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DAVIDSON SUPER INVEST PTY LTD  
<DAVIDSON SUPERANNUATION A/C>  
93 TUKARA RD  
SOUTH PENRITH NSW 2750

## Insurance Australia Group Limited

ABN 60 090 739 923 ASX Code: IAG

UPDATE YOUR INFORMATION:



### Online:

www.investorcentre.com/iag  
iag@computershare.com.au  
www.iag.com.au



### By Mail:

Computershare Investor Services Pty Limited  
GPO Box 4709 Melbourne  
Victoria 3001 Australia

## ENQUIRIES:



(within Australia) 1300 360 688  
(international) +61 3 9415 4210

Holder number: X0066476839  
Record date: 20 August 2019  
Payment date: 30 September 2019  
TFN/ABN: Quoted  
DRP Election: Full  
**Share Price 20/08/19: \$7.76**  
**Share Value 20/08/19: \$6,758.96**

## DIVIDEND STATEMENT

The details below relate to the final dividend of 20 cents per share for Insurance Australia Group Limited (IAG), for the period 1 January 2019 to 30 June 2019. This dividend is 70% franked at the Company tax rate of 30%.

Share Class	Shares Held	Total Dividend per share	Unfranked Amount \$	Franked Amount \$	Gross Payment \$	Withholding Tax \$	Net Payment \$	Franking Credit \$
ORD	871	20 cents	52.26	121.94	174.20	0.00	174.20	52.26

## DIVIDEND REINVESTMENT PLAN (DRP) STATEMENT

This statement represents the amount of dividend you have elected to reinvest under the DRP, so that you receive DRP Shares instead of a cash payment. The number of DRP Shares you have been allocated has been rounded down to the nearest share. Any residual cash balance will be carried forward in your DRP account.

Participating Shares	Residual Balance Brought Forward	Participating Dividend Payment	DRP Share Issue Price	DRP Shares Allocated	Residual Balance Carried Forward
871	\$4.95	\$174.20	\$7.9930	22	\$3.30

## DRP TRANSACTION CONFIRMATION\*

Date	Transaction type	DRP	Increase	Holding balance
21/08/19	Opening Balance			871
30/09/19	DRP Shares Allocated		22	
30/09/19	Closing Balance			893
30/09/19	Shares Participating	893		

\*The Closing Balance of ordinary shares and Shares Participating after the allocation detailed above does not include any ex dividend transfers registered after ex date 19/08/19, or any transfers registered since 21/08/19. Neither Insurance Australia Group Limited nor Computershare Investor Services Pty Limited will be liable for any losses incurred by any person who relies on the holding shown without making their own adjustments for any transactions. For further information on your holding contact the Shareholder Registry.

## KEY FIGURES FOR THE FULL YEAR ENDED 30 JUNE 2019

**\$12,005m** GROSS WRITTEN PREMIUM (\$M)

FY19	12,005
FY18	11,647

**16.9%** REPORTED INSURANCE MARGIN (%)

FY19	16.9
FY18	18.3

**\$1,076m** NET PROFIT AFTER TAX (\$M)

FY19	1,076
FY18	923

For information about what contributed to these results, see the 2019 overview on the reverse of this page.

Detailed information about our results is available in the Reports and Results area of our website (www.iag.com.au).

You will be subject to income tax on any dividends paid on your IAG shares. IAG is required to provide the ATO with the details of any dividends paid to you. Imputation credits attaching to these dividends should be available to reduce your income tax payable with any excess being refundable to you provided certain requirements are met. These comments are of a general nature and it is important that you seek your own independent taxation advice specific to your circumstances.

**You should keep this statement to assist you in preparing your income tax return.**

# 2019 overview

## Financial strength



**\$12,005m**

**Gross written premium**

up 3.1% from 2018



**\$1,224m**

**Insurance profit**

down 13% from 2018



**16.9%**

**Reported insurance margin**

down 140 basis points from 2018



**16.6%**

**Underlying insurance margin**

up 250 basis points from 2018



**14.4%**

**Cash return on equity**

down 120 basis points from 2018



**\$931m**

**Cash earnings**

down 10% from 2018



**\$5.0bn**

**Total regulatory capital**

consistent with 2018

For detailed information about our 2019 results, visit the Results & Reports area of our website at [www.iag.com.au](http://www.iag.com.au) and access financial statements, the investor report and management's results presentation.

## Community



**5,244 hrs**

**Volunteered by employees**



**\$10.4m**

**Community investment**

## Customers

This year, our Australia and New Zealand businesses insured:



**~\$2.15<sup>tn</sup>**

in assets



**6.53m**

**Cars**

1 in ~4 cars



**2.8m**

**Homes**

1 in 4 homes

Heartbeat/Interactive Net Promoter Score<sup>1</sup>:

**+43**

**Australia**

**+46**

**New Zealand**



**\$8,670m**

**Claims paid**

down from \$9,006m in 2018

<sup>1</sup> Our Interactive Net Promoter Score (Heartbeat) measures frontline advocacy via surveys of personal and business insurance customers who have had a recent interaction with IAG, either by telephone, visiting a branch or agency, or through having lodged or settled a claim. Customer feedback and Heartbeat scores are reported in the Heartbeat portal in real time. In Australia, Heartbeat figures as at June 2019 are calculated on a 12-month rolling average.

## Shareholders



**12.0 cents**

**per share interim dividend**

100% franked



**20.0 cents**

**per share final dividend**

70% franked<sup>1</sup>

The full year dividend of 32.0 cents per share equates to a payout ratio of 79.4% of cash earnings, in line with IAG's stated dividend policy to distribute 60-80% of cash earnings in any full financial year.

<sup>1</sup> In August 2018 IAG advised that, from July 2019, it would not be in a position to guarantee fully franked dividend payments. This reflects:

- the move to a higher payout policy in recent years;
- a sequence of capital management activities being conducted, often using IAG's franking capacity; and
- a significant portion of the company's earnings being derived from New Zealand, where no franking credit generation attaches.