



Financial results

Full year ended **30 June 2018**

Peter Harmer

Managing Director and
Chief Executive Officer

Nick Hawkins

Chief Financial Officer

15 August 2018

Overview

FY18 highlights

Improved underlying performance

FY18 underlying improvement in line with expectations

- Like-for-like GWP growth over 4%, underlying margin of 14.1%
- Strong performance from Australia Consumer
- Modest improvement from Australia Business
- Continued strong performance from New Zealand

Reported margin of 18.3% slightly higher than guidance

- Favourable perils outcome, higher than expected reserve releases

Optimisation program progressing to plan

- Neutral impact FY18, ~\$100m pre-tax benefit expected in FY19

Combined 12.5% quota share agreements commenced 2H18

- Reduced earnings volatility and regulatory capital requirement

Agreed sale of operations in Thailand, Indonesia and Vietnam

- FY19 net profit >\$200m, bulk settled by 31 August 2018

Increased full year dividend of 34 cents (+3%), fully franked

Capital management initiative of 25 cents per share (\$592m)

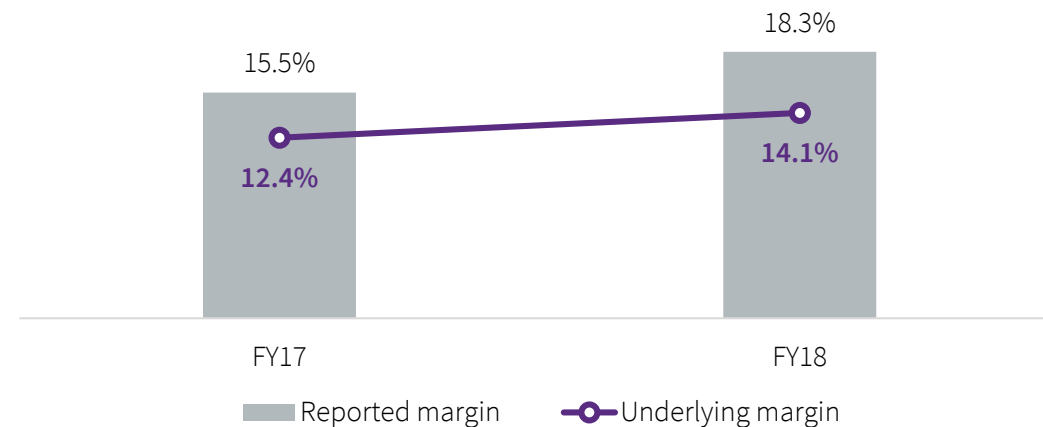
- Expected to comprise 19.5 cents capital return, 5.5 cents special dividend – subject to shareholder approval at AGM

FY19 guidance reflects further improvement in underlying performance

GWP growth



Insurance margin



Operational scorecard

Range of activities linked to three strategic priorities



FY18 activities

FY19 priorities

Customer



- Applied customer segmentation model to inform brand strategy, marketing and customer journey design
- Digitised key customer journeys including redesigning the motor claims process
- Consolidated IAG's data asset using open source technologies and received the Red Hat 2018 Innovation Award
- Deployed world-class pricing capability using machine learning and real-time pricing models, across core personal line portfolios

- Apply customer behavioural analysis to prioritise investment decisions that drive customer advocacy
- Transition the data platform onto a scalable, flexible and cost-efficient cloud capability that powers decision-making
- Embed cognitive capabilities across the organisation, such as chat bots and computer visioning
- Continue digital transformation through the development of application programming interfaces (APIs), scaling of digital infrastructure and use of cloud

Simplification



- Embedded single Australia Division operating structure
- Completed Australian personal motor and home lines claims component of systems consolidation
- Continued transition of targeted activities to operational partners
- Embedded operational partnering excellence framework

- Continue consolidation of core technology platforms and decommissioning of redundant systems
- Complete transition of targeted activities to operational partners
- Progress review and delivery of optimised repair model

Agility



- Deployed Leading@IAG program linking purpose and strategy to individual accountability and performance
- Increased employee advocacy score by 18 points
- Launched Future ME program, empowering employees to build their knowledge and preparedness to participate in the workforce of the future
- Continued investments through Firemark Labs and partnerships to launch products and solutions that deliver on IAG's purpose

- Strengthen ways of working, leadership and people frameworks to create clarity, improve productivity and evolve skills to be successful in the future
- Continue to develop partnerships, products and shared value programs that drive safer communities and deliver on IAG's purpose: **We make your world a safer place**

Safer communities

Framework to support safer, stronger, more confident communities



Key recent actions

Fifth report from **Australian Business Roundtable for Disaster Resilience & Safer Communities**

- ‘Building resilience to natural disaster in our states and territories’

Co-organisation of **United Nations Environment Programme Finance Initiative** (UNEP FI) conference

- ‘Financing a Resilient and Sustainable Economy’

Launch of **Climate Action Plan**

Commitment to implementing **Task Force on Climate-related Financial Disclosures** (TCFD) recommendations

Financials

Financial summary

Cash ROE of 15.6%

	FY17	FY18	Change
GWP (\$m)	11,439	11,647	1.8% ▲
Insurance profit (\$m)	1,270	1,407	10.8% ▲
Underlying margin (%)	12.4	14.1	170bps ▲
Reported margin (%)	15.5	18.3	280bps ▲
Shareholders' funds income (\$m)	246	165	-32.9% ▼
Net profit after tax (\$m)	929	923	-0.6% ▬
Cash earnings (\$m)	990	1,034	4.5% ▲
Dividend (CPS)	33.0	34.0	3.0% ▲
Cash ROE (%)	15.2	15.6	40bps ▲
CET1 multiple	1.09	1.26	17bps ▲

GWP growth

Like-for-like >4%, largely rate-driven

Sound underlying growth

- Rate increases addressing claims inflation in motor and home
- Higher commercial rates, notably in New Zealand
- Relatively flat overall volumes
 - Advances in motor (New Zealand) and CTP
 - Lower commercial – from new business, retention, remediation

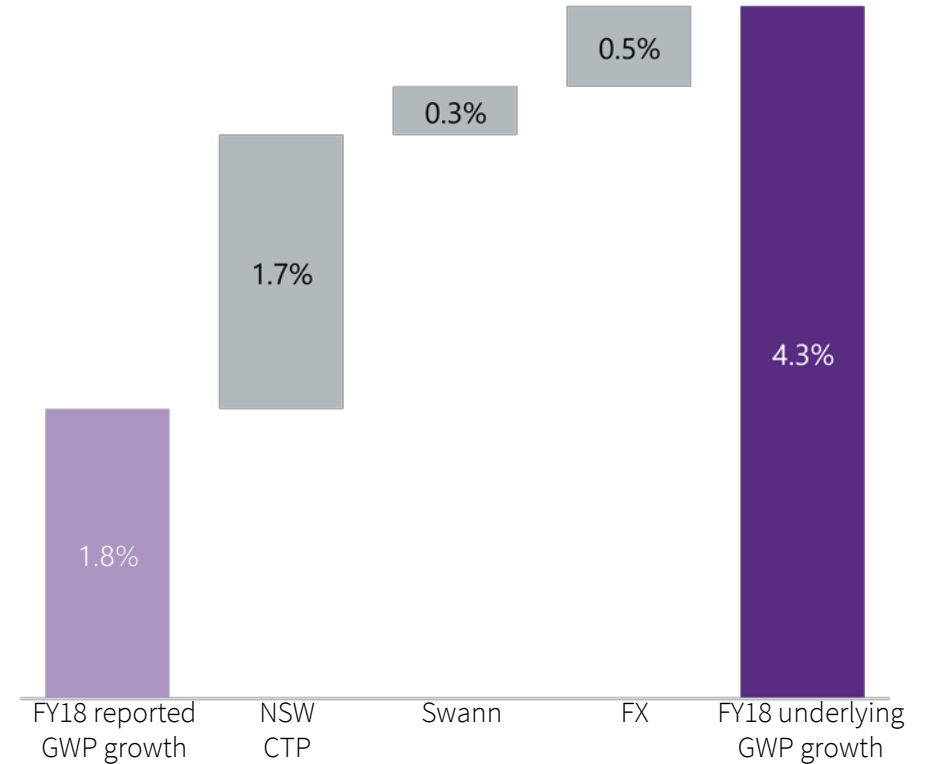
Reported growth of 1.8%, in line with ‘low single digit’ guidance

- After absorption of several one-off influences:
 - NSW CTP reform-related pricing and refunds (~\$190m)
 - Swann discontinued motor dealer and motorcycle activities (>\$40m)
 - Adverse FX translation movement re New Zealand (>\$60m)
- Negligible ESL effect – adverse 1H18 effect reversed in 2H18

FY19 GWP growth guidance of 2-4%

- Further rate increases across personal and commercial lines anticipated
- Modest volume effect – growth in motor, further commercial remediation
- Residual new NSW CTP scheme drag of ~\$80m from lower rates

GWP growth vs FY17



Insurance margin

Year-on-year improvement

Higher FY18 underlying margin of 14.1% (FY17: 12.4%)

- Reduced pressure on motor profitability as rates at least match inflation
- Some earn-through of higher commercial rates
- Improved NSW CTP profitability derived from initial reform measures
- Degree of respite from large losses in Australian commercial property, but still at elevated levels
- Initial 12.5% quota share impact (~125bps)

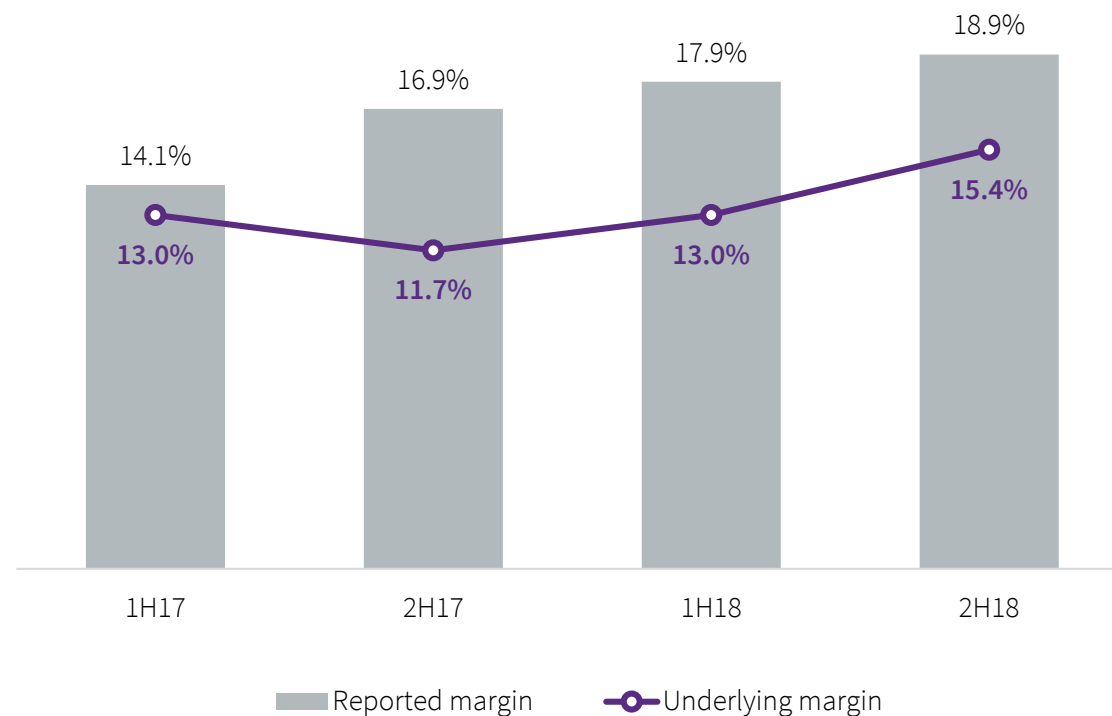
2H18 consistent with 1H18

- ~250bps quota share impact in 2H18
- Absorption of ~\$10m of Royal Commission-related costs in 2H18

FY18 reported margin of 18.3% (FY17: 15.5%)

- Slightly above updated guidance, which included ~50bps uplift from exclusion of discontinued Asian operations
 - Higher than expected reserve releases
 - Favourable net natural peril claim cost outcome

Margin trends – 1H17 – 2H18



Natural perils

FY19 stop loss cover extends from perils allowance

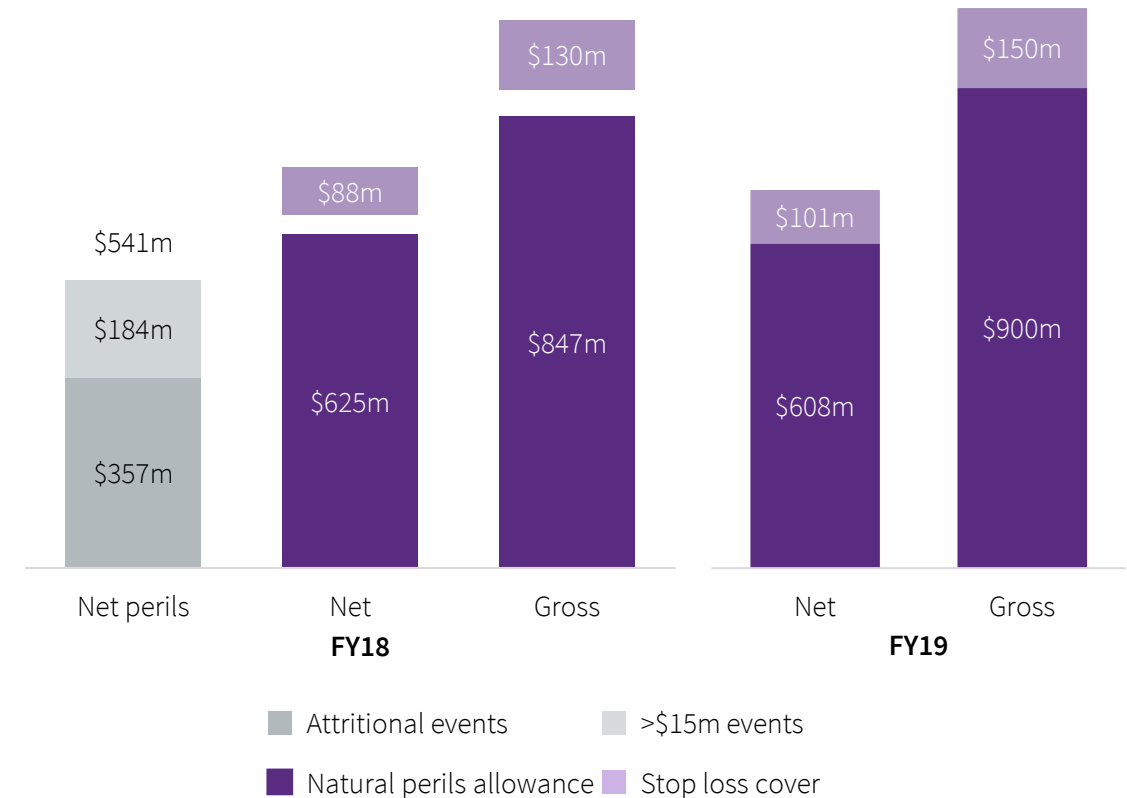
FY18 net perils \$84m below allowance

- >\$120m of reinsurance protection from calendar 2017 aggregate cover in 1H18
 - Five events, including Melbourne hailstorm, capped at \$20m each
- 2H18 net perils broadly in line with allowance
 - Relatively benign conditions in Australia
 - Spate of storm events drove New Zealand well above local allowance
- Considerably better outcome than FY17 (\$138m overrun)

FY19 allowance of \$608m

- Takes into account 12.5% quota shares
- Gross allowance (100%) increased from \$850m to \$900m
- MER of \$169m at 1 July 2018
- FY19-specific stop loss cover extends directly from allowance
- \$20m of deductible erosion at 30 June 2018 on calendar 2018 aggregate cover – \$200m left to erode (post-quota share)

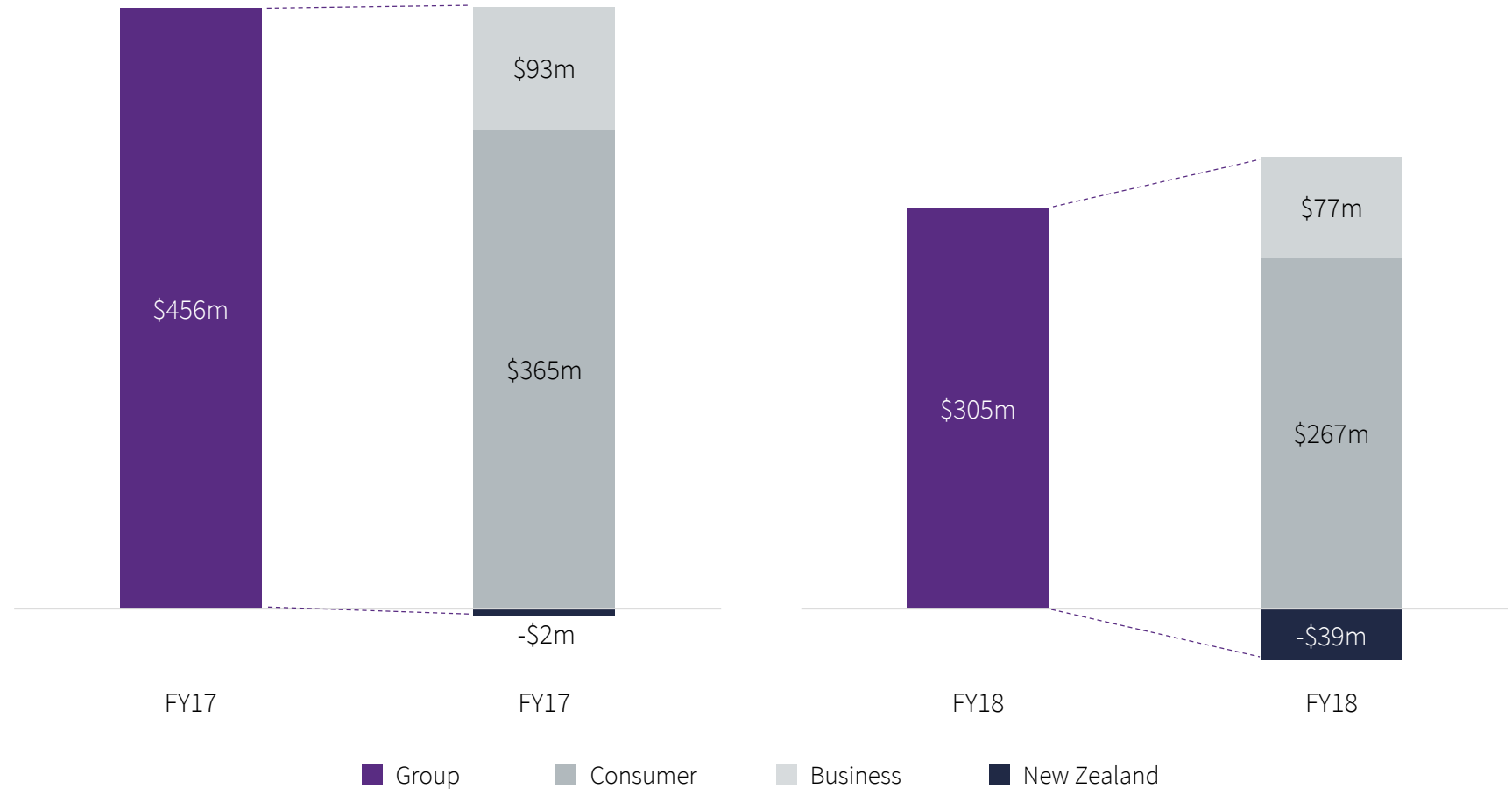
Natural perils vs allowance



Reserve releases

Higher than expected outcome
(4% of NEP)

Guiding to 2% of NEP for FY19



Australia

Strong Consumer result, modest Business margin recovery

Underlying GWP growth of over 3%

- Rate-driven growth of 4-5% in short tail personal lines
- Average positive rate momentum of ~5% maintained in commercial lines
- 14% reduction in CTP GWP – NSW reform influences
- Relatively flat overall volumes – growth in CTP, lower home and commercial

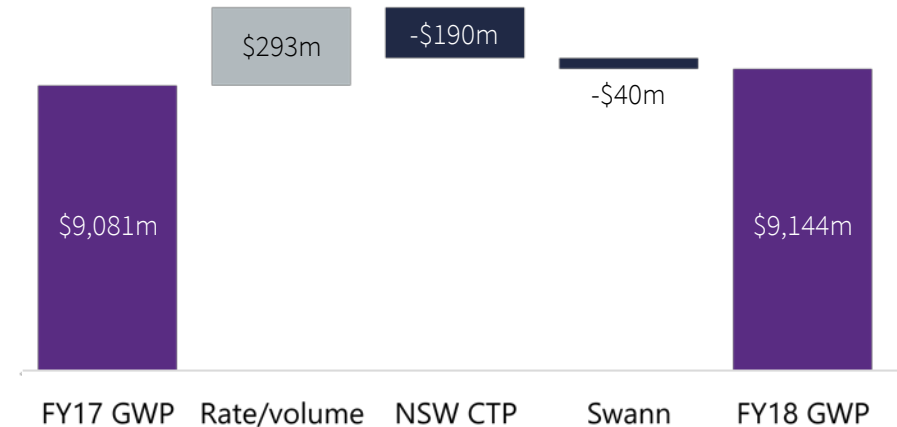
Improvement in FY18 underlying margin to 12.9% (FY17: 11.5%)

- Positive trend from 2H17 low point maintained, ex-quota shares
- Stronger Consumer performance – higher rates addressing claims inflation in motor, improved NSW CTP current year profitability
- Modest improvement in Business – rate earn-through, lower large losses
- Higher reported margin of 19.6% – higher than expected reserve releases, perils below allowance

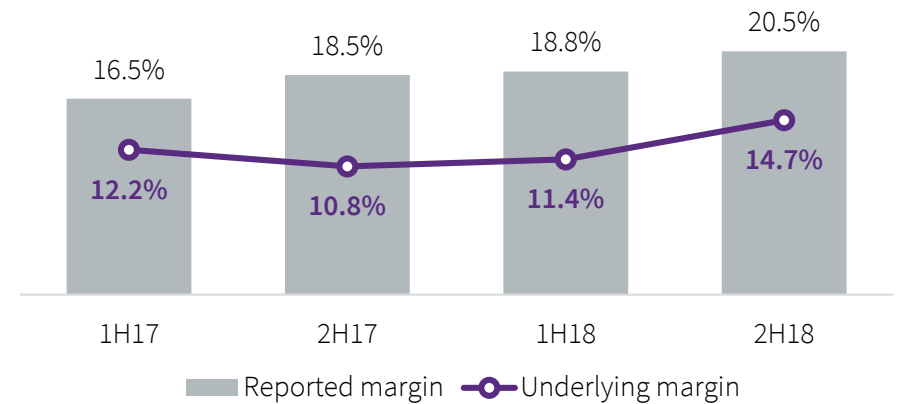
Further improvement expected in FY19

- Sound GWP growth – despite impact of lower NSW CTP rates
- Higher underlying margin from mix of:
 - Full 12.5% quota share effect
 - Optimisation benefits
 - Improved Business margin
 - Lower NSW CTP profitability under capped new scheme

Australia – GWP growth



Australia – margin



New Zealand

Strong performance maintained

Healthy NZ\$ GWP growth of 8.9% in FY18

- Consumer Division growth of 8% – led by higher motor rates and volumes
- Business Division growth of over 10% – higher commercial rates, some offset from lower new business volumes
- Adverse FX effect trimmed reported GWP growth to 6.3%

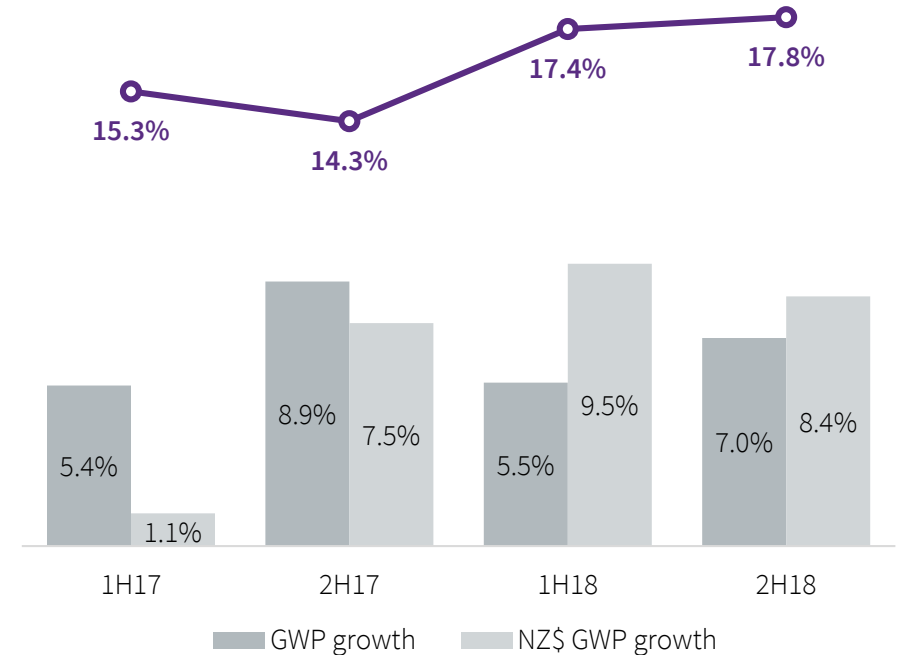
Strong FY18 underlying margin of 17.6%

- Earn-through of rate increases + disciplined expense management
- Quota share benefit in 2H18
- Improved reported margin of 13.8%
- Perils above allowance after 2H18 storm activity, but lower than earthquake-affected FY17
- Range of factors behind prior period reserve strengthening of \$39m, predominantly recognised in 1H18

Strong performance expected in FY19

- Further GWP growth – from rate and volume
- Continued strong underlying profitability

New Zealand – GWP growth / underlying margin



FY19 reported margin guidance

Range of 16.0–18.0%

Margin impact

FY18 reported margin

18.3%

12.5% quota shares from 1 January 2018
(full year 250bps impact)

125bps



Reserve releases
(2% expectation, vs. 4% in FY18)

(200bps)



Natural perils in line with allowance
(FY18 below allowance)

(100bps)



No investment market movements
(FY18 small positive from narrowing of spreads)

(20bps)



FY19 increased perils allowance drag
(\$50m gross allowance increase to \$900m)

(30bps)



FY19 net underlying improvement

- ~\$100m pre-tax cost-out
- Earn through of rate increases
- Lower anticipated large losses in Business
- Higher underlying reinsurance expense
- Lower NSW CTP earnings – new capped scheme

0–200bps

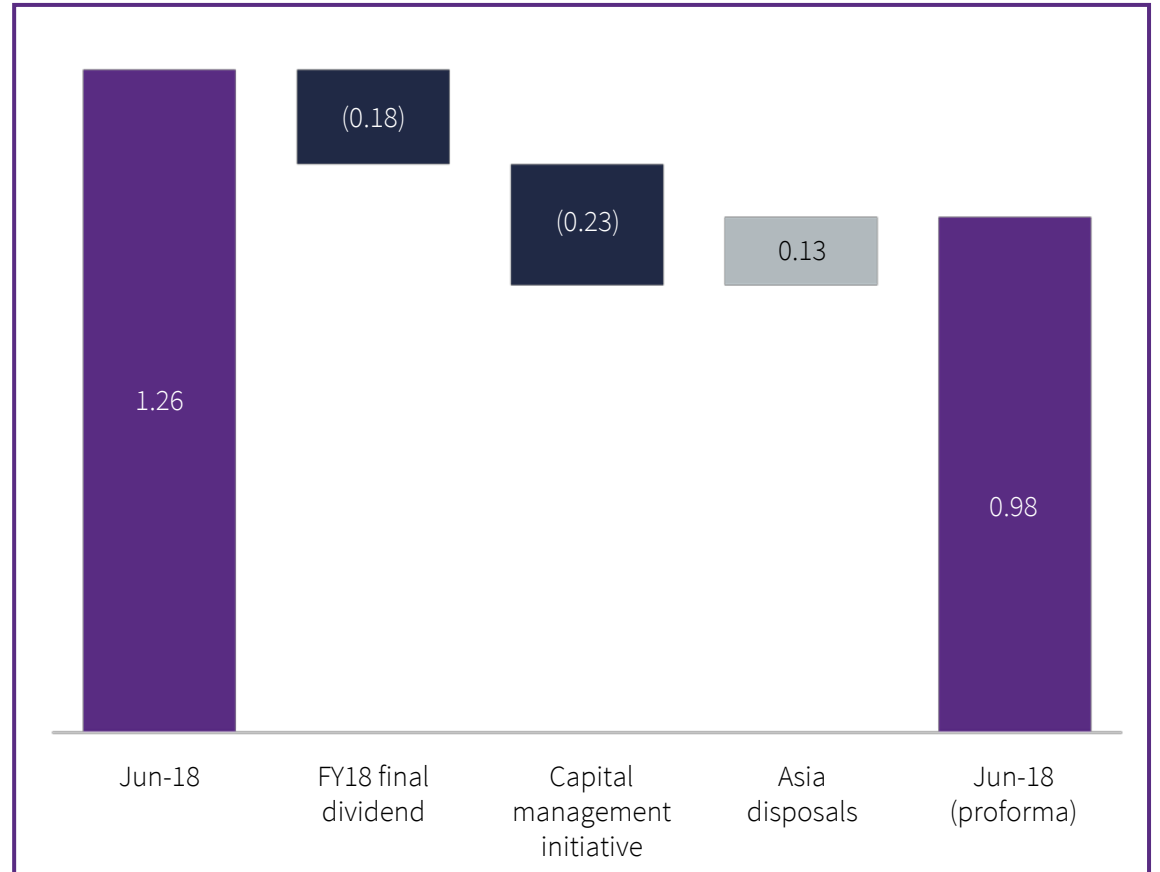
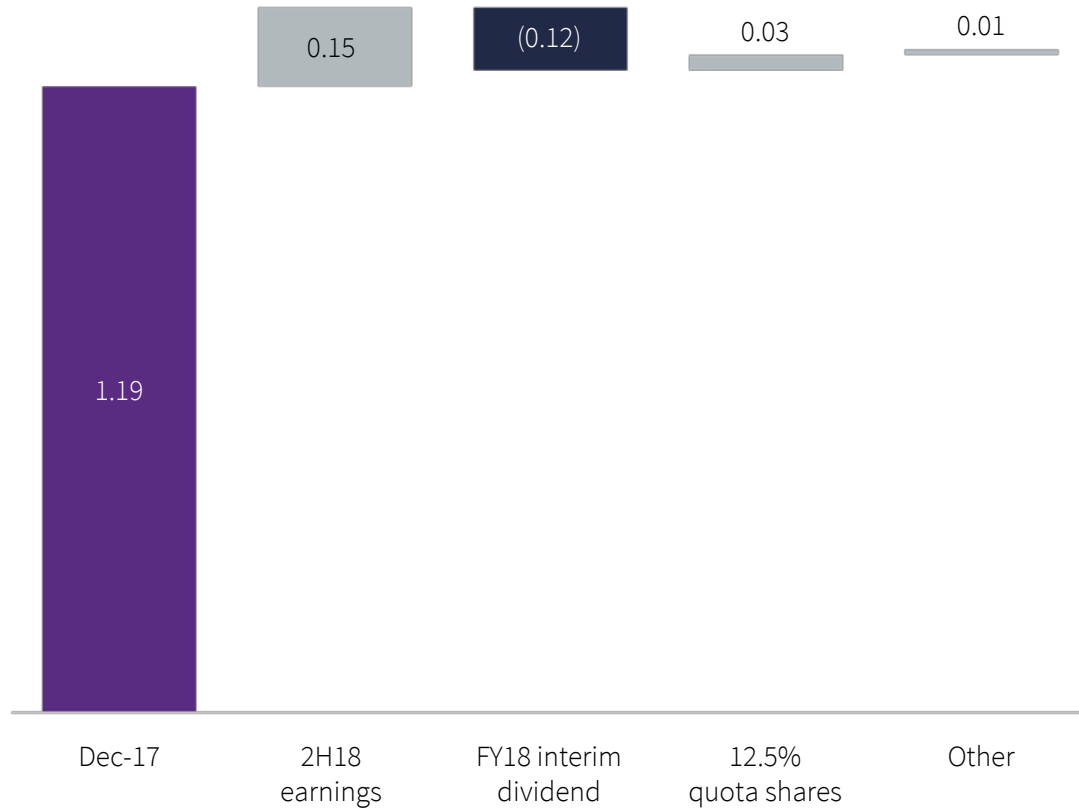


FY19 reported margin guidance

16.0–18.0%

Capital

Strong capital position



Capital management initiative

Subject to shareholder approval

25 cents per share (\$592m), Strong capital position expected to comprise: post-initiative

- 19.5 cents capital return
 - Reduced tax cost base
- 5.5 cents special dividend
 - Fully franked
 - DRP available
- Close to mid-point of targeted CET1 range, on 30 June 2018 pro forma basis
- ~\$200m regulatory capital relief remaining from 12.5% quota shares
- Absence of significant operational capital demands
- Longer term benefit from nearly \$400m of earthquake-related tax losses



Timetable

26 October
Approval sought at AGM

30 October
Ex-capital return / special dividend date

1 November
Record date

2 November
DRP record date

26 November
Payment of capital return / special dividend



Share Consolidation

- Approximately 2.4% reduction in shares on issue
- Based on five-day VWAP to 10 August
- Preserves consistency of EPS calculation



Future Franking

- Reduction in franking capacity, following:
 - Past capital management
 - Higher payout ratio
- Full franking of distributions may not be possible after 30 June 2019
 - Franking range of 70% to 100% expected from that date

Outlook

FY19 outlook

Further underlying improvement

FY19 guidance measures

GWP growth
2–4%

Reported
insurance margin
16.0–18.0%

Underlying assumptions

1 Net losses from
natural perils of \$608m,
in line with allowance

2 Reserve releases of
around 2%

3 No material
movement in foreign
exchange rates or
investment markets

GWP growth guidance of 2–4%

- Further rate increases anticipated across short tail personal and commercial classes
- Modest expected volume effect - personal lines growth (notably motor) offset by slight decline in commercial (further remediation activity)
- Residual NSW CTP reform effects (~\$80m reduction)

Reported insurance margin guidance of 16.0–18.0%

- Improved underlying performance, including pre-tax benefit of ~\$100m from optimisation program activities
- Full 12.5% quota share impact of ~250bps (vs. ~125bps in FY18)
- Lower reserve release expectation of ‘around 2%’ assumes continuation of benign inflationary environment

Our value proposition

Delivering strong shareholder returns



Investment case

- Leading player with scale advantage in Australia and New Zealand (low single digit growth)
- Digitally-enabled insurer that is customer-led and data-driven
- Innovation in capital management
- Improved efficiencies

Value drivers



Customer



Simplification



Agility



Shareholder value

Through-the-cycle targets

- Cash ROE 1.5x WACC
- High dividend (60-80% of cash earnings payout)
- Top quartile TSR
- ~10% compound EPS growth



Australia



New Zealand

Appendix – Group results

	1H17 A\$m	2H17 A\$m	1H18 A\$m	2H18 A\$m	FY17 A\$m	FY18 A\$m
GROUP RESULTS						
Gross written premium	5,620	5,819	5,649	5,998	11,439	11,647
Gross earned premium	5,682	5,639	5,780	5,742	11,321	11,522
Reinsurance expense	(1,571)	(1,551)	(1,613)	(2,238)	(3,122)	(3,851)
Net earned premium	4,111	4,088	4,167	3,504	8,199	7,671
Net claims expense	(2,536)	(2,546)	(2,505)	(2,112)	(5,082)	(4,617)
Commission expense	(383)	(391)	(387)	(320)	(774)	(707)
Underwriting expense	(646)	(659)	(653)	(517)	(1,305)	(1,170)
Underwriting profit	546	492	622	555	1,038	1,177
Investment income on technical reserves	32	200	123	107	232	230
Insurance profit	578	692	745	662	1,270	1,407
Net corporate expense	(4)	(4)	-	(9)	(8)	(9)
Interest	(51)	(42)	(39)	(43)	(93)	(82)
Profit/(loss) from fee based business	(1)	(33)	-	(12)	(34)	(12)
Share of profit from associates	9	12	19	15	21	34
Investment income on shareholders' funds	103	143	129	36	246	165
Profit before income tax and amortisation	634	768	854	649	1,402	1,503
Income tax expense	(108)	(220)	(211)	(173)	(328)	(384)
Profit after income tax (before amortisation)	526	548	643	476	1,074	1,119
Non-controlling interests	(45)	(32)	(19)	(60)	(77)	(79)
Profit after income tax and non-controlling interests (before amortisation)	481	516	624	416	997	1,040
Amortisation and impairment	(29)	(30)	(65)	(28)	(59)	(93)
Profit attributable to IAG shareholders from continuing operations	452	486	559	388	938	947
Net (loss) after tax from discontinued operations	(6)	(3)	(8)	(16)	(9)	(24)
Profit attributable to IAG shareholders	446	483	551	372	929	923

Appendix – Group ratios and key metrics

Insurance Ratios - Continuing Business	1H17	2H17	1H18	2H18	FY17	FY18
Loss ratio	61.7%	62.3%	60.1%	60.3%	62.0%	60.2%
Immunised loss ratio	63.9%	61.4%	60.9%	60.1%	62.6%	60.5%
Expense ratio	25.0%	25.7%	25.0%	23.9%	25.3%	24.5%
Commission ratio	9.3%	9.6%	9.3%	9.1%	9.4%	9.2%
Administration ratio	15.7%	16.1%	15.7%	14.8%	15.9%	15.3%
Combined ratio	86.7%	88.0%	85.1%	84.2%	87.3%	84.7%
Immunised combined ratio	88.9%	87.1%	85.9%	84.0%	87.9%	85.0%
Reported insurance margin	14.1%	16.9%	17.9%	18.9%	15.5%	18.3%
Underlying insurance margin	13.0%	11.7%	13.0%	15.4%	12.4%	14.1%
Key Financial Metrics (Total Operations)	1H17	2H17	1H18	2H18	FY17	FY18
Reported ROE (average equity) (% pa)	13.7%	14.9%	16.8%	11.2%	14.3%	14.0%
Cash ROE (average equity) (% pa)	14.8%	15.8%	19.1%	12.2%	15.2%	15.6%
Basic EPS (cents)	18.61	20.45	23.32	15.75	39.03	39.06
Diluted EPS (cents)	17.92	19.70	22.60	15.58	37.72	38.30
Cash EPS (cents)	19.98	21.64	26.66	17.11	41.60	43.78
Diluted Cash EPS (cents)	19.19	20.80	25.73	16.86	40.13	42.75
DPS (cents)	13.00	20.00	14.00	20.00	33.00	34.00
Probability of adequacy	90%	90%	90%	90%	90%	90%
CET1 multiple	1.09	1.09	1.19	1.26	1.09	1.26
PCA multiple	1.81	1.70	1.81	2.03	1.70	2.03

Appendix – divisional performance

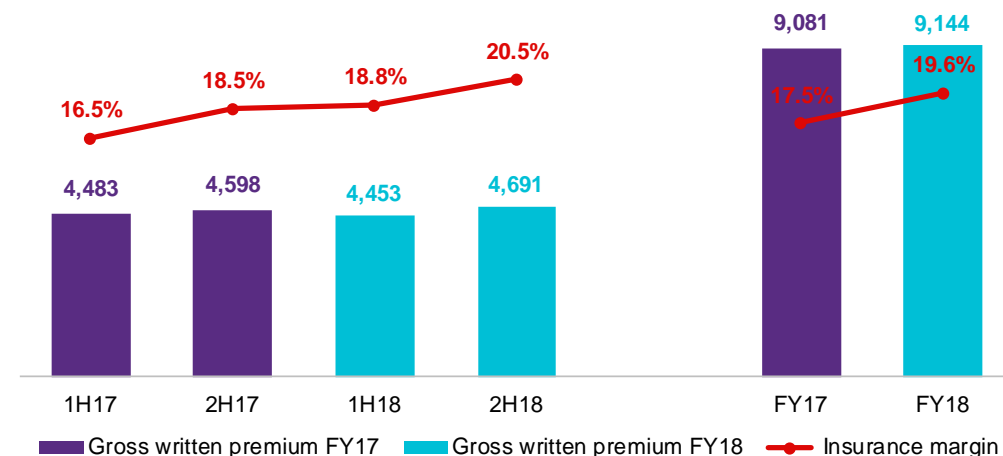
DIVISION	FY17				FY18			
	GWP		INSURANCE MARGIN		GWP		INSURANCE MARGIN	
	Reported A\$m	Growth %	Reported %	Underlying %	Reported A\$m	Growth %	Reported %	Underlying %
Australia	9,081	3.4	17.5	11.5	9,144	0.7	19.6	12.9
<i>Consumer</i>	6,119	5.5	21.8	13.9	6,214	1.6	24.0	15.5
<i>Business</i>	2,962	(0.6)	9.2	6.9	2,930	(1.1)	10.7	7.8
New Zealand	2,339	7.2	7.6	14.8	2,486	6.3	13.8	17.6
Corporate & Other	19	nm	nm	nm	17	nm	nm	nm
Total Group	11,439	4.2	15.5	12.4	11,647	1.8	18.3	14.1

Appendix – Australia

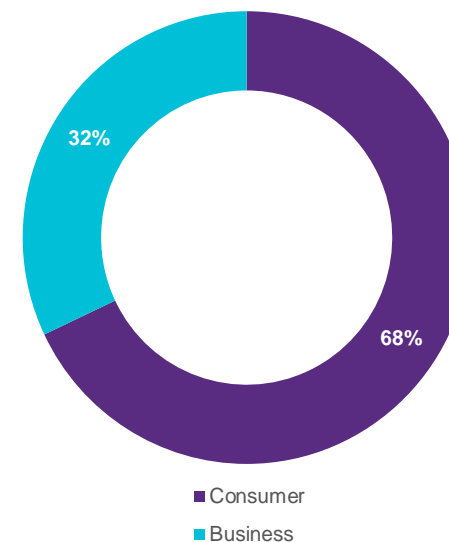
AUSTRALIA RESULTS	1H17 A\$m	2H17 A\$m	1H18 A\$m	2H18 A\$m	FY17 A\$m	FY18 A\$m
Gross written premium	4,483	4,598	4,453	4,691	9,081	9,144
Gross earned premium	4,530	4,487	4,612	4,519	9,017	9,131
Reinsurance expense	(1,254)	(1,225)	(1,285)	(1,762)	(2,479)	(3,047)
Net earned premium	3,276	3,262	3,327	2,757	6,538	6,084
Net claims expense	(1,936)	(1,998)	(1,995)	(1,636)	(3,934)	(3,631)
Commission expense	(287)	(295)	(291)	(238)	(582)	(529)
Underwriting expense	(530)	(535)	(536)	(413)	(1,065)	(949)
Underwriting profit	523	434	505	470	957	975
Investment income on technical reserves	19	169	120	95	188	215
Insurance profit	542	603	625	565	1,145	1,190
Profit/(loss) from fee based business	2	(30)	5	(10)	(28)	(5)
Share of profit/(loss) from associates	-	(1)	2	-	(1)	2
Total divisional result	544	572	632	555	1,116	1,187

Insurance Ratios	1H17	2H17	1H18	2H18	FY17	FY18
Loss ratio	59.1%	61.3%	60.0%	59.3%	60.2%	59.7%
Immunised loss ratio	61.8%	60.0%	60.5%	59.3%	60.9%	59.9%
Expense ratio	25.0%	25.4%	24.8%	23.6%	25.2%	24.3%
Commission ratio	8.8%	9.0%	8.7%	8.6%	8.9%	8.7%
Administration ratio	16.2%	16.4%	16.1%	15.0%	16.3%	15.6%
Combined ratio	84.1%	86.7%	84.8%	82.9%	85.4%	84.0%
Immunised combined ratio	86.8%	85.4%	85.3%	82.9%	86.1%	84.2%
Reported insurance margin	16.5%	18.5%	18.8%	20.5%	17.5%	19.6%
Underlying insurance margin	12.2%	10.8%	11.4%	14.7%	11.5%	12.9%

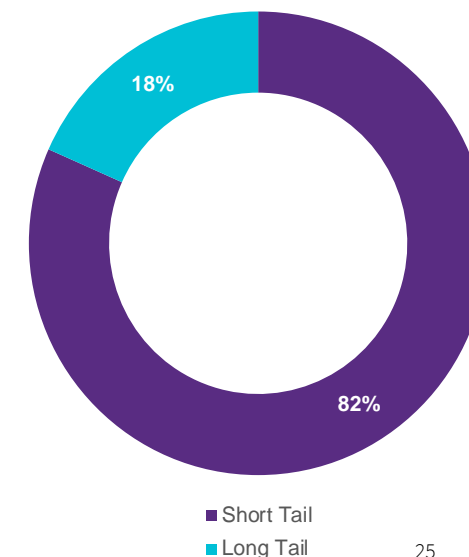
GWP (\$M) / INSURANCE MARGIN (%)



FY18 GWP BY SEGMENT



FY18 GWP BY TAIL

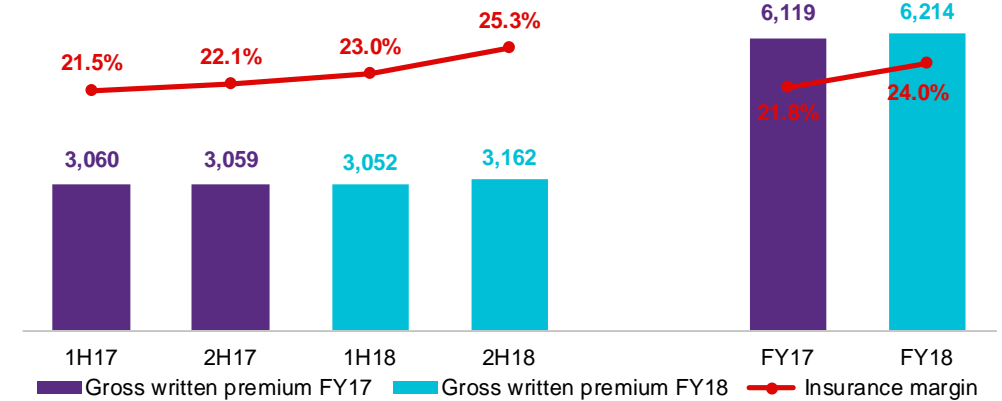


Appendix – Australia Consumer

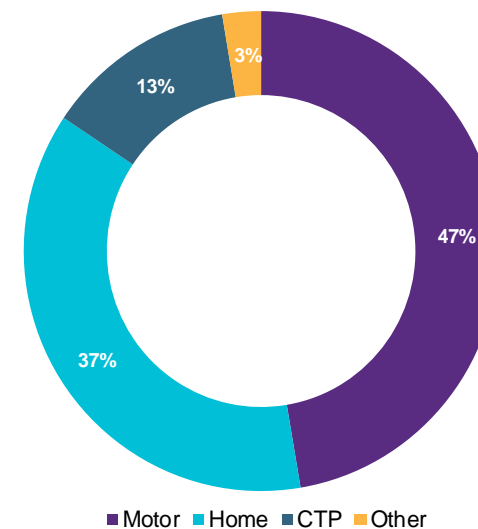
AUSTRALIA CONSUMER RESULTS	1H17 A\$m	2H17 A\$m	1H18 A\$m	2H18 A\$m	FY17 A\$m	FY18 A\$m
Gross written premium	3,060	3,059	3,052	3,162	6,119	6,214
Gross earned premium	2,980	3,021	3,092	3,035	6,001	6,127
Reinsurance expense	(837)	(849)	(878)	(1,208)	(1,686)	(2,086)
Net earned premium	2,143	2,172	2,214	1,827	4,315	4,041
Net claims expense	(1,269)	(1,371)	(1,345)	(1,071)	(2,640)	(2,416)
Commission expense	(114)	(127)	(122)	(106)	(241)	(228)
Underwriting expense	(313)	(305)	(315)	(249)	(618)	(564)
Underwriting profit	447	369	432	401	816	833
Investment income on technical reserves	14	111	77	61	125	138
Insurance profit	461	480	509	462	941	971

Insurance Ratios	1H17	2H17	1H18	2H18	FY17	FY18
Loss ratio	59.2%	63.1%	60.7%	58.6%	61.2%	59.8%
Immunised loss ratio	61.8%	61.9%	61.2%	58.6%	61.9%	60.0%
Expense ratio	19.9%	19.8%	19.7%	19.4%	19.9%	19.6%
Commission ratio	5.3%	5.8%	5.5%	5.8%	5.6%	5.6%
Administration ratio	14.6%	14.0%	14.2%	13.6%	14.3%	14.0%
Combined ratio	79.1%	82.9%	80.4%	78.0%	81.1%	79.4%
Immunised combined ratio	81.7%	81.7%	80.9%	78.0%	81.8%	79.6%
Reported insurance margin	21.5%	22.1%	23.0%	25.3%	21.8%	24.0%
Underlying insurance margin	14.1%	13.7%	13.9%	17.5%	13.9%	15.5%

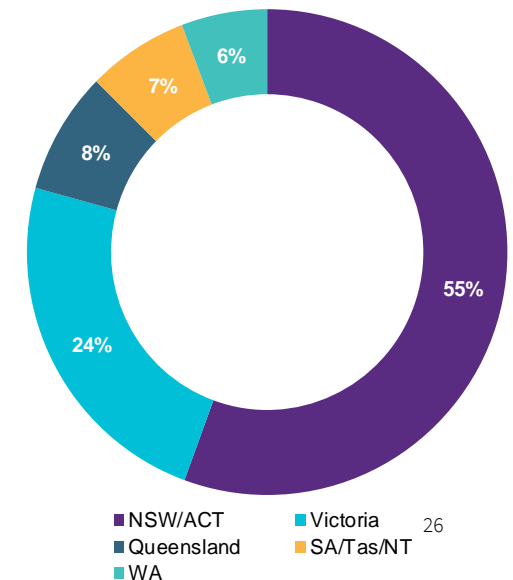
GWP (\$M) / INSURANCE MARGIN (%)



FY18 GWP BY CLASS



FY18 GWP BY STATE

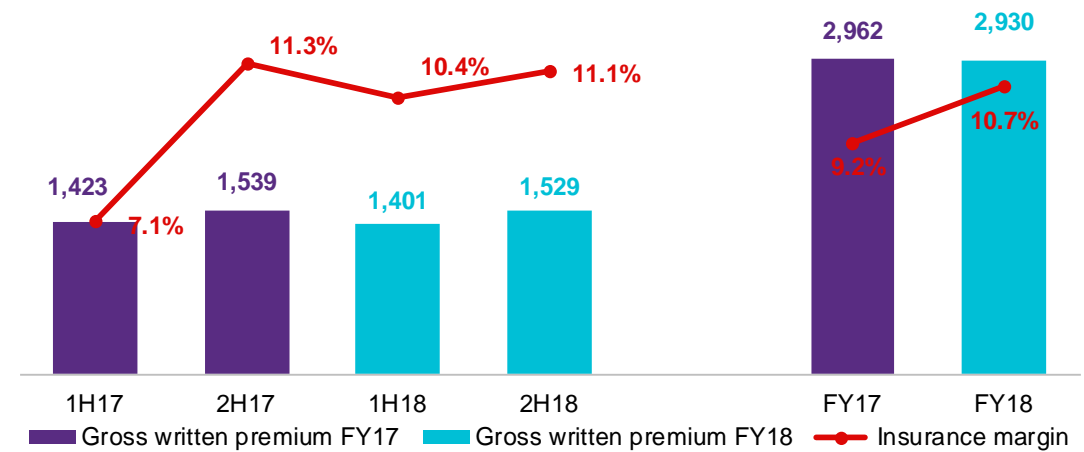


Appendix – Australia Business

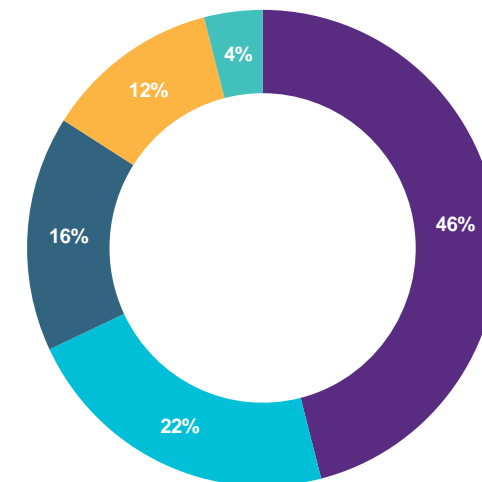
AUSTRALIA BUSINESS RESULTS	1H17 A\$m	2H17 A\$m	1H18 A\$m	2H18 A\$m	FY17 A\$m	FY18 A\$m
Gross written premium	1,423	1,539	1,401	1,529	2,962	2,930
Gross earned premium	1,550	1,466	1,520	1,484	3,016	3,004
Reinsurance expense	(417)	(376)	(407)	(554)	(793)	(961)
Net earned premium	1,133	1,090	1,113	930	2,223	2,043
Net claims expense	(667)	(627)	(650)	(565)	(1,294)	(1,215)
Commission expense	(173)	(168)	(169)	(132)	(341)	(301)
Underwriting expense	(217)	(230)	(221)	(164)	(447)	(385)
Underwriting profit	76	65	73	69	141	142
Investment income on technical reserves	5	58	43	34	63	77
Insurance profit	81	123	116	103	204	219
Profit/(loss) from fee based business	2	(30)	5	(10)	(28)	(5)
Share of profit/(loss) from associates	-	(1)	2	-	(1)	2
Total divisional result	83	92	123	93	175	216

Insurance Ratios	1H17	2H17	1H18	2H18	FY17	FY18
Loss ratio	58.9%	57.5%	58.4%	60.8%	58.2%	59.5%
Immunised loss ratio	61.7%	56.3%	59.0%	60.6%	59.1%	59.8%
Expense ratio	34.5%	36.5%	35.1%	31.8%	35.4%	33.5%
Commission ratio	15.3%	15.4%	15.2%	14.2%	15.3%	14.7%
Administration ratio	19.2%	21.1%	19.9%	17.6%	20.1%	18.8%
Combined ratio	93.4%	94.0%	93.5%	92.6%	93.6%	93.0%
Immunised combined ratio	96.2%	92.8%	94.1%	92.4%	94.5%	93.3%
Reported insurance margin	7.1%	11.3%	10.4%	11.1%	9.2%	10.7%
Underlying insurance margin	8.8%	4.9%	6.5%	9.3%	6.9%	7.8%

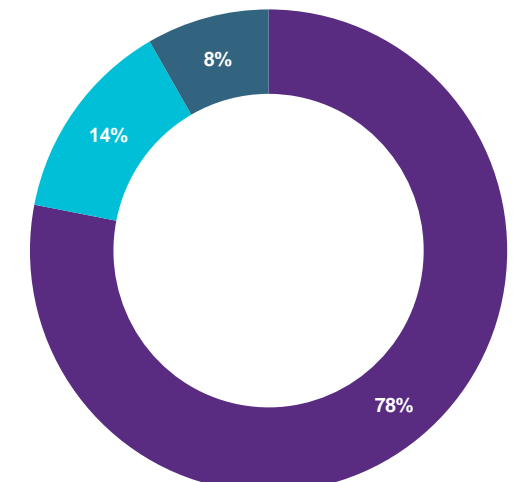
GWP (\$M) / INSURANCE MARGIN (%)



FY18 GWP BY CLASS



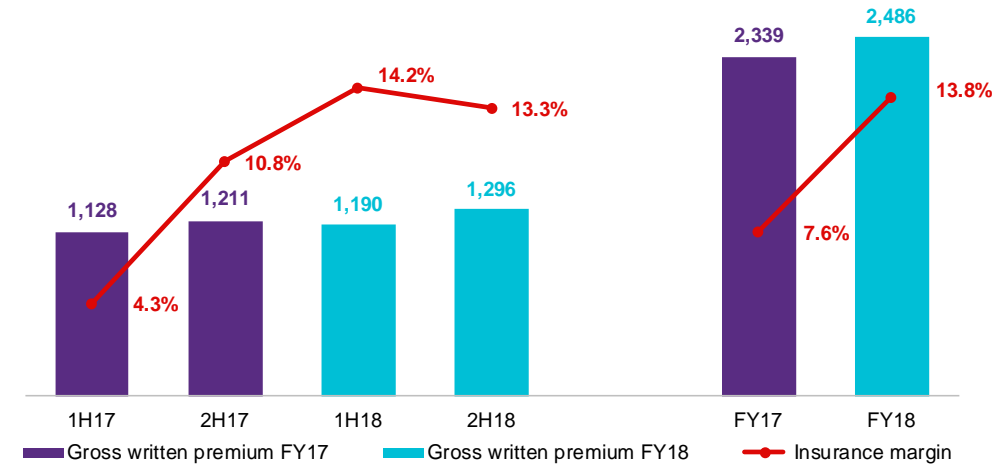
FY18 GWP BY SEGMENT



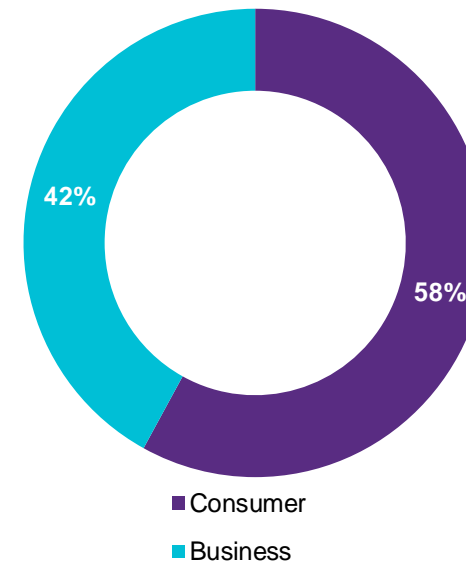
Appendix – New Zealand

	1H17	2H17	1H18	2H18	FY17	FY18
	A\$m	A\$m	A\$m	A\$m	A\$m	A\$m
NEW ZEALAND RESULTS						
Gross written premium	1,128	1,211	1,190	1,296	2,339	2,486
Gross earned premium	1,143	1,144	1,160	1,214	2,287	2,374
Reinsurance expense	(311)	(321)	(323)	(471)	(632)	(794)
Net earned premium	832	823	837	743	1,655	1,580
Net claims expense	(598)	(548)	(507)	(468)	(1,146)	(975)
Commission expense	(95)	(94)	(95)	(80)	(189)	(175)
Underwriting expense	(116)	(124)	(117)	(104)	(240)	(221)
Underwriting profit	23	57	118	91	80	209
Investment income on technical reserves	13	32	1	8	45	9
Insurance profit	36	89	119	99	125	218
Insurance Ratios						
Loss ratio	71.9%	66.6%	60.6%	63.0%	69.2%	61.7%
Immunised loss ratio	72.0%	66.8%	62.4%	62.7%	69.4%	62.5%
Expense ratio	25.3%	26.5%	25.4%	24.8%	25.9%	25.1%
Commission ratio	11.4%	11.4%	11.4%	10.8%	11.4%	11.1%
Administration ratio	13.9%	15.1%	14.0%	14.0%	14.5%	14.0%
Combined ratio	97.2%	93.1%	86.0%	87.8%	95.1%	86.8%
Immunised combined ratio	97.3%	93.3%	87.8%	87.5%	95.3%	87.6%
Reported insurance margin	4.3%	10.8%	14.2%	13.3%	7.6%	13.8%
Underlying insurance margin	15.3%	14.3%	17.4%	17.8%	14.8%	17.6%

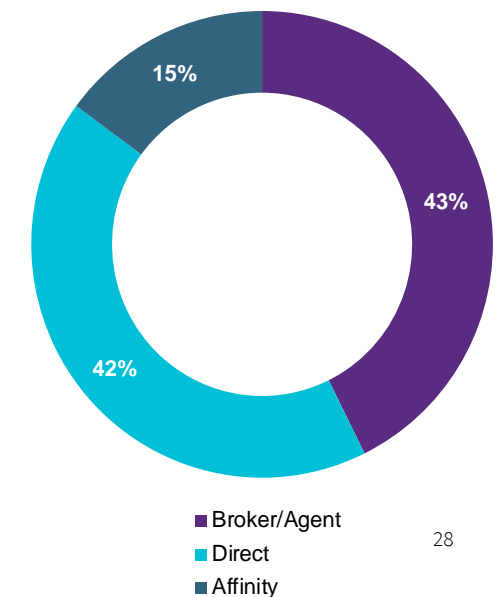
GWP (\$M) / INSURANCE MARGIN (%)



FY18 GWP BY CLASS



FY18 GWP BY CHANNEL



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