

Sustainability Accounting Standards Board (SASB) Index

Legal & General Group Plc (the Group) is reporting under the Sustainability Accounting Standards Board (SASB) standards as part of our ongoing commitment to provide further transparency and data to our stakeholders. 2020 is our first year of disclosure and we anticipate that our disclosures will continue to evolve. We are reporting under the Group's classification of Insurance although it is important to note that our business operates in four key areas: retirement (pensions), investment management, capital investment and insurance. Our general insurance business was sold in 2019.

All data is as at 31 December 2020.

Accounting Metric	Code	Response / Reference
Transparent Information & Fair Advice for Customers		
Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product related information to new and returning customers	FN-IN-270a.1	For disclosure on any material legal proceedings, refer to <i>Note 42 Contingent liabilities, guarantees and indemnities</i> in the 2020 Annual Report and Accounts .
Complaints-to-claims ratio	FN-IN-270a.2	As the metric is not a regulatory or statutory requirement in the UK, the Group does not currently collect data for or report on this metric. In 2020, Legal & General paid out 96% of personal protection claims (see website). For disclosure on complaints data (total number over a five year period) and claims data (percentage paid, amount paid and total number over a five year period), refer to the 2020 Data Centre Report . Also refer to claims statistics in relation to our Protection products on our website , including number of customers helped, amount paid out to support individuals and families and number of claims paid. Additionally, complaints data is publicly available via the FCA website and the FOS website .
Customer retention rate	FN-IN-270a.3	Disclosure on customer retention related information in respect of our Protection businesses will be disclosed in the 2020 Data Centre Report later this year.
Description of approach to informing customers about products	FN-IN-270a.4	For disclosure on the Group's core business areas and products, refer to the Strategic Report in the 2020 Annual Report and Accounts , specifically <i>Business Model</i> on pages 12-15 and <i>Business Reviews</i> on pages 20-39. We inform customers about products through a range of product literature provided to existing and potential customers, which includes information on suitability of the product, cost structure and policy coverage. Information on our range of products is available through several methods, including our website, financial intermediaries, email, social media, television, press, digital and print advertising. Below are the webpages for each of our business areas which direct users to the Group's product offerings: Legal & General Retirement Institutional Legal & General Retirement Retail Legal & General Investment Management Legal & General Capital Legal & General Insurance

Accounting Metric	Code	Response / Reference
Incorporation of Environmental, Social, and Governance Factors in Investment Management		
Total invested assets, by industry and asset class	FN-IN-410a.1	Total invested assets are shown in <i>Note 11 Financial investments and investment property</i> in the 2020 Annual Report and Accounts . Further detail on market or industry breakdowns are provided in <i>Note 16 Market risk (i)(a)</i> for equity securities and <i>Note 16 (i)(b) and (c)</i> for debt securities. This disclosure is provided for those assets where the Group is exposed to market or credit risk, i.e. excluding unit linked. Derivative assets are disclosed by type of derivative in <i>Note 13 Derivative assets and liabilities</i> . Note that the Group is not required to use the North American Industry Classification System (NAICS).
Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies	FN-IN-410a.2	Refer to our 2020 TCFD Report for detail on climate risk Investment Management Agreement exclusions (page 22) and Lifetime Mortgages (page 25), as well as links to our Retirement ESG Policy , LGIM's Sustainability policy and LGIM's Investment Stewardship team's website .
Policies Designed to Incentivise Responsible Behaviour		
Net premiums written related to energy efficiency and low carbon technology	FN-IN-410b.1	Not applicable.
Discussion of products and / or product features that incentivise health, safety, and / or environmentally responsible actions and / or behaviours	FN-IN-410b.2	The Group's Insurance business offers protection products which provide mortality or morbidity benefits. These may include health, disability, critical illness and accident benefits; these additional benefits are commonly provided as supplements to main life policies but can also be sold separately. See our website for further information on our products, including Term Life Insurance , Critical Illness Cover and Income Protection Benefit . The Group has a range of investment products which enable our customers to make informed decisions in relation to the environmental impacts of their investment decisions, including our Mastertrust, which was the first to launch a multi-asset ESG fund as a default option . Our investment management business has a Climate Impact Pledge and ESG Score where we publicly celebrate the successes we see in companies, but also take voting and investment sanctions against companies falling behind, demonstrating that our engagement has consequences.
Environmental Risk Exposure		
Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes	FN-IN-450a.1	As a life insurance provider only, we are not exposed to insurance pay-outs from weather-related natural catastrophes. Refer to the <i>Risk management</i> section of the 2020 TCFD Report for detail on processes to identify, assess and manage climate-related risks (including page 25 for detail on property and lifetime mortgage businesses).
Total amount of monetary losses attributable to insurance pay-outs from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographic segment (net and gross of reinsurance)	FN-IN-450a.2	As a life insurance provider only, we are not exposed to insurance pay-outs from weather-related natural catastrophes. Refer to the <i>Risk management</i> section of the 2020 TCFD Report for detail on our processes to identify, assess and manage climate-related risks.
Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	FN-IN-450a.3	Refer to the <i>Risk management</i> section of the 2020 TCFD Report for detail on our processes to identify, assess and manage climate-related risks.

Accounting Metric	Code	Response / Reference
Systemic Risk Management		
Exposure to derivative instruments by category: (1) total potential exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with the Central Clearinghouse, and (3) total potential exposure to centrally cleared derivatives	FN-IN-550a.1	For disclosures on derivative instruments relating to our life businesses, refer to Total non profit non-unit linked derivatives in <i>Note 13 Derivative assets and liabilities</i> in the 2020 Annual Report and Accounts . Note that the Group is not required to use the North American Industry Classification System (NAICS).
Total fair value of securities lending collateral assets	FN-IN-550a.2	Our insurance business does not undertake securities lending activity. For information on financial instruments refer to <i>Note 11 Financial instruments and investment property</i> in the 2020 Annual Report and Accounts .
Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	FN-IN-550a.3	For disclosure on capital and liquidity risk management, refer to the <i>Managing risk</i> section on pages 40-47, <i>Note 27 Management of capital resources</i> and <i>Note 7 Asset risk</i> in the 2020 Annual Report and Accounts .
Activity Metric		
Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	FIN-IN-000.A	We do not disclose the number of policies, however for our Insurance customer numbers refer to page 13 of the 2020 Annual Report and Accounts .