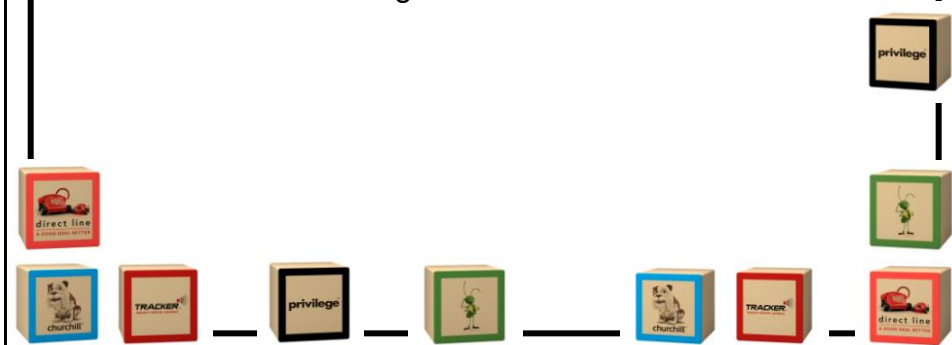


## RBS Insurance and Talent Scotland

Introduction to RBS Insurance  
Our operations and opportunities in Scotland  
Dee-Ann Essel & John MacMillan  
Resourcing Business Partners



## Who are we?

- We are the largest home and motor insurer in the UK with household brands such as Direct Line, Churchill, Privilege, Green Flag as well as partnerships with other leading brands.
- We have over 20 million insurance policies across all product and brands lines including;
  - Over 5 million motor policies,
  - Over 4m Home customers,
  - Over 4m Rescue customers
  - Nearly 4m Travel policies
  - Over 250k Pet policies



## **Our story – Building Britain's Best General Insurer**

We are working to build Britain's Best General Insurer and will be a separate entity from RBS Group by the end of 2013

Undergoing large scale transformation to facilitate separation and divestment:

- claims transformation
- site strategy
- pricing & reserving capability supported by technology
- cultural transformation



## **Our Operations and Opportunities in Scotland**

Our office in Glasgow plays a key role in our UK operation, comprising of:

- Claims
- Customer Relations
- Sales, Service & Partnerships
- Audit
- Risk
- Finance
- Chief Operating Office



## Our Operations and Opportunities in Scotland

- Now all Glasgow based staff are in one office we have created a Location Co-Ordination Team whose goal is to build a community, bringing respect and fun back into our workplace.



- So far they have held a building stalls day encouraging everyone to "meet their neighbours", competitions, quiz and a Halloween dress up day for charity.

- They also produce a regular newsletter with interviews, updates and a regular Q&A



## How do you find out more?

[www.joininsurance.co.uk](http://www.joininsurance.co.uk)

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