# DIRECTORS' REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 DECEMBER 1999

#A99HFSDS# 0515
COMPANIES HOUSE 21/07/00

Registered Number: 756681 England

DIRECTORS:	G E Jones (Chairman) P J Halpin A M Hazeldine J M Price
SECRETARY:	S A Hargreaves
REGISTERED OFFICE:	6 Gt. Marlborough Street Manchester M1 5SW
REGISTERED AUDITORS:	PricewaterhouseCoopers 101 Barbirolli Square Lower Mosley Street Manchester M2 3PW
BANKERS:	HSBC 27-32 Poultry London EC2P 2BX
SOLICITORS:	Halliwell Landau St James's Court Brown Street Manchester M2 2JF

REGISTERED NUMBER:

756681 England

#### REPORT OF THE DIRECTORS

The directors submit their report and the audited financial statements of the company for the year ended 31 December 1999.

#### **BUSINESS REVIEW AND PRINCIPAL ACTIVITIES**

The principal activity of the Company continued to be that of operating as an insurance intermediary.

The Company's increased profitability in 1999 reflects both the continuing benefit of the restructuring and development programmes undertaken in recent years and the completion of the acquisition of the remaining franchise businesses. During 1999, the Company acquired the remaining 43 franchise businesses as part of the franchise withdrawal programme. The continuing benefit of the restructuring programmes and the acquisition of franchise businesses should further improve the Company's profitability in 2000.

The Year 2000 compliance programme was successfully completed during the year and there was no disruption to business operations over the millennium period. The costs of the Year 2000 compliance exercise are described in note 2 of the financial statements.

#### **RESULTS AND DIVIDEND**

The results for the year are set out in the profit and loss account on page 6.

The directors do not recommend the payment of a dividend.

## **FIXED ASSETS**

The changes in fixed assets during the year are shown in notes 9 and 10 on pages 11 and 12 to the financial statements.

#### **SUPPLIER PAYMENT POLICY**

The Company applies standard terms and conditions to the majority of its trade creditors in the UK. This includes the agreement of payment terms when it enters into contracts for the purchase of goods and services and the Company seeks to abide by those terms when it is satisfied that the supplier has provided the goods or services in accordance with those terms and conditions. For other suppliers, specific terms and conditions are agreed before contracts are entered into.

The trade creditor days of the company for the year ended 31 December 1999 were 2 (1998 – 5 days).

#### REPORT OF THE DIRECTORS

#### **DIRECTORS**

The members of the board during the year were:

G E Jones (Chairman)
P J Halpin
A M Hazeldine
J M Price

No director had any interest in the shares of the Company.

G E Jones is a director of the Company's parent company, Swinton (Holdings) Limited and his interests are shown in the financial statements of that company.

The interests of the other directors in the shares of other bodies corporate in the same group as the Company were as follows:-

## Swinton (Holdings) Limited

	Options to subscribe for ordinary shares of 10p each			
	As at	Granted	Exercised/	As at
	01.01.99		Lapsed	31.12.99
P J Halpin	7,225	-	-	7,225
A M Hazeldine	13,006	-	-	13,006
J M Price	17,341	-	-	17,341

#### Royal & Sun Alliance Insurance Group plc

		Ordi	nary shares he	eld	
	Ordinary shares <sup>1</sup> held at 01.01.99	Ordinary shares acquired	Ordinary shares disposed	Reduction in number of shares as a result of share consolidation <sup>2</sup>	Ordinary shares <sup>3</sup> held at 31.12.99
J M Price P J Halpin	4,113 -	3,898 2,555	1,170 653	622 173	6,219 1,765

<sup>1</sup> Ordinary shares of 25p.

In addition to the interests shown above, the directors had a beneficial interest, as at 31 December 1999, in 6,500,000 shares of 27.5p each in Royal & Sun Alliance Insurance Group pic held in the Royal & Sun Alliance ESOP Trust and 200,000 shares of 27.5p each in the Royal & Sun Alliance Insurance Group pic held in the Royal & Sun Alliance ESOP Trust No. 2. All employees of the Group have a beneficial interest in the shares held in these trusts with the exception of the executive directors of Royal & Sun Alliance Insurance Group pic who are excluded from the beneficiaries of the Royal & Sun Alliance ESOP Trust No. 2.

<sup>2</sup> On 14 May 1999, every 11 ordinary shares of 25p each in the capital of Royal & Sun Alliance Insurance group plc were consolidated into 10 new ordinary shares of 27.5p each.

<sup>3</sup> Ordinary shares of 27.5p each.

#### REPORT OF THE DIRECTORS

## **DIRECTORS** (continued)

	Options to :	subscribe for ordina	ary shares of 27.5p eac	ch
	As at 01.01.99	Granted	Exercised/ Lapsed	As at 31.12.99
P J Halpin	43,575	4,222	2,555	45,242
A M Hazeldine	42,498	4,222	· <u>-</u>	46,720
J M Price	41,472	4,222	_	45,694

#### **DISABLED EMPLOYEES**

Disabled persons, when they apply for jobs, are offered equal opportunity and, if appointed, they are provided with training, career progression and promotion within the scope of their aptitude and abilities. Training or re-training is also provided, wherever possible, for employees who become disabled during their employment by the Company.

### **EMPLOYEE PARTICIPATION**

The Company places considerable value on the involvement of its employees and keeps them informed on matters affecting them as employees and takes steps to keep them informed of the factors affecting the performance of the company. A monthly briefing process exists to ensure effective internal communications and to provide a vehicle for employees' feedback and contributions.

#### **DIRECTORS' RESPONSIBILITIES**

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Company and of the profit or loss of the Company for that period. In preparing those financial statements, the directors are required to select suitable accounting policies and then apply them consistently, make judgements and estimates that are reasonable and prudent, state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements, and to prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### **AUDITORS**

A resolution proposing that PricewaterhouseCoopers be reappointed as auditors will be put to the members at the next Annual General Meeting.

By Order of the Board

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S A HARGREAVES

Secretary

12 July 2000

# REPORT OF THE AUDITORS TO THE MEMBERS OF

## **SWINTON GROUP LIMITED**

We have audited the financial statements on pages 6 to 16 which have been prepared under the historical cost convention and the accounting policies set out on pages 8 and 9.

## Respective responsibilities of directors and auditors

The directors are responsible for preparing the Annual Report. As described on page 4, this includes responsibility for preparing the financial statements, in accordance with applicable United Kingdom accounting standards. Our responsibilities, as independent auditors, are established in the United Kingdom by statute, the Auditing Practices Board and our profession's ethical guidance.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the United Kingdom Companies Act. We also report to you if, in our opinion, the directors' report is not consistent with the financial statements, if the company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and transactions is not disclosed.

We read the other information contained in the Annual Report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements.

## Basis of audit opinion

We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

#### Opinion

In our opinion the financial statements give a true and fair view of the state of the company's affairs at 31 December 1999 and of its loss for the year then ended and have been properly prepared in accordance with the Companies Act 1985.

PricewaterhouseCoopers
Chartered Accountants and Registered Auditors
Manchester
12 July 2000

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## PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 1999

# **All Continuing Operations**

	Note	1999 £	1998 £
TURNOVER	1	59,441,398	50,663,772
Administrative expenses Exceptional release – Year 2000 costs	2	(58,363,109)	(51,415,526) 241,049
OPERATING PROFIT	3	1,078,289	(510,705)
Exceptional items Interest receivable Interest payable	5 6 7	7,799 (6,614,970)	29,778 (7,544,136)
LOSS ON ORDINARY ACTIVITIES BEFORE TAXATION		(5,528,882)	(8,025,063)
Tax on loss on ordinary activities	8	1,774,081	5,073,466
LOSS FOR THE FINANCIAL YEAR	20	(3,754,801)	(2,951,597)

The Company has no recognised gains or losses other than the loss for the period. There is no difference between the loss on ordinary activities before taxation and its historical cost equivalent.

A statement of the movement on reserves can be found in note 20.

# **BALANCE SHEET AS AT 31 DECEMBER 1999**

	Note	1999 £	1998 £
FIXED ASSETS		_	_
Intangible assets Tangible assets Investments	9 10 11	417,117 5,240,158 1,000	- 6,816,237 -
		5,658,275	6,816,237
CURRENT ASSETS			
Redeemable preference shares in fellow subsidiary undertaking	12	1,200,000	1,200,000
Debtors Cash at bank and in hand	13	47,152,073 29,815	37,659,666 26,432
		48,381,888	38,886,098
CREDITORS: Amounts falling due within one year	14	(144,162,532)	(121,734,626)
NET CURRENT LIABILITIES		(95,780,644)	(82,848,528)
TOTAL ASSETS LESS CURRENT LIABILITIES		(90,122,369)	(76,032,291)
CREDITORS: Amounts falling due after more than one year	15	(10,518,835)	(8,901,273)
PROVISIONS FOR LIABILITIES AND CHARGES	16	(4,578,465)	(16,531,304)
		(105,219,669)	(101,464,868)
CAPITAL AND RESERVES		=	
Called up share capital Profit and loss account	19 20	100 (105,219,769)	100 (101,464,968)
EQUITY SHAREHOLDERS' FUNDS	21	(105,219,669)	(101,464,868)

The financial statements on pages 6 to 16 were approved by the board on 12 July 2000.

G F TONES - DIRECTOR

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

#### 1. STATEMENT OF ACCOUNTING POLICIES

A summary of the principal accounting policies is set out below.

#### Basis of preparation

These financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards.

#### **Turnover**

Turnover represents insurance commissions receivable net of rebates given during the year.

## Depreciation

Depreciation is provided so as to write off the cost of all tangible fixed assets over their expected useful economic lives, which are estimated to be:

Short leasehold property

The period of the lease

Equipment, furniture & vehicles

3 - 7 years

Improvements to leasehold properties, including those leased from other group companies, are capitalised and written off over their estimated useful life.

#### Goodwill

Goodwill, being the difference between the fair value of the assets acquired and the purchase consideration is capitalised and amortised over its estimated useful life. The goodwill arising on the acquisition of business portfolios from other intermediaries or insurance companies is amortised on a straight line basis over 5 years. This period being the directors' estimate of the period over which the Company will benefit from the cashflows generated by the acquired business. Goodwill acquired prior to 1 January 1998 has been taken directly to reserves. The profit or loss on the disposal or termination of a business includes goodwill previously taken directly to reserves.

#### Vacant property expenses

The Company provides for future costs associated with properties which it has ceased to use and is unlikely to re-occupy. The provision encompasses all rent and other outgoings based on an estimate of the average length of time properties will continue to be vacant.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

## 1. STATEMENT OF ACCOUNTING POLICIES (continued)

## Operating lease rentals

Operating lease rentals are charged to the profit and loss account in the year in which they are incurred.

#### **Deferred Taxation**

Deferred taxation is provided using the liability method to the extent that the directors consider that a liability will arise in the foreseeable future.

#### **Pension Costs**

The Company is a member of a group pension scheme which operates a defined contribution scheme covering the majority of its employees. The scheme is non-contributory and the funds are administered independently of the Company's finances. The charge to the profit and loss account comprises the total contributions payable to the scheme in the financial year.

#### **Cash Flows**

The Company is a wholly owned subsidiary of Royal & Sun Alliance Insurance Group pic and its cash flows are included in the consolidated cash flow statement of that Company. Consequently the Company is exempt from the requirement of Financial Reporting Standard 1 to prepare a cash flow statement.

#### 2. EXCEPTIONAL RELEASE - YEAR 2000 COSTS

An exceptional charge of £3,400,000 was made in 1997 in respect of the external costs necessary to make existing computer software Year 2000 compliant. This activity was substantially completed in 1998 and £241,049 of the charge was released. In addition to these costs, £1,500,000 was incurred in replacing existing non Year 2000 compliant computer hardware. The costs of the computer hardware have been capitalised as incurred and depreciated in accordance with the Company's depreciation policy.

3.	OPERATING PROFIT	1999	1998
		£	£
	Operating loss is stated after charging:		
	Amortisation of Goodwill	14,383	-
	Depreciation	3,284,265	3,399,860
	Auditors' remuneration	98,000	88,170
	Operating lease rentals:		
	Land & buildings	1,930,103	1,720,925
	Loss on disposal of tangible fixed assets	46,074	-
	and after crediting:		
	Rents receivable	55,928	48,938
	Group management charge receivable	300,000	315,595
	Profit on disposal of tangible fixed assets	-	100,175

Remuneration of the Company's auditors for provision of non-audit services to the Company was £nìl (1998 - £518,000).

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

4.	DIRECTORS AND EMPLOYEE INFORMATION	1999 £	1998 £
	Directors' remuneration Pension contributions	515,454 27,656	581,858 26,250
		£543,110	£608,108
	The emoluments of the highest paid director, amounted to: Directors' remuneration Pension contributions	234,397	259,768
		£234,397	£259,768
		£	£
	Wages and salaries Social security costs Other pension costs	23,674,480 2,071,039 778,834	21,168,630 1,951,884 719,905
		£26,524,353	£23,840,419
		No.	No.
	The average weekly number of employees during the year was:	1,790	1,694
5.	EXCEPTIONAL ITEMS	1999 £	1998 £
	Release of surplus restructuring provision Loss on sale of branches Taxation	- - -	360,442 (360,442)
6.	INTEREST RECEIVABLE	1999 £	1998 £
	Loan interest Other interest receivable	453 7,346	3,657 26,121
		£7,799	£29,778

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

7.	INTEREST PAYABLE	1999 £	1998 £
	On loans from parent company To others	6,614,628 342	7,541,462 2,674
		£6,614,970	£7,544,136
8.	TAX ON LOSS ON ORDINARY ACTIVITIES	1999 £	1998 £
	The tax credit for the year represents: Group loss relief receivable at 30.25% (1998 - 31%) Adjustment in respect of previous years	1,774,081 - ————	3,164,235 1,909,231
		£1,774,081	£5,073,466
9.	INTANGIBLE FIXED ASSETS		Purchased Goodwill £
	Cost At 1 January 1999 Additions		- 431,500
	At 31 December 1999		431,500
	Depreciation At 1 January 1999 Charge for the year		14 202
	Charge for the year  At 31 December 1999		14,383
			14,383
	Net book value At 31 December 1999		£417,117
	At 31 December 1998		-

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

## 10. TANGIBLE FIXED ASSETS

		Short Leasehold Property £	Equipment Furniture & Vehicles £	Total £
	Cost At 1 January 1999 Additions Disposals	1,442,196 (769,074)	17,859,818 2,086,842 (2,685,552)	19,302,014 2,086,842 (3,454,626)
	At 31 December 1999	673,122	17,261,108 —	17,934,230
	Depreciation At 1 January 1999 Charge for the year Disposals	1,094,149 42,383 (724,167)	11,391,628 3,241,882 (2,351,803)	12,485,777 3,284,265 (3,075,970)
	At 31 December 1999	412,365	12,281,707	12,694,072
	Net book value At 31 December 1999	£260,757	£4,979,401	£5,240,158
	At 31 December 1998	£348,047	£6,468,190	£6,816,237
11.	FIXED ASSET INVESTMENTS		1999 £	1998 £
	Shares in subsidiary companies Cost at 1 January Additions in year		1,000	-
,	At 31 December		£1,000	-

The share capital of Quickjay Limited was acquired on 28th May 1999 at par as part of the franchise withdrawal programme. The trade of Quickjay Limited was transferred to the Company prior to acquisition and has not traded since that date.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

12.	CUMULATIVE REDEEMABLE PREFERENCE SHARES	1999	1998
	("PREFERENCE SHARES") IN FELLOW SUBSIDIARY	£	£
	UNDERTAKING		
	Funding provided by way of preference shares:		
	Redeemable within one year	£1,200,000	£1,200,000

The shareholding comprises 1,200,000 £1 variable rate cumulative redeemable preference shares (1996) in Mynshul Finance Plc, a company registered in England and Wales. Mynshul Finance plc's redemption and dividend obligations to the Company are guaranteed by its parent company, Mynshul Group plc, and under the terms of the articles of association of Mynshul Finance plc, the Company has the right to exercise certain management controls. With effect from 20 December 1993, the Company waived the dividend which would otherwise accrue to it in respect of the preference shares, until further notice.

13.	DEBTORS	1999 £	1998 £
	Insurance debtors	44,599,284	34,530,570
	Amounts owed by group undertakings	809,406	163,913
	Other debtors	583,196	1,952,735
	Prepayments and accrued income	1,160,187	1,012,448
		£47,152,073	£37,659,666
14.	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	1999 £	1998 £
14.		£	£
14.	Bank loans and overdrafts	£ 5,571,461	<b>£</b> 11,082,572
14.	Bank loans and overdrafts Trade creditors	£ 5,571,461 124,752	£ 11,082,572 322,320
14.	Bank loans and overdrafts Trade creditors Insurance creditors	5,571,461 124,752 30,990,176	£ 11,082,572 322,320 27,217,147
14.	Bank loans and overdrafts Trade creditors Insurance creditors Amounts owed to group undertakings	5,571,461 124,752 30,990,176 103,043,559	£ 11,082,572 322,320 27,217,147 76,972,488
14.	Bank loans and overdrafts Trade creditors Insurance creditors	5,571,461 124,752 30,990,176	£ 11,082,572 322,320 27,217,147
14.	Bank loans and overdrafts Trade creditors Insurance creditors Amounts owed to group undertakings Other creditors including taxation and social security	5,571,461 124,752 30,990,176 103,043,559 794,362	11,082,572 322,320 27,217,147 76,972,488 947,663
14.	Bank loans and overdrafts Trade creditors Insurance creditors Amounts owed to group undertakings Other creditors including taxation and social security	5,571,461 124,752 30,990,176 103,043,559 794,362	11,082,572 322,320 27,217,147 76,972,488 947,663

Prior to restatement, the 1998 other creditors including taxation and social security figure included balances which have now been included in Provision for Liabilities and Charges. These are disclosed under Other Provisions in note 16.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

15.	CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR	1999 £	1998 £
	Amounts owed to group undertaking	£10,518,835	£8,901,273

The parent company, Swinton (Holdings) Limited, has undertaken to continue to provide such financial assistance as is necessary to maintain the business of the Company as a going concern.

16.	PROVISIONS FOR LIABILITIES AND CHARGES	Restructuring Costs	Vacant Property Costs	Other Provisions	Total £
	At 1 January 1999 Charge/(release) to profit and loss account	10,055,912 (102,000)	6,008,277 -	467,115 71,431	16,531,304 (30,569)
	Utilised during the year	(9,969,703)	(1,792,297)	(160,270)	(11,922,270)
	At 31 December 1999	£(15,791)	£4,215,980	£378,276	£4,578,465

Included in Other Provisions is £97,000 in respect of claims notified to the Company at the balance sheet date in respect of sales of personal pension plans (1998 - £157,000).

The Company has restated the opening balances of the provisions to reflect provisions previously included in other creditors. This is to reflect the adoption of FRS 12 in the year, which became compulsory for accounting periods ended on or after 23 March 1999, and the recognition that these balances represent provisions as defined by FRS 12. The balance was included in other creditors in the previous year and so this comparative has also been restated.

## 17. CONTINGENT LIABILITIES

The Company has guaranteed to settle any obligations arising in respect of the sale of personal pension plans by Mynshul Financial Services Limited, a wholly owned subsidiary of Royal & Sun Alliance Insurance Group plc, to the extent that Mynshul Finance Services Limited is not capable of meeting such obligations out of its existing resources.

# NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

18.	DEFERRED TAXATION	Potential Asset 1999 1998 £ £	
	Deferred taxation represents: Capital allowances Short term timing differences	1,556,069 146,285 ————— £1,702,354	2,454,668 4,200,103
		E1,702,354	£6,654,771 ————
	On the grounds of prudence, the above asset has not bee statements.	n accounted for	in the financial
19.	SHARE CAPITAL	1999 £	1998 £
	Authorised, issued and fully paid At 1 January 1999 and 31 December 1999 100 ordinary shares of £1 each	£100	£100
20.	PROFIT AND LOSS ACCOUNT		£
	At 1 January 1999 Loss for the financial year		(101,464,968) (3,754,801)
	At 31 December 1999		£(105,219,769)
21.	RECONCILIATION OF MOVEMENTS IN SHAREHOLDERS' FUNDS	1999 £	1998 £
	Loss for the financial year Goodwill reinstated Goodwill on acquisitions in year	(3,754,801) - -	(2,951,597) 527,762 (750,000)
	Net reduction to shareholders' funds	(3,754,801)	(3,173,835)
	Opening shareholders' funds	(101,464,868)	(98,291,033)
	Closing shareholders' funds	£(105,219,669)	£(101,464,868)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 1999

22.	CAPITAL COMMITMENTS	1999 £	1998 £
	At the balance sheet date, the Company had capital expenditure commitments as follows:		
	Contracted for but not provided in the financial statements	£320,716	£766,000

#### 23. OTHER FINANCIAL COMMITMENTS

The Company has annual commitments under non-cancellable operating leases as follows:

	1999 Land and Buildings £	1998 Land and Buildings £
Expiring within one year	114,081	74,232
Expiring between 2-5 years	1,141,476	913,286
Expiring after more than 5 years	1,980,003	2,468,809
	**************************************	
	£3,235,560	£3,456,327
	<del></del>	

There is a difference between operating lease rentals charged to the profit and loss account in the current year and the annual commitment noted at the previous year end. This is because lease rentals relating to vacant properties are charged against the vacant property provision and do not go through the profit and loss directly.

## 24. ULTIMATE PARENT COMPANY

The ultimate parent company and controlling party is Royal & Sun Alliance Insurance Group plc which is registered in England and Wales. A copy of that company's group accounts can be obtained from 30 Berkeley Square, London W1X SHA.

The company has applied the provisions of Financial Reporting Standard Number 8, whereby if a subsidiary is at least 90% owned by its parent, no disclosure is required of transactions with entities that are part of the group.