this is re-categorised under technical provisions in Section D.2.

D.1.1.7 Reinsurance receivables

The Solvency II value of reinsurance receivables is nil. The difference to the financial statements of £156.0m relates to the cashless FinRe balance that is recognised under IFRS, but not under Solvency II. The fall in the IFRS cashless FinRe balance since 30 June 2020 is because a number of reinsurance treaty amendments were signed with the reinsurers during the year in order to change the repayment profile of the treaties in response to the impact of the pandemic on the economic profile of the reinsured business, reducing access to treatment during the pandemic in the short term and introducing a catch up in later periods.

D.1.1.8 Cash and cash equivalents

Cash and cash equivalents are set at fair value as reported to the Company by the relevant financial institutions at the end of the year, per Article 10(2) of the Delegated Regulation. There are no estimates or judgments used in valuing the cash holdings given that cash is held in British Pound Sterling ("GBP"). The cash holdings are in instant access and the Company expects no issues withdrawing or moving money held in these accounts.

D.2 TECHNICAL PROVISIONS

D.2.1 Technical provisions analysed by each material line of business

The values of the Company's technical provisions under Solvency II are set out in template S.17.01.02 (Non-Life Technical Provisions). All liabilities are denominated in GBP. Supplementary information regarding delays in timing of settlement and apportionment of the claims technical provision to the most recent and prior accident years are included in template S.19.01.01 (Non-Life insurance claims). The Company includes all its business under 'medical expenses insurance'. All business is direct and the Company does not take on any risks from other businesses meaning there is no inwards reinsurance.

A summary of the technical provisions netted down for reinsurance recoverable is shown in the table below:

Year ended 30 June	2021	2020
	£'m	£'m
Gross claims technical provision	41.8	33.6
Gross premium technical provision	(2.2)	(13.0)
Best Estimate Liabilities	**39.6**	**20.6**
Risk margin	6.0	6.3
Total reinsurance recoverables	(7.3)	(6.6)
Net technical provision	**38.3**	**20.3**

D.2.2 Technical provisions calculation methodology

VHL's technical provisions are calculated as the Best Estimate Liability ("BEL") plus the risk margin. The BEL is calculated separately for the premium provision and for the provision for claims outstanding. The valuation for all policies in-force and on risk at the valuation date corresponds to the expected future cash flows taking account of the time value of money.

The overall reserve is calculated as the prospective value of future expected cash flows, allowing for premiums, claims, relevant expenses and policyholder benefits. The BEL is calculated gross of reinsurance, although the cash flow projections include both gross of reinsurance and reinsurance-related cash flows in order to allow separate calculation of the reinsurance recoverable. The cash flow projection used in the calculation of the BEL allows for all the cash flows required to settle the insurance obligations up to the contract boundary of the policies; for VitalityHealth this is the next renewal date.

D.2.3 Claims technical provision ("CTP")

The claims technical provision is a provision set aside for claims that have been incurred by VitalityHealth, but are yet to be either reported or settled at the valuation date. This provision includes an allowance for the expenses involved in handing these claims.

The provision is set based upon a frequency and severity model which uses the expected treatment timeline and cost for each authorised claim. It The reserve, by treatment month, is the difference between the paid amount and that which is ultimately expected to occur in that treatment month. The Company has moved away from the traditional chain ladder models used widely across the industry, as these inherently rely on stability in both treatment and payment patterns in order to provide accurate projections, and this assumption cannot be relied upon particularly given the disruption of the pandemic. The frequency and severity model base result is then adjusted as necessary to reflect changes in the severity, frequency and timing of treatments.

The CTP has increased over the last year due to the general growth in our book and the higher level of treatments occurring in the April-June quarter compared to the same period last year; April-June 2020 was heavily impacted by the first national lockdown. In addition, there is continued uncertainty around the extent to which claims that were delayed will occur, and at what cost per claim. These uncertainties come from both treatment availability and customer behaviour, and lead to increased levels of uncertainty in the reserve unwind compared to previous years. If further variants of COVID-19 emerge, this will only continue to exacerbate this situation.

VHL's CTP calculation and processes are subject to an annual review against the VHL Reserving standard. No material findings were raised into the adequacy of the overall CTP position.

D.2.4 Premium technical provision ("PTP")

Premium technical provisions are determined by projecting the premium, claims and expenses of VHL's in-force policies up until their next renewal date and discounting these cash flows back at the risk free rate published by the PRA. These projections are performed for each homogenous group.

The future premiums are projected according to the policy contract details. Mid-term cancellations on policies are allowed for and are set according to the coming years' expectations. The cash flows allowed for are:

- Future premiums, allowing for the timing of these;
- Future invoice payments in respect of treatment expected to be incurred after the reporting date, and relating to in-force policies and their expected exposure up to their contract boundaries, and allowing for the delays in reporting and settling these liabilities;
- Future expenses in respect of administering the in-force policies up to their contract boundaries, authorising and managing claims, and invoice processing expenses (expenses relating to renewal of policies are excluded); and
- Vitality Health Living Programme reward costs.

The expected claims and Vitality Health Living Programme reward costs are projected through the application of the benefit ratio on the projected future premiums. The benefit ratio assumption is based on historical experience, adjusted for future expected trends and inflation. Further, the benefit ratio includes an upward adjustment for the anticipated catch-up of treatments which have been impacted by the COVID-19 pandemic. The timing and level of this claims catch-up remains uncertain, and could be significantly impacted if further variants of the COVID-19 virus emerge, or if rising cases of COVID-19 influence provider or member behaviour. The calculation of the PTP up until the contract boundary reflects our best estimate of these underlying dynamics, in line with SII requirements.

The expense cash flows are projected through allocation to in-force policies. The assumption of total future expenses is based on prior experience adjusted for future expected trends. The allocations are based on expense investigations.

The PTP is a negative liability, or an asset, as the total future claims, benefits and expenses are expected to be lower than the future premiums received. The PTP has remained an asset to the Company, although the full impact of the claims catch-up is unable to be recognised due to the contract boundary restriction.

D.2.5 Risk margin

The risk margin is set as the cost of the unhedgeable portion of the SCR up until the run-off of the in-force policies' liabilities. The cost of capital is set at 6% as prescribed by the Solvency II regulations.

The risk margin grew over the year, in line with the SCR. For VitalityHealth, the SCR is expected to run off to zero from year 2 onwards given the short-term nature of the in-force policies.

D.2.6 Reinsurance payables

The majority of the reinsurance payables relates to FinRe. The FinRe has an IFRS benefit but has a nil impact under Solvency II. This is not analysed further due to materiality (see Section D.1.1.5).

D.2.7 Methodology and assumption changes

The CTP valuation contains a provision for disputes with hospitals. The hospital dispute provision is the same as last year and relates to disputes about prior treatments that are yet to be resolved. The provision recognises that the normal disputes conversations with hospitals have been harder to resolve whilst the waves of the COVID-19 pandemic have been ongoing. The CTP has increased compared to the prior year as more members have been able to access treatment in the 3 months preceding the financial year end than in 2020, leading to higher payments and a higher claims reserve.

In addition, the PTP liability has increased compared to the prior year as the claims catch-up is projected to occur in the months post the financial year end, leading to a higher benefit ratio projection until the contract boundary restrictions apply. Throughout the year, the actual experience is monitored regularly and assumptions are adjusted in the event of material deviation from the expected position.

Under Solvency II, the reserve methodology for legacy policies and assumptions are unchanged and cash flows are projected until the contract boundary.

D.2.8 Uncertainty associated with the value of technical provisions

Due to the ongoing impacts of the COVID-19 pandemic, the treatments received by our members as well as the invoices received from providers continue to be effected. The result therefore is that the CTP is subject to a greater degree of uncertainty than under normal circumstances. These items have been adjusted for when setting the CTP, but should be recognised as significant contributors to an increased level of uncertainty within the CTP.

For the PTP, a set of sensitivities are produced on the key assumptions in order to judge the uncertainty associated with the projection of future profits. The two key non-economic assumptions of benefit ratio and expense ratio can diverge from the best estimate and increase the technical provision liability. However, the impact on the solvency ratio is reduced as lower expected profits in future premiums are limited by the application of the contract boundary restriction and in addition the reduction would also result in a lower lapse risk under health underwriting risk.

D.2.9 Differences between Solvency II valuation and local GAAP/IFRS valuation of technical provisions analysed by each material line of business

The table below shows a build-up from the IFRS valuation of insurance contract liabilities to the Solvency II technical provisions, split by line of business, at 30 June 2021.

Year ended 30 June	**2021**	**2020**
	£'m	£'m
Gross IFRS insurance contract liabilities*	93.1	109.1
Adjustment to SII	(47.5)	(82.2)
SII gross technical provisions	**45.6**	**26.9**
Gross claims technical provision	41.8	33.6
Gross premium technical provision	(2.2)	(13.0)
Risk margin	6.0	6.3
Total RI recoverables	**(7.3)**	**(6.6)**
SII - Net TPs	**38.3**	**20.3**

** The total IFRS UPR netted down by the corresponding portion of its premium debtors and IFRS gross claims provisions.*

The £47.5m reduction from the gross IFRS insurance contract liabilities to the SII gross technical provisions is from the following items:

- £50.8m reduction due to removing premium debtors and the related UPR applicable in IFRS which are replaced with premium technical provisions in SII;
- £2.2m reduction from recognising the premium technical provision under SII. This is made up of the EPIFP, as discussed in section C.4.4, and the expected losses covered by premiums already received;
- £0.5m reduction from other minor adjustments related to different treatments of claims handling provisions and the use of discounting between IFRS and SII; and
- £6.0m increase due to the inclusion in SII technical provisions of the risk margin.

The main drivers of the reduction in the adjustment from the gross IFRS insurance contract liabilities from £82.2m at 30 June 2020 to £47.5m at 30 June 2021 are the removal of the larger UPR applicable in IFRS and the lower PTP liability at 30 June 2020. These are both reflective of the change in risk emergence over the policy periods that were anticipated at 30 June 2020 due to the COVID-19 pandemic.

D.2.10 Recoverable from reinsurance contracts and special purpose vehicles

The value of the recoverables (share of reinsurers including finite reinsurance and special purpose vehicles) is made up of:

- A small amount of basic quota share arrangements that exist on a legacy part of the health insurance portfolio and are taken into account in the technical provisions; and
- The FinRe treaties which consist of one cash-based treaty and ten cashless treaties. Under SII, the financing income received from the treaties are included in the balance sheet assets while the corresponding deficit balance is recognised as a liability on the balance sheet. The treaties extend past the contract boundaries of the underlying policies and consequently part of the deficit balances and recoverable are apportioned to the technical provisions with the remainder included in reinsurance payables.

D.3 OTHER LIABILITIES

D.3.1 Solvency II valuation for each material class of other liabilities

D.3.1.1 Insurance & intermediaries' payables

Insurance & intermediaries payable consists of claims outstanding and intermediaries' payables and at the reporting date had a solvency valuation of £5.8m. The material portions of this balance are £3.0m for fund share payments to our Corporate clients; £2.2m for outstanding claims payments; and £0.6m which is owed to independent financial advisors for items such as commission payments.

D.3.1.2 Reinsurance payables

The FinRe contracts taken out by the Company are structured for IFRS purposes. Under Solvency II, the overall best estimate valuation of future income and outgo (excluding expenses / fees to the reinsurer) is zero. This valuation is deemed consistent with the SII principle in the PRA Rulebook for Solvency II firms. Per Article 2.1(2) of the Valuation section of the Rulebook liabilities should be valued "*at the amount for which they could be transferred, or settled, between knowledgeable willing parties in an arm's length transaction.*"

The balance owed to reinsurers at the end of the reporting period was £7.0m as shown in line 'Reinsurance payables' in the Solvency II balance sheet. £6.7m of this is related to the corresponding asset set up for the reinsurance recoverables (D.1.1.5) and is valued in line with methodology specified under D.1.1.6 to reflect the nil valuation / cash flow position of the FinRe contracts.

D.3.1.3 Payables (trade, not insurance)

Payables (trade, not insurance) are valued at the fair value of the payables at the reporting date. The material items within the year-end balance of £41.9m are Insurance Premium Tax ("IPT") payable, intercompany payables owed to VCSL mainly for recharged expenses as well as an unsubordinated loan from VHIL. IPT payable relates to the written premiums for the April-June 2021 quarter. The IPT balance and VCSL intercompany balance are settled shortly after the reporting date and therefore the valuation is not adjusted for uncertainty over timing. From past experience, the final settled amount of the liabilities does not deviate materially from the original valuation. The payables balance has increased from 30 June 2020 due to the new unsubordinated loan from VHIL which replaced three subordinated loans that matured within the financial year. The maturity of the unsubordinated loan is 31 December 2022.

D.3.1.4 Subordinated liabilities

Under IFRS, subordinated debt is valued either on an amortised cost basis or at nominal value. Under Solvency II, subordinated debt is valued on a fair value basis, with changes in own credit standing removed for subsequent measurement. A discounted cash flow model using the risk-free rate plus initial credit spread relevant to the subordinated debt has been used to assess the fair value. At 30 June 2021 there is no difference between the IFRS valuation and the Solvency II valuation and therefore no adjustment was made.

D.4 ALTERNATIVE METHODS OF VALUATION

All investments excluding the Stockport property are valued using quoted market prices or are cash investments. An independent valuation of the property and land was performed as at 30 June 2021. The valuation report highlighted the uncertainty in current market valuations caused by the economic implications of COVID-19 but did not disclaim the valuation. Having reviewed the independent valuation, the Company has recognised the Stockport property at the same value in both SII and IFRS, as this closely approximates fair value.

D.5 VALUATION FOR SOLVENCY PURPOSES – ANY OTHER INFORMATION

No other information is provided.

E CAPITAL MANAGEMENT

E.1 OWN FUNDS

E.1.1 Objectives, policies and processes for managing own funds

The objective of own fund management is to hold sufficient capital to ensure the SCR ratio is within risk appetite. The Company's available own funds, eligible own funds and ratio of eligible own funds over SCR and MCR are disclosed in QRT S.23.01.01. The Company holds regular meetings of senior management, which are at least quarterly, in which the ratio of eligible own funds over SCR and MCR are reviewed. The Committees that review solvency are described in more detail in Section B.1 General Information on the system of governance and the responsibility ultimately rests with the Board. As part of own funds management, the Company prepares ongoing annual solvency projections and reviews the structure of own funds and future requirements. The business plan, which forms the base of the ORSA contains a five year projection of funding requirements as part of the business plan and this helps focus actions for future funding. There were no material changes in the objectives, policies and processes employed by the undertaking for managing its own funds.

E.1.2 Summary of own funds

The below table shows the Company's own funds which represents the net assets valued on a Solvency II basis (inclusive of subordinated liabilities allowable under Solvency II).

Own funds Year ended 30 June	2021	2020	Change	Section
	£'m	£'m	£'m	
Assets	293.6	244.1	49.5	D.1
Liabilities	107.1	87.5	19.6	D.2 and D.3
Net assets	**186.5**	**156.6**	**29.9**	
Subordinated liabilities	6.8	19.3	(12.5)	D.3.1.4
Available own funds	**193.3**	**175.9**	**17.4**	
Capital tiering restrictions	(12.6)	(5.2)	(7.4)	
Eligible own funds	**180.7**	**170.7**	**10.0**	**E.1.3**

The £10.0m increase in eligible own funds is driven by:

- Solvency II net assets increased by £29.9m:
  - SII profitability in the year is £54.2m. This removes the impact of FinRe and DAC from the £33.6m post-tax IFRS profits for the year. The profitability is driven by the lower combined ratio witnessed in the year as members were unable to receive all treatments in pre-COVID timelines during the ongoing national lockdowns;
  - A decrease in the technical provision benefit of £34.4m when moving from IFRS to SII driven primarily by the increase in assumptions within the PTP of the claims expected to catch up over the coming 12 months, relative to the same period last year. Further, the contract boundary restriction applied within the PTP limits the recognition of the full expected catch-up of these delayed claims; and
  - £10.3m change in the higher DTA under SII compared to IFRS as described in D.1.1.2.
- £12.5m decrease in the subordinated liabilities eligible as Tier 2 capital, as three VHIL subordinated loans matured in the financial year and were replaced with a single unsubordinated loan from VHIL; and
- £7.4m decrease from higher capital tiering restrictions. Tier 3 capital that is available to cover the SCR is restricted to 15% of the SCR, and the increase in the SII DTA results in a larger tiering restriction applying.

E.1.3 Own funds classification by tiers

The table below shows the eligible own funds including the analysis of change over the year:

Year ended 30 June 2021	Tier 1 unrestricted	Tier 1 restricted	Tier 2	Tier 3	Total
	£'m	£'m	£'m	£'m	£'m
Ordinary share capital	4.0	0.0	0.0	0.0	4.0
Share premium	397.2	0.0	0.0	0.0	397.2
Reconciliation reserve	(243.3)	0.0	0.0	0.0	(243.3)
Subordinated debt	0.0	0.0	6.8	0.0	6.8
Deferred tax asset eligible for own funds covering SCR	0.0	0.0	0.0	16.0	16.0
Total eligible own funds to meet SCR	**157.9**	**0.0**	**6.8**	**16.0**	**180.7**
Less: Restrictions on eligible own funds to meet MCR	0.0	0.0	(1.5)	(16.0)	(17.5)
Total eligible own funds to meet MCR	**157.9**	**0.0**	**5.3**	**0.0**	**163.2**

Year ended 30 June 2020	Tier 1 unrestricted	Tier 1 restricted	Tier 2	Tier 3	Total
	£'m	£'m	£'m	£'m	£'m
Ordinary share capital	4.0	0.0	0.0	0.0	4.0
Share premium	397.2	0.0	0.0	0.0	397.2
Reconciliation reserve	(265.1)	0.0	0.0	0.0	(265.1)
Subordinated debt	0.0	0.0	19.3	0.0	19.3
Deferred tax asset eligible for own funds covering SCR	0.0	0.0	0.0	15.3	15.3
Total eligible own funds to meet SCR	**136.1**	**0.0**	**19.3**	**15.3**	**170.7**
Less: Restrictions on eligible own funds to meet MCR	0.0	0.0	(14.2)	(15.3)	(29.5)
Total eligible own funds to meet MCR	**136.1**	**0.0**	**5.1**	**0.0**	**141.2**

Analysis of Change	Tier 1 unrestricted	Tier 1 restricted	Tier 2	Tier 3	Total
	£'m	**£'m**	**£'m**	**£'m**	**£'m**
Ordinary share capital issued	0.0	0.0	0.0	0.0	0.0
Share premium issued	0.0	0.0	0.0	0.0	0.0
Reconciliation reserve	21.8	0.0	0.0	0.0	21.8
Subordinated debt	0.0	0.0	(12.5)	0.0	(12.5)
Deferred tax asset eligible for own funds covering SCR	0.0	0.0	0.0	0.7	0.7
Total movement in eligible own funds to meet SCR	**21.8**	**0.0**	**(12.5)**	**0.7**	**10.0**
Less: movement in restriction on eligible own funds to meet MCR	0.0	0.0	12.7	(0.7)	12.0
Total movement in eligible own funds to meet MCR	**21.8**	**0.0**	**0.2**	**0.0**	**22.0**

E.1.3.1 Tier 1 unrestricted

Tier 1 unrestricted funds comprised of ordinary share capital, share premium related to ordinary share capital and the reconciliation reserves. Tier 1 unrestricted capital includes high quality instruments with features such as permanence, subordination, undated, absence of redemption incentives, mandatory costs and encumbrances.

During the year, the Company did not issue any ordinary share capital. Despite members receiving lower premium increases over this period, there continued to be a temporary increase in Tier 1 assets as the Company continued to receive premiums from members whilst ongoing national lockdowns from the COVID-19 pandemic delayed some treatments. These treatment delays mean that some of those funds received will not be paid out as claims until the subsequent claims catch up. This is a temporary benefit to the asset position, as highlighted below in Section E1.2, since the PTP in Solvency II is unable to recognise all of the anticipated catch-up of claims due to the application of the contract boundary restriction.

The reconciliation reserve comprised of:

Year ended 30 June	2021	2020	Change
	£'m	£'m	£'m
Solvency II excess of assets over liabilities	186.5	156.6	29.9
Less other basic own fund items	(429.8)	(421.7)	(8.1)
Reconciliation reserve	**(243.3)**	**(265.1)**	**21.8**

Basic own fund items comprised of:

Year ended 30 June	2021	2020	Change
	£'m	£'m	£'m
Ordinary share capital	4.0	4.0	0.0
Share premium	397.2	397.2	0.0
Net deferred tax asset	28.6	20.5	8.1
Total basic own fund items	**429.8**	**421.7**	**8.1**

E.1.3.2 Tier 2

Subordinated debt

Total available Tier 2 own funds consists of a £6.8m subordinated liability at the reporting date.

The subordinated debt is a subordinated loan issued on 31 December 2016. This is a long-term subordinated loan provided to the Company by Discovery Holdings Europe Limited. The loan is repayable on 1 January 2027 and accrues interest at a floating rate of 465 basis points over 3 month GBP LIBOR. The subordinated loan is available, fully subordinated and forms a part of basic own funds. This loan was approved by the PRA to be included in the Company's eligible own funds effective from 31 December 2016.

E.1.3.3 Tier 3

Total available Tier 3 own funds consist of the net deferred tax assets. This is consistent with Articles 76 and 77 of the Delegated Regulation and is deemed a basic own fund item. The amount equal to the value of net deferred tax assets is available, is subordinated to the extent that it ranks after the claims of all policyholders and beneficiaries and non-subordinated creditors, and has no restricted duration as it is based on carried forward losses that do not expire.

E.1.4 Eligible amount of own funds to cover the Solvency Capital Requirement, classified by tiers

The limits on eligible Tier 3 capital per Article 82 of the Delegated Regulation are the only restrictions on available own funds to meet the SCR. Total available Tier 3 own funds to meet the SCR are £28.6m. The eligible Tier 3 own funds to meet the SCR is reduced to £16.0m due to the limit of 15% of the SCR, a reduction of £12.6m. This leaves total eligible own funds to meet the SCR of £180.7m.

The eligible own funds over SCR ratio is 169.2% as at 30 June 2021 compared to 166.9% at 30 June 2020. The solvency cover ratio remains high compared to levels witnessed at June 2019 due to the increase in assets, from members paid premiums, being unable to be offset by a commensurate increase in liabilities as the expected claims catch-up discussed in Section E1.2 cannot be fully recognised within the PTP projections to the contract boundary. The additional assets are expected to be utilised to pay for the claims catch-up. The claims catch-up is anticipated to take a prolonged period, and hence under Solvency II the Company are unable to recognise all of the future liabilities that are expected to arise, although the increase in the SCR ratio is expected to reverse to nearer historical levels as the claims catch-up takes place during 2021-22. With the lockdown restrictions significantly reduced, but with high numbers of reported cases in the UK, the situation remains unclear and there continues to be material levels of uncertainty about the forthcoming reporting period.

E.1.5 Eligible amount of own funds to cover the Minimum Capital Requirement, classified by tiers

The total available own funds to meet the MCR are £164.7m. Tier 3 own funds cannot form part of total available own funds to meet the MCR. Article 82 of the Delegated Regulation limits Tier 2 items to 20% of the MCR and therefore this reduces the Tier 2 own fund items by £1.5m to £5.3m. Therefore, the total eligible own funds to meet the MCR are £163.2m, with each Tier contributing the following: Tier 1 unrestricted £157.9m and Tier 2 £5.3m.

The eligible own funds over MCR ratio was 611.4% as at 30 June 2021. As discussed in Sections E.1.2 and E.1.4, this ratio has been temporarily high since 30 June 2020 as all future liabilities expected from the delayed treatments due to the ongoing national lockdowns from the COVID-19 pandemic are unable to be recognised due to the application of the contract boundary restriction.

E.1.6 Difference between equity as shown in the financial statements and the Solvency II value excess of assets over liabilities

Total equity per the financial statements was £325.4m as at 30 June 2021. Excess of assets over liabilities as calculated for solvency was £186.5m. The summary of the adjustments to the statutory accounts value to give the Solvency II value S.02.01.01.C0010 are listed below:

Year ended 30 June	2021	2020
	£'m	£'m
IFRS net asset value	**325.4**	**291.8**
Add – Move to SII technical provision	46.5	80.9
Remove – FinRe asset under IFRS	(156.0)	(175.8)
Remove – Deferred acquisition costs under IFRS	(41.9)	(42.5)
Remove – Other IFRS valuation differences	(0.2)	(0.2)
Add – SII DTA adjustment	12.7	2.4
Total SII excess asset over liabilities	**186.5**	**156.6**

There are no differences between ordinary share capital or share premium related to ordinary share capital in the financial statements and the amount reported in basic own funds. The difference of £138.9m between the net assets of the Company in the financial statements and the solvency valuation of the excess of assets over liabilities is due to adjustments to the statutory accounts value in order to value assets and liabilities at their solvency valuations and the subsequent impact on accumulated losses when performing these adjustments. The adjustments above are documented in Section D covering valuation of material assets and liabilities per Article 296 of Delegated Regulation.

E.1.7 Basic own fund items subject to transitional arrangements

There are no remaining own fund items subject to transitional arrangements as the existing subordinated loans that were subject to transitional arrangements have matured in the financial year.

E.2 SOLVENCY CAPITAL REQUIREMENT AND MINIMUM CAPITAL REQUIREMENT

E.2.1 Amount of Solvency Capital Requirement and Minimum Capital Requirement

The table below shows the SCR and MCR year-end positions:

Year ended 30 June	2021	2020
	£'m	£'m
SCR	106.8	102.3
MCR	26.7	25.6

The overall SCR and MCR have increased and this is in line with the business growth over the period. The next section outlines the movement in each risk module further.

E2.2 Solvency Capital Requirement split by risk modules

The Solvency Capital Requirement and Minimum Capital Requirement for the Company are set out in templates S.25.01.01 (Solvency Capital Requirement – for undertakings on standard formula) and S.28.01.01 (Minimum Capital Requirement - Only life or only non-life insurance or reinsurance activity) respectively. The templates provide for a split by risk modules. The Company applies the standard formula, without modification for undertaking-specific parameters, and has not used any simplifications allowed by the regulations. The final amounts remain subject to supervisory assessment. The Company has not received any imposed capital add-ons or imposed any undertaking-specific parameters.

Following the calculations specified in the regulations, the calculation of the Company's 'combined minimum capital requirement' is less than 0.25 times the Solvency Capital Requirement and so the Minimum Capital Requirement is equal to 0.25 times the SCR.

The health underwriting risk module at 30 June 2021 contains non-SLT premium and reserve risk of £89.0m, non-SLT lapse risk of £18.7m, health catastrophe risk of £0.3m and a diversification benefit of £(16.9)m to result in the total of £91.1m shown below.

Year ended 30 June	2021	2020	Change
	£'m	£'m	£'m
Market risk	8.3	8.8	(0.5)
Counterparty default risk	2.2	2.5	(0.3)
Health underwriting risk	91.1	87.9	3.2
Diversification	(7.5)	(8.0)	0.5
Operational risk	16.0	13.8	2.2
Loss-absorbing capacity of deferred taxes	(3.3)	(2.7)	(0.6)
SCR	**106.8**	**102.3**	**4.5**

The SCR has grown by £4.5m driven by the movement of the following risk modules:

- £0.5m decrease in market risk as an increase in concentration risk, driven by the short-term liquidity funds holding the additional member premiums received, is offset by a decrease in interest rate and spread risks, driven by an increase in higher quality bond holdings;
- £0.3m decrease in counterparty default risk due to a decrease in the level of premium debtors for the Company;
- £3.2m increase in health underwriting risk driven by the increase in earned premium expected in the coming year as the business continues to grow. This is partly offset by a lower lapse risk from decreased future profits in the premium technical provision as a portion of the anticipated claims catch-up is recognised before the contract boundary;
- £0.5m decrease in total diversification between market risk, counterparty default risk and health underwriting risk;
- £2.2m increase in operational risk which is driven by the increase in earned premium recognised in 2020-21 compared to 2019-20; and
- £0.6m decrease due to the loss-absorbing capacity of deferred taxes increasing compared to 30 June 2020 as the Company has paid a higher amount of taxes in 2020-21 compared to 2019-20 and the loss-absorbing capacity of deferred taxes recognises the amount that would be able to be recovered if required in an extreme solvency event.

E.3 USE OF THE DURATION-BASED EQUITY RISK SUB-MODULE IN THE CALCULATION OF THE SOLVENCY CAPITAL REQUIREMENT

Not applicable

E.4 DIFFERENCES BETWEEN THE STANDARD FORMULA AND ANY INTERNAL MODEL USED

Not applicable

E.5 NON-COMPLIANCE WITH THE MINIMUM CAPITAL REQUIREMENT AND NON-COMPLIANCE WITH THE SOLVENCY CAPITAL REQUIREMENT

The Company has complied continuously with both the Minimum Capital Requirement and Solvency Capital Requirement throughout the reporting period.

E.6 CAPITAL MANAGEMENT – ANY OTHER INFORMATION

Not applicable

F ADDITIONAL VOLUNTARY INFORMATION

F.1 TRANSITIONAL INFORMATION

The Company has no other voluntary material information to disclose.

F.2 OTHER ADDITIONAL VOLUNTARY INFORMATION

The Company has no other voluntary material information to disclose.

G TEMPLATES

The templates are provided as an appendix to this document, following Section I. The Company is required to disclose the following templates as set out in the Commission Implementing Regulation (EU) 2015/2452 of 2 December 2015 laying down implementing technical standards with regard to the procedures, formats and templates of the solvency and financial condition report in accordance with Directive 2009/138/EC of the European Parliament and of the Council.

Template code	Template name
S.02.01.02	Balance sheet
S.05.01.02	Premiums, claims and expenses
S.17.01.02	Non-life technical provisions
S.19.01.21	Non-life insurance claims
S.23.01.01	Own funds
S.25.01.21	Solvency Capital Requirement – for undertakings on standard formula
S.28.01.01	Minimum Capital Requirement – Only life or only non-life insurance or reinsurance activity

H DIRECTORS' RESPONSIBILITIES STATEMENT

Vitality Health Limited

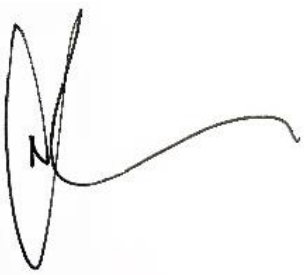
Approval by the Board of Directors of the Solvency and Financial Condition Report

Financial period ended 30 June 2021

We acknowledge our responsibility for preparing the SFCR in all material respects in accordance with the PRA Rules and the Solvency II Regulations.

We are satisfied that:

a) throughout the financial year in question, the insurer has complied in all material respects with the requirements of the PRA Rules and the Solvency II Regulations as applicable to the insurer; and
b) it is reasonable to believe that the insurer has continued so to comply subsequently and will continue so to comply in future.



Neville Stanley Koopowitz
Director and Group Chief Executive Officer
Date: 23 September 2021

I EXTERNAL AUDIT REPORT

Report of the external independent auditors to the Directors of Vitality Health Limited ('the Company') pursuant to Rule 4.1 (2) of the External Audit Part of the PRA Rulebook applicable to Solvency II firms

Report on the Audit of the relevant elements of the Solvency and Financial Condition Report

Opinion

We have audited the following documents prepared by the Company as at 30 June 2021:

- The 'Valuation for solvency purposes' and 'Capital Management' sections of the Solvency and Financial Condition Report of the Company as at 30 June 2021, ('**the Narrative Disclosures subject to audit**'); and
- Company templates S.02.01.02, S.17.01.02, S.23.01.01, S.25.01.21 and S.28.01.01 ('**the Templates subject to audit'**).

The Narrative Disclosures subject to audit and the Templates subject to audit are collectively referred to as the '**relevant elements of the Solvency and Financial Condition Report'**.

We are not required to audit, nor have we audited, and as a consequence do not express an opinion on the **Other Information** which comprises:

- The 'Summary', 'Business and performance', 'System of governance' and 'Risk profile' elements of the Solvency and Financial Condition Report;
- Company templates S.05.01.02 and S.19.01.21;
- The written acknowledgement by management of their responsibilities, including for the preparation of the Solvency and Financial Condition Report ('**the Responsibility Statement**').

In our opinion, the information subject to audit in the relevant elements of the Solvency and Financial Condition Report of the Company as at 30 June 2021 is prepared, in all material respects, in accordance with the financial reporting provisions of the PRA Rules and Solvency II regulations on which they are based.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) including ISA (UK) 800 and ISA (UK) 805, and applicable law. Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the relevant elements of the Solvency and Financial Condition Report* section of our report. We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of the Solvency and Financial Condition Report in the UK, including the FRC's Ethical Standard as applied to public interest entities, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

Our evaluation of the Directors' assessment of the Company's ability to continue to adopt the going concern basis of accounting included:

- Obtaining management's going concern assessment and challenged the rationale for assumptions made in the 5-year business plan using our knowledge of the Company's business performance, and review of regulatory correspondence.

- Considered management's assessment of the regulatory Solvency coverage and liquidity position in management's future forecast;
- Reviewed correspondence between the Company and the PRA and FCA in relation to the COVID-19 impact on the Company and management's strategy and plans for the Company's future;
- Understood the actions taken by management to mitigate the impacts of COVID-19, including review of Board Risk Committee minutes and attendance at all Audit Committees;
- Formed an independent view of the Company's ability to continue as a going concern, including performing sensitivity analyses over management's key assumptions; and
- Considered information obtained during the course of the audit to identify any evidence that would contradict management's assessment of going concern (including the impacts of COVID-19).

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Company's ability to continue as a going concern for a period of at least twelve months from the date on which the Solvency and Financial Condition Report is authorised for issue.

In auditing the Solvency and Financial Condition Report, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the Solvency and Financial Condition Report is appropriate.

However, because not all future events or conditions can be predicted, this conclusion is not a guarantee as to the Company's ability to continue as a going concern.

Our responsibilities and the responsibilities of the Directors with respect to going concern are described in the relevant sections of this report.

Emphasis of Matter - Basis of Accounting

We draw attention to the 'Valuation for solvency purposes' and/or 'Capital Management' of the Solvency and Financial Condition Report, which describe the basis of accounting. The Solvency and Financial Condition Report is prepared in compliance with the financial reporting provisions of the PRA Rules and Solvency II regulations, and therefore in accordance with a special purpose financial reporting framework. The Solvency and Financial Condition Report is required to be published, and intended users include but are not limited to the Prudential Regulation Authority. As a result, the Solvency and Financial Condition Report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other Information

The Directors are responsible for the Other Information.

Our opinion on the relevant elements of the Solvency and Financial Condition Report does not cover the Other Information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Solvency and Financial Condition Report, our responsibility is to read the Other Information and, in doing so, consider whether the Other Information is materially inconsistent with the relevant elements of the Solvency and Financial Condition Report, or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the relevant elements of the Solvency and Financial Condition Report or a material misstatement of the Other Information. If, based on the work we have performed, we conclude that there is a material misstatement of this Other Information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Directors for the Solvency and Financial Condition Report

The Directors are responsible for the preparation of the Solvency and Financial Condition Report in accordance with the financial reporting provisions of the PRA rules and Solvency II regulations.

The Directors are also responsible for such internal control as they determine is necessary to enable the preparation of a Solvency and Financial Condition Report that is free from material misstatement, whether due to fraud or error.

Auditors' Responsibilities for the Audit of the relevant elements of the Solvency and Financial Condition Report

It is our responsibility to form an independent opinion as to whether the information subject to audit in the relevant elements of the Solvency and Financial Condition Report is prepared, in all material respects, in accordance with financial reporting provisions of the PRA Rules and Solvency II regulations on which they are based.

Our objectives are to obtain reasonable assurance about whether the relevant elements of the Solvency and Financial Condition Report are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decision making or the judgement of the users taken on the basis of the Solvency and Financial Condition Report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Based on our understanding of the Company/industry, we identified that the principal risks of non-compliance with laws and regulations related to breaches of UK regulatory principles, such as those governed by the Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA), and unsuitable or prohibited business practices, and we considered the extent to which non-compliance might have a material effect on the Solvency and Financial Condition Report. We also considered those laws and regulations that have a direct impact on the Solvency and Financial Condition Report such as PRA rulebook applicable to Solvency II firms. We evaluated management's incentives and opportunities for fraudulent manipulation of the Solvency and Financial Condition Report (including the risk of override of controls), and determined that the principal risks were related to inappropriate journals entries to own funds, and management bias in accounting estimates and judgemental areas, for example, technical provisions and Solvency Capital Requirement. Audit procedures performed included:

- Discussions with the Board, management, internal audit, senior management involved in the Risk and Compliance functions and the Company's legal function, including consideration of known or suspected instances of non-compliance with laws and regulation and fraud.
- For the principal risks noted above, designing audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting in error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentation, or through collusion;
- Reviewing correspondence between the Company and the Prudential Regulation Authority (PRA) and Financial Conduct Authority (FCA) in relation to compliance with laws and regulations;

- Reviewing relevant Board meeting minutes, including those of the Risk Committee and Actuarial Committee;
- Examining the appropriateness and consistency of the underlying methodologies and assumptions with current Solvency II regulations in relation to the best estimate technical provisions;
- Review of internal audit reports, compliance reports and whistleblowing reports in so far as they related to the financial statements; and
- Assessment of matters reported on the Group's whistleblowing register.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in the Solvency and Financial Condition Report. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities for the audit is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of this report

This report, including the opinion, has been prepared for the Board of Directors of the Company in accordance with External Audit rule 2.1 of the Solvency II firms Sector of the PRA Rulebook and for no other purpose. We do not, in providing this report, accept or assume responsibility for any other purpose or to any other party save where expressly agreed by our prior consent in writing.

Report on Other Legal and Regulatory Requirements

In accordance with Rule 4.1 (3) of the External Audit Part of the PRA Rulebook for Solvency II firms we are also required to consider whether the Other Information is materially inconsistent with our knowledge obtained in the audit of the Company's statutory financial statements. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

PricewaterhouseCoopers LLP

PricewaterhouseCoopers LLP

Chartered Accountants

London

23 September 2021

Vitality Health Limited

Solvency and Financial Condition Report

Disclosures

30 June

2021

(Monetary amounts in GBP thousands)

General information

Undertaking name	Vitality Health Limited
Undertaking identification code	213800D5I9HUP34WJ971
Type of code of undertaking	LEI
Type of undertaking	Non-life undertakings
Country of authorisation	GB (after Brexit)
Language of reporting	en
Reporting reference date	30 June 2021
Currency used for reporting	GBP
Accounting standards	IFRS
Method of Calculation of the SCR	Standard formula
Matching adjustment	No use of matching adjustment
Volatility adjustment	No use of volatility adjustment
Transitional measure on the risk-free interest rate	No use of transitional measure on the risk-free interest rate
Transitional measure on technical provisions	No use of transitional measure on technical provisions

List of reported templates

S.02.01.02 - Balance sheet
S.05.01.02 - Premiums, claims and expenses by line of business
S.17.01.02 - Non-Life Technical Provisions
S.19.01.21 - Non-Life insurance claims
S.23.01.01 - Own Funds
S.25.01.21 - Solvency Capital Requirement - for undertakings on Standard Formula
S.28.01.01 - Minimum Capital Requirement - Only life or only non-life insurance or reinsurance activity

S.02.01.02

Balance sheet

		Solvency II value
	Assets	C0010
R0030	Intangible assets	0
R0040	Deferred tax assets	28,598
R0050	Pension benefit surplus	0
R0060	Property, plant & equipment held for own use	9,251
R0070	Investments (other than assets held for index-linked and unit-linked contracts)	224,115
R0080	*Property (other than for own use)*	0
R0090	*Holdings in related undertakings, including participations*	0
R0100	*Equities*	0
R0110	*Equities - listed*	0
R0120	*Equities - unlisted*	0
R0130	*Bonds*	49,347
R0140	*Government Bonds*	1,124
R0150	*Corporate Bonds*	48,223
R0160	*Structured notes*	0
R0170	*Collateralised securities*	0
R0180	*Collective Investments Undertakings*	153,862
R0190	*Derivatives*	0
R0200	*Deposits other than cash equivalents*	20,906
R0210	*Other investments*	0
R0220	Assets held for index-linked and unit-linked contracts	0
R0230	Loans and mortgages	0
R0240	*Loans on policies*	0
R0250	*Loans and mortgages to individuals*	0
R0260	*Other loans and mortgages*	0
R0270	Reinsurance recoverables from:	7,316
R0280	*Non-life and health similar to non-life*	7,316
R0290	*Non-life excluding health*	0
R0300	*Health similar to non-life*	7,316
R0310	*Life and health similar to life, excluding index-linked and unit-linked*	0
R0320	*Health similar to life*	0
R0330	*Life excluding health and index-linked and unit-linked*	0
R0340	*Life index-linked and unit-linked*	0
R0350	Deposits to cedants	0
R0360	Insurance and intermediaries receivables	8,149
R0370	Reinsurance receivables	0
R0380	Receivables (trade, not insurance)	479
R0390	Own shares (held directly)	0
R0400	Amounts due in respect of own fund items or initial fund called up but not yet paid in	0
R0410	Cash and cash equivalents	15,702
R0420	Any other assets, not elsewhere shown	0
R0500	**Total assets**	293,609

S.02.01.02

Balance sheet

		Solvency II value
	Liabilities	C0010
R0510	Technical provisions - non-life	45,572
R0520	*Technical provisions - non-life (excluding health)*	0
R0530	*TP calculated as a whole*	0
R0540	*Best Estimate*	0
R0550	*Risk margin*	0
R0560	*Technical provisions - health (similar to non-life)*	45,572
R0570	*TP calculated as a whole*	0
R0580	*Best Estimate*	39,567
R0590	*Risk margin*	6,005
R0600	Technical provisions - life (excluding index-linked and unit-linked)	0
R0610	*Technical provisions - health (similar to life)*	0
R0620	*TP calculated as a whole*	0
R0630	*Best Estimate*	0
R0640	*Risk margin*	0
R0650	*Technical provisions - life (excluding health and index-linked and unit-linked)*	0
R0660	*TP calculated as a whole*	0
R0670	*Best Estimate*	0
R0680	*Risk margin*	0
R0690	Technical provisions - index-linked and unit-linked	0
R0700	*TP calculated as a whole*	0
R0710	*Best Estimate*	0
R0720	*Risk margin*	0
R0740	Contingent liabilities	0
R0750	Provisions other than technical provisions	0
R0760	Pension benefit obligations	0
R0770	Deposits from reinsurers	0
R0780	Deferred tax liabilities	0
R0790	Derivatives	0
R0800	Debts owed to credit institutions	0
R0810	Financial liabilities other than debts owed to credit institutions	0
R0820	Insurance & intermediaries payables	5,831
R0830	Reinsurance payables	7,061
R0840	Payables (trade, not insurance)	41,857
R0850	Subordinated liabilities	6,790
R0860	*Subordinated liabilities not in BOF*	0
R0870	*Subordinated liabilities in BOF*	6,790
R0880	Any other liabilities, not elsewhere shown	0
R0900	**Total liabilities**	107,111
R1000	**Excess of assets over liabilities**	186,498

S.05.01.02

Premiums, claims and expenses by line of business

Non-life

		Line of Business for: non-life insurance and reinsurance obligations (direct business and accepted proportional reinsurance)												Line of business for: accepted non-proportional reinsurance				Total
		Medical expense insurance	Income protection insurance	Workers' compensation insurance	Motor vehicle liability insurance	Other motor insurance	Marine, aviation and transport insurance	Fire and other damage to property insurance	General liability insurance	Credit and suretyship insurance	Legal expenses insurance	Assistance	Misc. financial loss	Health	Casualty	Marine, aviation and transport	Property	
		C0010	C0020	C0030	C0040	C0050	C0060	C0070	C0080	C0090	C0100	C0110	C0120	C0130	C0140	C0150	C0160	C0200
	Premiums written																	
R0110	Gross - Direct Business	497,544																497,544
R0120	Gross - Proportional reinsurance accepted	0																0
R0130	Gross - Non-proportional reinsurance accepted																	0
R0140	Reinsurers' share	110,328																110,328
R0200	Net	387,215																387,215
	Premiums earned																	
R0210	Gross - Direct Business	534,132																534,132
R0220	Gross - Proportional reinsurance accepted	0																0
R0230	Gross - Non-proportional reinsurance accepted																	0
R0240	Reinsurers' share	128,356																128,356
R0300	Net	405,776																405,776
	Claims incurred																	
R0310	Gross - Direct Business	258,995																258,995
R0320	Gross - Proportional reinsurance accepted	0																0
R0330	Gross - Non-proportional reinsurance accepted																	0
R0340	Reinsurers' share	64,468																64,468
R0400	Net	194,527																194,527
	Changes in other technical provisions																	
R0410	Gross - Direct Business	0																0
R0420	Gross - Proportional reinsurance accepted	0																0
R0430	Gross - Non-proportional reinsurance accepted																	0
R0440	Reinsurers' share	0																0
R0500	Net	0																0
R0550	**Expenses incurred**	174,194																174,194
R1200	**Other expenses**																	
R1300	**Total expenses**																	174,194

S.17.01.02
Non-Life Technical Provisions

		Direct business and accepted proportional reinsurance												Accepted non-proportional reinsurance				
		Medical expense insurance	Income protection insurance	Workers' compensation insurance	Motor vehicle liability insurance	Other motor insurance	Marine, aviation and transport insurance	Fire and other damage to property insurance	General liability insurance	Credit and suretyship insurance	Legal expenses insurance	Assistance	Miscellaneous financial loss	Non-proportional health reinsurance	Non-proportional casualty reinsurance	Non-proportional marine, aviation and transport reinsurance	Non-proportional property reinsurance	Total Non-Life obligation
		C0020	C0030	C0040	C0050	C0060	C0070	C0080	C0090	C0100	C0110	C0120	C0130	C0140	C0150	C0160	C0170	C0180
R0010	**Technical provisions calculated as a whole**	0																0
R0050	Total Recoverables from reinsurance/SPV and Finite Re after the adjustment for expected losses due to counterparty default associated to TP calculated as a whole																	0
	Technical provisions calculated as a sum of BE and RM																	
	Best estimate																	
	Premium provisions																	
R0060	Gross	-2,221																-2,221
R0140	Total recoverable from reinsurance/SPV and Finite Re after the adjustment for expected losses due to counterparty default	-52																-52
R0150	**Net Best Estimate of Premium Provisions**	-2,168																-2,168
	Claims provisions																	
R0160	Gross	41,787																41,787
R0240	Total recoverable from reinsurance/SPV and Finite Re after the adjustment for expected losses due to counterparty default	7,369																7,369
R0250	**Net Best Estimate of Claims Provisions**	34,419																34,419
R0260	**Total best estimate - gross**	39,567																39,567
R0270	**Total best estimate - net**	32,250																32,250
R0280	**Risk margin**	6,005																6,005
	Amount of the transitional on Technical Provisions																	
R0290	Technical Provisions calculated as a whole																	0
R0300	Best estimate																	0
R0310	Risk margin																	0
R0320	**Technical provisions - total**	45,572																45,572
R0330	**Recoverable from reinsurance contract/SPV and Finite Re after the adjustment for expected losses due to counterparty default - total**	7,316																7,316
R0340	**Technical provisions minus recoverables from reinsurance/SPV and Finite Re - total**	38,255																38,255

S.19.01.21

Non-Life insurance claims

Total Non-life business

Z0020 **Accident year / underwriting year**: Accident Year

Gross Claims Paid (non-cumulative)
(absolute amount)

		C0010	C0020	C0030	C0040	C0050	C0060	C0070	C0080	C0090	C0100	C0110	C0170	C0180
	Year	**Development year**											**In Current year**	**Sum of years (cumulative)**
		0	1	2	3	4	5	6	7	8	9	10 & +		
R0100	Prior											0	0	0
R0160	2012	0	0	223	34	512	0	0	0	0	0		0	770
R0170	2013	0	10,721	196	45	400	0	0	0	0			0	11,363
R0180	2014	116,695	17,081	381	62	3	0	0	0				0	134,221
R0190	2015	172,426	55,868	1,064	74	24	0	0					0	229,455
R0200	2016	233,377	32,209	791	71	324	0						0	266,771
R0210	2017	225,775	21,254	720	-269	278							278	247,759
R0220	2018	214,759	19,606	-866	98								98	233,598
R0230	2019	235,534	21,337	-1,798									-1,798	255,073
R0240	2020	221,202	14,144										14,144	235,346
R0250	2021	238,727											238,727	238,727
R0260												**Total**	251,450	1,853,083

Gross Undiscounted Best Estimate Claims Provisions
(absolute amount)

		C0200	C0210	C0220	C0230	C0240	C0250	C0260	C0270	C0280	C0290	C0300	C0360
	Year	**Development year**											**Year end (discounted data)**
		0	1	2	3	4	5	6	7	8	9	10 & +	
R0100	Prior											0	0
R0160	2012	0	0	31	0	2,594	0	0	0	0	0		0
R0170	2013	0	179	19	1	1,809	0	0	0	0			0
R0180	2014	17,216	210	33	0	1,388	0	0	0				0
R0190	2015	50,754	503	1,492	381	1,121	0	0					0
R0200	2016	40,573	2,855	445	11	674	0						0
R0210	2017	31,787	1,692	73	19	1,231							1,227
R0220	2018	23,245	626	143	233								233
R0230	2019	27,837	743	546									544
R0240	2020	32,033	2,124										2,117
R0250	2021	37,792											37,666
R0260												**Total**	41,787

S.23.01.01

Own Funds

	Basic own funds before deduction for participations in other financial sector as foreseen in article 68 of Delegated Regulation 2015/35	Total	Tier 1 unrestricted	Tier 1 restricted	Tier 2	Tier 3
		C0010	C0020	C0030	C0040	C0050
R0010	Ordinary share capital (gross of own shares)	4,013	4,013		0	
R0030	Share premium account related to ordinary share capital	397,238	397,238		0	
R0040	Initial funds, members' contributions or the equivalent basic own-fund item for mutual and mutual-type undertakings	0	0		0	
R0050	Subordinated mutual member accounts	0		0	0	0
R0070	Surplus funds	0	0			
R0090	Preference shares	0		0	0	0
R0110	Share premium account related to preference shares	0		0	0	0
R0130	Reconciliation reserve	-243,350	-243,350			
R0140	Subordinated liabilities	6,790		0	6,790	0
R0160	An amount equal to the value of net deferred tax assets	28,598				28,598
R0180	Other own fund items approved by the supervisory authority as basic own funds not specified above	0	0	0	0	0
R0220	**Own funds from the financial statements that should not be represented by the reconciliation reserve and do not meet the criteria to be classified as Solvency II own funds**	0				
R0230	**Deductions for participations in financial and credit institutions**	0				
R0290	**Total basic own funds after deductions**	193,288	157,900	0	6,790	28,598
	Ancillary own funds					
R0300	Unpaid and uncalled ordinary share capital callable on demand	0				
R0310	Unpaid and uncalled initial funds, members' contributions or the equivalent basic own fund item for mutual and mutual - type undertakings, callable on demand	0				
R0320	Unpaid and uncalled preference shares callable on demand	0				
R0330	A legally binding commitment to subscribe and pay for subordinated liabilities on demand	0				
R0340	Letters of credit and guarantees under Article 96(2) of the Directive 2009/138/EC	0				
R0350	Letters of credit and guarantees other than under Article 96(2) of the Directive 2009/138/EC	0				
R0360	Supplementary members calls under first subparagraph of Article 96(3) of the Directive 2009/138/EC	0				
R0370	Supplementary members calls - other than under first subparagraph of Article 96(3) of the Directive 2009/138/EC	0				
R0390	Other ancillary own funds	0				
R0400	**Total ancillary own funds**	0			0	0
	Available and eligible own funds					
R0500	Total available own funds to meet the SCR	193,288	157,900	0	6,790	28,598
R0510	Total available own funds to meet the MCR	164,690	157,900	0	6,790	
R0540	Total eligible own funds to meet the SCR	180,710	157,900	0	6,790	16,020
R0550	Total eligible own funds to meet the MCR	163,240	157,900	0	5,340	
R0580	**SCR**	106,797				
R0600	**MCR**	26,699				
R0620	**Ratio of Eligible own funds to SCR**	169.21%				
R0640	**Ratio of Eligible own funds to MCR**	611.40%				

	Reconcilliation reserve	C0060
R0700	Excess of assets over liabilities	186,498
R0710	Own shares (held directly and indirectly)	0
R0720	Foreseeable dividends, distributions and charges	0
R0730	Other basic own fund items	429,848
R0740	Adjustment for restricted own fund items in respect of matching adjustment portfolios and ring fenced funds	0
R0760	**Reconciliation reserve**	-243,350
	Expected profits	
R0770	Expected profits included in future premiums (EPIFP) - Life business	0
R0780	Expected profits included in future premiums (EPIFP) - Non- life business	46,662
R0790	**Total Expected profits included in future premiums (EPIFP)**	46,662

S.25.01.21

Solvency Capital Requirement - for undertakings on Standard Formula

		Gross solvency capital requirement	USP	Simplifications
		C0110	C0090	C0120
R0010	Market risk	8,340		
R0020	Counterparty default risk	2,203		
R0030	Life underwriting risk	0		
R0040	Health underwriting risk	90,992		
R0050	Non-life underwriting risk	0		
R0060	Diversification	-7,498		
R0070	Intangible asset risk	0		
R0100	**Basic Solvency Capital Requirement**	94,036		

	Calculation of Solvency Capital Requirement	C0100
R0130	Operational risk	16,024
R0140	Loss-absorbing capacity of technical provisions	0
R0150	Loss-absorbing capacity of deferred taxes	-3,262
R0160	Capital requirement for business operated in accordance with Art. 4 of Directive 2003/41/EC	0
R0200	**Solvency Capital Requirement excluding capital add-on**	106,797
R0210	Capital add-ons already set	0
R0220	**Solvency capital requirement**	106,797
	Other information on SCR	
R0400	Capital requirement for duration-based equity risk sub-module	0
R0410	Total amount of Notional Solvency Capital Requirements for remaining part	0
R0420	Total amount of Notional Solvency Capital Requirements for ring fenced funds	0
R0430	Total amount of Notional Solvency Capital Requirements for matching adjustment portfolios	0
R0440	Diversification effects due to RFF nSCR aggregation for article 304	0

	Approach to tax rate	C0109
R0590	Approach based on average tax rate	No

		LAC DT
	Calculation of loss absorbing capacity of deferred taxes	C0130
R0640	LAC DT	-3,262
R0650	LAC DT justified by reversion of deferred tax liabilities	0
R0660	LAC DT justified by reference to probable future taxable economic profit	0
R0670	LAC DT justified by carry back, current year	-3,262
R0680	LAC DT justified by carry back, future years	0
R0690	Maximum LAC DT	-27,527

USP Key

For life underwriting risk:
1 - Increase in the amount of annuity benefits
9 - None

For health underwriting risk:
1 - Increase in the amount of annuity benefits
2 - Standard deviation for NSLT health premium risk
3 - Standard deviation for NSLT health gross premium risk
4 - Adjustment factor for non-proportional reinsurance
5 - Standard deviation for NSLT health reserve risk
9 - None

For non-life underwriting risk:
4 - Adjustment factor for non-proportional reinsurance
6 - Standard deviation for non-life premium risk
7 - Standard deviation for non-life gross premium risk
8 - Standard deviation for non-life reserve risk
9 - None

S.28.01.01

Minimum Capital Requirement - Only life or only non-life insurance or reinsurance activity

	Linear formula component for non-life insurance and reinsurance obligations	C0010
R0010	MCR_{NL} Result	20,171

		Net (of reinsurance/SPV) best estimate and TP calculated as a whole	Net (of reinsurance) written premiums in the last 12 months
		C0020	C0030
R0020	Medical expense insurance and proportional reinsurance	32,250	396,915
R0030	Income protection insurance and proportional reinsurance	0	
R0040	Workers' compensation insurance and proportional reinsurance	0	
R0050	Motor vehicle liability insurance and proportional reinsurance	0	
R0060	Other motor insurance and proportional reinsurance	0	
R0070	Marine, aviation and transport insurance and proportional reinsurance	0	
R0080	Fire and other damage to property insurance and proportional reinsurance	0	
R0090	General liability insurance and proportional reinsurance	0	
R0100	Credit and suretyship insurance and proportional reinsurance	0	
R0110	Legal expenses insurance and proportional reinsurance	0	
R0120	Assistance and proportional reinsurance	0	
R0130	Miscellaneous financial loss insurance and proportional reinsurance	0	
R0140	Non-proportional health reinsurance	0	
R0150	Non-proportional casualty reinsurance	0	
R0160	Non-proportional marine, aviation and transport reinsurance	0	
R0170	Non-proportional property reinsurance	0	

	Linear formula component for life insurance and reinsurance obligations	C0040
R0200	MCR_{L} Result	0

		Net (of reinsurance/SPV) best estimate and TP calculated as a whole	Net (of reinsurance/SPV) total capital at risk
		C0050	C0060
R0210	Obligations with profit participation - guaranteed benefits	0	
R0220	Obligations with profit participation - future discretionary benefits	0	
R0230	Index-linked and unit-linked insurance obligations	0	
R0240	Other life (re)insurance and health (re)insurance obligations	0	
R0250	Total capital at risk for all life (re)insurance obligations		0

	Overall MCR calculation	C0070
R0300	Linear MCR	20,171
R0310	SCR	106,797
R0320	MCR cap	48,059
R0330	MCR floor	26,699
R0340	Combined MCR	26,699
R0350	Absolute floor of the MCR	2,255
R0400	**Minimum Capital Requirement**	26,699