

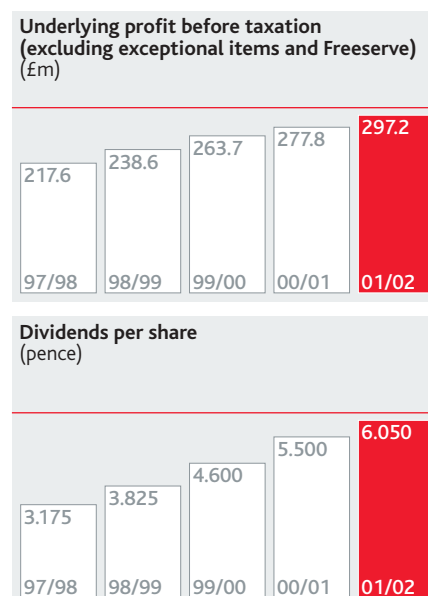
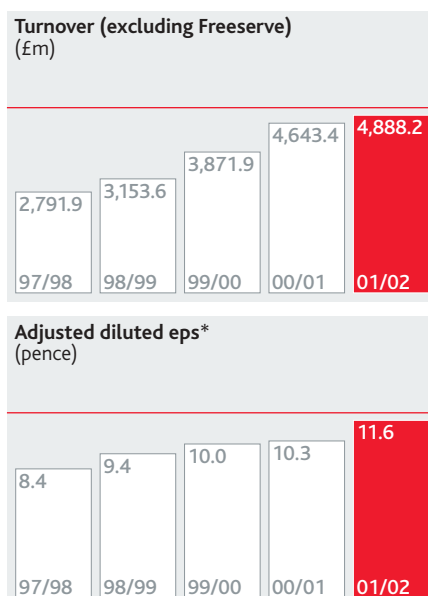
Financial highlights

£4.9 billion
Group turnover

£297.2 million
Underlying profit before
taxation (excluding
exceptional items)

11.6 pence
Adjusted diluted earnings
per share (eps)

6.05 pence
Dividends per share



	2001/02 £million	2000/01 £million	Change
Turnover (excluding Freeserve)	4,888.2	4,643.4	5.3%
Underlying profit before taxation (excluding exceptional items and Freeserve)	297.2	277.8	7.0%
	pence	pence	
Adjusted diluted earnings per share	11.6	10.3*	12.6%
Dividends per share	6.05	5.50	10.0%

*Prior years restated for Financial Reporting Standard 19