

## Independent Limited Assurance Report to the Board and Management of Insurance Australia Group Limited

We have carried out a limited assurance engagement in order to state whether anything has come to our attention that causes us to believe that selected disclosures in the 'Creating Shared Value' section of Insurance Australia Group Limited's (IAG) '2016 Annual Review and Sustainability Report', and associated online content, ('the Report') has not been reported and presented fairly, in all material respects, in accordance with the criteria ('Criteria') below.

### Subject Matter

The Subject Matter for our limited assurance engagement for the year ended 30 June 2016 for Australia, New Zealand, and Asia was limited to:

- ▶ All customer, community, workforce, and environmental quantitative indicators contained in the 'Creating Shared Value' online content ([www.iag.com.au/shared-value/our-performance](http://www.iag.com.au/shared-value/our-performance))
- ▶ The consolidated metrics presented throughout the 'Creating Shared Value' section of IAG's '2016 Annual Review and Sustainability Report'
- ▶ IAG's adherence to the Global Reporting Initiative's G4 ('GRI G4') Reporting Principles for Defining Report Content

The subject matter did not include:

- ▶ Data sets, statements, information, systems or approaches other than that outlined above
- ▶ Management's forward looking statements
- ▶ Any comparisons made against historical data

### Criteria

The following criteria have been applied:

- ▶ IAG's own reporting criteria (as established and set out in 'IAG Data Summary and Glossary of Terms' [www.iag.com.au/shared-value/our-performance](http://www.iag.com.au/shared-value/our-performance))
- ▶ The Global Reporting Initiative's G4 Reporting Principles for Defining Report Content of Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness.

### Management's Responsibility

The management of IAG is responsible for the preparation and fair presentation of the Subject Matter in accordance with the Criteria, and is also responsible for the selection of methods used in the Criteria. No conclusion is expressed as to whether the selected methods are appropriate for the purpose described above. Further, IAG's management is responsible for establishing and maintaining internal controls relevant to the preparation and presentation of the Subject Matter that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate criteria; maintaining adequate records and making estimates that are reasonable in the circumstances.

### Assurance Practitioner's Responsibility

Our responsibility is to express a limited assurance conclusion on the Subject Matter based on our assurance engagement conducted in accordance with the International Standard on Assurance Engagements 3000 (revised) Assurance Engagements Other Than Audits or Reviews of Historical Financial Information ('ISAE 3000'), and the terms of reference for this engagement as agreed with IAG.

Our procedures were designed to obtain a limited level of assurance on which to base our conclusion, and, as such, do not provide all of the evidence that would be required to provide a reasonable level of assurance. The procedures performed depend on the assurance practitioner's judgement including the risk of

material misstatement of the Subject Matter, whether due to fraud or error. While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems, which would have been performed under a reasonable assurance engagement.

We believe that the assurance evidence we have obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

### Summary of Procedures Undertaken

Our procedures included but were not limited to:

- ▶ Conducting interviews with key personnel to understand the process for collecting, collating, and reporting the Subject Matter during the reporting period
- ▶ Checking that the data collection process and calculation criteria had been applied in accordance with the methodologies outlined in the Criteria
- ▶ Undertaking analytical review procedures to support the reasonableness of the data
- ▶ Checking the accuracy of calculations performed
- ▶ Obtaining and reviewing evidence to support key assumptions in calculations and other data or statements
- ▶ Identifying and testing assumptions supporting calculations
- ▶ Checking that data and statements had been correctly transcribed from corporate systems and/or supporting evidence into the Report
- ▶ Reviewing the presentation of claims, case studies, and data against the relevant GRI G4 Reporting Principles contained in the criteria
- ▶ Determining whether material topics and performance issues identified during our procedures had been adequately disclosed

### Use of our Limited Assurance Engagement Report

We disclaim any assumption of responsibility for any reliance on this assurance report, or on the Subject Matter to which it relates, to any persons other than management and the Directors of IAG, or for any purpose other than that for which it was prepared.

### Independence and Quality Control

In conducting our assurance engagement, we have met the independence requirements of the APES 110 Code of Ethics for Professional Accountants. We have the required competencies and experience to conduct this assurance engagement.

### Limited Assurance Conclusion

Based on the limited assurance procedures conducted, nothing has come to our attention that causes us to believe that the Subject Matter for the year ended 30 June 2016, have not been reported and presented fairly, in all material respects, in accordance with the Criteria.



Dr Matthew Bell  
Partner

18 August 2016



Ernst & Young  
Brisbane, Australia