



IAG Investor Day

14 June 2023



Important information

This presentation contains general information current as at 14 June 2023 and is not a recommendation or advice in relation to any product or service offered by Insurance Australia Group Limited or its subsidiaries (IAG or the Group). It presents financial information on both a statutory basis (prepared in accordance with Australian Accounting Standards which comply with International Financial Reporting Standards (IFRS)) and non-IFRS basis. This presentation is not an invitation, solicitation, recommendation or offer to buy, issue or sell securities or other financial products in any jurisdiction.

The presentation should not be relied upon as advice as it does not take into account the financial situation, investment objectives or particular needs of any person. The presentation should be read in conjunction with IAG's other periodic and continuous disclosure announcements filed with the Australian Securities Exchange (available at www.iag.com.au) and investors should consult with their own professional advisers.

No representation or warranty, express or implied, is made as to the accuracy, adequacy, completeness or reliability of any statements (including forward-looking statements or forecasts), estimates or opinions, or the accuracy or reliability of the assumptions on which they are based.

Any forward-looking statements, opinions and estimates in this presentation are based on assumptions and contingencies which are subject to change without notice, as are statements about market and industry trends, which are based on interpretations of current market conditions. This includes statements regarding IAG's targets, goals, ambitions, intent, belief, objectives and current expectations regarding IAG's business, results, financial condition, capital adequacy, risk management practices and market conditions.

Forward-looking statements may generally be identified by the use of words such as "should", "would", "could", "will", "may", "expect", "intend", "plan", "forecast", "aim", "anticipate", "believe", "outlook", "estimate", "project", "target", "goal", "ambition", "continue", "guidance" or other similar words. While IAG believes the forward-looking statements to be reasonable, such statements involve risks (both known and unknown) and assumptions, many of which are beyond IAG's control (including adverse natural peril events causing losses to exceed forecasts, and uncertainties in the Australian and global economic environment). This may cause actual results, outcomes, conditions or circumstances to differ from those expressed, anticipated or implied in such statements.

In addition, there are particular risks and uncertainties associated with implementation of IAG's strategy and related targets and goals. As the targets and goals span a number of years, they are subject to assumptions and dependencies which have greater levels of uncertainty than guidance given for FY23. IAG's ability to execute its strategy and realise its targets and goals will depend upon its ability to respond and adjust its business plans (as and when developed) to any changes in such assumptions and dependencies, including disruptions or events that are beyond IAG's control.

Neither IAG, nor any other person, gives any representation, assurance or guarantee that the occurrence of the events expressed or implied in any forward-looking statements in this presentation will actually occur and undue reliance should not be placed upon such statements. IAG assumes no obligation to update such information (except as required by law). Past performance is no guarantee or indication of future performance.

To the maximum extent permitted by law, IAG and each of its respective directors, officers, employees, agents and advisers disclaim all liability and responsibility for any direct or indirect loss, costs or damage which may be suffered by any recipient through use of or reliance on anything contained in, implied by or omitted from this presentation.

References to currency are to Australian dollars, unless otherwise specified. Prevailing exchange rates have been used to convert local currency amounts into Australian dollars, where appropriate.

Further information, including IAG's business structure, portfolio and partnerships is available on IAG's website at <https://www.iag.com.au/about-us/what-we-do>.

Program outline



01	Introduction	Nick Hawkins
02	Direct Insurance Australia	Julie Batch
03	Intermediated Insurance Australia	Jarrod Hill
04	New Zealand	Amanda Whiting
05	Transformation Update	Neil Morgan
	Breakout sessions: <ul style="list-style-type: none">- Perils and Pricing- Evolution of Claims	
06	CFO Update	Michelle McPherson
07	Question & Answer Session	All presenters
08	Wrap-up	Nick Hawkins

Nick Hawkins

Chief Executive Officer

01



Acknowledgement of Country

IAG acknowledges Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present.

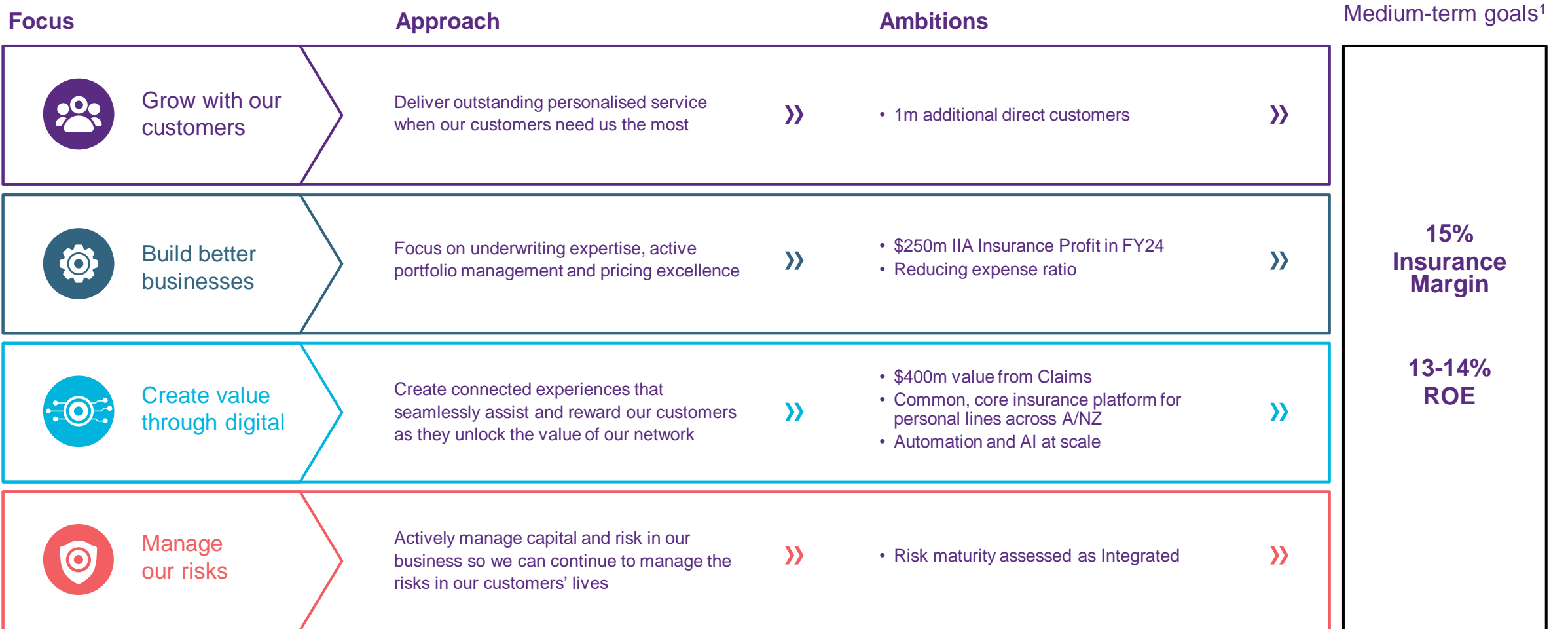
We empower Aboriginal and Torres Strait Islander peoples, business and communities.

Focused on our strategy

Purpose | We make your world a safer place

Strategy | Create a stronger, more resilient IAG

People | Our people are the difference: bringing our purpose to life and delivering our strategy



¹ These ambitions and medium-term goals are subject to assumptions and dependencies, including that there are no material adverse developments in macro-economic conditions and disruptions or events beyond IAG's control (for example, natural perils events in excess of IAG's allowances). As they span a number of years, these assumptions and dependencies have a greater level of uncertainty than financial year guidance (see slide 24 in the 1H23 Management Presentation in the Results & Reports area of our website for further detail).

Strategic focus

Grow with our customers



Ambition

1 million additional direct customers

Progress

- 207k net new customers in DIA
- Rollout of NRMA brand in Western Australia and South Australia
- Very strong customer retention rates

Build better businesses



Ambition

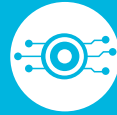
\$250m IIA insurance profit in FY24
Reducing expense ratio

Progress

- IIA on track to achieve \$250 million insurance profit in FY24
- Enhanced capability rollout from Enterprise Platform
- Flat gross operating cost base in FY21 and FY22, on track in FY23

Strategic focus (continued)

Create value through digital



Ambition

\$400m value from Claims

Progress

- Accelerated Enterprise Platform rollout with functionality built across direct and partner businesses in Australia and New Zealand
- Launched and scaled online claims tracker
- ~\$70m in value generated in claims and supply chain in DIA

Manage our risks



Ambition

Risk maturity assessed as Integrated

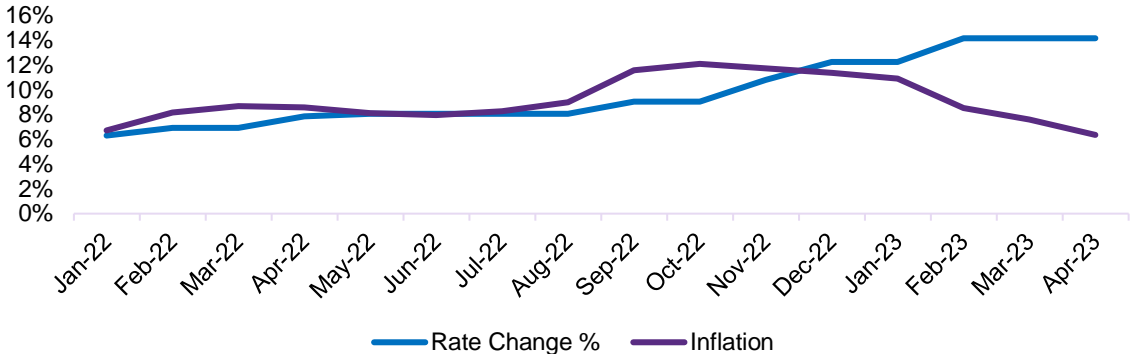
Progress

- Renewed key Whole of Account Quota Share agreements
- Advancements to risk management frameworks and matured risk management systems, processes and frameworks
- Legacy issues predominantly resolved

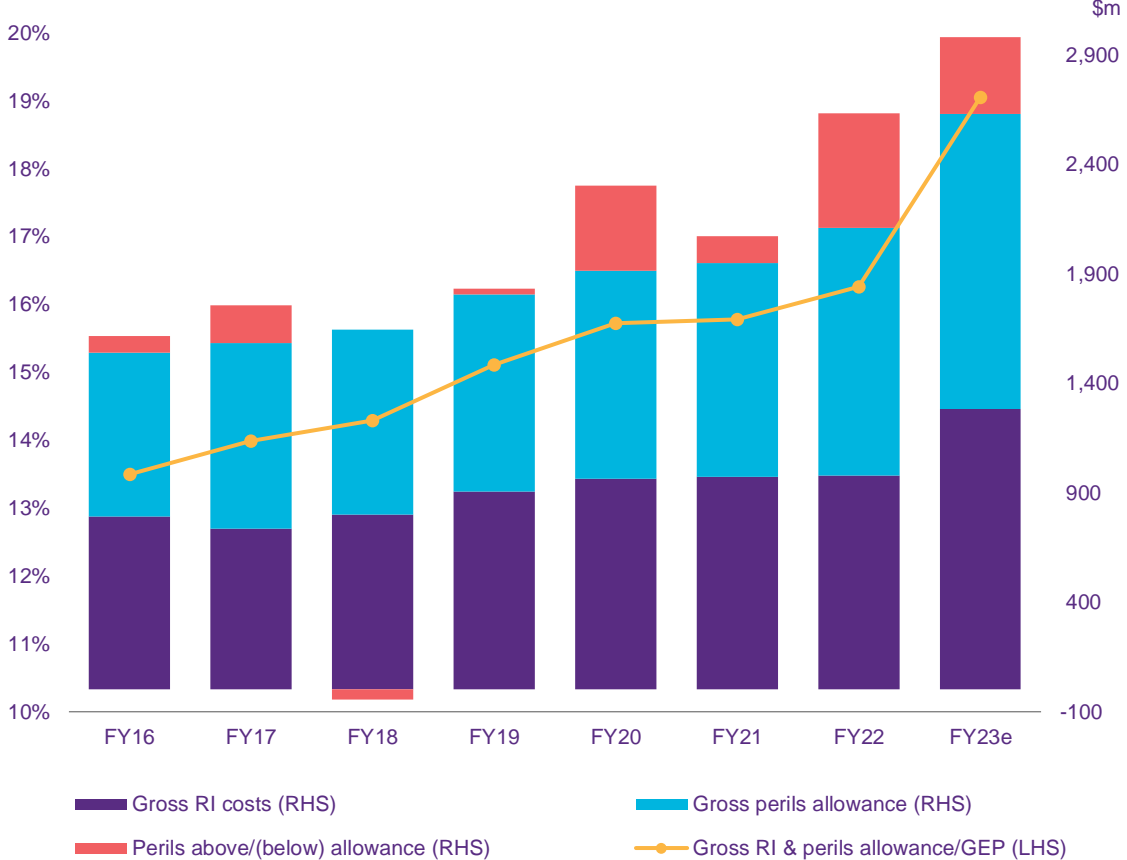
Operating environment

Premium increases reflect claims inflation, reinsurance and natural perils impacts

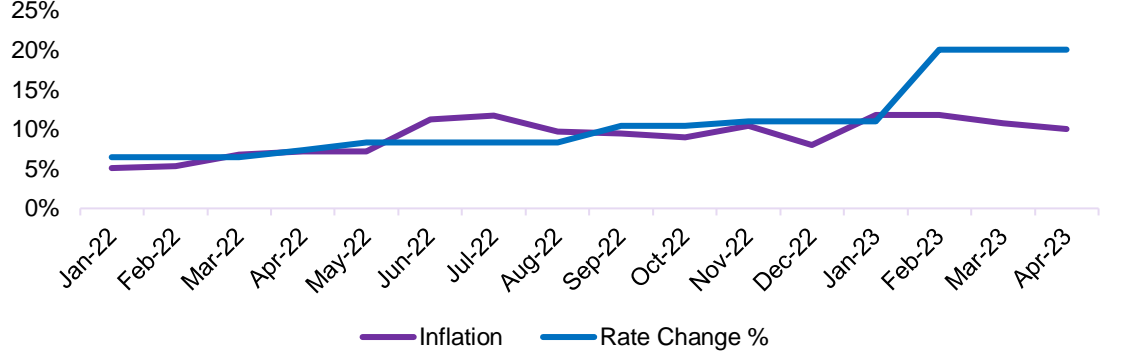
Motor premium increases & claims inflation



Gross natural perils & reinsurance



Property premium increases & claims inflation (non-perils)



Medium-term targets

Improved shareholder returns with increased ROE and strong EPS growth

Environment has changed, with:

- Increased investment yields support improved margins and ROE;
- Strong top-line growth delivers improved ROE metrics due to lower capital strain from organic growth; and
- Inflation, perils, reinsurance and affordability challenges.

Resulting in an

- Increased ROE target of 13% to 14% based on
- Expected insurance margin of 15%.

FY24 guidance to be provided at FY23 results announcement on 21 August 2023

These ambitions and medium-term goals are subject to assumptions and dependencies, including that there are no material adverse developments in macro-economic conditions and disruptions or events beyond IAG's control (for example, natural perils events in excess of IAG's allowances). As they span a number of years, these assumptions and dependencies have a greater level of uncertainty than financial year guidance (see slide 24 in the 1H23 Management Presentation in the Results & Reports area of our website for further detail).



Julie Batch

Group Executive, Direct Insurance Australia

02 Direct Insurance Australia

Direct Insurance Australia overview

Simplified Brands



- Strongest insurance brand in Australia (Brand Finance)
- #2 in financial services



- 2nd strongest insurance brand in Australia



- #1 insurance brand with consumer ratings of 4.7 (Trust Pilot)
- 2023 Car Insurer of the year for Outstanding Value (Canstar)

Streamlined Products



Property



Motor



CTP



SME



Niche

Scaled Business



~A\$6.6bn
Gross Written Premium



5.02m
Customers

Note: RACV Insurance via our joint venture with RACV

Operating environment



Increased peril claims

- Significant natural perils
- High claims volumes



Upward cost pressures

- High global inflation
- Global supply chain bottlenecks (e.g. new cars, parts)
- Reinsurance
- Labour shortage



Emerging system growth

- Slower economic growth
- Increase in population and business numbers
- Number of motor vehicle and dwelling stocks increasing



9

No. of major events
(since March 2022)



~2x

No. of peril
claims lodged



207k

Additional
customers since July 21

Strong action in the current environment

To help Australians like no one else

Value

\$400m of value through claims and supply chain by FY26



\$70m of value generated since FY22

Growth

750k new customers by growing nationally, targeting younger customers and small business segments by FY26



207k additional customers since July 2021

600k Customers using Claims Tracker

>30% Claims online lodgement

96% Renewal rate for property in core markets

2.1 Policies per customer

5% Reduction in call volumes

40% Reduction in property assessment time (Virtual Assist)

91% Renewal rate for motor in core markets

60% NRMA Insurance increased brand awareness WA/SA¹

Note: Figures as at May 2023; 1) Since launch in Nov 21

Claims cost inflation stabilising | Motor



Motor

Key trends over last 12 months

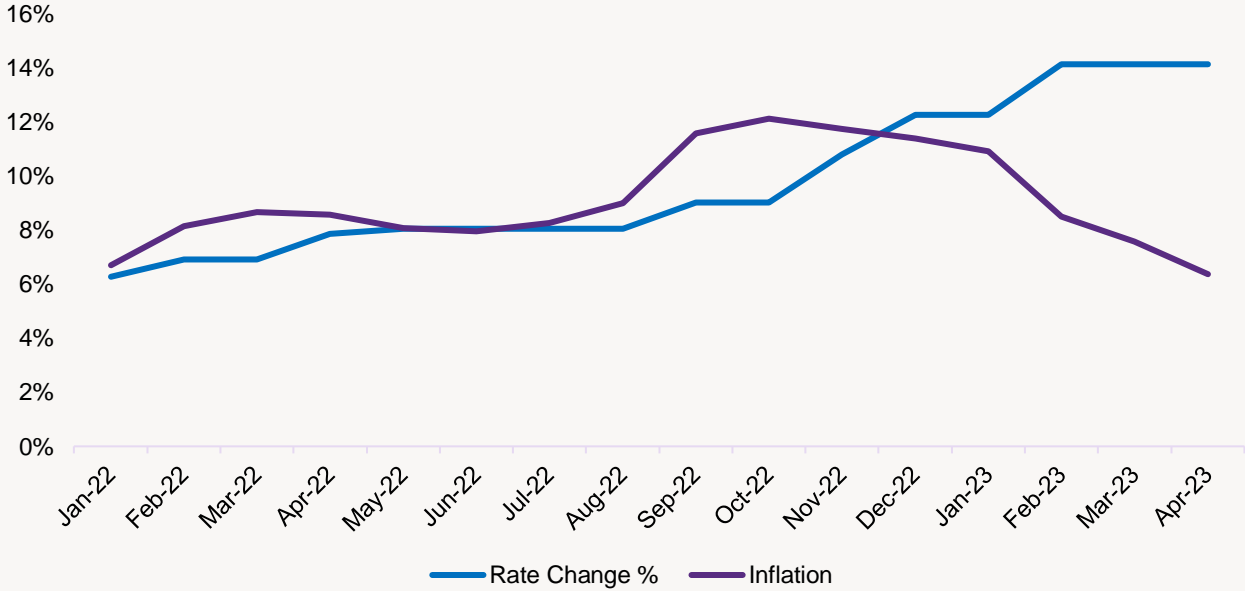
- Claims volumes returned to pre-COVID-19 levels in March 2022
- Claims inflation spiked in Aug-Oct 2022 in line with global trends
- Supply chain affected by decreased capacity (labour shortage) in network post COVID-19
- Second hand vehicle price increases have reduced from peak rates due to improved new car availability
- Car parts supply improving



Our Response

- Use of digital and Artificial Intelligence to improve efficiencies
- Increase repair capacity in network
- Express repairs for cosmetic damage
- Long term contracts & fixed price model
- Pricing reflecting inflation

Motor claims inflation & premium increases



Note: Prepared on the same basis as 1H Investor Report ie 6 month rolling inflation



Property rate response



Property

Key trends over last 12 months

- Significant protracted weather events
- Increased reinsurance cost
- Lower frequency of non-peril claims
- Availability and cost of key materials improving



Our Response

- Long term contracts & relationships with suppliers
- Contracts structured to provide better cost certainty
- Closing out outstanding claims
- Pricing reflecting increased natural perils and reinsurance cost

Property inflation (non-perils) & premium increases



Note: Prepared on the same basis as 1H Investor Report
6 month rolling inflation excluding fire losses

Transforming customer experience and cost

Help our customers live their life with less disruptions



Proactive by nature

Claims Tracker

- > 600K customers
- > 1m interactions
- 10% increase in online lodgements
- 5% reduction in call volumes



Here to Help, no matter where here is

AI for Motor Total Loss

- ~30,000 customers
- ~4000 AI predictions
- Some claims now settled in hours instead of days
- Being implemented in the IIA and NZ Claims



Building more resilient capabilities

Virtual Property Assessment

- > 2000 virtual assessments
- ~ 40% reduction in assessment time



Finalised in the blink of an eye

Perils

- 85% peril claims finalised
- Extend to NZ - online lodgement functionality & Assessing workforce



~\$70m of value generated, on track for \$400m value by FY26

Strengthening our customer base

Grow across Australia

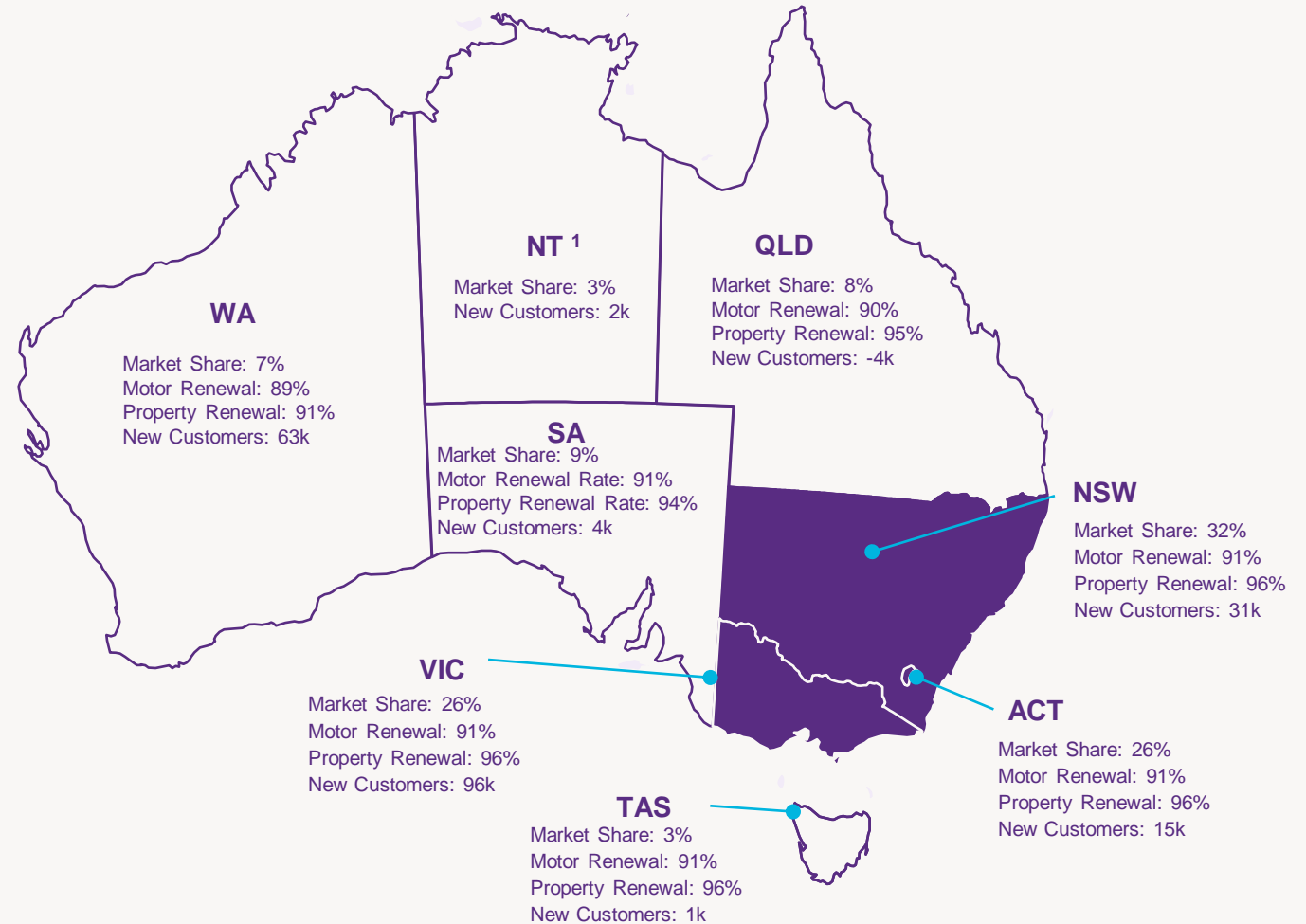
- Focus on retention and risk selection for profitable growth
- NRMA HelpHub is increasing customer engagement and retention
- Recognising customer tenure as well as increasing products per customer
- Omni-channel experience and digital capability to increase conversion and speed to market

Capture the attention of the younger generation

- ROLLiN', our digital only business, is growing sustainably and building unique capability that can be leveraged across the business

Digitise the future of small business insurance

- Digital Expert Advice for personalised and unique offerings
- Tailored digital propositions for key occupations



Note: net new customer numbers rounded to nearest thousand from July 21

(1) Due renewal rates not tracked for NT

● Strong market share in heritage states of NSW, ACT and Victoria

○ Growth potential in other states

Conclusion

Direct Insurance Australia

Summary

- Strong action in a challenging market
- Strengthening performance in FY23 and beyond
- Growing our existing customer base
- On track to deliver our strategic ambition and goals



Jarrood Hill

Group Executive, Intermediated Insurance Australia

03

Intermediated Insurance Australia

Intermediated Insurance Australia overview



Intermediated Personal Lines

Via Brokers



Via Reps



Via Partners



~A\$1.2bn
FY23F GWP

Low Touch SME & Agri

Via Brokers



Via Reps



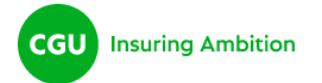
Via Agencies



~A\$1.7bn
FY23F GWP

Mid-Market & Corporate

Via Brokers



Via Reps



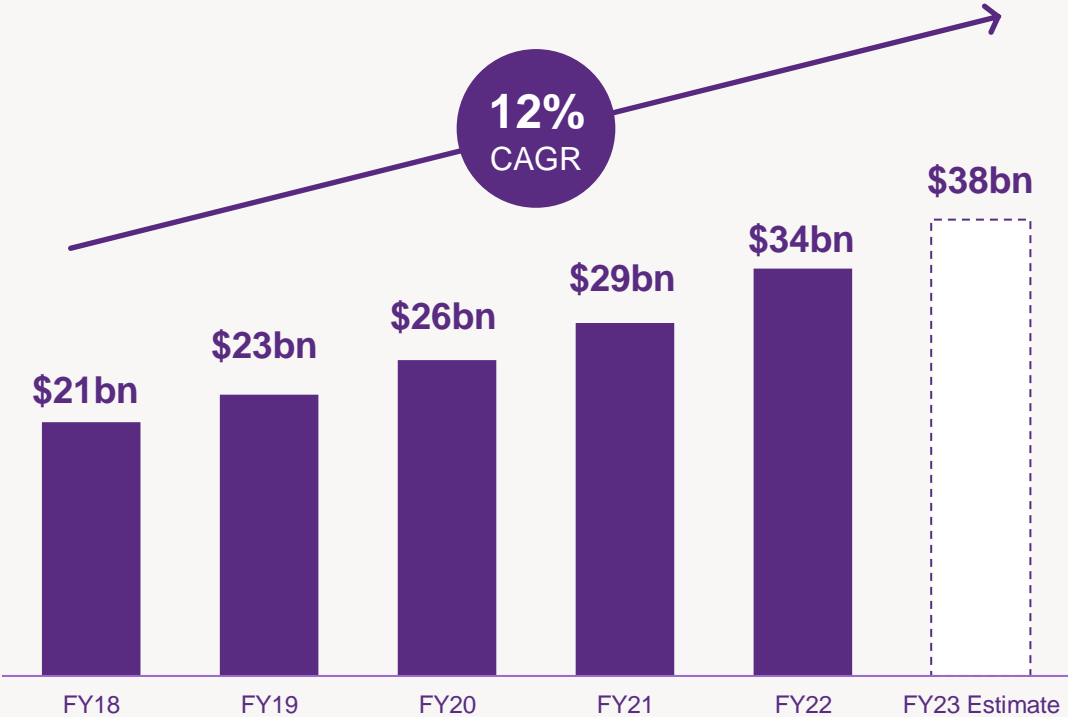
~A\$1.9bn
FY23F GWP

Operating environment

- Market continues to take rate to stabilise margins and offset higher claims and reinsurance costs.
- Limited evidence of new capital or entrants coming into the Commercial market in Australia, with Underwriting Agencies being the exception.
- Brokers continuing to invest in digital and platform capabilities to drive efficiency and differentiation.
- Global trend of Commercial insurers investing in technology and data expected to gain momentum in Australia over the short-to-medium term.

Australian Intermediated Insurance Market

(GWP including Personal & Commercial Lines)



Source: APRA; FY23 Estimate based on rolling 12 months growth rate as of Dec 22 (latest APRA disclosure)

Strategy – Ambition26

Horizon 1 - Simplification

Horizon 1 Outcomes

- Growth largely rate driven to improve margin and offset input costs.
- Proactive and structured portfolio management capability in place.
- Product harmonisation supports portfolio simplification.
- Tactical operating model changes has reduced the expense ratio.



Key Horizon 1 progress

Underwriting practices

Implemented regular product line portfolio reviews tracking actions and refining strategies driven by data insights.



Pricing

Deploying modern rating tools in key products and progress made in delivering more granular pricing across all portfolios.



Claims efficiency

Deployed and enhanced digital Broker Portal, creating efficiencies for IIA and brokers at inception. Will go live into WFI in 1Q24.

Active expense management

Disciplined expense management and delivery of operating model change in late FY22 will deliver a \$9m reduction in direct admin costs.



Winning new partner - ANZ

ANZ will be delivered on Enterprise Platform with integrated pricing and standard policy wording.

FY23 activity was in support of our immediate priority:

At least

\$250m

insurance profit in FY24

Growth largely rate driven to achieve margin and offset claims inflation
Rate increased by ~11% in 1H23 and anticipated increase of 15% in 2H23.
Retention forecast to be 82% for FY23.

Admin ratio 1H23 improved 80 basis points.

Building strategic capability

FY24 Outlook

- Confident of delivering at least \$250m insurance profit.
- In anticipation of significant re-insurance increases, we started applying rate to cover costs in 2Q23. Further adjustments made in 3Q to reflect actual reinsurance outcomes post renewal.
- Further improvement in admin expense ratio.
- Costs to commence delivery of strategic technology program included in FY24 and medium-term plans. Benefits will start to flow through from FY25. IIA will absorb investment cost and continue to grow margin.



Horizon 2 Outcomes

- Transition to targeted growth strategies.
- Technology deployed to transform to modern operational processes and uplift core insurance capabilities.
- Continued focus on expense management.

Horizon 3 Outcomes

- Leverage technology and core insurance capabilities to establish CGU and WFI as market leading intermediated insurers.
- CGU positioned as a core player in the corporate commercial insurance market.

Technology

Strategic investment will reshape our partner proposition

We have traditionally built our brands around trust and relationships.

In the future we will lead the way in providing data driven insights that support the strategic goals of our partners with direct attribution to CGU.

IIA's core insurance capabilities



Distribution

Dynamic, digitally integrated strategic alignment with partners.



Underwriting

Dedicated and modern underwriting workbench for the mid market and corporate segments, enabling an automated control environment.



Pricing

Updated rating systems enable pricing sophistication and agility.



Product

Deliver new and tailored customer propositions rapidly and efficiently with strong risk management overlay.



Claims

Utilising data, automation and AI to redefine our claims handling model to improve experience, speed and outcomes.



Data

Data stored in a harmonised, centralised repository that enables efficient decision making and supports integrated capabilities.

Conclusion

Intermediated Insurance Australia

Summary

- Confident of delivering FY24 insurance profit target.
- Underwriting and efficiency foundations in place.
- Attracted strong people capability and leadership.
- Commercial lines technology is an opportunity.



Amanda Whiting

CEO, IAG New Zealand

04 New Zealand

IAG New Zealand overview



Ambition:
To protect the future of every Kiwi

Business Division

Via Brokers




NZ\$1.7bn
FY23F GWP

Consumer Brands Division

Direct Brands	+	Bank Partners
 		 
  		 
NZ\$1.4bn FY23F GWP		NZ\$0.5bn FY23F GWP



#1
Personal lines
market share



#1
Commercial lines
market share

>2M
Customers




North Island Floods and Cyclone Gabrielle

New Zealand communities have been hit hard



#2 and #3

largest loss events
in NZ history



A\$284m

Group net cost



49k claims

lodged for the events
30% closed to date



**Strong
community
response**

across North Island

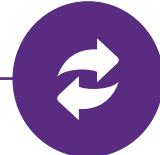


Operating environment



Slower system growth

- 2023 population growth 0.8%
- Personal Motor sales down 6%
- New mortgage commitments down 27%
- Building consents down 9%



Higher claims frequency

- Open claims are ~60% higher due to the weather events
- Motor returned to pre-COVID frequency levels

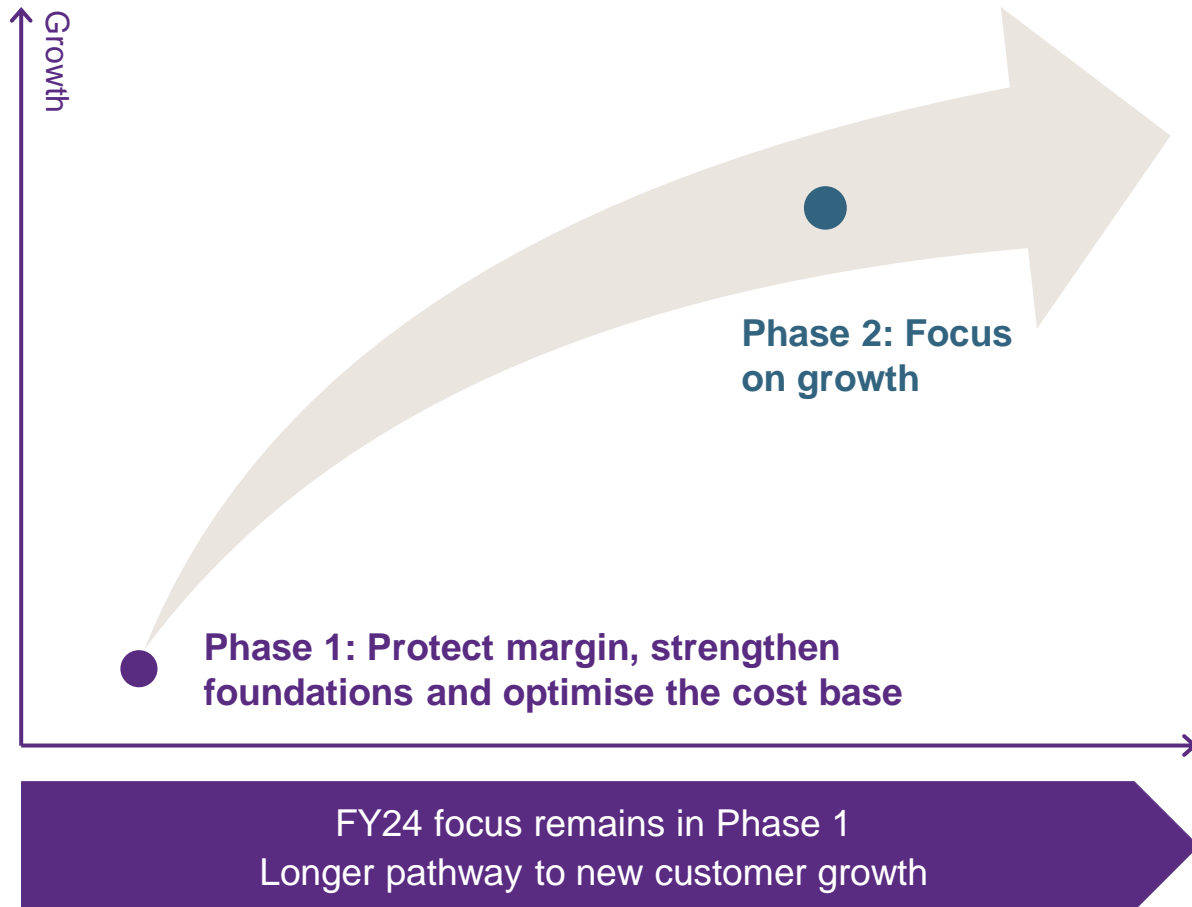


Upward Cost Pressures

- Higher claims inflation across motor and property
 - Personal Motor now stabilising at ~16% YoY
 - Home has remained 10-13% YoY through FY23
- Higher reinsurance costs

Two-phase strategy

Margin and customer retention focus into FY24



FY23 Focus



- **Rising rate increases**, particularly in 2H23 in response to inflation and higher reinsurance costs
 - Personal Motor ~20%
 - Commercial 15-20%
 - Home ~20-30+% - adjusted for EQC impact
- Strong customer retention (92% for AMI & State)
- **Improvement in admin ratio in 1H23 to 12.7%**
- **Claims automation** driving 80 FTE savings
- **Digital channel shift** (12% increase in digital sales)
- **Broker connectivity** with largest personal lines broker

FY24 Focus



- **Continued rate growth and focus on customer retention**
- Increased use of AI in claims customer journey
- Ongoing Repairhub expansion (+3 sites)
- **First migration of direct brands onto Enterprise Platform** enabling improved pricing for peril risks

NZI Intermediated

Always striving to add value for our customers



Market-leading broker NPS

(+25pts ahead of competitors)



Strong GWP growth

13.6% in 1H23

83% commercial customer retention



Small & micro businesses

seeking straight-forward digital connectivity and competitive pricing

- Strategic investment in new commercial platform



Large Corporate sector

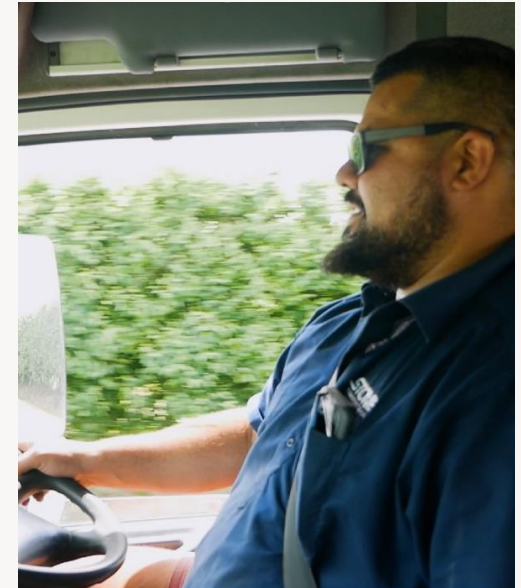
Strong tri-partite relationships with Brokers and Customers

- Offer a range of risk-advisory services
- Trading on value, not just price
- High retention rates (96% for Fleet Fit)



NZI Assurance Offerings

- Fleet Fit Programme (14 products)
- Property Risk Consultants
- NZI Electrical Assessors

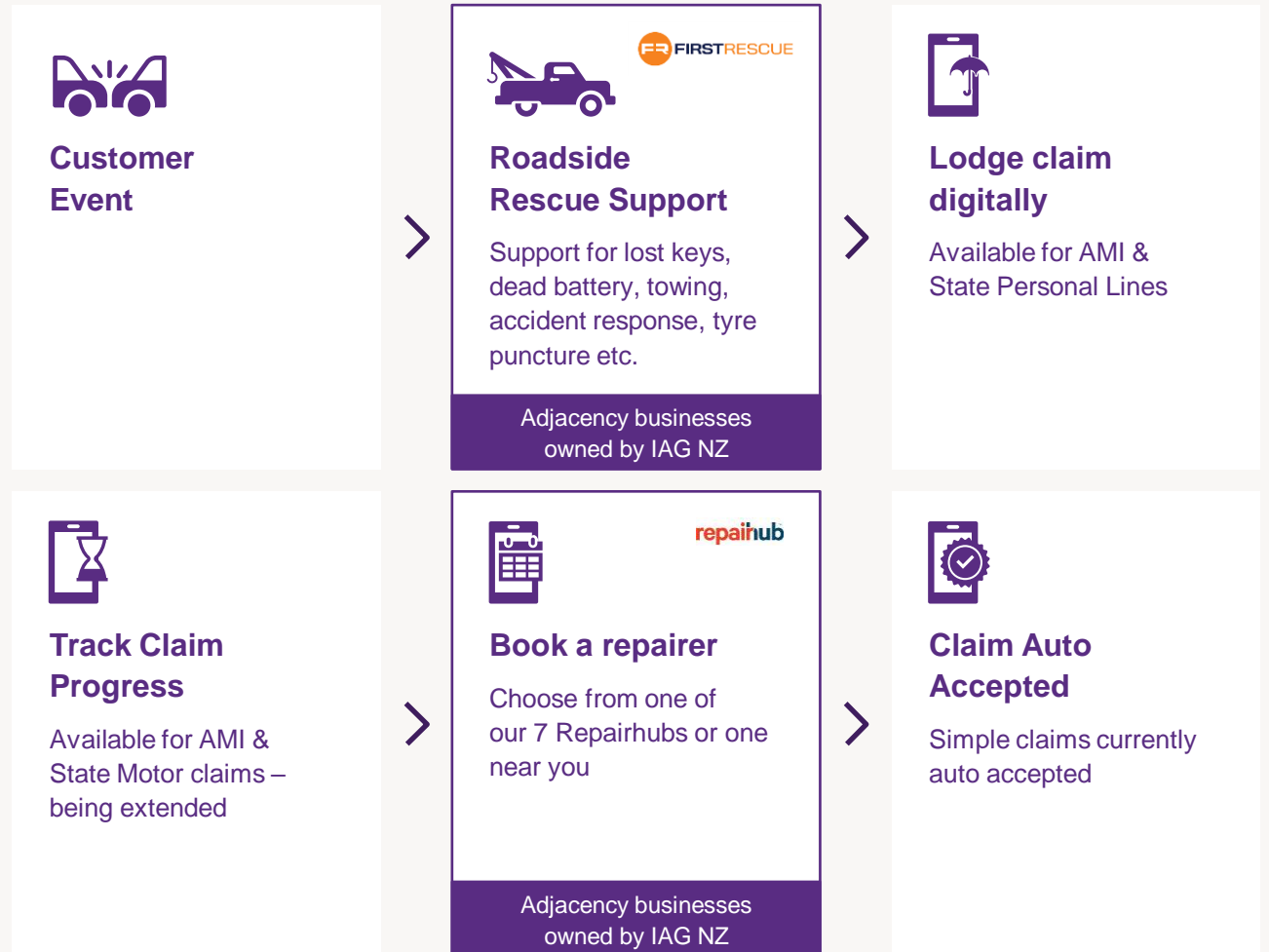


Claims

Foundations strengthened to improve customer experience and reduce costs



Customer Claims Journey



- Adjacency businesses integrated into the Customer Journey
- Delivering outstanding NPS results (Repairhub +93) and 20%+ cost savings

Conclusion

IAG New Zealand

Summary

- Achieving strong GWP growth
- Continued momentum on closing claims
- FY24 priorities:
 - Deliver margin and customer retention
 - Launch Enterprise Platform for Direct brands
 - NZ Transformation



Neil Morgan

Chief Operating Officer

05

Transformation Update

Transformation activities are on track

Priorities

2020

2023

2026



1. Claims

- 16 independent, ageing claims platforms
- Brand centric



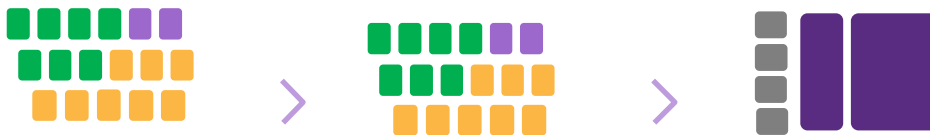
2. Personal lines

- 16 policy & pricing systems
- 1000+ Products



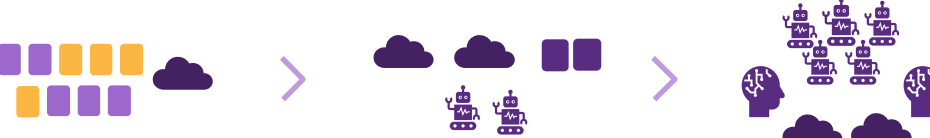
3. Intermediated

- 17 policy & pricing systems
- Bespoke connectivity



4. Operations

- Multiple Legacy HR, Risk & Ops platforms, geo centric
- Cloud nascent



Process & Systems:

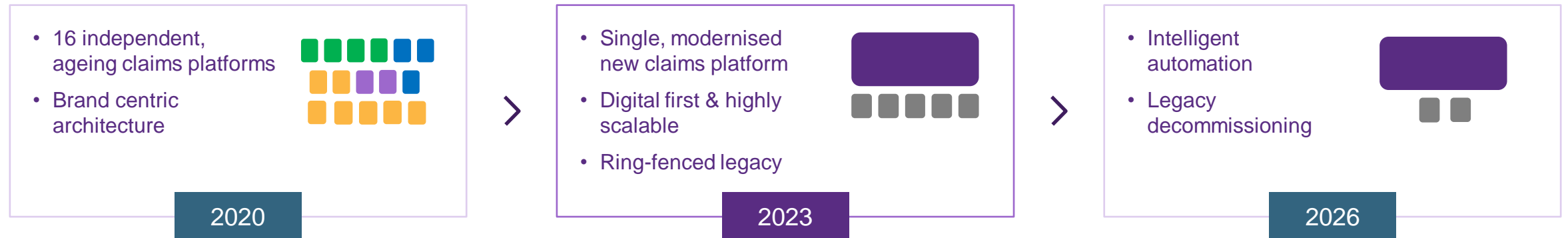
- DIA ■ IIA ■ NZ
- Shared ■ Decomm Candidate
- Strategic IAG platform

Experience Outcomes

Note: Individual Boxes represent the number of systems & processes per Priority.



1. Claims Transformation on Enterprise Platform



Elastic operations

Scaled claims capacity in recent NZ floods:

- Up to 67% peak digital lodgements;
- Bots within days for new claims pain points
- Deployed >200 additional FTE within days, adopting Enterprise Platform capability

Digital first experience

Digital lodgement doubled, up to 50% in BAU:

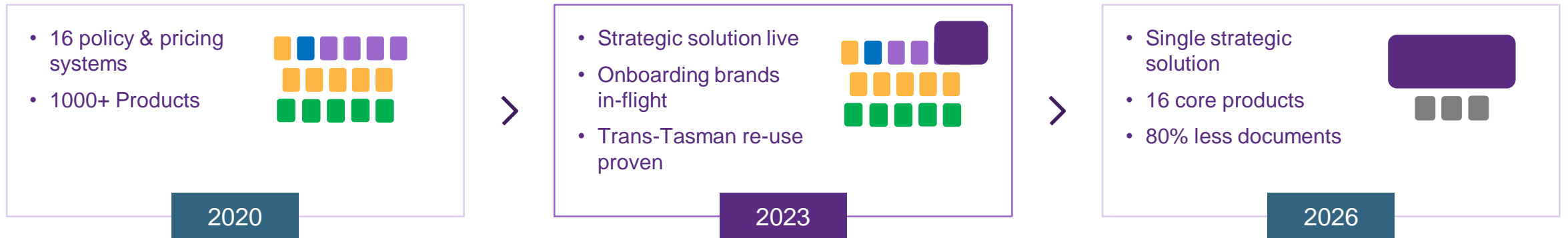
- ClaimsTracker for Motor and Property
- Claims process embedded in Mobile
- Ability to select repairer online

Simplification impact

Faster, leaner experience:

- Total loss motor claims days to hours with embedded AI
- Manual verification activities removed for >50% NZ claims
- 65% of all automation focused on claims

2. Personal Lines Transformation on Enterprise Platform



Pricing sophistication

- Live in WA, SA & NT enabling NRMA National brand, 235K policies live
- Strategic platform with real time pricing and portfolio management capability
- Improved pricing for six major natural perils and climate change modelling

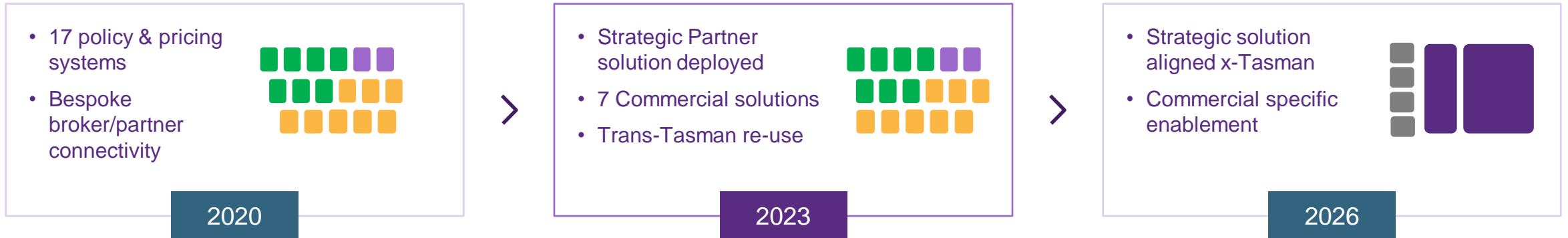
Standardisation and re-use

- 1000s of products being harmonized
- Strategic document management solution deployed enabling rapid updates
- 4 mobile platforms to 1 trans-Tasman.
- App ratings from 1.8 to 4.5 in NZ, +15% usage

Personalisation & growth

- Intelligent, personalised digital quotes using AI – up to 8% conversion uplift
- Pre-filling close to 100% for Property & Motor quotes – up to 13% conversion uplift
- +12% increase in NZ digital sales volumes

3. Intermediated Enablement



Network growth

Prioritised partner growth on Enterprise Platform:

- Digital Partner win: FY24 Q1 Go-live for ANZ Partnership
- Embedded insurance capability: built and launched with car finance partner Driva.

Platform modernisation

Leverage the personal lines transformation to modernise:

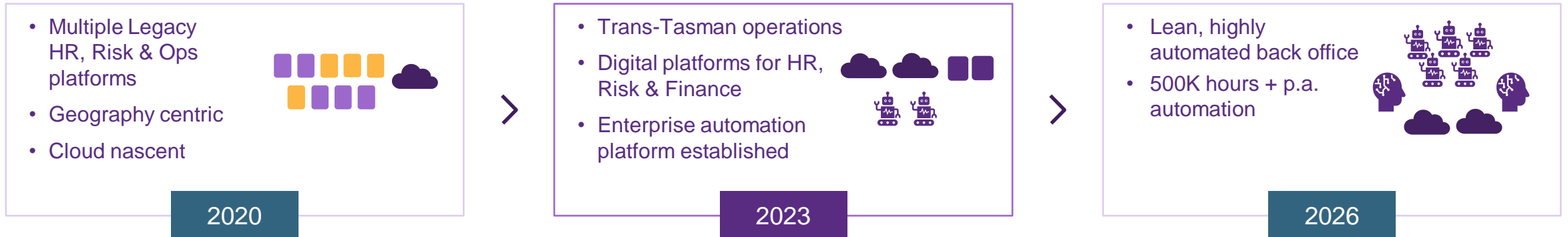
- Single, strategic partner solution for digital capability
- Roadmap defined for commercial transformation, underwriting, workflow and connectivity

Simplicity

Tactical Commercial optimisation:

- Broker Portal with >2,500 Brokers live on NZI Broker Portal. Broker connectivity enabled with AON NZ.
- Enhanced IIA Broker Portal - verified claims, connectivity, digital payments.

4. Future Fit Operations



Consolidated

- Single HR, Risk, Automation & Ops Platforms Trans-Tasman.
- Consolidated back office teams and management
- Decommissioned legacy platforms; 230 Apps decommissioned.






Embedded automation

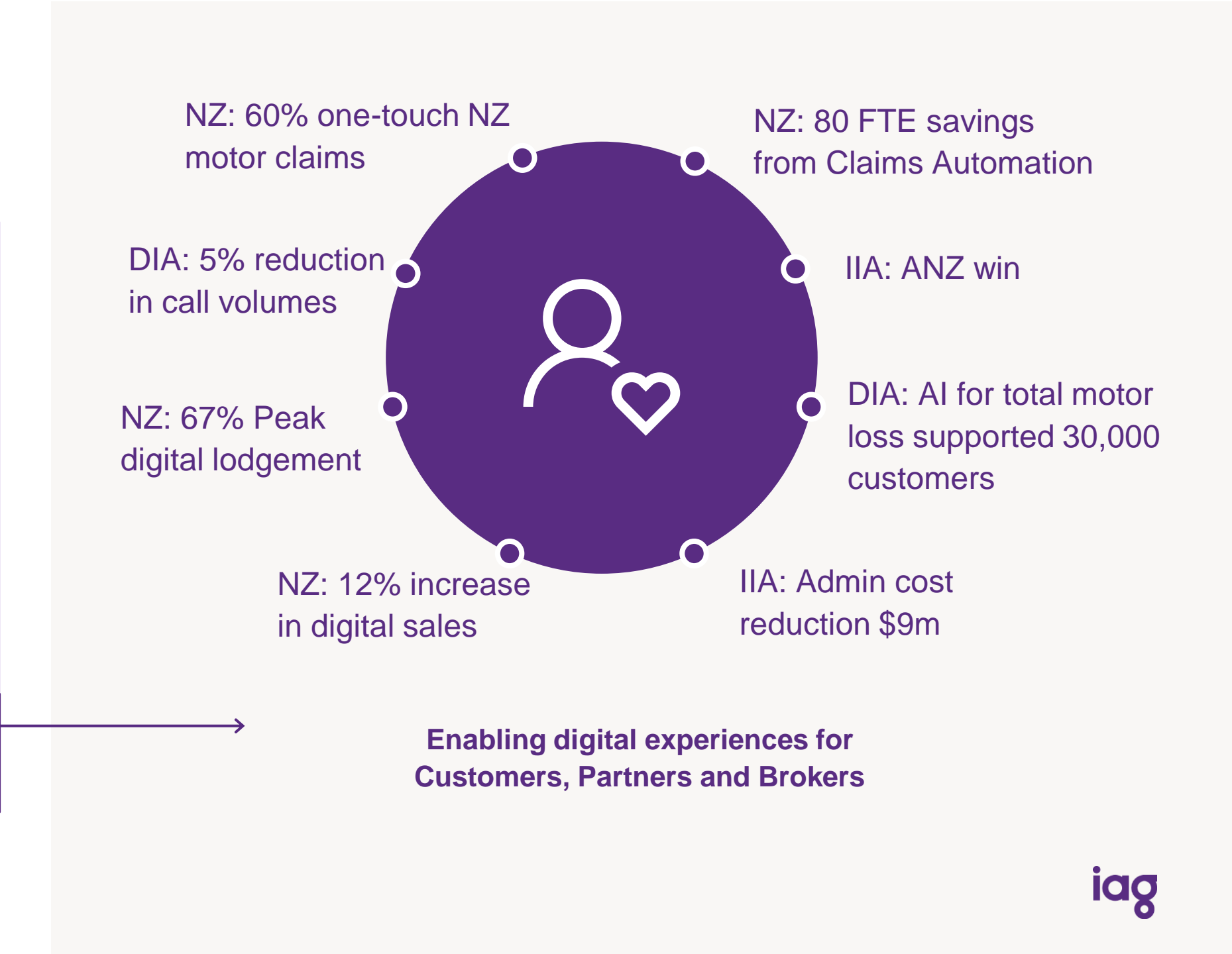
- 145 bots for 150K hours of automation per annum. Platform available to scale.
- Automation enabled across ops– testing reduced by up to 70%; automated patching 80%
- >90% workloads virtualised

Cloud enabled

- 80% of operational platforms cloud enabled
- Enterprise Platform Pricing, Policy, Billing live in private cloud (AWS)
- Established footprint with GCP, AWS, Azure providing flexibility and leading tooling

Conclusion

 Claims
 Direct
 Intermediated
 Operations
 Experience Impact



Michelle McPherson

Chief Financial Officer

06

CFO Update

CFO update

Deeper dive into capital, reinsurance and expense base



Capital Platform

- Strong capital base built on equity, hybrid and reinsurance components



Reinsurance

- Impact of reinsurance program on perils allowance and capital



Cost base

- Gross operating cost trajectory
- Capitalised expenditure profile



AASB17


- Will apply from 1 July 2023
- No impact on capital, solvency or business strategy

Capital platform



Equity

- Capital management options
- Ongoing on-market buyback



Debt / hybrid

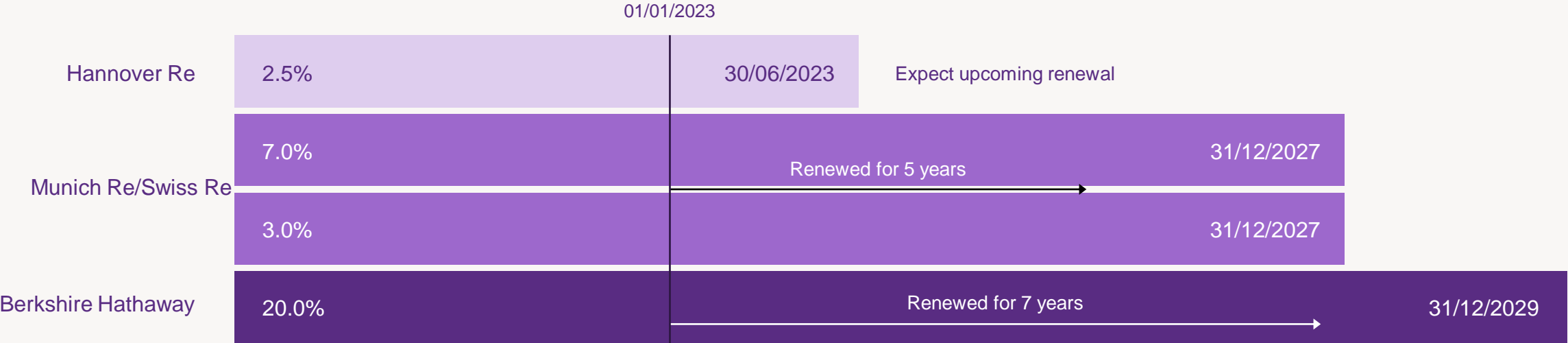
- Hybrid securities
- Subordinated term notes



Reinsurance

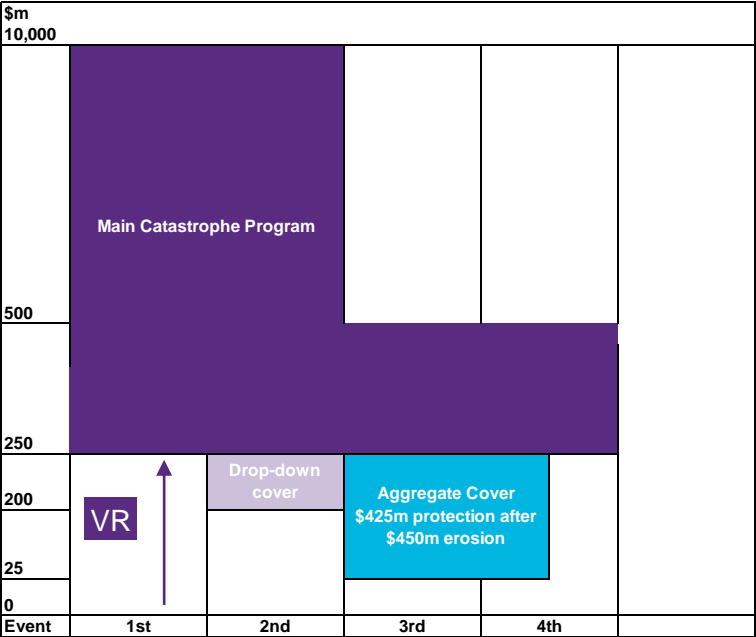
- Catastrophe and earnings volatility covers
- Unique quota share arrangements

Quota share arrangements



Impact of global reinsurance market changes

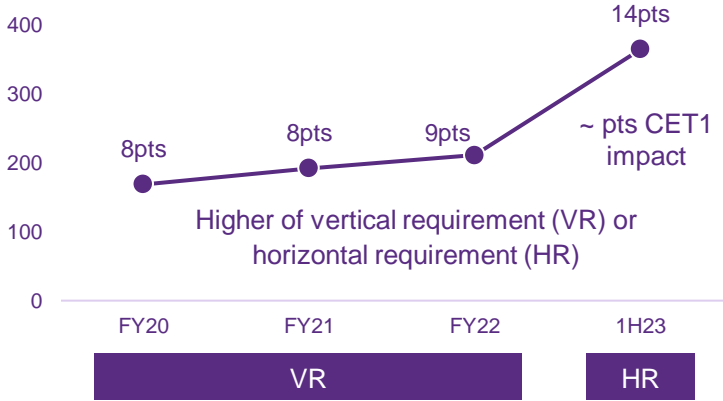
Gross catastrophe reinsurance program at 1 Jan 2020



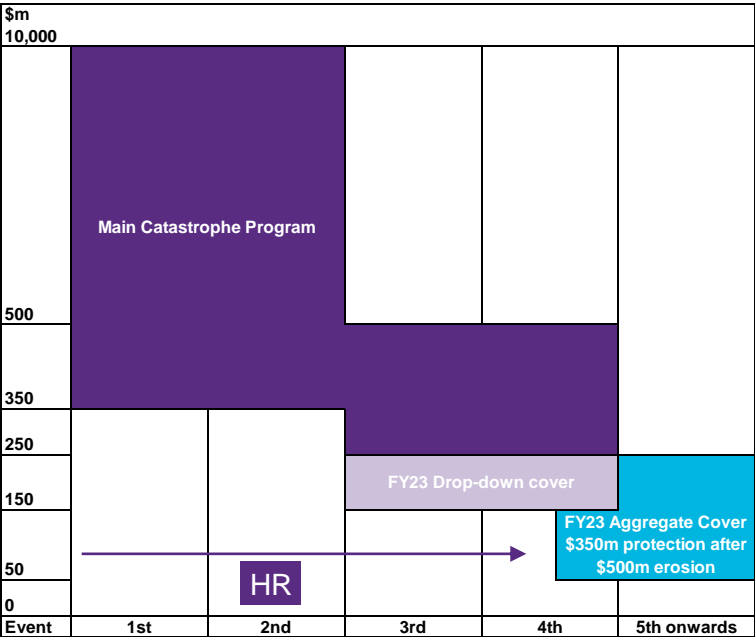
Comparison of 2023 program to 2020 program



Insurance concentration risk charge (ICRC)



Gross catastrophe reinsurance program at 1 Jan 2023



¹ Represents portion of overall perils allowance increase attributable solely to the impact of the change in the reinsurance program.

Cost base

~\$2.5bn gross operating cost target achieved in FY21 and FY22, and **on track for FY23**

Expected increase in gross operating costs from FY24. Drivers of cost uplift include:

- Wage inflation pressure
- Additional technology expenses
- Amortisation of capitalised software

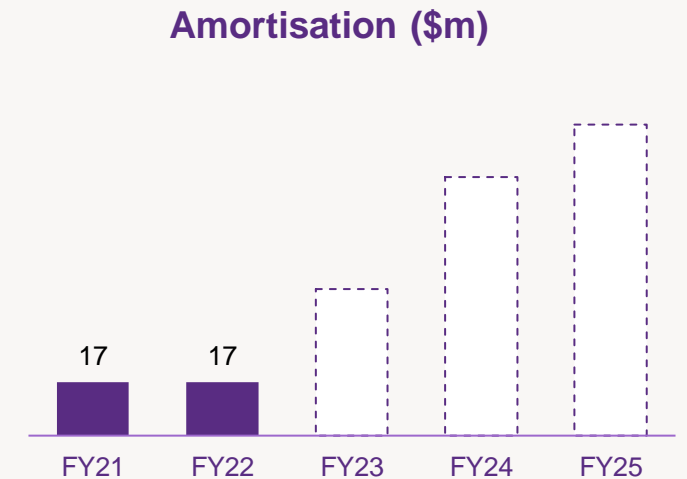
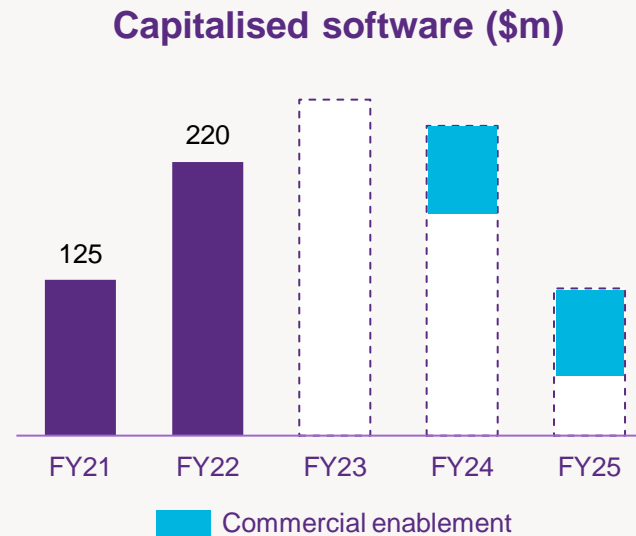
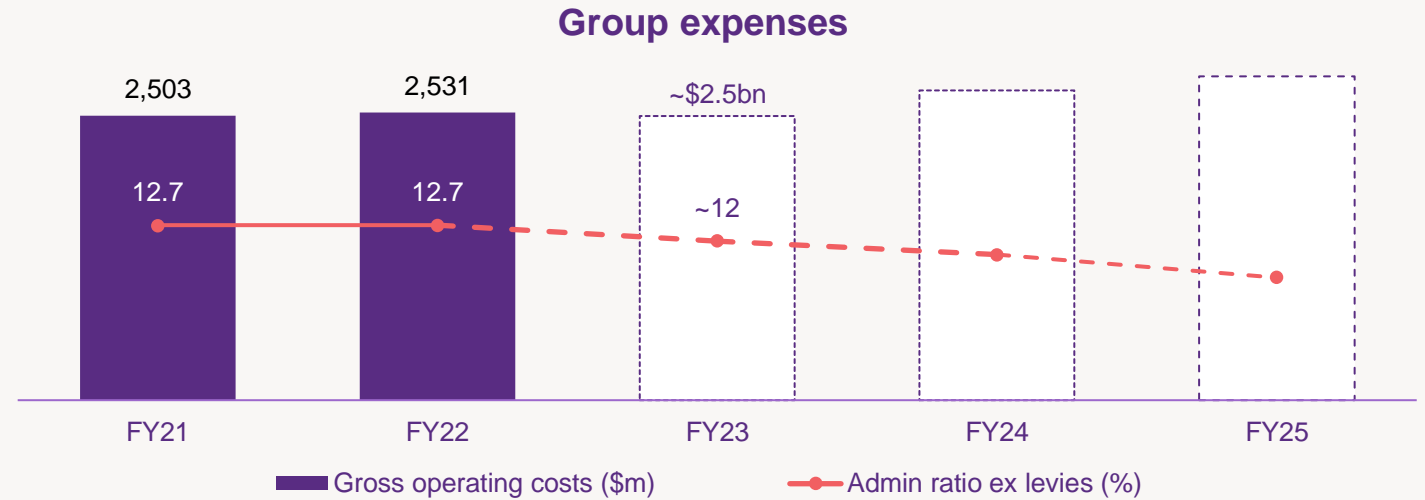
Offset by:

- Automation and optimisation benefits
- Lower property costs¹

Group administration ratio ex levies expected to reduce to ~12% in FY23 and remain at or below this level

Capitalised software expected to peak in FY23

¹ Property optimisation plans lead to a change in use of our AASB16 Leases right of use assets and are expected to result in an impairment of approximately \$20m.



Charts display directional trend only

AASB17

AASB17 will NOT impact our capital or solvency requirements or business strategy



Onerous contracts

Testing at a more granular level than the current Liability Adequacy Test (LAT) which is at the segment level



Financial impact

Impacts the timing of recognition, measurement and disclosure of our insurance contracts

'Day one' transition adjustment will be taken to Retained Earnings



Timing

Applies from 1 July 2023

An 'opening balance sheet' at 1 July 2022 is being prepared



Measurement approach

Premium Allocation Approach expected to apply across IAG's insurance contracts



Capital & Balance Sheet

Cost of capital approach to risk adjustment likely to result in a lower probability of adequacy

Expected to be broadly consistent with APRA's capital requirements

Proposed approach is to continue to provide existing key reporting metrics GWP, NEP and Insurance Profit.

These will continue to form the basis of our guidance and medium-term targets.



Investor Relations

Mark Ley
Mobile. +61 (0)411 139 134
Email. mark.ley@iag.com.au

Nigel Menezes
Mobile. +61 (0)411 012 690
Email. nigel.menezes@iag.com.au

Media

Amanda Wallace
Mobile. +61 (0)422 379 964
Email.
amanda.wallace@iag.com.au

Insurance Australia Group Limited

ABN 60 090 739 923
Level 13, Tower Two, 201 Sussex Street
Sydney NSW 2000 Australia
Ph: +61 (0)2 9292 9222