DIRECT LINE LIFE INSURANCE COMPANY LIMITED

REPORT OF THE DIRECTORS AND FINANCIAL STATEMENTS FOR THE FIFTEEN MONTHS ENDED 31 DECEMBER 2000

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DIRECTORS AND OFFICERS

Chairman I. H. Chippendale

Directors

I. H. Chippendale S. A. Clarke A. E. Court

D. A. MacKechnie

Secretary P.J. Atkinson

Appointed Actuary D. T. Addison

Registered Office

3 Edridge Road Croydon CR9 1AG

Company Registration No. 2199286

Registered Auditors Deloitte & Touche

Chartered Accountants

REPORT OF THE DIRECTORS

The directors have pleasure in presenting their report together with the audited financial statements for the fifteen months ended 31 December 2000.

On 3 July 2000, the Company changed its accounting reference date from 30 September to 31 December. Therefore, the financial statements cover the fifteen months from 1 October 1999 to 31 December 2000. The comparative amounts have not been restated and cover a twelve-month period.

Principal activities and business review

The Company transacts long term insurance falling within business classes I, III and IV of Schedule 1 of the Insurance Companies Act 1982, life and annuities, linked long term and permanent health insurance and pensions and will continue to do so.

The Company also sells linked personal pension policies.

Results

The profit for the financial period of £5,824,000 (1999: loss of £4,827,000) has been added to reserves.

Directors

The present directors of the Company are shown on page 1.

Mr M D Ross and Mr C G Thomson resigned as directors of the Company with effect from 31 December 1999. Mr S J Geraghty resigned and Miss A E Court was appointed a director of the company with effect from 20 June 2000.

Directors' interests

During the period, the following directors were beneficially interested in the ordinary shares of 25p each and the additional value shares ("AVS") of 01p each in The Royal Bank of Scotland Group pic, the Company's ultimate parent undertaking, as shown below:

	Ordinary shares of 25p each		<u> </u>	AVS shares of 1p each	
	31 December	1 October	31 December	1 October	
	<u> 2000</u>	<u> 1999</u>	<u>2000</u>	<u>1999</u>	
		(or date of		(or date of appointment if later)	
		appointment if later)			
A E Court	3,474	3,449	3,449	-	

Options to subscribe for ordinary shares of 25p in The Royal Bank of Scotland Group plc granted to, and exercised by, directors during the period to 31 December 2000 are included in the table below:

	31 December <u>2000</u>	Options granted		Options exercised		Options granted Options exercised		Post AVS adjustment	1 October 1999 (or date of appointment if later)
	Number	Number	Price (p)	Number	Price (p)	Number	Number		
A E Court	38,531	12,500	1,287	21,571	496	47,452	43,994		
		150	1240						
DA	7,650	7,500	1,287	-	-	-	-		
MacKechnie		150	1,240	-	-	-	-		

REPORT OF THE DIRECTORS

Directors' interests (continued)

The interests of Mr I H Chippendale and Mr S A Clarke in the share capital of The Royal Bank of Scotland Group plc are disclosed in the financial statements of Direct Line Group Limited.

No other director had any interest in the ordinary shares of The Royal Bank of Scotland Group plc and no director had an interest in the preference shares of The Royal Bank of Scotland Group plc during the 15 months to 31 December 2000. In addition, during the 15 months none of the directors held any interest in the loan capital of The Royal Bank of Scotland Group plc or in shares or loan capital or any of the other subsidiaries of The Royal Bank of Scotland Group plc, including the Company.

Staff

The average number of persons employed during the period was 67 (1999: 39).

Employment of disabled persons

During the period, the Company gave full and fair consideration to applications for employment by disabled persons, having regard to their particular aptitudes and abilities and to appropriate vacancies.

The Company will continue to ensure that disabled employees are considered on the same basis as any other member of staff with regard to training, career development and promotion.

Employee involvement

Within the bounds of commercial confidentiality, information is disseminated to all levels of staff about matters that affect the progress of the Company and are of interest and concern to them as employees. All permanent members of staff are eligible to participate in The Royal Bank of Scotland Group plc profit share scheme.

Supplier payment policy

The Company is committed to maintaining a sound commercial relationship with its suppliers. Consequently, it is the Company's policy to negotiate and agree terms and conditions with its suppliers, which include the giving of an undertaking by the Company to pay its suppliers within 30 days of the date of the invoice or such other agreed payment period. The number of creditor days in relation to trade creditors at 31 December 2000 was 22 days (1999 14 days).

REPORT OF THE DIRECTORS

Statement of directors' responsibilities

The directors are required by the Companies Act 1985 and other regulations to prepare financial statements each financial period which give a true and fair view of the state of affairs of the Company at the end of the financial period and its profit for that period. In preparing the financial statements, the directors must ensure that appropriate accounting policies have been adopted and applied consistently, that applicable accounting standards have been followed and that reasonable and prudent judgements and estimates have been made. The directors are required 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 ensuring that proper accounting records are maintained which disclose with reasonable accuracy at any time the financial position of the Company and 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.

Appointed actuary

Mr. D. T. Addison is the appointed actuary and also acts as the reporting actuary.

Auditors

PricewaterhouseCoopers resigned as auditors on 31 March 2000 and the directors appointed Deloitte & Touche in their place. Deloitte & Touche have indicated their willingness to continue in office and resolutions to reappoint them and to authorise the directors to fix their remuneration will be proposed at the annual general meeting.

The report was approved by the board on 23 February 2001 and signed on its behalf.

P.J. Atkinson Secretary London

23 February 2001

AUDITORS' REPORT TO THE SHAREHOLDERS OF DIRECT LINE LIFE INSURANCE COMPANY LIMITED

We have audited the financial statements on pages 6 to 21 which have been prepared in accordance with the accounting policies set out on pages 9 to 11.

Respective responsibilities of directors and auditors

As described on page 4, the company's directors are responsible for the preparation of financial statements, which are required to be prepared in accordance with applicable United Kingdom law and accounting standards. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

Basis of opinion

We conducted our audit in accordance with United Kingdom 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 as at 31 December 2000 and of its profit for the period then ended and have been properly prepared in accordance with the Companies Act 1985.

Deloitte & Touche

Delotte & Touche.

Chartered Accountants and Registered Auditors

Lomond House

9 George Square

Glasgow

G2 1QQ

23 February 2001

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TECHNICAL ACCOUNT - LONG TERM BUSINESS

For the fifteen months to 31 December 2000

	Note	2000 2000 £'000 £'000 Fifteen Months to 31 December 2000	1999 £'000 Twelve me 30 Septem	
Gross premiums written Outward reinsurance premiums	2	15,431 (980)		8,601 (846)
Earned premiums, net of reinsurance		14,451		7,755
Investment income Unrealised gains on investments	4 4	2,948 601		2,257 -
Claims incurred, net of reinsurance Claims paid Gross amount Reinsurer's share		(2,298) 283 (2,015)	(1,279) 68 (1,211)	
Change in provisions for claims Gross amount Reinsurer's share		7 156 163 (1,852)	(130) 244 114	(1,097)
Change in other technical provisions Long term business provisions, net of reinsurance Gross amount Reinsurer's share Other technical provisions, net of reinsurance Technical provision for linked liabilities	3	(15,618) 15,621 	(6,437) 224 (6,213) (870)	
Net change in technical provisions Net operating expenses Investment expenses and charges Unrealised (losses) on investments Tax attributable to the long term business Balance on the technical account	3 4 4 7	(1,316) (9,254) (377) - 623 - 5,824		(7,083) (6,538) (293) (39) 585
Daiance on the technical account		5,824		(4,4 53)

NON-TECHNICAL ACCOUNT for the fifteen months to 31 December 2000

	Note	2000 £'000 Fifteen Months to 31 December 2000	1999 £'000 Twelve months to 30 September 1999
Balance on long term business technical account Tax attributable to balance on long term		5,824	(4,453)
business technical account	7	143	(585)
Shareholders' pre tax profit / (loss) from long term business		5,967	(5,038)
Profit / (loss) on ordinary activities before taxation	on 6	5,967	(5,038)
Taxation on ordinary activities	7	(143)	211
Profit / (loss) for the year	11	5,824	(4,827)
•		-	

The Company has no recognised gains and losses other than those included in the loss above, and therefore no separate statement of total recognised gains and losses has been presented.

All activities are continuing.

BALANCE SHEET as at 31 December 2000

	Note	As at 31/12/00	As at 30/09/9
Assets		£'000	£'000
nvestments			
Other financial investments	8	41,562	37,660
Assets held to cover linked liabilities		2,726	1,407
Reinsurer's share of technical provisions			
Long term business provision		16,891	1,270
Claims outstanding		416	260
		17,307	1,530
Debtors			
Debtors arising out of direct insurance operations	9	436	256
Other debtors	10	3,153	1,457
Other assets			
Tangible fixed assets	13	237	387
Cash at Bank		211	109
Prepayments and accrued income			
Other prepayments and accrued interest		492	234
Total assets		66,124	43,040
Liabilities			====
Capital and reserves			
Called-up share capital	14	44,000	44,000
Profit and loss account	11	(15,108)	(20,932)
Equity shareholders' funds		28,892	23,068
Equity shareholders Tunds		20,092	23,000
Technical provisions			
Long term business provision		26,585	10,967
Claims outstanding	15	257	264
	11	26,842	11,231
Technical provision for linked liabilities		2,726	1,407
Provisions for other risks and charges			
Deferred taxation	16	386	220
Creditors			
Creditors arising out of direct insurance operations	17	491	585
Other creditors	18	6,787	6,529

The notes on pages 9 to 21 form an integral part of the financial statements.

The financial statements were approved by the board of directors on 23 February 2001 and signed on its behalf.

D. A. MacKechnie Managing Director

S. A. Clarke Director

for the fifteen months ended 31 December 2000

1. Accounting policies

The following accounting policies have been applied in dealing with items which are considered material in relation to the Company's financial statements.

1.1 Disclosure

The financial statements have been prepared in accordance with the provisions of Section 255 of, and the special provisions relating to insurance companies of Schedule 9A to, the Companies Act 1985 and with the Association of British Insurers' Statement of Recommended Practice on Accounting for Insurance Business ("ABI SORP") dated December 1998.

1.2 Basis of accounting

The financial statements are prepared under the historical cost convention modified by the periodic valuation of investments as described below and in accordance with applicable accounting standards in the United Kingdom.

1.3 Premiums

Premiums, including reinsurance premiums, are accounted for when the policy is set up and the premium is due for payment, except for unit-linked premiums, which are accounted for when units are created.

1.4 Investment income

Investment return comprises investment income, including realised investment gains and losses, and movements in unrealised gains and losses, net of investment expenses and charges. Interest and expenses are included on an accruals basis.

Realised gains and losses on investments are calculated as the difference between net sales proceeds and original cost. Unrealised gains and losses on investments represent the difference between the valuation at the balance sheet date and their purchase price or if they have been previously valued, their valuation at the last balance sheet date. The movement in unrealised gains and losses recognised in the year also includes the reversal of unrealised gains and losses recognised in earlier accounting periods in respect of investment disposals in the current period.

Investment return relating to investments which are directly connected with the carrying on of long term business is initially recorded in the long term business technical account. The investment return arising in relation to all other investments is recorded in the non-technical account

for the fifteen months ended 31 December 2000

1.5 Claims

Claims payable on death are accounted for on notification. Surrendered policies are accounted for at the earlier of the payment date or when the policy ceases to be included within the long term business provision.

Where claims are payable and the contract remains in force, the claim or instalment is accounted for when due for payment.

Claims payable include related internal and external claims handling costs.

Reinsurance recoveries are accounted for in the same period as the related claim.

1.6 Acquisition expenses

Acquisition expenses comprise direct costs and costs associated with obtaining and processing new business. They are allocated to particular categories of policy based on available management information. Acquisition costs are deferred only to the extent that there are available future margins. No costs are deferred after appropriate margins have been received.

1.7 Commissions

Acquisition commissions are included in acquisition costs in the long term business technical account as incurred.

1.8 Tax on balance on long term business technical account

The balance on the long term business technical account transferred to the non-technical account is grossed up at the effective rate of tax attributable to shareholders' profits in the technical account.

1.9 Investments

Investments are stated in the balance sheet at market value, any surplus or deficit on revaluation being dealt with through the technical account - long term business for assets contained in the long term business fund, or the non-technical account.

1.10 Long term business provision

The long term business provision is determined by the Appointed Actuary following their annual investigations of the long term fund, and is calculated initially on a statutory solvency basis to comply with the reporting requirements under the Insurance Companies Act 1982.

The calculation uses the gross premium valuation method (1999 the net premium method was used). The valuation is then adjusted for certain items, including the adding back of deferred acquisition costs implicit within the valuation method for certain contracts and the removal of certain contingency and other reserves. This adjusted basis is referred to as the modified statutory solvency basis

for the fifteen months ended 31 December 2000

1.10 Long term business provision (continued)

Details of particular interest rate assumptions are contained in Note 12. Other assumptions reflect a prudent assessment of future experience of mortality, morbidity and other relevant factors. Explicit provision has been made for future expected expenses to be incurred in administering the business in force.

The long term business provision includes the non-unit liabilities in respect of linked business.

1.11 Reinsurer's share of technical provisions

The reinsurer's share of technical provisions is calculated on a basis consistent with the calculation of the corresponding liabilities.

1.12 Depreciation

Depreciation is provided on a straight line basis on all tangible fixed assets at rates calculated to write off the cost, less their estimated residual values, over their estimated useful lives which are between five and ten years.

1.13 Deferred taxation

Deferred taxation is provided on the liability method in respect of timing differences which are expected to result in a taxation liability or asset in the foreseeable future.

Provision is made for tax which would arise if shareholders' profits included in the non-technical account but retained in the long term business fund were actually transferred to shareholders and on unrealised gains recognised in the technical account.

1.14 Pensions

The defined contribution scheme was in effect for the financial period and the pension charge includes the amount payable by the Company to it.

This scheme replaced a defined benefit scheme (see note 21) and the cost of providing pensions under the latter have been assessed and charged on a regular basis in accordance with the advice of an independent professionally qualified actuary.

The Company provides no other post-retirement benefits to its employees

1.15 Cash flow statement

Under the provisions of FRS 1 the Company has not provided a cash flow statement because its ultimate parent company, The Royal Bank of Scotland Group plc, has prepared consolidated financial statements covering the period which will contain a consolidated cash flow.

for the fifteen months ended 31 December 2000

2. Segmental information

(a) Gross premiums written				
Gross premium income is made up of:				12 months
		'	:o 31/12/00 £'000	to 30/09/99 £'000
Direct Insurance			<u>15,431</u>	<u>8,601</u>
	Gross	direct pro	emiums writt	ten
I	Regular Pre			Premiums
	2000 £'000	1999 £'000	2000 £'000	1999 £'000
Non linked without profits	£ 000	2.000	£ 000	2,000
Life	10,449	5,514	3,551	2,061
Income protection	213	200	-	-
	10,662	5,714	3,551	2,061
Unit Linked	700	440		
Pensions	736	449	482	377
Total premiums	11,398	6,163	2,438	2,438
Comprising :Individual business Group contracts	11,398	6,163	482 3,551	377 2,061
Group contracts			3,391	2,001
Total premiums	11,398	6,163	4,033	2,438
(b) Gross new business premiums				
Gross new premium income is made up of:			15 months	12 months
			to 31/12/00	
			£'000	£'000
Direct Insurance			<u>8,887</u>	<u>4,911</u>
	Gross	s direct p	remiums wri	itten
			Single	
	2000 £'000	1999 £'000	2000 £'000	1999
Non linked without profits	£'UUU	£ 000	£.000	£,000
Life	5,079	2,321	3,551	2,061
Unit Linked			·	
Pensions	195	238	62	291
Total premiums	5,274	2,559	3,613	2,352
Comprising :Individual business	5,274	2,559		
Group contracts	-	_	3,551	2,061
Total premiums	5,274	2,559	3,613	2,352

NOTES TO THE FINANCIAL STATEMENTS for the fifteen months ended 31 December 2000

2. Segmental information (continued)

(c) Reinsurance balance

The reinsurance balance amounted to a credit to the long term business technical account at 31 December 2000 of £15,080,000. (1999: a charge of £310,000)

(d) Net assets

	2000		1999			
	Poli	Policyholders' Funds		Policyholders' Funds		
	As at	31 December 2000		As at 30 September 1999		
	Share-	Non linked		Share-	Non linked	
	Holder's	Without	Unit	Holder's	Without	Unit
	Funds	Profits	Linked	Funds	Profits	Linked
	£'000	£'000	£'000	£'000	£'000	£'000
Investments Investments held to	32,027	9,535	-	27,959	9,701	-
cover linked liabilities	_	-	2,726	-	~	1,407
Other net assets Technical	(3,135)	17,307	· -	(4,891)	1,530	-
Provisions	-	(26,842)	(2,726)	-	(11,231)	(1,407)
	28,892			23,068		-
			صاحب سات		ووسما	

3. Net operating expenses

Acquisition expenses and other set up costs Administrative expenses	15 months to 31/12/00 £'000 6,703 2,552	15 months to 31/12/00 £'000 4,234 2,306
Reinsurance commissions	(1)	(2)
Net operating expenses	9,254	6,538
		····

The total commission accounted for during the year in respect of direct insurance was £601,000 (1999 : £542,000).

for the fifteen months ended 31 December 2000

4.	Investment income		
		Technical acc	ount
		Long term bus	iness
		15 months	12 months
		to 31/12/00	to 30/09/99
	Income from investments		
	Income from listed investments	400	154
	Income from other investments	2,548	1,996
	Realised gain on investments	-	107
		2,948	2,257
	Unrealised investment gains / (losses)	601	(39)
	Interest paid	(377)	(293)
	Net investment return	3,172	1,925
			المرحد عرب عا
	Attributable to linked business	33	59
	Other than linked business	3,139	1,866
	Total investment return	3,172	1,925
			-

for the fifteen months ended 31 December 2000

5. Directors and employees

During the financial year the directors of the Company were employed by a subsidiary of Direct Line Group Limited.

Their services were charged to the Company by way of management charges including pension contributions of which £61,000 is estimated to be in relation to the services for the current year (1999 : £334,000).

Other fees or emoluments, other than the management charge disclosed above, were paid or payable to these directors of £187,000 (1999 : Nil).

			2000 Number	1999 Number
	Average number of full tin employees	ne equivalent	67	39
	Average number of total e	employees (including directors)		
			2000	1999
			Number	Number
	Clerical Staff		13	5
	Other		54	34
			67	39
				<u></u>
	The aggregate staff costs	s (including directors) were:		
	The aggregate dian econ	(o, a a g a o s a o , o , a	15 months	12 months
			to 31/12/00	to 30/09/99
			£'000	£'000
	Salaries and wages		1,351	581
	Social security		124	52
	Pension costs (see note	21)	86	32
	Total		1,561	665
				<u></u>
6.	Profit on ordinary activ	rities before taxation		
	•		15 months	12 months
			to 31/12/00	to 30/09/99
			£,000	£'000
	Profit / (loss) on ordinar is arrived at after chargi	y activities before taxation ing:		
	Depreciation	-	261	215
	Auditors' remuneration	- for audit	94	65
		- non audit	-	204

for the fifteen months ended 31 December 2000

7.	Taxation on ordinary activities		
	•	15 months to 31/12/00 £'000	12 months to 30/09/99 £'000
	Taxation on ordinary activities – technical account		
	UK corporation tax at 30% (1999 - 30.5%)		•
	Current	23	1,126
	Prior year adjustment	766	(370)
	Deferred	(166)	(171)
	Taxation credit	623	585
	Taxation on ordinary activities - non technical		
	account	2000	1999
		£'000	£'000
	UK corporation tax at 30% (1999 – 30.5%) Tax attributable to balance on long term business	-	(374)
	technical account	(143)	585
		(143)	211
			-

8. (a) Investments: other financial investments

(a) illicotillolles i other illianolar illicot	261.101160			
	2	:000	19	99
	As at	31/12/00	As at	30/09/99
	Market		Market	
	Value	Cost	Value	Cost
	£'000	£'000	£'000	£'000
Debt securities and other				
fixed income securities (see note 8b)	12,272	11,705	-	-
Deposits with credit institutions	29,290	29,290	37,660	37,660
	41,562	40,995	37,660	37,660

All debt securities and other fixed income securities are listed on a recognised investment exchange.

(b) Investments : debt securities and other fixed income securities As at 31/12/00 As at 30/09/99

Cont	£'000	£'000
Cost Balance at beginning of year Additions / (disposals)	- 11,705	2,893 (2,893)
Balance at end of year	11,705	
Market value at end of year	12,272	-
		

for the fifteen months ended 31 December 2000

9. Debtors arising out of direct insurance operations

Dallandadara	As at 31/12/00 £′000	As at 30/09/99 £'000
Policyholders	173	-
Due from reinsurer	263	256
	436	256
10. Other debtors		
	As at 31/12/00	As at 30/09/99
	£'000	£'000
Due from related parties	2,319	1,349
Other	834	108
	3,153	1,457

11. Reserves and policyholder liabilities

	Long term business provision £'000	Technical provision for linked liabilities £'000	Profit and loss account £'000
Balance at beginning of period Change in long term business	10,967	1,407	(20,932)
provision	15,618	1,319	
Profit for the period	-	-	5,824
Balance at end of period	26,585	2,726	(15,108)

None of the reserves of the company are available for distribution.

12. Long term business provision

The principal assumptions underlying the calculation of the Long Term Business Provision were as follows:-

Class of Business	Interest rate % p.a		
	2000	1999	
Assurances	3.25	3.5	
PHI	4.00	4.5	
Pensions Linked	4.00	4.5	

The mortality assumptions used are based on relevant industry statistics. Full details are available in the returns from the company to the Financial Services Authority.

The allowance for future expenses was £20 per annum for life products (1999 - £27.50).

for the fifteen months ended 31 December 2000

13.	Tangible fixed assets	Comp	
		and c Equipr £	-
	Cost Balance at beginning of period Additions		991 179
	Disposals		(107)
	Balance at end of period	<u> </u>	1,063
	Depreciation Balance at beginning of period Charge On disposals	_	604 261 (39)
	Balance at end of period	-	826
	Net book value at 31 December 2000	-	237
	Net book value at 30 September 1999	-	387
14.	Called up share capital	As at 31/12/00	As at 30/09/99
	Authorised, allotted, called up and fully paid 44 million (1999: 44 million) ordinary shares of £1 each	£'000 44,000	£'000 44,000
15	. Claims outstanding	As at 31/12/00 £'000	As at 30/09/99 £'000
	Brought forward Movement during the period	264 (7)	134 130
	Carried forward	257	264

for the fifteen months ended 31 December 2000

16. Provisions for other risks and charges

As at 31/12/00	As at 30/09/99
£'000	£'000
220	49
166	171
386	220
	£'000 220 166

The provision is in respect of the full amount of the liability of excess of capital allowances over depreciation

17. Creditors arising out of direct insurance operations

	As at 31/12/00 £'000	As at 30/09/99 £'000
Amounts falling due within one year	2 333	
Policyholders	19	15
Due to reinsurer	472	465
Other	-	105
	491	585

18. Other creditors including taxation and social security

	As at 31/12/00 £'000	As at 30/09/99 £'000
Amounts falling due within one year Due to related parties Other	5,016 1,771	5,355 1,174
	6,787	6,529

Amounts due to related parties includes a contingent loan of £4,500,000 repayable to The Royal Bank of Scotland plc, from future profits arising from long term insurance business with interest payable at a commercially determined rate.

19. Assets of the long term business fund

The total amount of assets relating to the long term business fund are as follows:

	As at 31/12/00	As at 30/09/99
	£'000	£'000
Investments	9,535	9,701
Assets held to cover linked liabilities	2,726	1,407
Reinsurer's share of technical provisions	17,307	1,530
	29,568	12,638
	-	

for the fifteen months ended 31 December 2000

20. Reconciliation of movements in Shareholders' funds

	As at 31/12/00 £'000	As at 30/09/99 £'000
Opening shareholder's funds Additions to shareholder's funds Profit / (loss) for the financial year	23,068 - 5,824	27,895 (4,827)
Closing Shareholders' funds	28,892	23,068

21. Pensions

The Company operates the Direct Line Group Pension Scheme (1998) (the 1998 Scheme) on behalf of its employees. The 1998 Scheme is a money purchase arrangement with defined contribution levels. The assets of the 1998 Scheme are held separately from those of the company and are invested in managed funds. The contributions paid by the Company are charged to the profit and loss account.

The 1998 Scheme replaced the Direct Line Group Staff Pension and Life Assurance Scheme ("the Staff Scheme"), a non-contributory defined benefit scheme. The Staff Scheme was a closed scheme throughout the year but continues to provide benefits based on final pensionable salary to pensioners and deferred members.

The assets of the Staff Scheme are held separately from those of the company and are invested in managed funds. The most recent valuation, as at 1 October 1998, used the defined accrued benefit method.

The assumptions which have the most significant effects on the results of the valuation are those relating to the rate of return on investments and to the rates of increase in salary and pensions. It was assumed in the valuation that the investment returns would be 2.5% higher than the growth in pensionable salary. No allowance has been made for escalation of pensions once in the course of payment.

The most recent actuarial valuation showed that the market value of the assets of the managed funds was £20,454,684 (1995 valuation: £7,412,000) and that the actuarial value of those assets represented 85% (1995 valuation: 91%) of the benefits that had accrued to members after allowing for expected future increases in salary. The valuation revealed a deficit of £2.1 million. The overall group pension charge for the fifteen month period includes £1,500,000, which was accrued to enable this deficit to be eliminated.

As a result of the closure of the Staff Scheme there are now no active members. The liabilities of the Staff Scheme relate to payment of pensions and deferred pensions

The company's share of the overall group pension charge for the fifteen month period was £86,000 (1999 : £32,000).

for the fifteen months ended 31 December 2000

22. Ultimate parent undertaking

The Company's immediate holding company is Direct Line Life Holdings Limited, which is incorporated and registered in England. This Company prepares financial statements a copy of which are available from the Secretary's Department, 3 Edridge Road, Croydon.

The ultimate holding company and controlling party is The Royal Bank of Scotland Group plc which is incorporated in Great Britain and registered in Scotland who own Direct Line Life Holdings Limited. The consolidated financial statements for The Royal Bank of Scotland Group plc can be obtained from 42 St. Andrew Square, Edinburgh.

The ultimate holding companies and controlling parties were The Royal Bank of Scotland Group plc and Scotlish Widow's Fund and Life Assurance Society who owned Direct Line Life Holdings Ltd as a joint venture until 8 May 2000.

The Company has taken advantage of the exemption under Financial Reporting Standard No.8 not to disclose any transactions with entities which are part of the group.