

2021 overview.

For detailed information about our FY21 results, visit the Results & Reports area of our website at www.iag.com.au and access financial statements, the investor report and management's results presentation.



IAG's FY21 results reflect sound underlying financial performance offset by a number of unusual items, resulting in a reported net loss after tax of \$427 million.

\$12,602m

Gross written premium
up 3.8% from FY20

\$747m

Cash earnings
up from \$279m in FY20

13.5%

Reported insurance margin
up 340 basis points from FY20

14.7%

Underlying insurance margin
down 130 basis points from FY20

12.0%

Cash return on equity
up from 4.5% in FY20

\$1,007m

Insurance profit
up 35.9% from FY20



One of our four strategic pillars is to grow with our customers, by delivering unparalleled personalised service when our customers need us the most.

~\$2.2tn

Assets insured
through our Australia and New Zealand businesses

\$8,081m

Claims paid
down from \$9,406m in FY20

Heartbeat scores¹

+53 AU

up from +49 in FY20

+43 NZ

down from +50 in FY20

Strategic Net Promoter Score (sNPS)²

+29 AU

up from +23 in FY20

+19 NZ

up from +18 in FY20

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Connecting our people to purpose supports the role we play in safer and more resilient communities.

2,389 hrs

Volunteered by our people
down from 5,482 in FY20

\$13.4m

Community investment³
down from \$20.4m in FY20

- 1 The Heartbeat score is an internal measure of customer advocacy based on experiences customers have had with us. We obtain this information via surveys of our personal and business insurance customers who have had a recent interaction with IAG, either by telephone, visiting a branch or agency, or by having lodged or settled a claim. The Heartbeat figures as at June 2021 were calculated on a 12-month rolling average.
- 2 SNPS assesses the strength of the relationship customers have with IAG's insurance brands in Australia and New Zealand, based on their likelihood to recommend IAG to others. It is measured via monthly online surveys conducted anonymously with a representative sample of insurance buyers. All NPS/broker advocacy score information is reported on a 12-month rolling basis. The NZI broker score is the result of a company-led bi-monthly survey of brokers.
- 3 Our community investment is materially lower year-on-year due to higher than usual levels of community investment during FY20. Our volunteering hours were also down owing to the impact of COVID-19 and ongoing lockdowns in Australia and New Zealand, which made it challenging to continue to offer safe opportunities for our people and communities. More detail can be found in the Safer Communities section of this review.



We focus on enabling communities in Australia and New Zealand to better prepare for, adapt and respond to the impacts of natural hazards and climate change.

Carbon neutral

Since 2012

15% reduction

in scope 1 and 2 emissions year-on-year



Cover image

Our koala cover acknowledges the practical support that NRMA Insurance is providing to protect and promote the existence and safety of this vulnerable species. This includes financial and marketing support for the Port Macquarie Koala Hospital; a partnership commitment with Conservation Volunteers Australia; support for *The Lion's Share* which funds medical services and rehabilitation for injured wildlife and species-monitoring equipment for conservation workers and revegetation of habitat; and the installation of large-format signage on regional roads to encourage drivers to be aware of wildlife.