

**RSA Canada:**  
**Anchored in History**  
Resiliency you can trust  
today and tomorrow

[rsabroker.ca](http://rsabroker.ca)



## RSA STRATEGY AND FOCUS

Royal & Sun Alliance Insurance Company of Canada (RSA Canada) is part of RSA Insurance Group Plc (RSA Group), which is headquartered in London, UK, and offers insurance services in over 150 countries and territories. RSA Group was established in 1710 and is still a leading supplier of Personal and Commercial Insurance 300 years on. RSA has been operating in Canada since 1845, and today, RSA Canada is the country's sixth largest property and casualty insurance company.†

Aligned with our parent company, RSA Canada's focus is striving for best-in-class performance.

Our many performance improvement initiatives continue to deliver progress, targeted in three areas:



**CUSTOMER SERVICE**



**UNDERWRITING CAPABILITIES**



**COST**

*“RSA remains financially resilient and appropriately capitalized. Our focus is to ensure that we have both the financial means and operational capability to continue serving our customers well. We've successfully transitioned the vast majority of our operations to function remotely. To date, we've maintained a high level of service to our customers and brokers in both underwriting and claims.”*

— Martin Thompson, President & CEO, RSA Canada

## RSA CANADA GROUP FINANCIAL RESULTS 2019\*

### Business performance

GWP (CAD)	NWP (CAD)	Underwriting profit (CAD)	COR
\$3.17 billion	\$2.94 billion	\$160 million	94.5%

- RSA Canada has a sharp focus on working to improve the overall broker and customer experience. We have set a clear ambition to deliver an exceptional experience for our broker partners and their clients.
- We focus our efforts in key areas: improving our customer service, enhancing our digital capability and sharpening our pricing. To advance these areas, we are ensuring we have the tools, people and practices in place to set us up for future success.
- We will continue to focus on improving our pricing sophistication, lean management practices and implementation of critical IT platforms to increase our efficiencies and service to customers.

\* Prepared under a Group Management Reporting IFRS basis

## ABOUT STANDARD & POOR'S (S&P)

S&P Global Ratings and its predecessor organizations have been in business for more than 150 years. S&P is one of several credit rating agencies that have been designated a nationally recognized statistical rating organization (NRSRO) by the US Securities and Exchange Commission.

- The world's leading provider of credit ratings
- More than one million credit ratings outstanding on government, corporate, financial sector and structured finance entities and securities
- In 128 countries around the world
- Approximately 1,500 credit analysts
- \$46.3 trillion in rated debt
- Of all corporate sector investment-grade ratings issued by S&P, just 1% have defaulted over the most recent five-year period

Sources: [www.sec.gov/ocr/ocr-current-nrsros.html](http://www.sec.gov/ocr/ocr-current-nrsros.html), 2019  
[www.spratings.com/en\\_US/what-we-do](http://www.spratings.com/en_US/what-we-do), 2019

## CREDIT RATING

RSA Canada maintains an **A** rating from **Standard & Poor's (S&P)**. This rating indicates that S&P views RSA Canada as having strong financial security characteristics. S&P notes that RSA Insurance Group's rating “reflects its improving operating performance, diverse geographic spread, and significant market positions in a multitude of non-life product lines.”

### Standard & Poor's credit rating

Business entity	Financial strength	As of
RSA Insurance Group Plc	A (Stable Outlook)	July 18, 2019
RSA Insurance Company of Canada	A (Stable Outlook)	July 18, 2019

*“RSA Canada has maintained the levels of capital and liquidity needed to meet existing and potential claims. On a consolidated basis, RSA Canada's Minimum Capital Test ratio—the regulator's (OSFI) primary measure of capital adequacy—was approximately 227% at the end of December 2019 compared to the OSFI's target of 150%. Combined with the financial strength of RSA Insurance Group Plc, our A rating from S&P is an indication that we have the stability to pursue new business through 2020 and beyond.”*

— Steve Yendall, Senior Vice President, Finance & CFO, RSA Canada

For more information on RSA Insurance Group's credit ratings, visit [www.rsagroup.com/investors/credit-ratings](http://www.rsagroup.com/investors/credit-ratings).

† Based on FY 2019 data from MSA Researcher P&C; ranking excludes public auto insurers and Lloyds.