



Financial Results

Full year ended 30 June 2025

13 August 2025

This release has been authorised by the IAG Board

Important information



This presentation contains general information current as at 13 August 2025 (unless otherwise stated) 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 and 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.asx.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 that are inherently uncertain and 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 strategy, targets, goals, ambitions, intent, belief, objectives, commitments and current expectations regarding, but not limited to, 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", "aspiration", "commit" or other similar words. Guidance on future earnings, performance or carbon emissions are also forward looking statements. 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 materially from those expressed, anticipated or implied in such statements. For further information on some of IAG's key risks see 'Note 3.1 Risk and Capital Management' in IAG's FY25 Annual Report available at www.iag.com.au.

In addition, there are particular risks and uncertainties associated with implementation of IAG's strategy and related targets, ambitions and goals. As the strategy and related targets, ambitions and goals span a number of years, they are subject to assumptions and dependencies which have greater levels of uncertainty than guidance given for FY26. IAG's ability to execute its strategy and realise its targets, ambitions 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 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.

Members of the Group's management may also make forward-looking statements in connection with this presentation, whether spoken or written. These statements carry the same qualifications, limitations and assumptions as those included in 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>.



Nick Hawkins

Managing Director and Chief Executive Officer

Introduction



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 show our support by empowering Aboriginal and Torres Strait Islander peoples, businesses and communities.



For personal use only

Supported customers & communities

\$10.2bn claims paid

Customer experience: Australia +45 NZ +54

\$8.8m invested in community initiatives

#1 most trusted insurance brand²

Strong financial outcomes

NPAT
\$1,359m
FY24: \$898m

GWP
\$17,106m
FY24: \$16,400m

Insurance profit
\$1,743m
FY24: \$1,438m

Growth momentum

>5m customer policies on Retail Enterprise Platform

New strategic alliances¹
RACQ and RAC

3m members

\$3bn additional GWP

Strong capital position

Efficient capital platform

Organic funding of growth opportunities

¹ Acquisitions of RACQ Insurance and RAC Insurance are subject to satisfaction of all requirements and conditions (including regulatory approvals, in the case of RAC Insurance) and completion of the transactions.

² Roy Morgan Trusted Brand Awards for 2024

For personal use only

	FY24	FY25	Change	
GWP (\$m)	16,400	17,106	4.3%	▲
NEP (\$m)	9,244	9,984	8.0%	▲
Administration expense ratio ex-levies (%)	11.9	12.2	30bps	▲
Reported insurance profit (\$m)	1,438	1,743	21.2%	▲
Reported insurance margin (%)	15.6	17.5	190bps	▲
Underlying insurance profit (\$m)	1,337	1,542	15.3%	▲
Underlying insurance margin (%)	14.5	15.5	100bps	▲
Net profit after tax (\$m)	898	1,359	51.3%	▲
Reported ROE (%)	13.5	19.4	590bps	▲
Dividend (cps)	27.0	31.0	14.8%	▲
CET1 ratio	1.27	1.47	20pts	▲

Direct customer growth momentum



Retail growth initiatives and metrics

AUSTRALIA

tNPS +45

Strong renewal rates Motor ~90% Home ~95%

~4m policies on Retail Enterprise Platform

NRMA Insurance most trusted insurance brand – launched ‘A Help Company’ campaign

~46k new direct customers over six months

NEW ZEALAND

tNPS +54

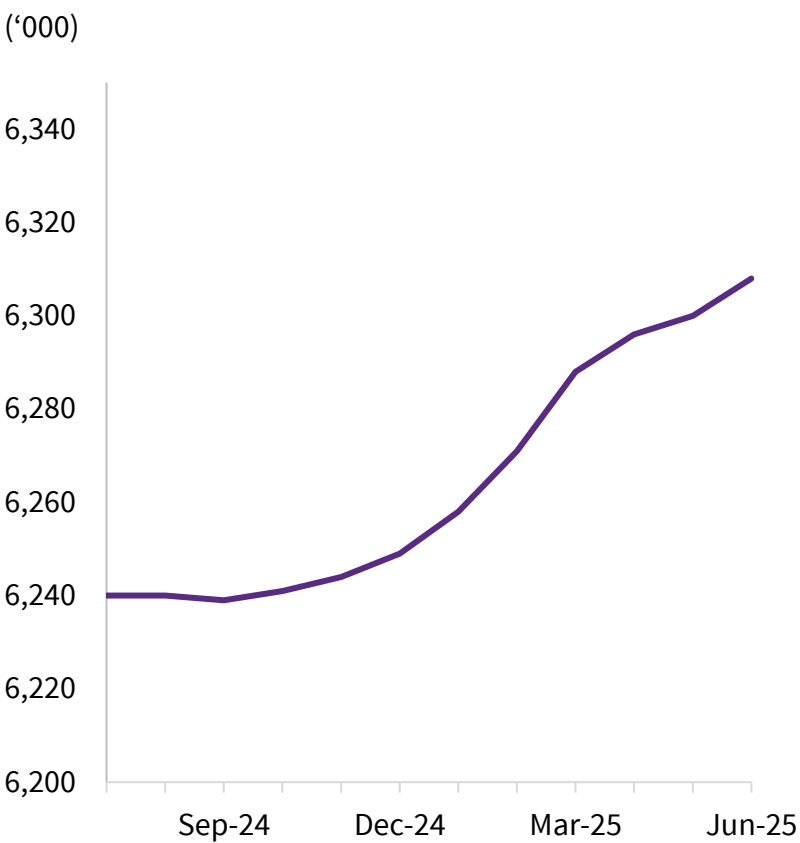
Strong renewal rates Mid 90s across Motor and Home

~1m policies on Retail Enterprise Platform

Free AMI Roadside Rescue with car insurance, aligned with connected customer ambition

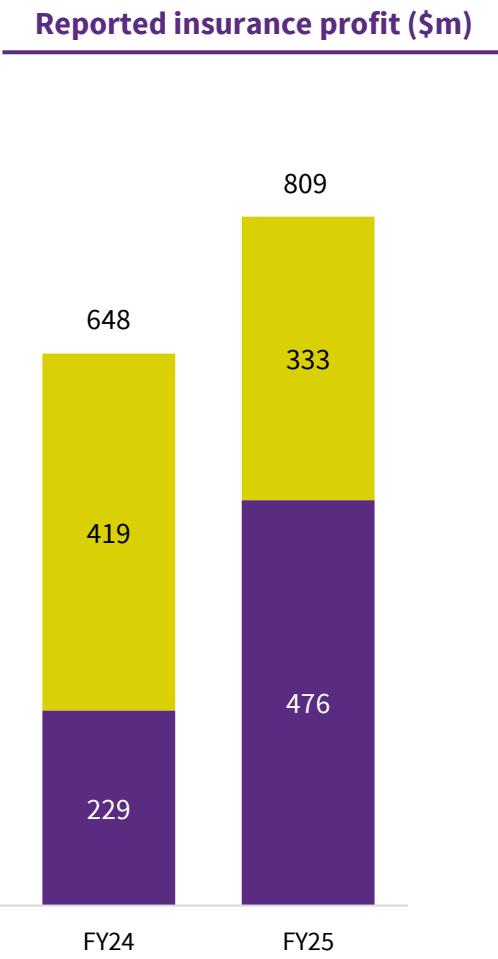
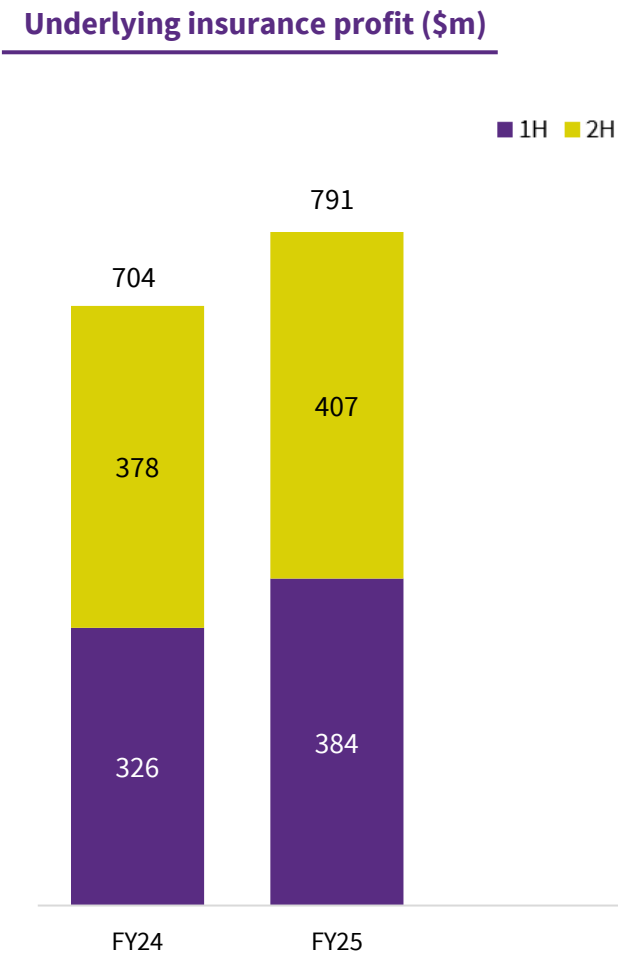
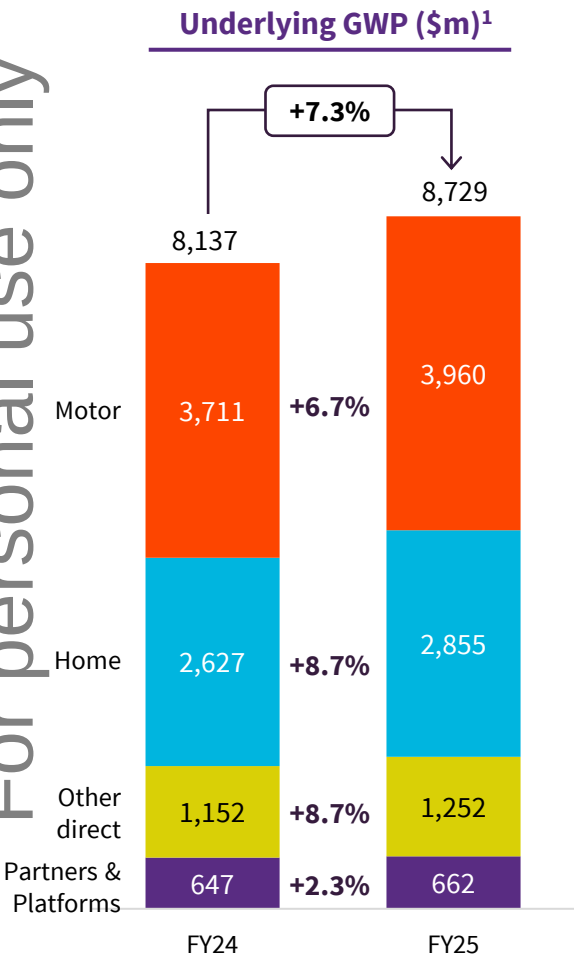
~12k new direct customers over last quarter

IAG Direct Customers





For personal use only



Operational highlights

- Significant improvement in customer experience via enterprise platform
 - Simple claims settled faster
 - Online quote times reduced 30% with 8% increase in conversion rates
- Improved customer support using AI, data and satellite technology
- \$245m run-rate claims value achieved
 - Motor supply chain benefits
 - Improvements in fraud detection
- Leading market share in participating CTP schemes

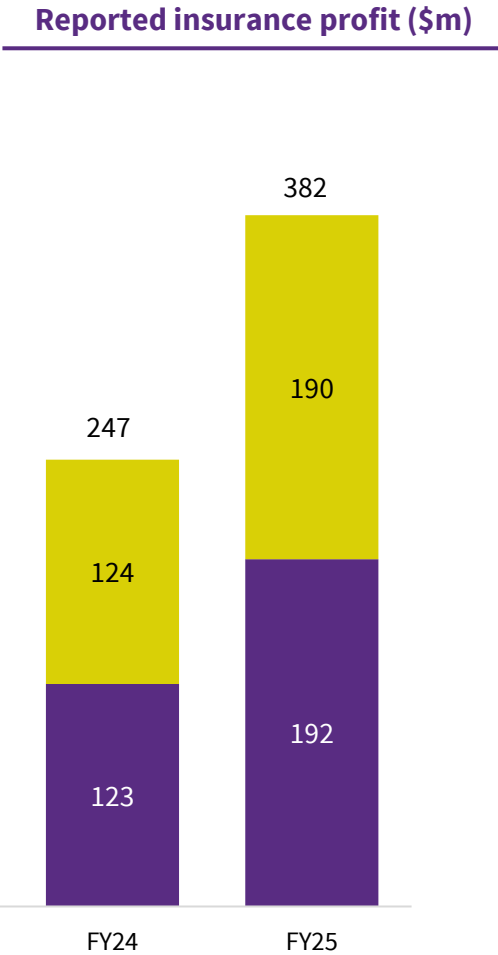
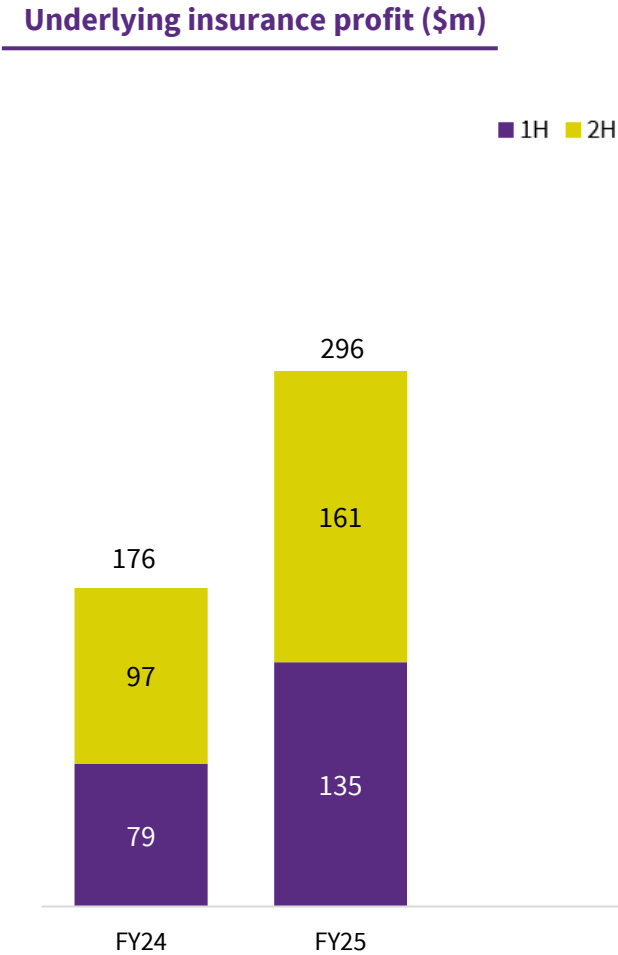
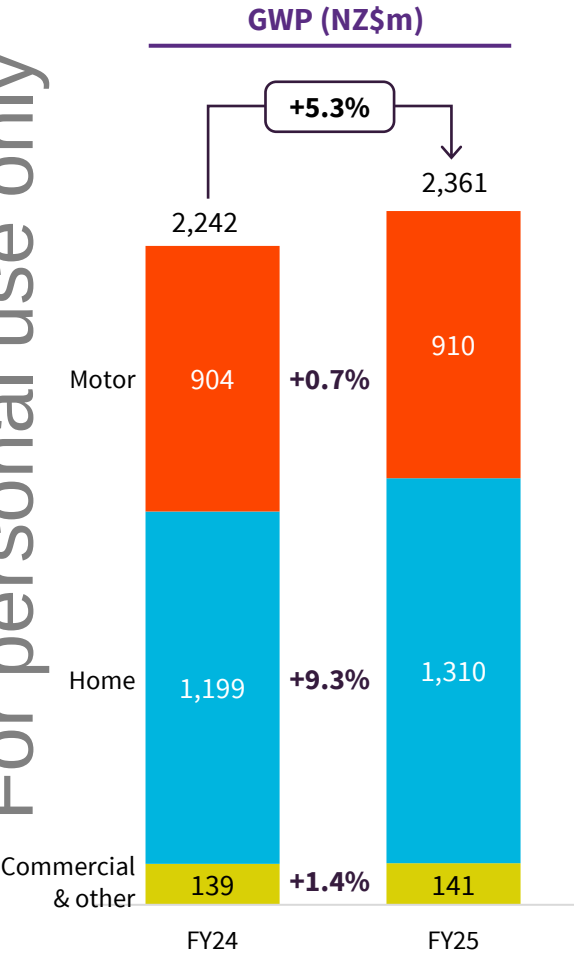
Financial highlights

- Underlying FY25 GWP growth of 7.3% driven by Direct business (7.7%) with positive customer and unit momentum
- Reported insurance margin improved to 15.9% (FY24: 13.7%)
- Underlying insurance margin improved to 15.6% (FY24: 14.9%), reflecting lower claims ratio

¹Underlying GWP removes the impact of Coles exit



For personal use only



Operational highlights

- Expanded AMI MotorHub to 10 sites, delivering improved customer satisfaction and ~20% lower costs
- 36% of claims lodged digitally, reduction in customer touchpoints and settlement times
- AMI partnership with Aon for personal insurance

Financial highlights

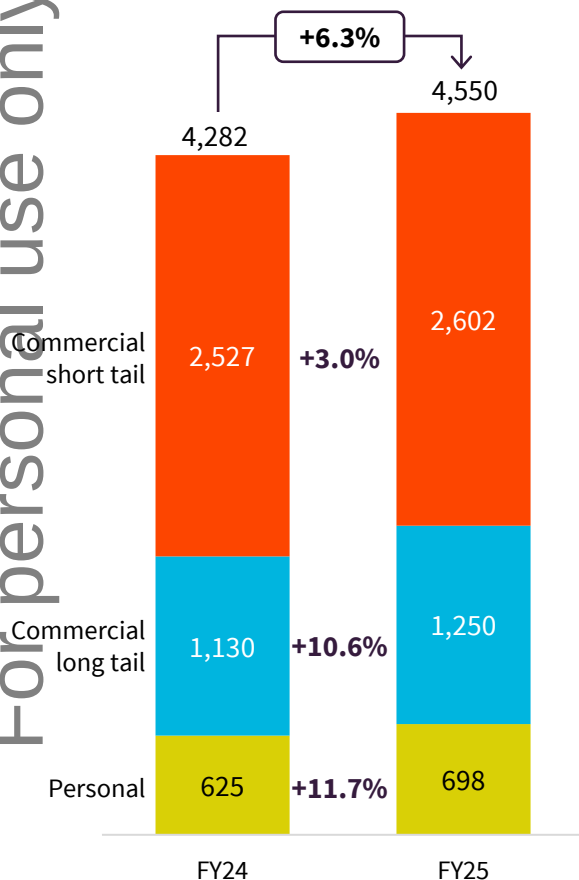
- GWP up 3.8%, with NZ\$ GWP growth of 5.3%
- Strong reported insurance margin of 29.6% (FY24: 21.8%), following benign perils experience
- Underlying insurance margin of 23.0% (FY24: 15.5%), driven by favourable claims experience

Intermediated Insurance Australia

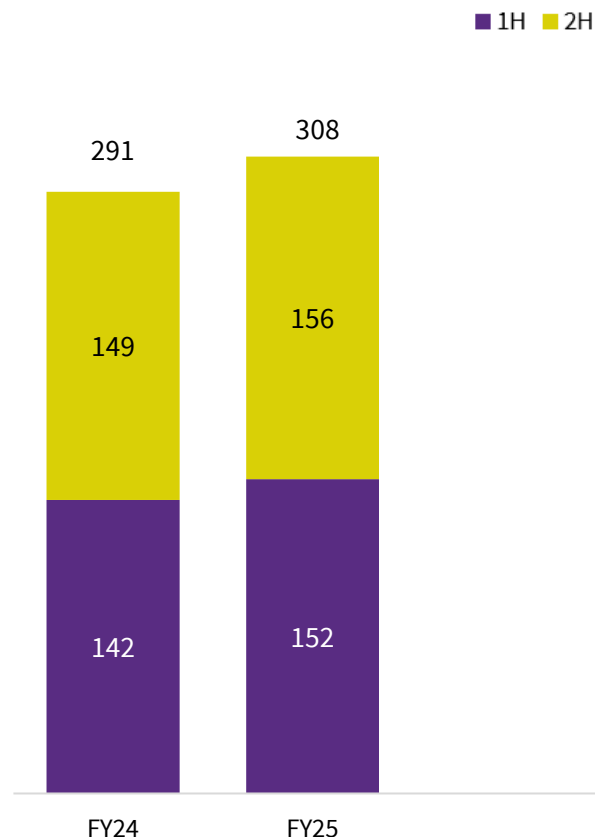


For personal use only

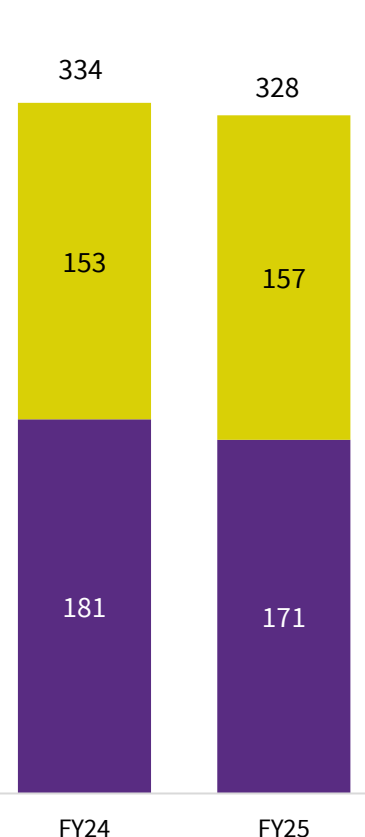
GWP (\$m)



Underlying insurance profit (\$m)



Reported insurance profit (\$m)



Operational highlights

- NPS improvement of 6pts from FY24 (44.8) to FY25 (50.8) driven by:
 - Investment in claims
 - Improvement in service and delivery proposition
- First product, CGU Padlock, on new technology, allowing brokers to quote and buy via PolicyPlace

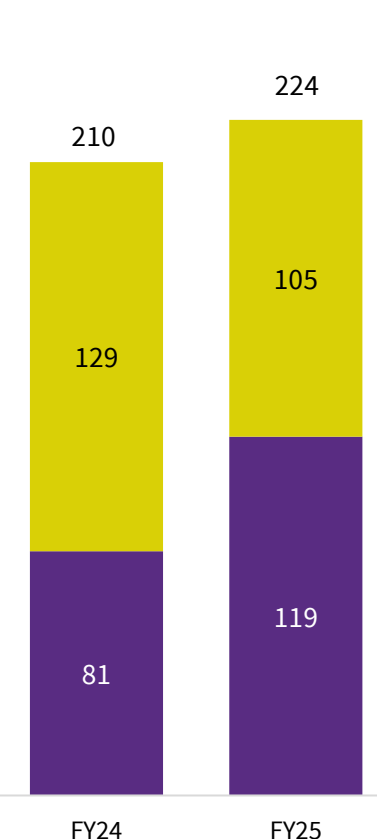
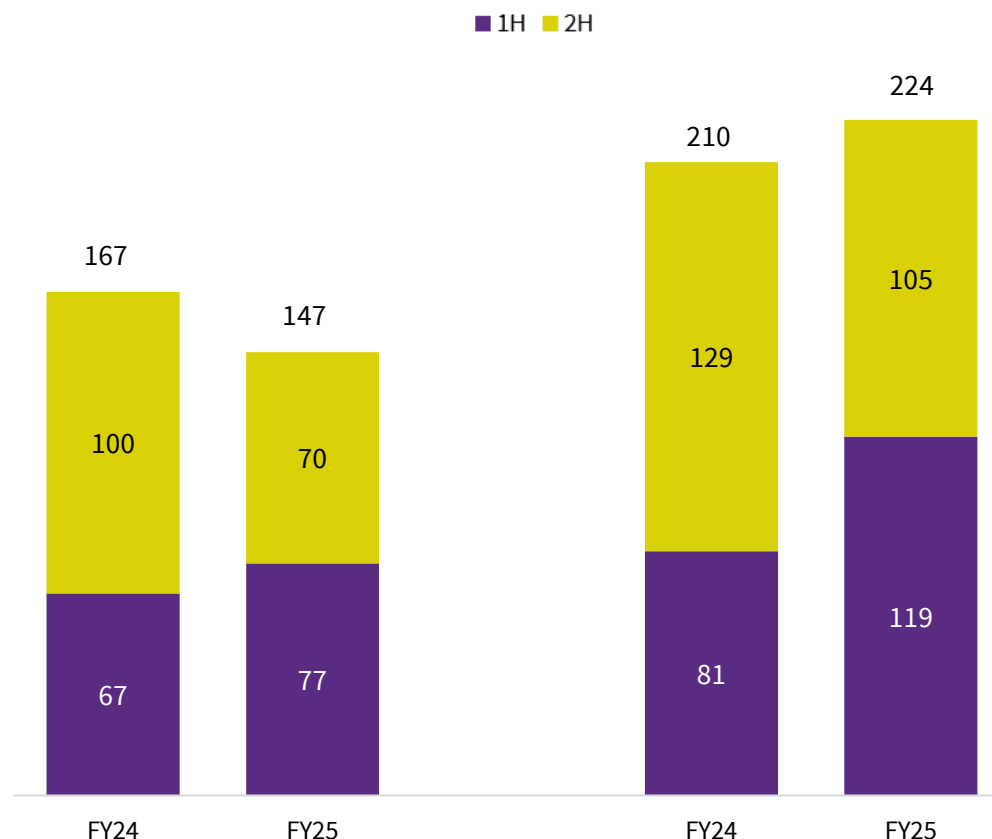
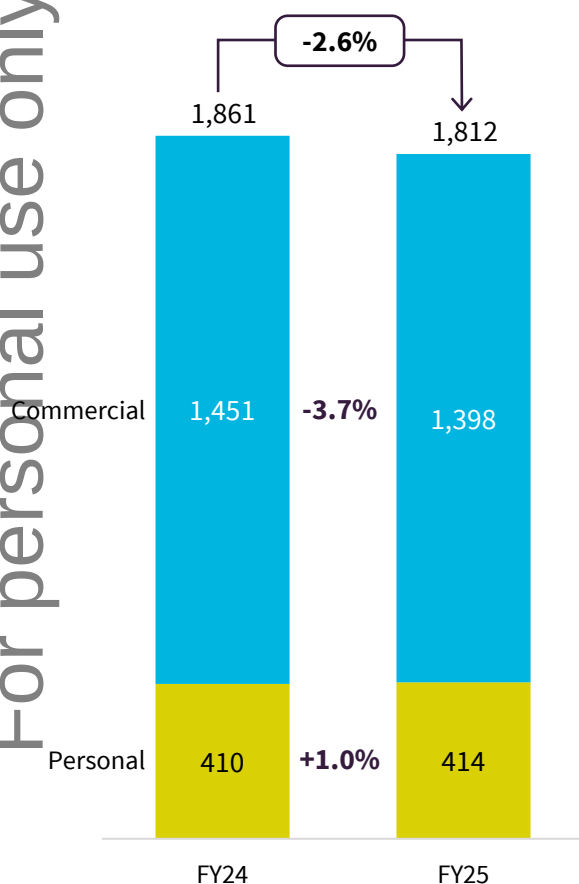
Financial highlights

- GWP growth of 6.3% driven by personal lines (up 11.7%) and commercial long-tail (up 10.6%)
- Underlying growth, which excludes the impact of multi-year workers' compensation policies (~\$105m, up ~\$80m) was ~4.5%
- Relatively stable underlying insurance margin of 11.5% (FY24: 11.7%)
- Reported insurance margin of 12.2% (FY24: 13.4%)

GWP (NZ\$m)

Underlying insurance profit (\$m)

Reported insurance profit (\$m)



Operational highlights

- Retained 33 of 34 large accounts during recent renewals
- NZI went live with digital lodgement for Onesurance motor claims through Gallagher
- Exclusive new partnership with Ag Guard, a rural underwriting agency
- Focus on providing assurance services and value-added propositions

Financial highlights

- GWP down 4.0%, with NZ\$ GWP decline of 2.6%, maintaining discipline in a softening commercial market
- Strong reported insurance margin of 24.3% (FY24: 23.3%)
- Solid underlying insurance margin of 15.9% (FY24: 18.5%), reflecting disciplined underwriting and claims management



William McDonnell Chief Financial Officer

Financials

Solid top-line growth

Reported FY25 GWP growth of 4.3%:

- Growth of 7.7% in RIA's direct business with positive customer and unit momentum
- Strong renewal rates for direct channels in Australia and New Zealand
- Challenging commercial conditions in New Zealand, with focus on underwriting discipline

Underlying FY25 GWP growth of 5.2%:

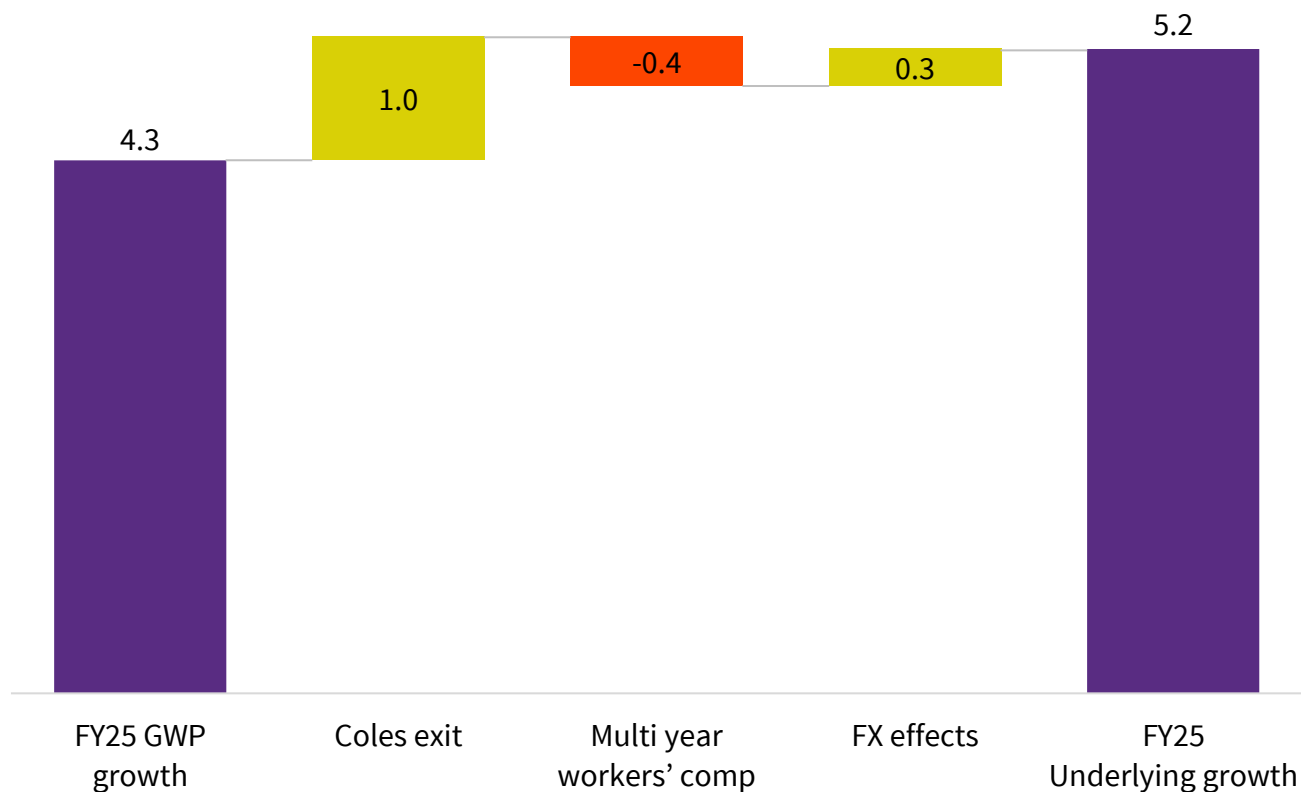
- 2H25 Underlying GWP growth of 4.2% (1H25: 6.3%)

Gross Earned Premium (GEP) growth of 8.7%

Net Earned Premium (NEP) growth of 8.0%



Underlying Group GWP growth (%)



Increased underlying insurance margin

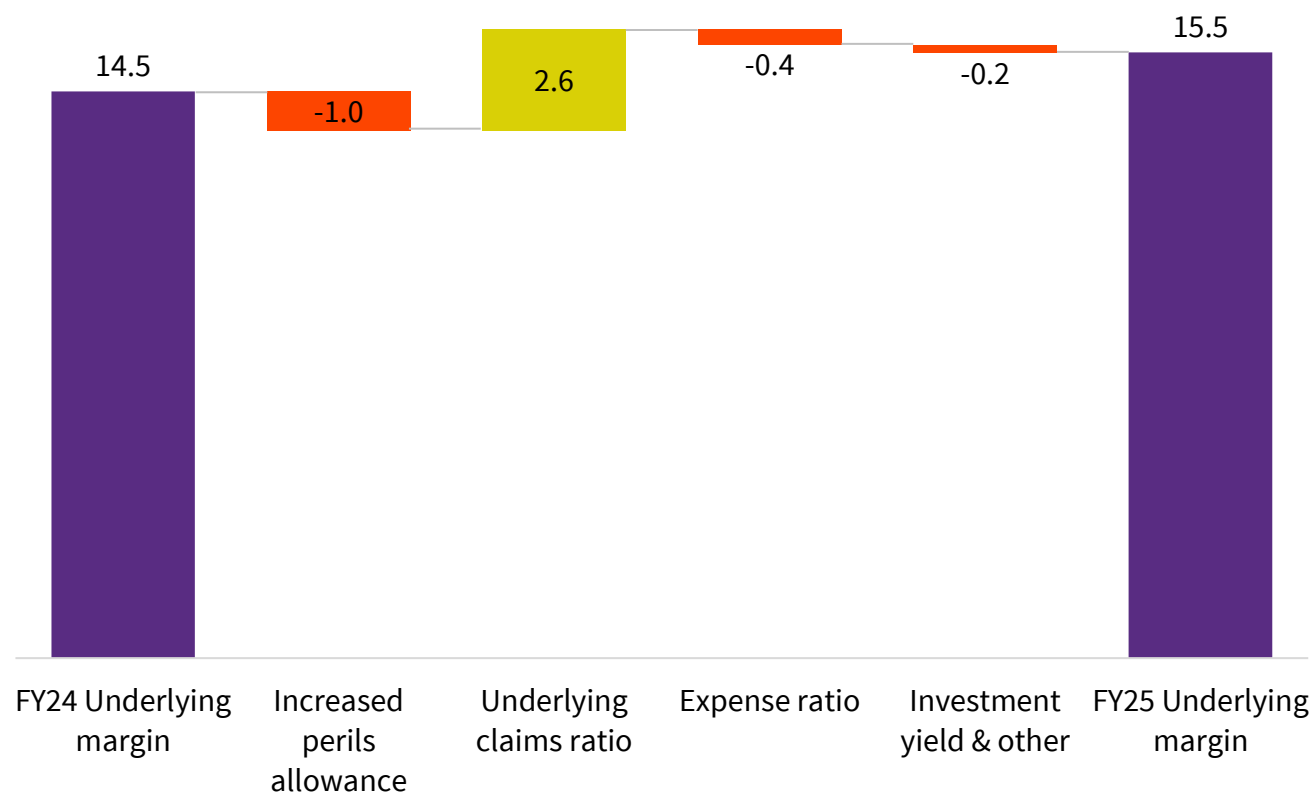


Underlying insurance margin improved to 15.5% (FY24: 14.5%):

- Increased perils allowance to \$1,283m (FY24: \$1,098m)
- 260bps underlying claims ratio improvement
- Expense ratio increase to 23.8% (FY24: 23.4%), with a reduction in commission ratio and increase in administration ratio, including higher levies
- Lower investment yield

Reported insurance margin improved to 17.5% (FY24: 15.6%)

Underlying insurance margin (%)



Favourable perils experience and strong reinsurance protection

FY25 net perils costs of \$1,088m, \$195m below allowance

- Favourable perils experience in 1H25 with 2H25 perils broadly in line with allowance (adverse in Australia, benign in New Zealand).
- ~\$100m cost of NSW Mid North Coast and Hunter floods reflects prudent reserving approach

FY25 non- quota share reinsurance expense of \$1,159m

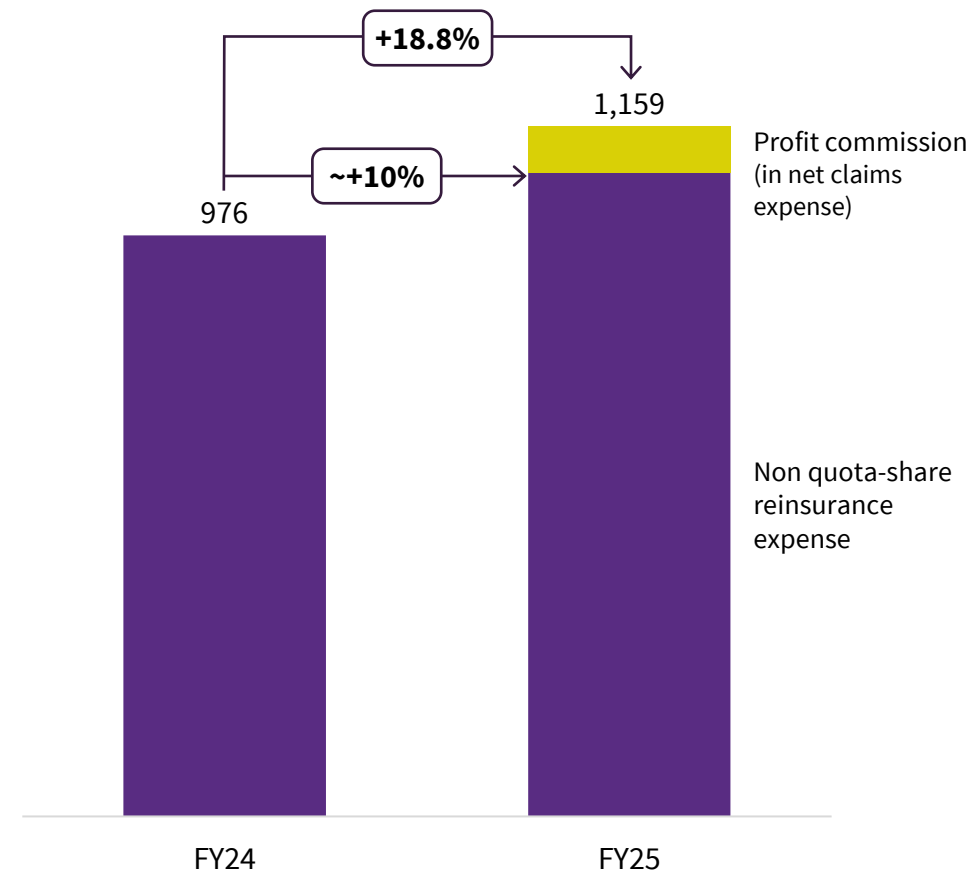
- Reinsurance costs, net of profit commission on perils volatility cover up ~10% including:
 - First full year impact of perils volatility and adverse development covers - providing capital benefits and consistent with 50-100bps margin impact as outlined in June 2024
 - Full 12 months of Cyclone Reinsurance Pool
 - Prudent reinsurance expense recognition in 1H25

FY26 perils allowance of \$1,316m

- Increase of ~3% reflecting growth in aggregate exposure, in line with attachment point for perils volatility cover



Reinsurance expense and profit commission



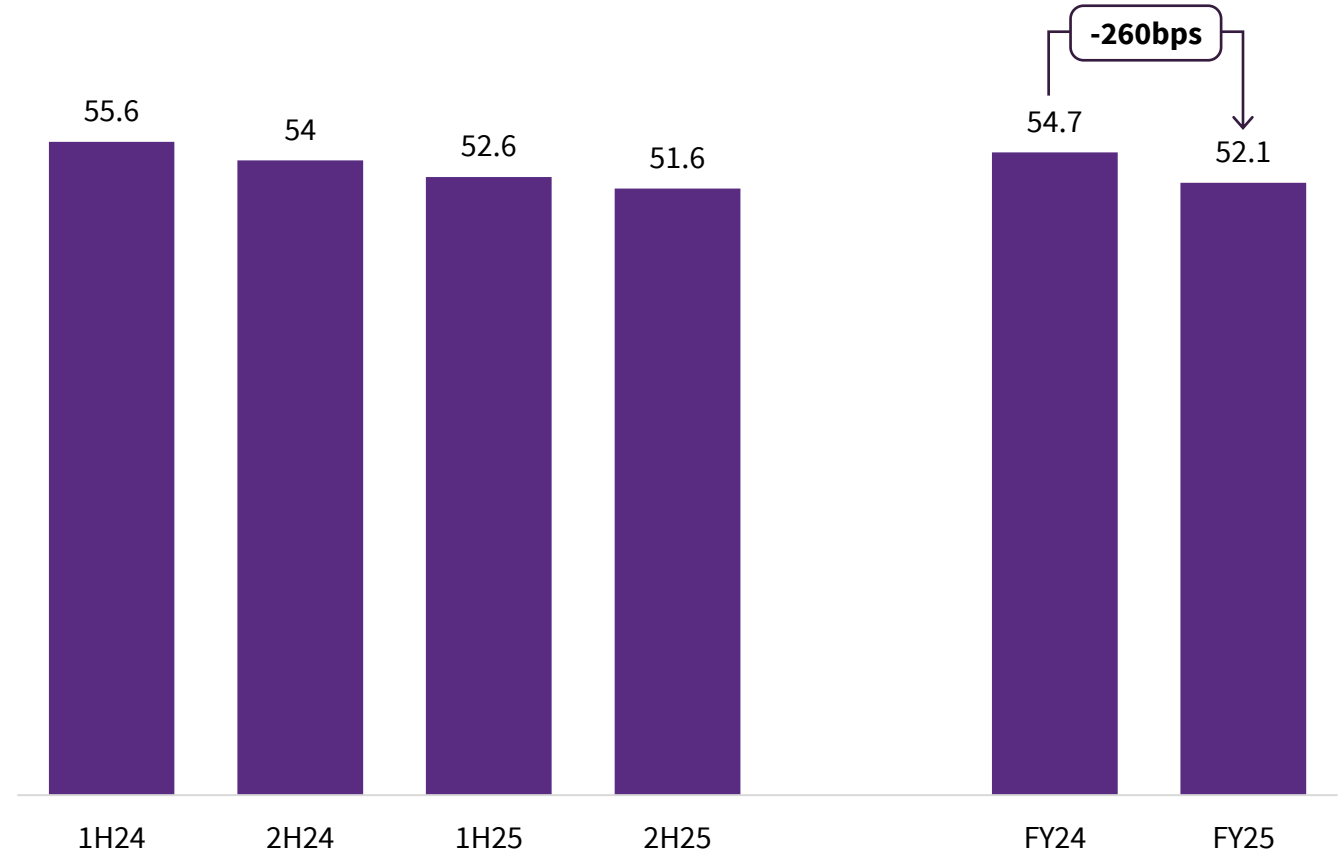
Improvement in underlying claims ratio



Drivers of 260bps improvement in underlying claims ratio

- Earn through of prior year rate increases
- Moderating motor inflation, partially offset by impact of higher theft and third-party credit hire costs
- Improvement in long-tail experience, with short-tail classes in line with expectation in IIA
- Strong improvement in New Zealand with improved frequency and favourable experience in large losses
- Continued benefits from motor supply chain, fraud optimisation and claims finalisation rates
- Profit Commission recognised on whole of account quota shares and perils volatility cover, both reflected in net claims expense

Underlying claims ratio (%)



Investment in growth and transformation activities

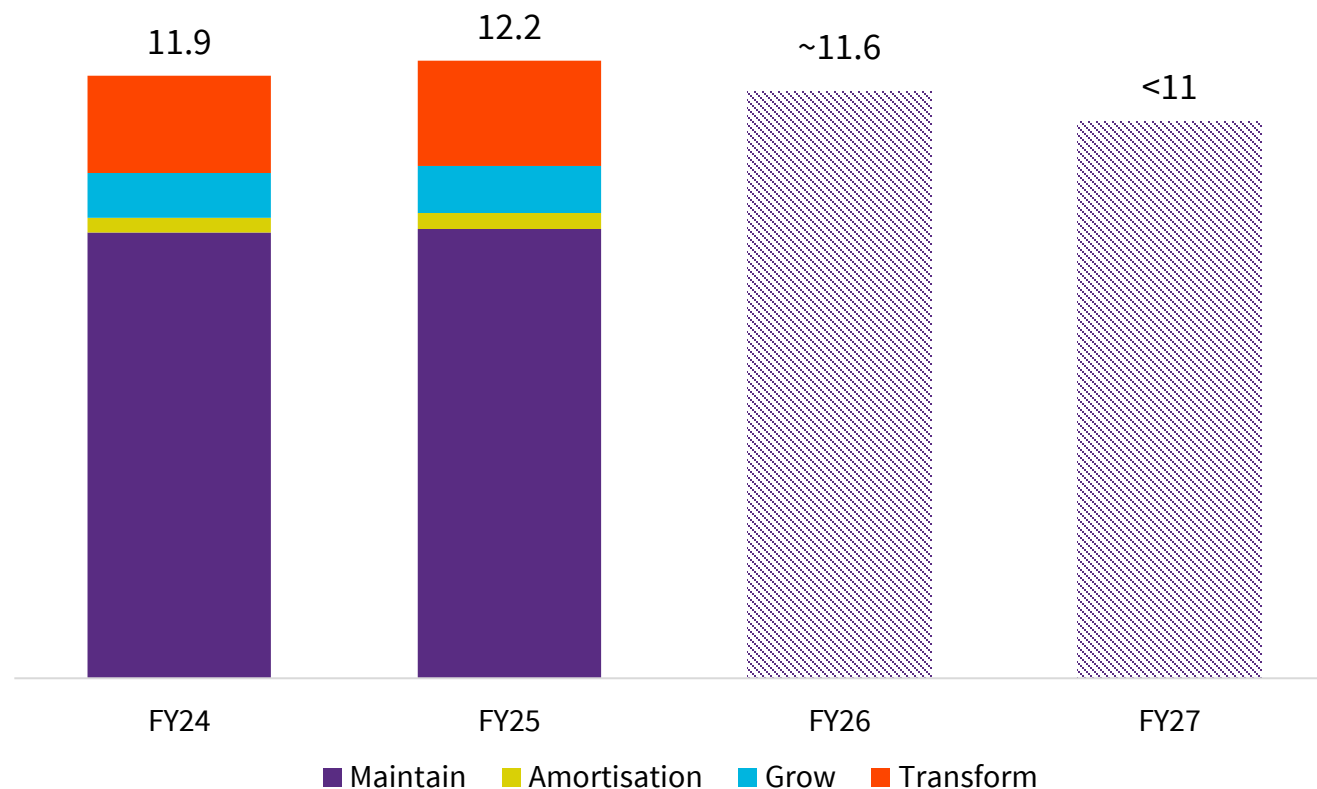


FY25 admin ratio ex-levies 30bps increase compared to FY24

- Administration expenses ex-levies up 8.6% due to additional investments in growth and transformation
- Growth initiatives, including direct advertising in Australia and New Zealand, up 11.3%
- Transformation initiatives, including costs associated with Retail and Commercial Enterprise Platforms, operating model changes and AI engineering & activation, up 14.4%
- Higher growth in costs to 'Grow' and 'Transform' compared to 'Maintain'

Group administration ratio ex-levies expected to reduce to under 11% in FY27

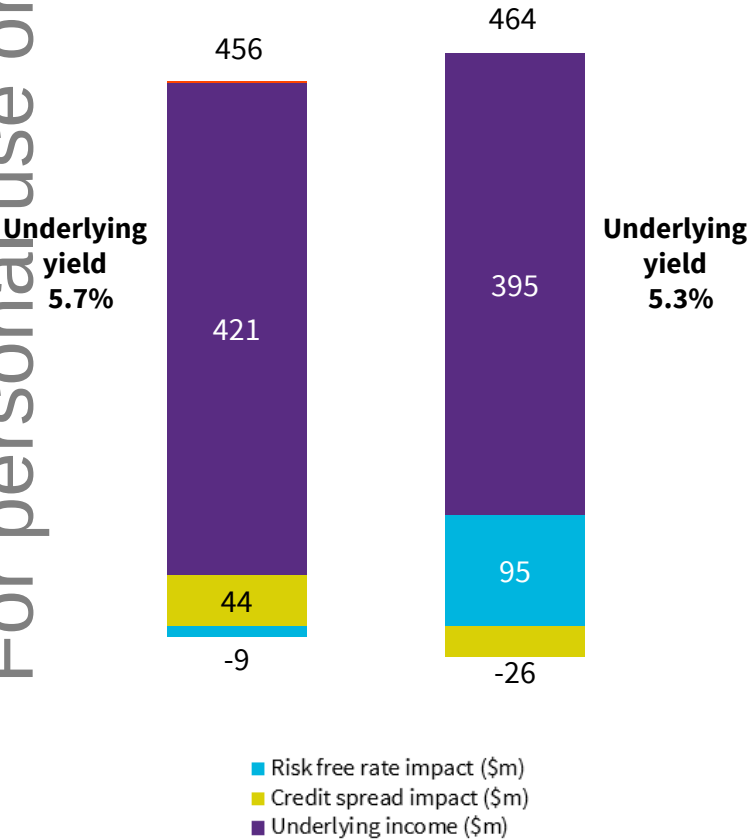
Administration ratio ex-levies (%)



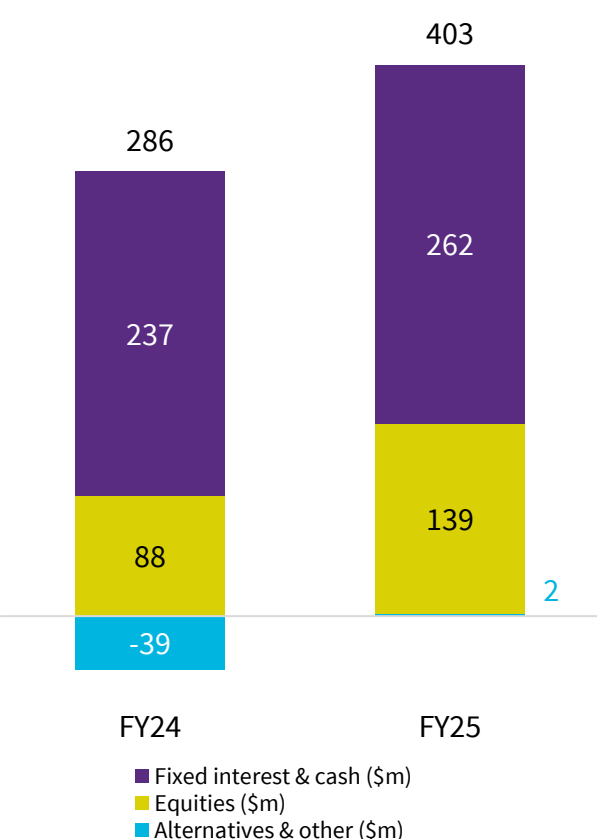
Strong investment result across all asset classes



Technical reserves income
(~\$7.5bn portfolio)



Shareholders' funds income
(~\$6bn portfolio)



Technical reserves

- Strong contribution of \$464m which included the benefit of the decline in the risk-free rate
- FY25 underlying yield of 5.3%
- FY26 underlying yield expectation of ~4.5%

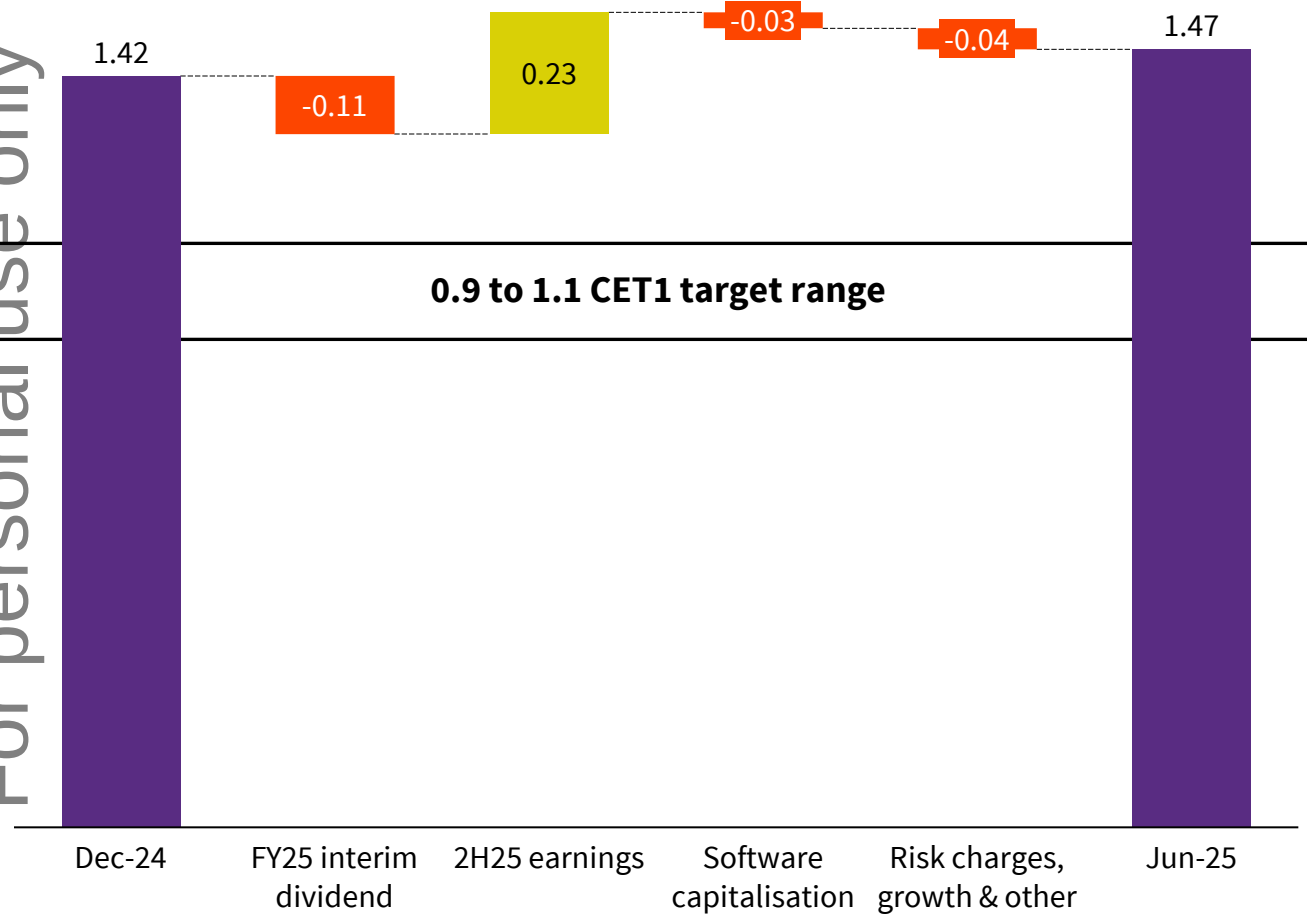
Shareholders' funds

- Strong returns from fixed interest and equities portfolios
- Small gain from ~\$300m alternatives portfolio offset by investment management fees
- Allocation to growth assets relatively stable (~25%) but expected to proportionally increase upon completion of RACQI and RACI transactions

Strong CET1 capital position



For personal use only



Strong capital position above target range

- Strong 2H25 NPAT
- Software capitalisation impact reflects ongoing Enterprise Platform investment
- Risk charges increase from elevated investment assets and lower discount rate

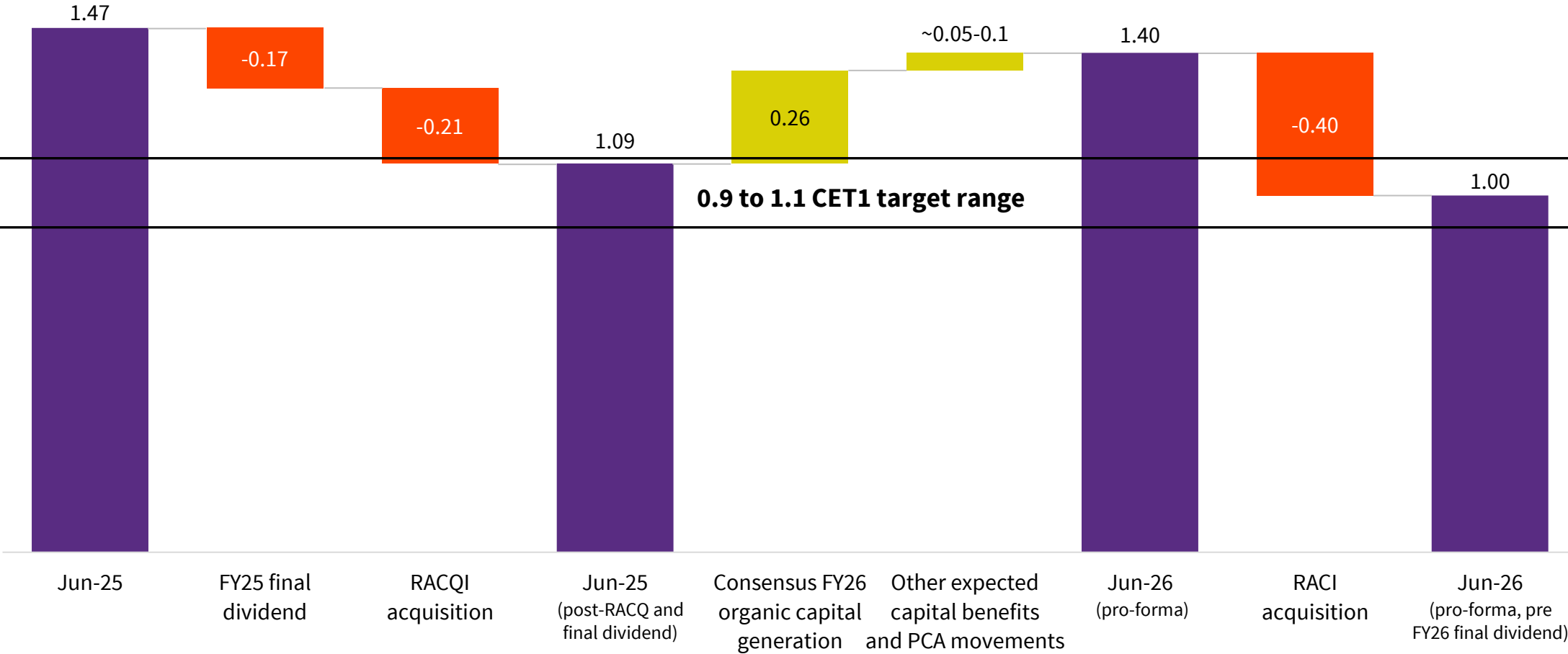
Final dividend of 19 cps, franked to 40%

FY25 total dividends 31 cps, up 14.8%

Indicative pro-forma CET1 ratio reflecting RACQ Insurance and RAC Insurance acquisitions



For personal use only



CET1 target remains 0.9-1.1x PCA, with comfort to operate in lower end of range due to strong earnings with lower volatility

Consensus FY26 organic capital generation should not be treated as IAG guidance. It is based on consensus FY26 NPAT ~\$1.05bn less consensus interim dividend of 12cps. Refer to risks related to forward looking statements on page 2. Acquisitions of RACQ Insurance and RAC Insurance are subject to satisfaction of all requirements and conditions (including regulatory approvals, in the case of RAC Insurance) and completion of the transactions.

IAG • 13 August 2025 | Financial Results

20



Nick Hawkins

Managing Director and Chief Executive Officer

Guidance & Outlook

GWP growth of ‘low-to-mid single digit’

This reflects premium increases that cover moderating claims inflation combined with direct customer and volume growth

At a divisional level, IAG expects:

- RIA growth of ‘mid-single digit’
- IIA growth of ‘low-single digit’
- NZ GWP to be relatively flat

This **does not include the benefit of the RACQI and RACI acquisitions**. The RACQI acquisition is expected to complete on 1 September 2025, which will result in:

GWP growth of approximately 10%

Excluding the benefit of RACQI and RACI acquisitions, IAG expects **Reported insurance profit of \$1,450m to \$1,650m**, roughly equating to a **reported insurance margin of 14.0% to 16.0%**, assuming:

- FY26 natural peril costs of \$1,316 million;
- no material prior period reserve releases or strengthening; and
- no material movement in macro-economic conditions including foreign exchange rates or investment markets.

IAG’s FY26 guidance, and RACQI and RACI acquisitions, align to the targets to deliver a **15% reported insurance margin and 15% reported ROE** on a ‘through the cycle’ basis.

¹ Refer to the important information on page 2 particularly the risks in relation to forward looking statements.

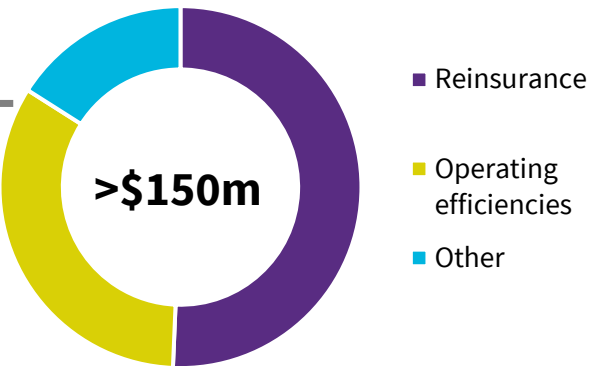
Transaction and comprehensive integration plans



Leading member organisations

		
# members (~m)	1.7	1.3
FY24 GWP (\$bn)	1.3	1.3
NPS (#)	68	66

Annual run-rate synergies



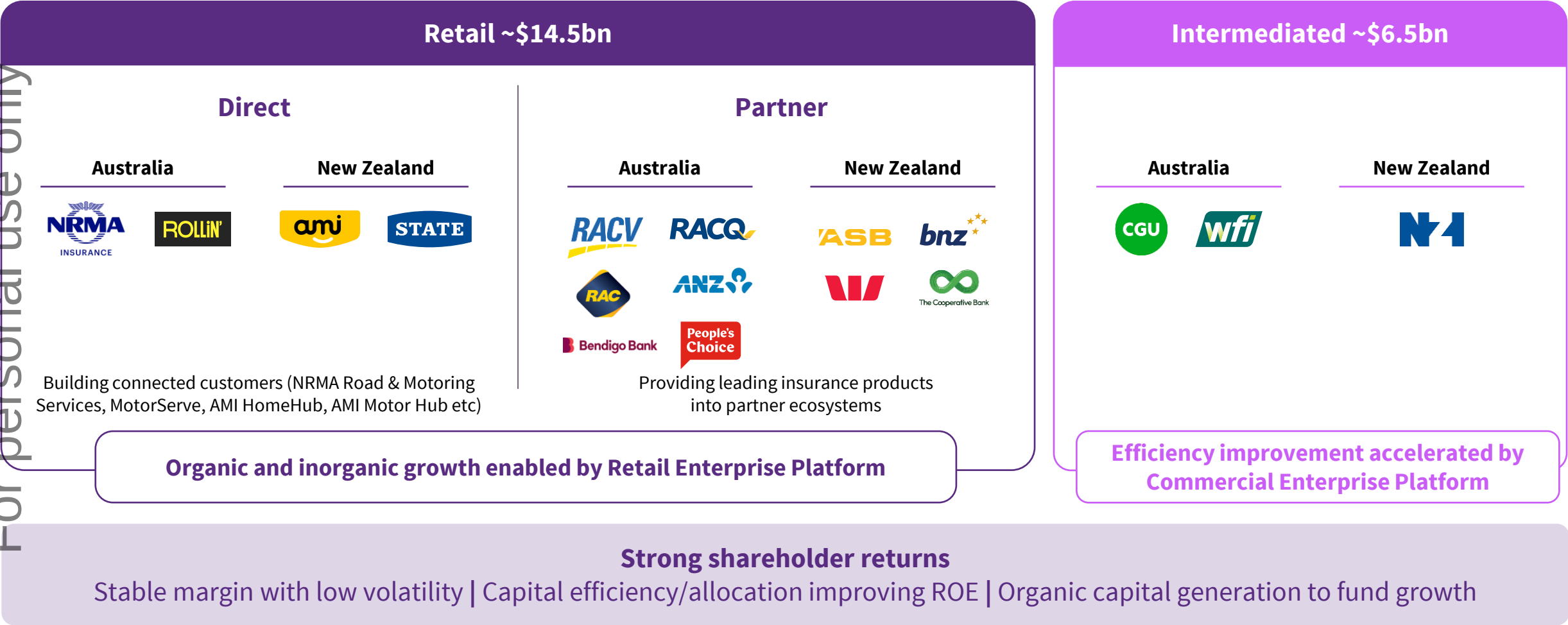
Value creation pathway

Integration phases & expected timing

				
Regulatory Approval	Completion	Reinsurance synergies	Claims synergies	Operational synergies
		~6-18 months after completion	~12-24 months after completion	~24 months after completion
Engagement with and approval from key regulatory stakeholders incl. ACCC and Federal Treasury	Execution with Transitional Services Agreement (TSA)	Reinsurance synergies from integration into IAG's various reinsurance arrangements	Claims synergies derived from Enterprise Platform migration Benefit of RIA scale & fraud intelligence	Operational integration
 Regulatory conditions satisfied	Est Q1 FY26	FY27→	FY27→	FY28→
 Process underway	Est Q4 FY26	FY27→	FY28→	FY28→

Refer to the important information on page 2 particularly the risks in relation to forward looking statements. Timelines are indicative only and subject to change
The acquisitions of RACQ Insurance and RAC Insurance are subject to satisfaction of all requirements and conditions (including regulatory approvals, in the case of RAC Insurance) and completion of the transactions.

IAG supporting ~10m customers with leading brands across Australia & New Zealand
Annual GWP of ~\$21bn



For personal use only





Investor Relations

Mark Ley

M: +61 (0)411 139 134

E: mark.ley@iag.com.au

Nigel Menezes

M: +61 (0)411 012 690

E: nigel.menezes@iag.com.au

Media

Amanda Wallace

M: +61 (0)422 379 964

E: amanda.wallace@iag.com.au

Insurance Australia Group Limited

ABN 60 090 739 923

Level 9, Tower Two, 201 Sussex Street
Sydney NSW 2000 Australia

Ph: +61 (0)2 9292 9222

Appendix 1. Group Profit & Loss



For personal use only

GROUP RESULTS	1H24 A\$m	2H24 A\$m	1H25 A\$m	2H25 A\$m	FY24 A\$m	FY25 A\$m
Gross written premium	7,947	8,453	8,426	8,680	16,400	17,106
Gross earned premium	7,550	7,875	8,366	8,408	15,425	16,774
Reinsurance expense	(3,054)	(3,127)	(3,436)	(3,354)	(6,181)	(6,790)
Net earned premium	4,496	4,748	4,930	5,054	9,244	9,984
Net claims expense	(3,108)	(2,987)	(3,039)	(3,287)	(6,095)	(6,326)
Commission expense	(418)	(443)	(453)	(456)	(861)	(909)
Administration expense	(646)	(660)	(708)	(762)	(1,306)	(1,470)
Underwriting profit	324	658	730	549	982	1,279
Investment income on technical reserves	290	166	227	237	456	464
Insurance profit	614	824	957	786	1,438	1,743
Net corporate expense	(7)	-	200	70	(7)	270
Interest	(85)	(100)	(92)	(100)	(185)	(192)
Profit/(loss) from fee-based business	(12)	(24)	(3)	(5)	(36)	(8)
Investment income on shareholders' funds	147	139	217	186	286	403
Profit before income tax and amortisation	657	839	1,279	937	1,496	2,216
Income tax expense	(201)	(257)	(381)	(297)	(458)	(678)
Profit after income tax (before amortisation)	456	582	898	640	1,038	1,538
Non-controlling interests	(46)	(89)	(118)	(58)	(135)	(176)
Profit after income tax and non-controlling interests (before amortisation)	410	493	780	582	903	1,362
Amortisation and impairment	(3)	(2)	(2)	(1)	(5)	(3)
Profit attributable to IAG shareholders	407	491	778	581	898	1,359

Appendix 2. Group Insurance Ratios



For personal use only

Insurance Ratios	1H24	2H24	1H25	2H25	FY24	FY25
Loss ratio	69.1%	62.9%	61.6%	65.0%	65.9%	63.4%
Immunised loss ratio	68.5%	63.7%	61.3%	64.1%	66.0%	62.7%
Expense ratio	23.7%	23.2%	23.6%	24.1%	23.4%	23.8%
Commission ratio	9.3%	9.3%	9.2%	9.0%	9.3%	9.1%
Administration ratio	14.4%	13.9%	14.4%	15.1%	14.1%	14.7%
Administration ex-levies ratio	12.2%	11.6%	11.9%	12.5%	11.9%	12.2%
Combined ratio	92.8%	86.1%	85.2%	89.1%	89.3%	87.2%
Immunised combined ratio	92.2%	86.9%	84.8%	88.2%	89.4%	86.5%
Reported insurance margin	13.7%	17.4%	19.4%	15.6%	15.6%	17.5%
Underlying insurance margin	13.7%	15.3%	15.1%	15.8%	14.5%	15.5%

Appendix 3. RIA Profit & Loss and Insurance Ratios



RETAIL INSURANCE AUSTRALIA	1H24 A\$m	2H24 A\$m	1H25 A\$m	2H25 A\$m	FY24 A\$m	FY25 A\$m
Gross written premium	4,058	4,264	4,305	4,444	8,322	8,749
Gross earned premium	3,769	3,999	4,242	4,302	7,768	8,544
Reinsurance expense	(1,486)	(1,568)	(1,729)	(1,731)	(3,054)	(3,460)
Net earned premium	2,283	2,431	2,513	2,571	4,714	5,084
Net claims expense	(1,758)	(1,643)	(1,660)	(1,844)	(3,401)	(3,504)
Commission expense	(110)	(123)	(124)	(125)	(233)	(249)
Administration expense	(336)	(343)	(364)	(386)	(679)	(750)
Underwriting profit	79	322	365	216	401	581
Investment income on technical reserves	150	97	111	117	247	228
Insurance profit	229	419	476	333	648	809
Profit/(loss) from fee-based business	(3)	(18)	(2)	(3)	(21)	(5)
Total divisional result	226	401	474	330	627	804
Insurance Ratios	1H24	2H24	1H25	2H25	FY24	FY25
Loss ratio	77.0%	67.6%	66.0%	71.7%	72.1%	68.9%
Immunised loss ratio	76.6%	68.1%	65.7%	70.9%	72.2%	68.4%
Expense ratio	19.5%	19.2%	19.4%	19.9%	19.3%	19.7%
Commission ratio	4.8%	5.1%	4.9%	4.9%	4.9%	4.9%
Administration ratio	14.7%	14.1%	14.5%	15.0%	14.4%	14.8%
Combined ratio	96.5%	86.8%	85.4%	91.6%	91.4%	88.6%
Immunised combined ratio	96.1%	87.3%	85.1%	90.8%	91.5%	88.1%
Reported insurance margin	10.0%	17.2%	19.0%	13.0%	13.7%	15.9%
Underlying insurance margin	14.3%	15.5%	15.2%	15.8%	14.9%	15.6%

Appendix 4. IIA Profit & Loss and Insurance Ratios



INTERMEDIATED INSURANCE AUSTRALIA	1H24 A\$m	2H24 A\$m	1H25 A\$m	2H25 A\$m	FY24 A\$m	FY25 A\$m
Gross written premium	2,025	2,257	2,233	2,317	4,282	4,550
Gross earned premium	2,072	2,080	2,225	2,189	4,152	4,414
Reinsurance expense	(840)	(817)	(895)	(834)	(1,657)	(1,729)
Net earned premium	1,232	1,263	1,330	1,355	2,495	2,685
Net claims expense	(780)	(776)	(844)	(879)	(1,556)	(1,723)
Commission expense	(195)	(200)	(204)	(208)	(395)	(412)
Administration expense	(189)	(189)	(202)	(212)	(378)	(414)
Underwriting profit	68	98	80	56	166	136
Investment income on technical reserves	113	55	91	101	168	192
Insurance profit	181	153	171	157	334	328
Profit/(loss) from fee-based business	(3)	(3)	(1)	(1)	(6)	(2)
Total divisional result	178	150	170	156	328	326
Insurance Ratios	1H24	2H24	1H25	2H25	FY24	FY25
Loss ratio	63.3%	61.4%	63.5%	64.9%	62.4%	64.2%
Immunised loss ratio	62.0%	63.3%	62.9%	62.9%	62.7%	62.9%
Expense ratio	31.1%	30.8%	30.6%	31.0%	31.0%	30.7%
Commission ratio	15.8%	15.8%	15.4%	15.4%	15.8%	15.3%
Administration ratio	15.3%	15.0%	15.2%	15.6%	15.2%	15.4%
Combined ratio	94.4%	92.2%	94.1%	95.9%	93.4%	94.9%
Immunised combined ratio	93.1%	94.1%	93.5%	93.9%	93.7%	93.6%
Reported insurance margin	14.7%	12.1%	12.8%	11.6%	13.4%	12.2%
Underlying insurance margin	11.5%	11.7%	11.5%	11.5%	11.7%	11.5%

Appendix 5. NZ Profit & Loss and Insurance Ratios



NEW ZEALAND	1H24 A\$m	2H24 A\$m	1H25 A\$m	2H25 A\$m	FY24 A\$m	FY25 A\$m
Gross written premium	1,864	1,932	1,887	1,920	3,796	3,807
Gross earned premium	1,709	1,796	1,898	1,918	3,505	3,816
Reinsurance expense	(728)	(742)	(812)	(789)	(1,470)	(1,601)
Net earned premium	981	1,054	1,086	1,129	2,035	2,215
Net claims expense	(570)	(567)	(533)	(566)	(1,137)	(1,099)
Commission expense	(113)	(120)	(125)	(123)	(233)	(248)
Administration expense	(121)	(128)	(142)	(164)	(249)	(306)
Underwriting profit	177	239	286	276	416	562
Investment income on technical reserves	27	14	25	19	41	44
Insurance profit	204	253	311	295	457	606
Profit/(loss) from fee-based business	-	(1)	-	(1)	(1)	(1)
Total divisional result	204	252	311	294	456	605
Insurance Ratios	1H24	2H24	1H25	2H25	FY24	FY25
Loss ratio	58.1%	53.8%	49.1%	50.1%	55.9%	49.6%
Immunised loss ratio	57.9%	53.8%	48.8%	50.2%	55.8%	49.5%
Expense ratio	23.8%	23.5%	24.6%	25.4%	23.6%	25.0%
Commission ratio	11.5%	11.4%	11.5%	10.9%	11.4%	11.2%
Administration ratio	12.3%	12.1%	13.1%	14.5%	12.2%	13.8%
Combined ratio	81.9%	77.3%	73.7%	75.5%	79.5%	74.6%
Immunised combined ratio	81.7%	77.3%	73.4%	75.6%	79.4%	74.5%
Reported insurance margin	20.8%	24.0%	28.6%	26.1%	22.5%	27.4%
Underlying insurance margin	14.9%	18.7%	19.5%	20.5%	16.9%	20.1%

Appendix 6. NZ Retail Profit & Loss and Insurance Ratios



NEW ZEALAND RETAIL	1H24 A\$m	2H24 A\$m	1H25 A\$m	2H25 A\$m	FY24 A\$m	FY25 A\$m
Gross written premium	1,034	1,041	1,067	1,087	2,075	2,154
Gross earned premium	919	959	1,057	1,080	1,878	2,137
Reinsurance expense	(368)	(375)	(428)	(417)	(743)	(845)
Net earned premium	551	584	629	663	1,135	1,292
Net claims expense	(342)	(359)	(330)	(335)	(701)	(665)
Commission expense	(25)	(27)	(30)	(33)	(52)	(63)
Administration expense	(76)	(82)	(91)	(117)	(158)	(208)
Underwriting profit	108	116	178	178	224	356
Investment income on technical reserves	15	8	14	12	23	26
Insurance profit	123	124	192	190	247	382
Profit/(loss) from fee-based business	-	(1)	-	(1)	(1)	(1)
Total divisional result	123	123	192	189	246	381
Insurance Ratios	1H24	2H24	1H25	2H25	FY24	FY25
Loss ratio	62.1%	61.5%	52.5%	50.5%	61.8%	51.5%
Immunised loss ratio	61.9%	61.5%	52.1%	50.7%	61.7%	51.4%
Expense ratio	18.3%	18.6%	19.3%	22.6%	18.5%	21.0%
Commission ratio	4.5%	4.6%	4.8%	5.0%	4.6%	4.9%
Administration ratio	13.8%	14.0%	14.5%	17.6%	13.9%	16.1%
Combined ratio	80.4%	80.1%	71.8%	73.1%	80.3%	72.5%
Immunised combined ratio	80.2%	80.1%	71.4%	73.3%	80.2%	72.4%
Reported insurance margin	22.3%	21.2%	30.5%	28.7%	21.8%	29.6%
Underlying insurance margin	14.3%	16.6%	21.4%	24.3%	15.5%	23.0%

Appendix 7. NZ Intermediated Profit & Loss and Insurance Ratios



NEW ZEALAND INTERMEDIATED	1H24 A\$m	2H24 A\$m	1H25 A\$m	2H25 A\$m	FY24 A\$m	FY25 A\$m
Gross written premium	830	891	820	833	1,721	1,653
Gross earned premium	790	837	841	838	1,627	1,679
Reinsurance expense	(360)	(367)	(384)	(372)	(727)	(756)
Net earned premium	430	470	457	466	900	923
Net claims expense	(228)	(208)	(203)	(231)	(436)	(434)
Commission expense	(88)	(93)	(95)	(90)	(181)	(185)
Administration expense	(45)	(46)	(51)	(47)	(91)	(98)
Underwriting profit	69	123	108	98	192	206
Investment income on technical reserves	12	6	11	7	18	18
Insurance profit	81	129	119	105	210	224
Profit/(loss) from fee-based business	-	-	-	-	-	-
Total divisional result	81	129	119	105	210	224
Insurance Ratios	1H24	2H24	1H25	2H25	FY24	FY25
Loss ratio	53.0%	44.3%	44.4%	49.6%	48.4%	47.0%
Immunised loss ratio	52.8%	44.3%	44.2%	49.6%	48.3%	46.9%
Expense ratio	31.0%	29.6%	32.0%	29.4%	30.2%	30.6%
Commission ratio	20.5%	19.8%	20.8%	19.3%	20.1%	20.0%
Administration ratio	10.5%	9.8%	11.2%	10.1%	10.1%	10.6%
Combined ratio	84.0%	73.9%	76.4%	79.0%	78.6%	77.6%
Immunised combined ratio	83.8%	73.9%	76.2%	79.0%	78.5%	77.5%
Reported insurance margin	18.8%	27.4%	26.0%	22.5%	23.3%	24.3%
Underlying insurance margin	15.5%	21.2%	16.8%	15.0%	18.5%	15.9%