

Creating value

Delivering for our customers

Turn to pages 8-9 for more information



Empowering our employees

Turn to pages 10-11 for more information



Motability Operations | Group plc

Positive economic impact

Turn to pages 14-15 for more information



Supporting disabled communities

Turn to pages 12-13 for more information

Highlights 2019

£213m

Investment, following consultation with Motability, into direct customer support delivering services in excess of the core worry-free mobility proposition

95%

Employee engagement: 11pts higher than 'High-Performing Organisations' benchmark (independently measured)

91%

Customer renewal rate at the end of lease

£852m

Donation to Motability Foundation funding their wider support of the disabled community (FY2018: £400m)

98%

Overall customer satisfaction (independently measured)

>350

Minimum number of models available to customers throughout the year costing no more than the qualifying allowance