

About this report

Provident Financial Group (“the group”) was founded 140 years ago with a clear social purpose of providing much valued access to credit for customers who often find themselves ignored or underserved by mainstream lenders.

The purpose of this report is to give a balanced account of Provident Financial Group’s performance across a range of social, ethical and environmental indicators.

The report relates to the non-financial aspects of Provident Financial plc and its operating companies – Vanquis Bank, the Consumer Credit Division and Moneybarn – in the UK and Ireland, and our six key stakeholders: customers, communities, employees, suppliers, shareholders and investors, and regulators. It provides

information and updates on our corporate responsibility (CR) activities, performance and achievements for the 1st January to 31st December 2017 unless otherwise stated.

This report has been independently assured by Corporate Citizenship – see page 68 for more information. It has also been prepared in accordance with the ‘Core’ Global Reporting Initiative’s (GRI) G4 sustainability reporting guidelines.

The format of this report has been changed when compared with the reports published in previous years. Firstly, it’s an entirely online report. And secondly, the new format allows us to convey our social purpose clearly.

To access our past reports go to www.providentfinancial.com.

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