

22 November 2023

ASX Announcement

## **Netwealth AGM Addresses and Presentation**

Netwealth Group Limited (ASX: NWL) will today address shareholders at its Annual General Meeting to be held at 3.00pm (AEDT) today at our Head Office on Level 6/180 Flinders Street, Melbourne, VIC 3000. The meeting is being streamed live for those unable to attend in person.

Attached is a copy of the addresses to be delivered by Chair, Tim Antonie and CEO and Managing Director, Matt Heine and presentation material.

This document has been authorised for release by the Board of Directors.

For further information please contact:

Grant Boyle  
Chief Financial Officer  
[grant@netwealth.com.au](mailto:grant@netwealth.com.au)

---

Netwealth Group Ltd  
ABN 84 620 145 404

Level 6/180 Flinders Street  
Melbourne VIC 3000

PO Box 336  
South Melbourne VIC 3205

# 2023 Annual General Meeting Addresses and Presentation

ASX Release – 22 November 2023

## Chair's Address

The 2023 financial year was another record for Netwealth, building on the strong momentum from prior years.

The Australian platform industry grew by 7.2% to \$993.3 billion Funds Under Administration (FUA) as at 30 June 2023, driven mainly by positive financial market movements with historically low industry net inflows of \$10.6 billion.

With this backdrop, Netwealth increased its market share by 1.1% over the year resulting in a 26.3% increase in FUA to \$70.3 billion as at 30 June 2023.

In FY23, Netwealth delivered record annual gross inflows of \$18.7 billion and pleasingly, industry leading net inflows of \$9.9 billion.

Funds Under Management increased by 22.0% to \$16.5 billion with Managed Accounts increasing by 23.5%.

Income increased by an impressive 21.6% to \$214.7 million driven by the substantial increase in FUA and a significant uplift in ancillary income.

The substantial increase in income enabled Netwealth to absorb:

- the annualised impact of the FY22 significant investment in our platform roadmap, system scalability, security and service offering; and
- the continued investment in FY23 to deliver a leading offering to our clients, and accelerate our whole of wealth roadmap and vision.

EBITDA exceeded \$100 million for the first time at an EBITDA margin of 46.9%.

Our NPAT increased by 20.9% to \$67.2 million and annual dividends increased by 20% to 24 cents per share.

Our financial condition is excellent with net cash balances, high levels of predictable revenues, strong EBITDA margins and a high correlation between profit, cashflows and dividends.

Our return on equity (post tax) again increased to 59.1% for FY23.

The company is very well positioned for sustainable growth and Matt will provide an update on recent performance, including strategic initiatives.

Netwealth was again recognised by the industry for its leading platform offering and service levels, including for the 11th consecutive year Netwealth rated No.1 in overall satisfaction by advisers.

Our governance and sustainability objectives have been significantly progressed throughout the year and I encourage all to read our Annual Report for more detail.

We uplifted our executive committee's capability during the year with:

- the external appointments of Jodie Henson, our Chief Risk Officer and Shanyn Payne, our Chief People Officer; and
- the internal promotions of Matt West, our General Manager Product and Strategy and David Sutherland, our General Manager Investment Operations and Managed Accounts.

I congratulate all Netwealth team members for their recent promotions and appointments.

I would like to particularly thank:

- Matt Heine and the executive committee for their outstanding leadership and our dedicated team across Australia and Vietnam for living our values and delivering record results;
- Rita Harris and her fellow Netwealth Superannuation Services directors and management team for the effective discharge of their obligations and execution of their strategic objectives;
- my fellow Directors for their expertise, diligence and governance; and
- our shareholders and clients for your continuing support.

We look forward to working with you again this financial year for what we hope is another successful year for all.

I will now hand over to our CEO and Managing Director (CEO) Matt Heine.

### CEO's Address

Thank you Tim and good afternoon everyone.

As you have just heard we have had another fantastic year. Our funds under administration as of the 20th of November 2023 are \$74.1 Billion and our products, including our market leading managed account continue to perform well.

As you can see from our 12-month growth figures up to the end of September, our platform FUA increased by 23.9%, Managed Funds by 22% and Managed Accounts by 23.5%. Given the adverse market conditions we have been navigating we are

pleased with these growth rates which provide a solid foundation for the next 12 months.

Moreover, we have also successfully delivered a wide range of new products, features and functionality based on client feedback and have sustained the high levels of service we pride ourselves on.

We are also very proud of the Banquer primary programme, which we fully fund, for school kids around the country - this year was a special and noteworthy year because for the first time the aggregate number of children going through the programme exceeded 100,000 children.

We believe that the banquer program, and our support for it, has made a significant difference to these children and there is no doubt it is better to teach good money habits early to avoid trying to change them as adults when it is often too late.

It is also pleasing to see many of the industry's top research houses have rated us as number one across a range of metrics. This includes Investment Trends 2023 Adviser Technology report, where we were ranked number one for overall satisfaction as well as overall satisfaction for mobile access and best value for money platform.

Looking forward we maintain a positive outlook for the future and the opportunity ahead of us is significant.

There are a number of major macro trends and factors that are causing wide spread change in the industry, consumers wealth needs and how they interact with technology digital channels. With change, we believe comes opportunity.

As wealth, health, technology and service expectations change, we have tried to reflect that in the design of our products, including our updated Super and Wealth Accelerator which cater to the requirements of the Emerging, Mass and Established Affluent.

From a technology perspective, it would come as no surprise that the environment is changing extremely fast and innovations in artificial intelligence, especially with the rise of generative AI offer some incredible opportunities to improve efficiency, productivity, client engagement and service.

Equally the investment landscape is changing rapidly. We are seeing increased demand for ESG, Impact and sustainable investments and we are working hard with our new strategic partner iCapital to bring a new and differentiated range of alternative investments to Australia for the first time.

We believe, with reference to global markets where Alternatives Investments have a far greater allocation in client portfolios, investment in Alternatives is the next big "mega trend" for investment markets and advice practices in Australia, particularly in the high networth space.

From a business model perspective and following the Quality of Advice review, regulatory change is also underway which will lead to changes in the way advice is provided.

New regulations which are expected to reduce red tape will allow advisers to see more clients and to better serve their clients. We believe this will enable more Australians to seek financial advice and we want to ensure we continue to support the industry to deliver on this vision.

Let us look at how we are taking advantage of the opportunity in front of us.

Our team has worked diligently to deliver our strategy, ensuring alignment with the current and future needs of our clients and the trends we are seeing that are relevant today and tomorrow.

Strategically, we dedicate significant attention to data and software integration, aggregating client and business data sources to enhance efficiency, generate insights, and elevate the overall client experience.

Recognising the importance of catering to evolving needs and diverse client segments, we ensure our technology remains flexible and is adept at responding swiftly to change. Uniquely, we leverage new tools, such as generative AI, in ways that set us apart.

While technology is a pivotal aspect of success, we understand that market-leading service is equally crucial. Our platform has been consistently rated #1 across various research houses and our exceptionally strong Net Promoter Scores (NPS) underscore our commitment to excellence.

Our aim is to also provide investment solutions that address a broad spectrum of needs, beyond a single segment or client demographic. We offer a diverse range of investment options and have established partnerships with both global and local specialists.

From a holistic perspective, we believe that data technology, security, and people constitute the core of our platform and connect and enable the strategic areas outlined here.

With a comprehensive focus on these elements, we aim to expand into areas that deliver substantial value to advice firms, industry licensees, multidisciplinary firms, and, most importantly, our end clients.

This strategy spans four key areas: business intelligence and analytics, the delivery and expansion of our whole of wealth platform, the enhancement of practice efficiency and advice enablement, and and best in class client engagement and service.

This approach and focus ensure not only current satisfaction and success through a differentiated offer but also positions us to proactively meet the evolving demands of the future.

Our whole-of-wealth platform has continued to evolve with enhanced features and investments tailored to diverse market segments. This suits both cost conscious clients through to those that have more complex needs. Collaborating with key industry partners, we expanded our investment options by including both custodial and non-custodial investments such as private debt, capital called structures and foreign-domiciled or alternative funds.

From a client engagement service perspective, we have been building new capabilities to improve adviser engagement with their clients. New features which are either delivered or in development include deeper integration with datasets from Xeppo and other 3rd party sources, secure document sharing and richer interactions between advisers and clients through enhanced reporting functionality and seamless task management and communication.

When it comes to practice efficiency and advice enablement, Netwealth continues to deliver efficiency and advice enablement functionality on the platform that will reduce the cost to serve.

Lastly, business intelligence and analytics remains important for clients, practices, and licensees.

We have expanded the number of integrations through our wealth exchange and Xeppo partnership and provide detailed analysis and information as well as manage secure sharing of data between integrated systems.

Our upgraded API Developer Portal ensures new integrations are continuously being developed in response to client needs.

If we zoom out and see how this all fits together, Netwealth's strategy of offering comprehensive wealth solutions is what has driven strong growth in the past 24 months which we expect will continue well into the future. This strategy is delivered to both end client and the advisers through both our desktop and client portal.

Our platform today consists of 4 key components : Netwealth administered Super Accelerated Core and Plus series, Netwealth administered Wealth Accelerator which is our Multi Asset Portfolio Service (MAPS), adviser administered XWrap which allows advisers to input, manage and report on assets that clients have outside of our financial products and third party data such as bank and property feeds and a range of other data we have access to via Xeppo.

In response to the evolving needs and sophistication of our clients, we have continued to enhance our product offerings over the past 12 months. Notably, we have successfully introduced a new wholesale wealth accelerator product known as the Multi-Asset Portfolio Service. The key differentiator between this and our previous Wealth Accelerator product lies in its capacity to seamlessly integrate both

custodial and non-custodial assets. This integration provides clients with a unified portfolio view and enables us to administer a broader spectrum of assets on their behalf.

Examples of non-custodial assets are foreign-managed funds or alternative investments held through the iCapital platform or directly by a client or entity that due to their high degree of complexity or legal structure are not suitable to be held on our custodial platform. Our capabilities extend to administering diverse assets, managing capital calls, reporting on these calls, and facilitating intricate transactions in foreign countries with distinct currencies.

Conversely, for clients with simpler requirements, we have relaunched our Superannuation and Wealth Accelerator Core product. This revitalised offering boasts a substantial increase in the number of investments, including 48 managed account models, alongside existing managed funds, term deposits, and cash options. Since its relaunch on October 1st, the Core product has demonstrated remarkable growth, underscoring its efficacy in meeting the distinct needs of this client segment.

As noted in previous announcements, we find ourselves navigating a prolonged period of higher interest rates. In response, our commitment is to assist clients and advisers in identifying a diverse array of options to address their fixed interest requirements. Notably, we have significantly expanded our term deposit offerings, introducing 4 and 9-month terms alongside the existing 3, 6, 12 months, and 5-year terms. These are accessible through Bank of Queensland, ANZ, NAB, with plans to onboard additional term deposit providers in the future.

Furthermore, we have integrated Challenger annuities into our platform, increasing the available options from 3 to 8. These fixed-term annuities typically offer more favourable rates than term deposits and unlike previous offers the advantage lies in the seamless integration of Challenger annuities with other custodial held assets, eliminating the need for fund transfers.

Our partnership with Income Asset Management has equally resulted in the successful launch of a Small Bond Parcel Service. This innovative service allows investors entry into bonds with a reduced threshold of \$50,000, compared to the usual \$500,000 required for new issuances. The reception has been positive, highlighting its accessibility and value.

In the pipeline is our soon to be released 31 Day Notice Fund, offering a competitive rate of 25 basis points over RBA on cash. The only condition is a 31-day notice period for redemptions, narrowing the gap between our working cash account and a three-month term deposit, this provides increased flexibility for medium to long-term needs.

Importantly, we have also responded to valuable feedback from both clients and advisers and have introduced enhanced flexibility in managing advice fees. As of last weekend, advisers and clients can mutually agree to adjust or exclude advice fees, expressed as specific percentages, across term deposits, cash, annuities, or any

combination thereof. This feature aims to streamline fixed interest needs without the necessity of off-platform fund transfers.

We are pleased with the breadth and speed of our response to market conditions, delivering these noteworthy innovations to the platform.

We have noted the significant potential of generative AI as a transformative opportunity for our business and that will profoundly impact various facets of our interactions with clients and internal operations. Netwealth has been actively utilising and exploring AI, particularly in machine learning, leveraging cutting-edge technology from Open AI, Microsoft and other software vendors with whom we already collaborate. We have been fortunate to gain early access to Microsoft Copilot which has enabled us to explore its applications and its potential to reshape how we engage with services and web interfaces.

We have identified six key areas that will be early beneficiaries from the advance of AI. These are portfolio management, advice, client experience, administration, marketing, and compliance and security. Multiple projects have been planned, delivered, or in progress, and notable examples of these projects include automated portfolio commentary and insights, account alerts, real-time insights on client data and the development of an AI-driven fund manager portal to increase data interaction.

Strategically, we have invested in the automation of back-office tasks, incorporating document recognition with process automation.

Copilot plays a crucial role in improving efficiency by reducing development effort for our engineers, responding to emails, facilitating communication, and extracting information from extensive PDF document summaries, teams, and meetings.

Our marketing team leverages AI to enhance social media engagement and streamline the generation or refinement of advertising, marketing, and email copies. Within our risk, compliance and IT security teams, AI has assumed a pivotal role in data management, risk assessments and cybersecurity by capitalising on significant advancements in artificial intelligence tools.

Following the excitement generated from our AI initiatives, we have reintroduced a much-loved company-wide hackathon in the first quarter of the coming year. This exciting initiative aims to identify new use cases for AI across the business by harnessing the rapidly evolving innovative technologies that are now more readily accessible.

To sum up, we are in a great position for both current and future growth.

We have successfully launched in Q1 our strategic partnership with iCapital and Netwealth is now the exclusive Australian distribution partner for the funds sponsored by iCapital, one of the largest alternative fund providers in the world. We are excited to work with iCapital to bring global products from some of the top

managers in the world to our clients via the Netwealth platform, whilst ensuring it is easy and seamless to invest in these products.

We have successfully relaunched our core product. It is priced very competitively and is aimed at the mass and emerging affluent segments, available through both advisers and direct. We currently offer 48 managed models and will look to expand that based on feedback from our clients.

Our Multi Asset Portfolio Service (MAPS) which launched in FY2023 has now exceeded \$200 million in FUA and is growing well. To conclude, our outlook remains positive with our growth momentum expected to continue.

FUA has reached \$74.1 Billion as of 20th November and our new product launches have been very well received with strong initial growth. We have increased our range of fixed interest options to meet client demand and to keep funds on platform and our Managed Account continues to grow at a very high rate.

To meet this current and drive future growth we have filled the majority of our 38 vacant roles at June 2023 and have added to our capability through additional senior appointments.

Business conditions are improving and our new business pipeline across all major segments and geographies remains strong with a high conversion rate.

Thank you very much for listening and thank you to the fantastic netwealth team, executive and board for your commitment and hard work and to our clients for your ongoing support.

I will now hand back to our Chair, Tim Antonie for formal proceedings.

For further information please contact:

Grant Boyle  
Chief Financial Officer and Joint Company Secretary  
[shareholder@netwealth.com.au](mailto:shareholder@netwealth.com.au)

## About Netwealth

Netwealth is a financial services company listed on the Australian Securities Exchange (ASX: NWL). Netwealth was created with an entrepreneurial spirit to challenge the conventions of Australia's financial services.

We are a technology company, a superannuation fund and an administration business. Above all we exist to inspire people to see wealth differently and discover a brighter future.

Founded in 1999, Netwealth is one of the fastest growing wealth management businesses in Australia.

We are rated No.1 by our clients for overall satisfaction \*.

Our financial products are:

- superannuation including accumulation and retirement income products;
- investor directed portfolio services for self-managed super and non-super investments;
- managed accounts;
- managed funds;
- self-managed superannuation funds administration; and
- non-custodial administration and reporting services.

Netwealth's digital platform supports how our financial products are delivered to market. Financial intermediaries and clients have the ability to invest and manage a variety of domestic and international products via the platform.

The platform is created, developed, and sustained by our technology team. It is continually enhanced based on feedback from financial intermediaries, clients, and other users and is widely acknowledged for its industry-leading capabilities.

To ensure the effective operation of our financial products and technology platform, Netwealth invests heavily in its people and resources for support, custodial and non-custodial services, and risk and governance management.

\*Investment Trends 2023 Adviser Technology needs report



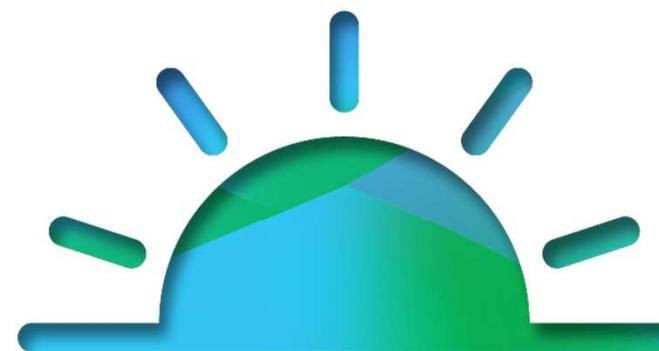
# Annual General Meeting FY2023

See wealth differently

FY  
20  
23

Our purpose is

**To enable people to  
see wealth differently  
and discover a  
brighter future**



# Today's presenters and agenda

## Meet



**Tim Antonie**  
Chair



**Matt Heine**  
CEO and Managing Director

## Discover

1. Chair's Address

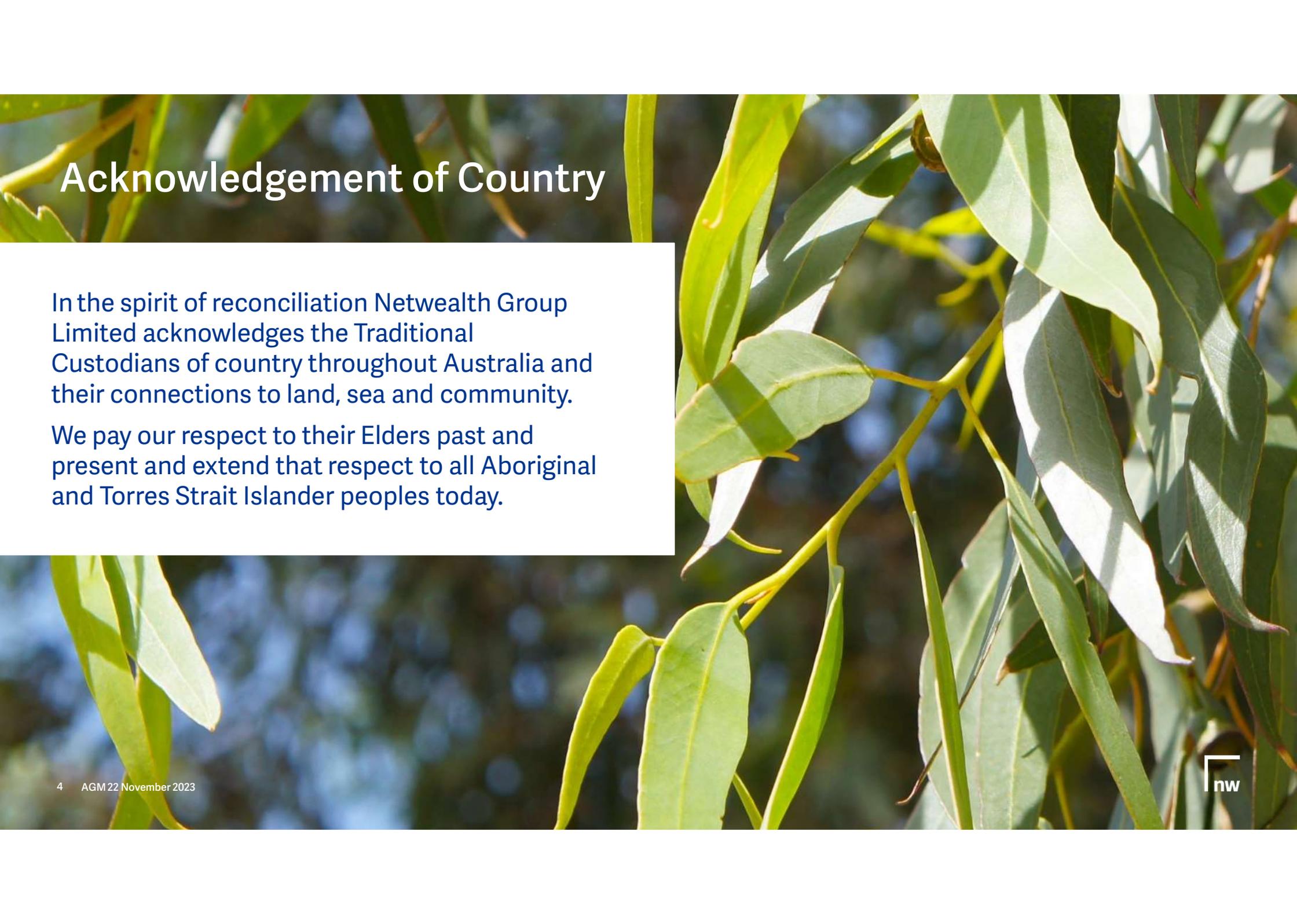
---

2. CEO's Address

---

3. Formal Business

---



# Acknowledgement of Country

In the spirit of reconciliation Netwealth Group Limited acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

# Netwealth's Board of Directors



**Tim Antonie**  
Chair and Non-Executive Director (joined 2015)

- Qualified as a chartered accountant. Worked at a number of investment banks, including as a Managing Director at UBS
- Currently Chair of Breville Group Limited
- A member of the Group Remuneration Committee, the People and Corporate Sustainability Committee and the Netwealth Investments Limited (NIL) Investment Committee and the chair of the Group Nomination Committee.



**Matt Heine**  
CEO and Managing Director (joined 2001)

- Over 20 years' experience in the wealth management industry
- Appointed as Director in 2004, Joint Managing Director in January 2015 and sole Managing Director since October 2022
- Instrumental in the development of Netwealth platform
- A member of the People and Corporate Sustainability Committee.



**Michael Heine**  
Founder and Executive Director

- Founded Netwealth in 1999, acted as sole Managing Director from 1999 to 2014, and Joint MD from 2015 to 2022
- Previously founded Heine Investment Management, later sold to Mercantile Mutual (now ING) in 1999
- A member of NIL Investment Committee, NSS Audit Risk and Compliance Committee and NSS Superannuation Investment Committee



**Davyd Lewis**  
Non-Executive Director (joined 2009)

- Was a partner of Mallesons Stephen Jaques (now King & Wood Mallesons) for 20 years until his retirement in 2008
- Specialised in M&A and Equity Capital Markets
- A member of the Audit Committee and Nomination Committee. Davyd is the Chair of the CRMC, the Remuneration Committee and the NSS Audit Risk and Compliance Committee.



**Sally Freeman**  
Non-Executive Director (joined 2019)

- Has over 30 years' experience as a Risk Consulting and Corporate Governance executive and was head of KPMG's National Risk Consulting Practice
- Currently a director of Regional Investment Corporation, Eastern Health, Melbourne Football Club, Regis Aged Care, Suburban Rail Loop Authority and Aioi Nissay Dowa Insurance Company Australia.
- A member of the CRMC, Remuneration Committee, Nomination Committee, NSS Audit Risk and Compliance Committee and NSS Superannuation Investment Committee. Chair of the Audit Committee.



**Kate Temby**  
Non-Executive Director (joined Feb 2021)

- Has worked in global roles as a Managing Director at Goldman Sachs Asset Management and a Consultant at PwC.
- Currently a Director with Affirmative Investment Management, Jakol Investments Pty Ltd. and a member of Investment Committees for Conscious Investment Management
- A member of the Audit Committee, Compliance and Risk Management Committee, Remuneration Committee and the Nomination Committee. Chair of the People and Corporate Sustainability Committee and NIL Investment Committee.

# Other attendees



**Grant Boyle**  
Chief Financial Officer and Joint Company Secretary (joined 2017)

- Over 30 years' experience in financial services and the accounting profession
- Bachelor of Business (Accounting) and a member of Chartered Accountants Australia & New Zealand



**Jodie Henson**  
Chief Risk Officer and Joint Company Secretary (joined 2023)

- Over 20 years' experience across the financial services industry in compliance, risk management, corporate governance, legal advice, and regulatory change.
- Bachelor of Law/Arts from Deakin University, a Masters of Law from Monash University and is a graduate of the Corporate Governance Institute and the Australian Institute of Company Directors.



**Rita Harris**  
Independent Chair of Netwealth Superannuation Services (joined Sep 2020)

- Extensive financial services experience, having worked as Senior Partner at Mercer
- Extensive experience as a trustee director within financial services
- Bachelor of Laws and Bachelor of Economics from Monash University



**Lewis Bearman**  
Independent Non Executive Director of Netwealth Superannuation Services (joined Mar 2022)

- Until recently, Lewis was Chief Operating Officer at Blue Orbit Asset Management and a Responsible Manager of Koda Capital
- Currently the Non-Executive Chair of Qualitas Securities
- Bachelor of Business, member of CPA and a fellow of FINSIA.



**Lani Cockrem**  
Deloitte Lead Audit Partner on Netwealth

- Appointed as the new lead audit partner from 2021
- Responsible for overseeing the overall audit for Netwealth Group Limited

# Items of formal business

1. Consideration of the FY2023 Annual Report
2. Adoption of the FY2023 Remuneration Report
3. Re-election of Independent Non-Executive Director Mr. Tim Antonie
4. Re-election of Executive Director Mr. Michael Heine
5. Approval of the CEO and Managing Director (CEO) Long Term Incentive Award
6. Increase in the Non-Executive Directors' aggregate fee pool from \$1,000,000 p.a. to \$1,300,000 p.a.

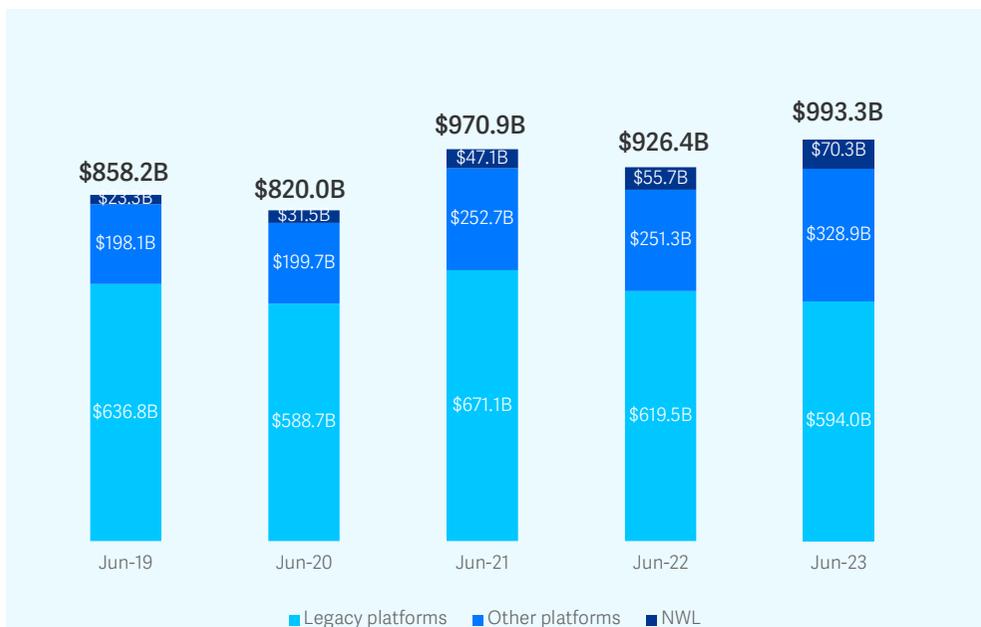


# 2023 Chair's Address Mr. Tim Antonie

# 1

# Delivering FUA, FUM and Market Share Growth

Total platforms FUA increased 7.2% to \$993.3B in FY2023



Source: Plan For Life, Analysis of Wrap, Platform and Master Trust Managed Funds

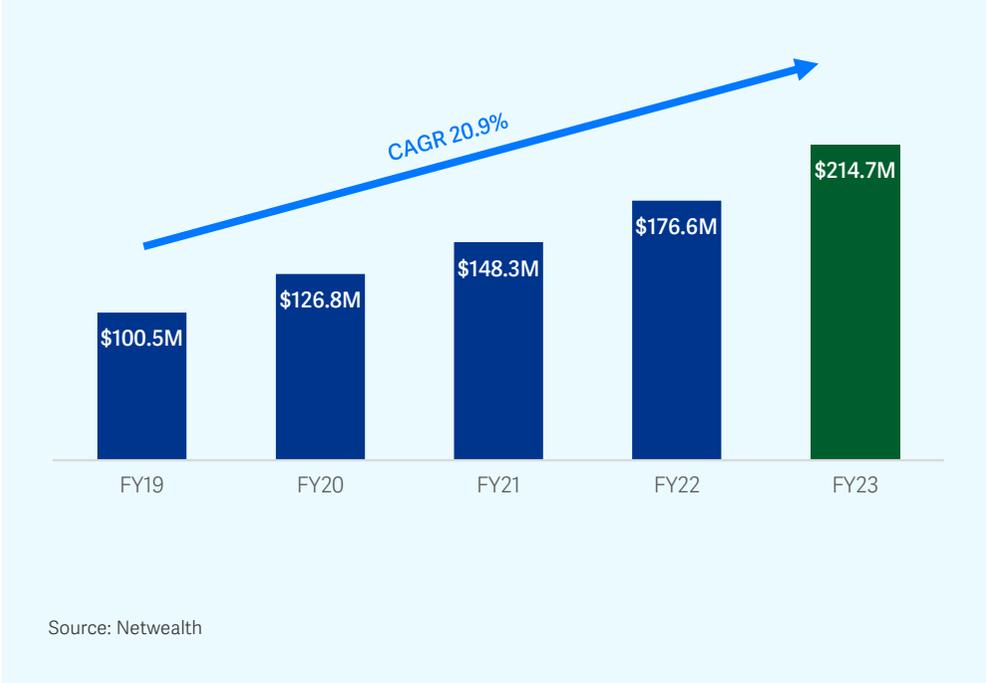
Total FUA increased 26.3% to \$70.3B in FY2023



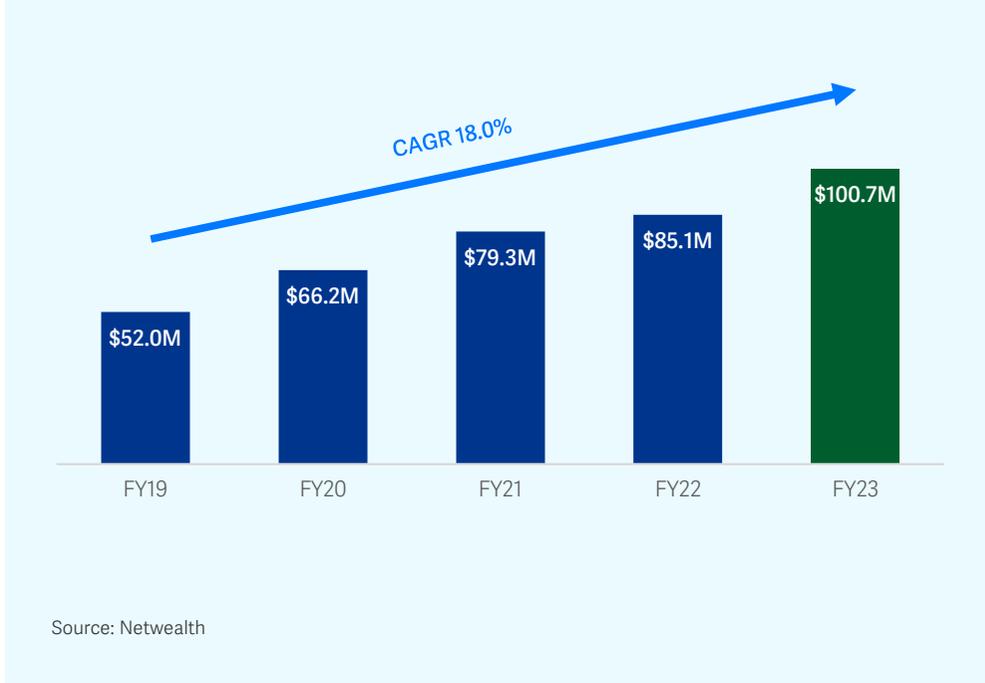
Source: Netwealth and Plan For Life, Analysis of Wrap, Platform and Master Trust Managed Funds

# Consistent growth momentum

Total Income increased 21.6% to \$214.7M in FY2023

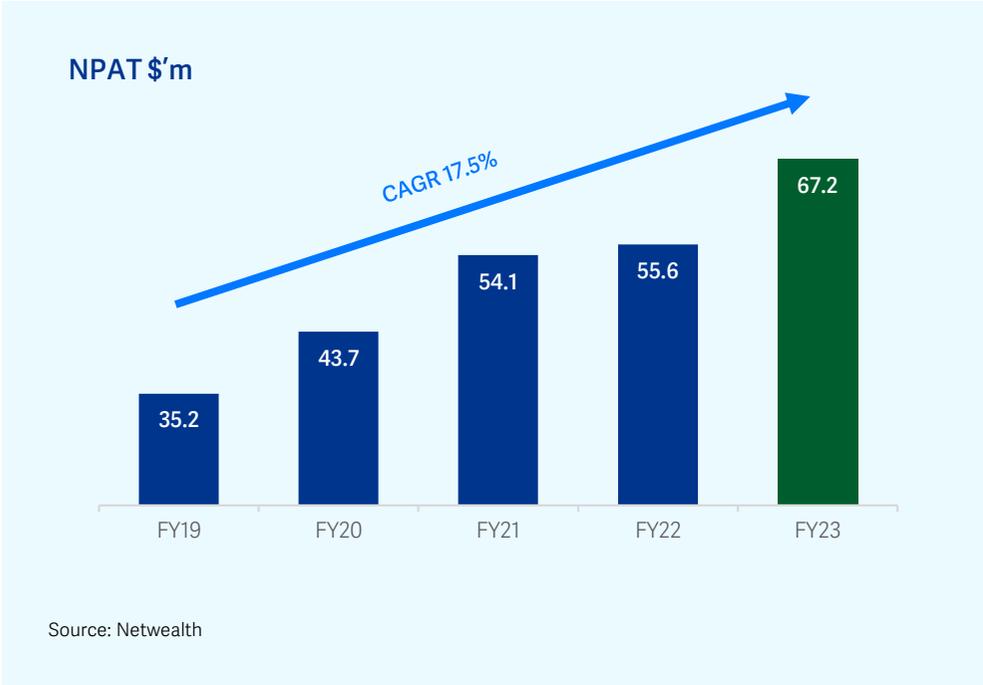


Total EBITDA increased 18.4% to \$100.7M in FY2023

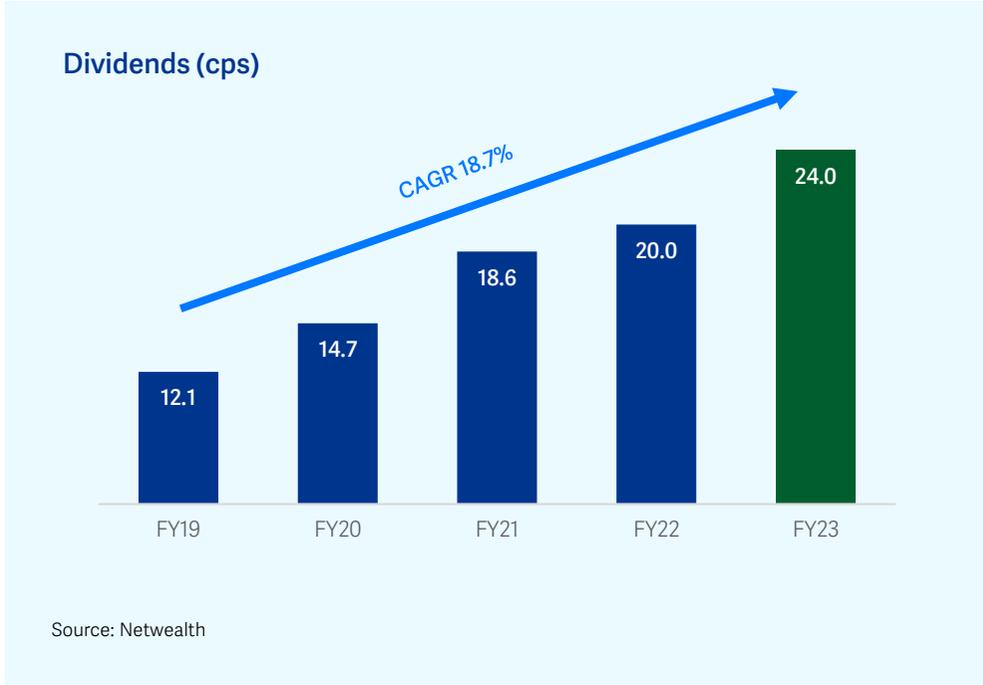


# Delivering shareholder value

Total NPAT increased 20.9% to \$67.2 million in FY2023



Dividend per share increased 20.0% to 24.0 cents in FY2023



# Strong financial and market position



## Highly profitable with strong EBITDA margin

- Revenue growth
- High level of predictable recurring revenue



## An extremely high correlation between EBITDA and operating cash flow, resulting in strong cash generation



## Strong balance sheet

- Low capital expenditure
- Debt free
- Significant cash reserves



## Ongoing strategic investment across technology infrastructure, people and software



## Product success across all key market segments including High Net Worth clients



## High return on equity

- 59.1% in FY2023 (after tax)

# Corporate sustainability

## Enhance our core business

- Continued to be the market leading platform for the High Net Worth sector and expanded our whole of wealth offering.
- Maintained market-leading technology position and constantly leverage technology advantages for operational efficiency and superior adviser experience.

## Be genuine and transparent in our dealings

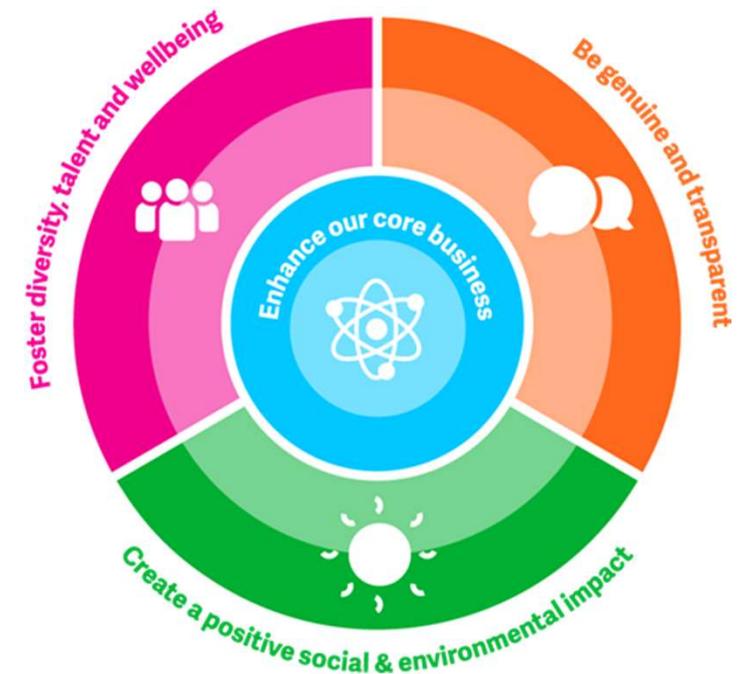
- Specialised ESG investor research by Morningstar Sustainalytics made available to all clients.
- Determined baselines for Scope 1 and 2 carbon emissions.

## Foster diversity, talent and wellbeing

- Attained Work180 and Best Place to Work accreditations and ranked 6th in the Top 10 Best Places to Work for Women by Work 180 in March 2023.
- Achieved 77% employee engagement score, top quartile in our industry.

## Create a positive social and environmental impact

- By supporting Banqer Primary, the Centre for Women's Economic Safety and Go Girl Go for IT Expo, Netwealth provides financial literacy education and financial wellness opportunities to our community.



For more detail on our achievements and our goals, visit our website: <https://www.netwealth.com.au/web/about-netwealth/corporate-sustainability/>

# Executive Team

Netwealth Group Limited



**Matt Heine**  
CEO and  
Managing  
Director (CEO)



**Michael Heine**  
Founder/ Executive  
Director



**Grant Boyle**  
Chief Financial Officer  
and Joint Company  
Secretary



**John Hanrahan**  
Chief Information  
Officer



**Jodie Henson**  
Chief Risk Officer and  
Joint Company  
Secretary



**Shelyn Payne**  
Chief People Officer



**Alistair Densley**  
General Manager,  
Transformation &  
Special Projects



**Amanda Atkinson**  
General Manager,  
Service, Administration  
& Support



**Damian Holland**  
General Manager,  
Sales & Distribution



**David Sutherland**  
General Manager,  
Investment Operations  
& Managed Accounts



**Matt West**  
General Manager,  
Product & Strategy

Note:  
Joined the Executive Team  
in FY2023/24

# Thank you

For your contributions that led to another exceptional year

- Executive Committee and our team at Netwealth
- Netwealth Superannuation Services
- Our Board of Directors
- Our Shareholders
- Our Clients



**2023**  
**CEO's Address**  
**Mr. Matt Heine**

**2**

# Business highlights



**\$74.1B FUA**

As at 20 Nov 2023  
12 month growth to Sep 2023 \$13.9B (+23.9%)



**510**

Average phone calls per day



**\$17.1B FUM**

As at 20 Nov 2023  
12 month growth to Sep 2023 \$3.0B (+22.0%)



**88 seconds**

Avg. speed of answer by contact centre



**\$14.7B MA**

As at 20 Nov 2023  
12 month growth to Sep 2023 \$2.7B (+23.5%)



**10 mins**

Average handle time per call



**129,572**

No. of Accounts  
12 month growth to Sep 11,108 (+9.4%)



**100,000+**

Primary school kids sponsored in Australia



**Award Winning Platform\***



2023 Adviser Technology Needs Report  
**Overall Satisfaction: Platform**

WINNER  
Netwealth



2023 Adviser Technology Needs Report  
**Value for Money: Platform**

WINNER  
Netwealth



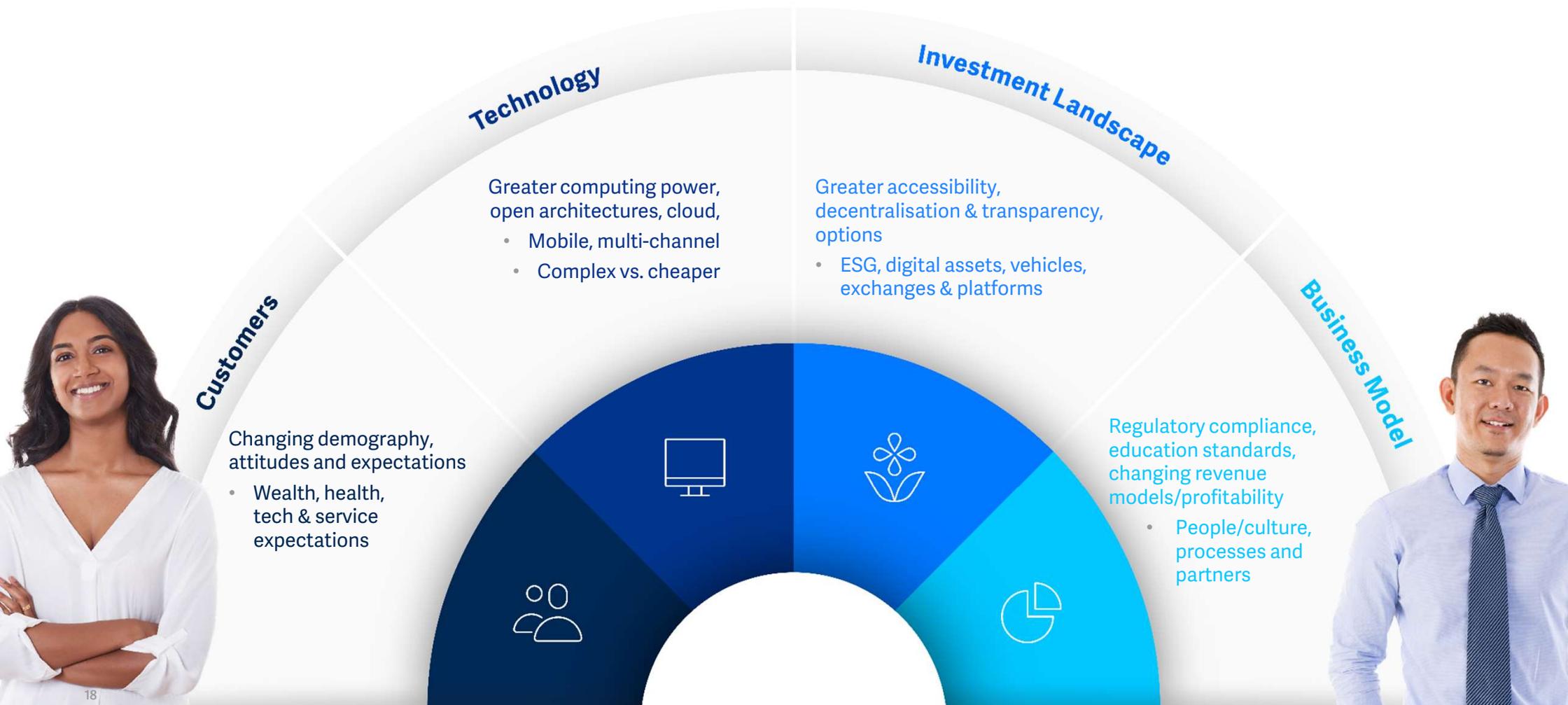
2023 Adviser Technology Needs Report  
**Adviser Satisfaction with Mobile Access for Clients**

WINNER  
Netwealth



\*Investment Trends May 2023 Adviser Technology Needs Report and Dec 2022 Platform Competitive Analysis and Benchmarking Report  
Rated by ChantWest as best Advised Product of the Year for five consecutive years (2018-2022). Rated by Adviser Ratings Best Overall functionality and Best client experience In 2022.

# Accelerating changes bring opportunity



# Netwealth's strategy

Driven by data, technology, security & people

## Focus on data and software integration

Integrating the sources of your client data and business data to drive efficiency, deliver insights and support a superior client experience

## Flexible technology to meet changing needs

Responding to changes in the market and evolving needs of different client segments. We absorb and leverage new and emerging tools in ways others do not

## Market leading Service

Award winning, nimble and highly responsive teams to deliver the service that exceed expectations

## Investment solutions to cater for all needs

Providing diverse investment options including partnering with global and local specialists



# Key strategic focus areas



## Whole of wealth platform

Ongoing enhancements to platform features, functionality and investment menu to suit our key market segments ranging from **cost-conscious accumulators** to those with **more complex needs**.

We continue to work with key industry partners to **expand the range of investment options, and functionality for custodial and non-custodial investments such as foreign domiciled funds and alternatives**.



## Client engagement & service

New capabilities to **improve advisers' engagement** with their clients.

New features will include deeper **integration** with data sets, secure **document sharing** and richer interactions for advisers and clients enabled through **enhanced reporting functionality** and seamless **client communications**.



## Practice efficiency & advice enablement

Netwealth continues to deliver efficiency and **advice enablement** functionality to the platform to reduce the cost to serve.

In addition to the continued investment in the netwealth Managed account, new features include **seamless integration of data** from other platforms, banks and enterprise solution as well as automation of **ROAs and Administrative tasks and notifications**.



## Business intelligence & analytics

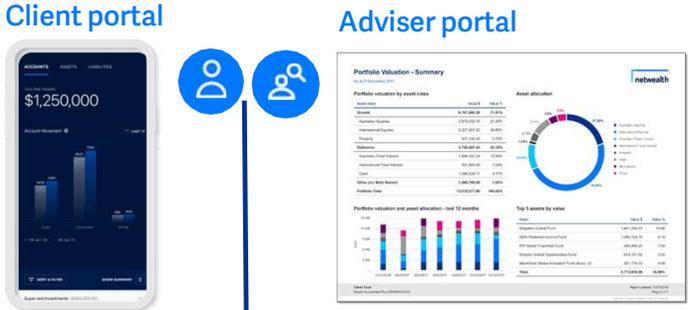
The range of integrations offered through **Wealth Exchange and our Xeppo partnership** deliver powerful business intelligence and analytics.

Our **Developer APIs** and portal means **new integrations** are continuously being built in response to client needs.

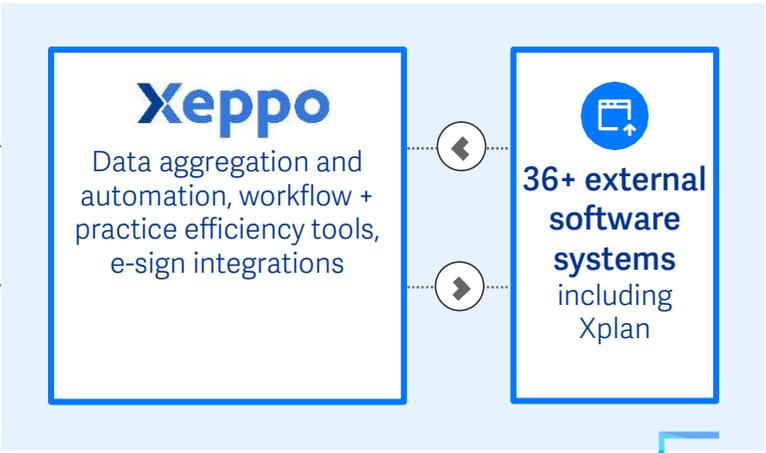
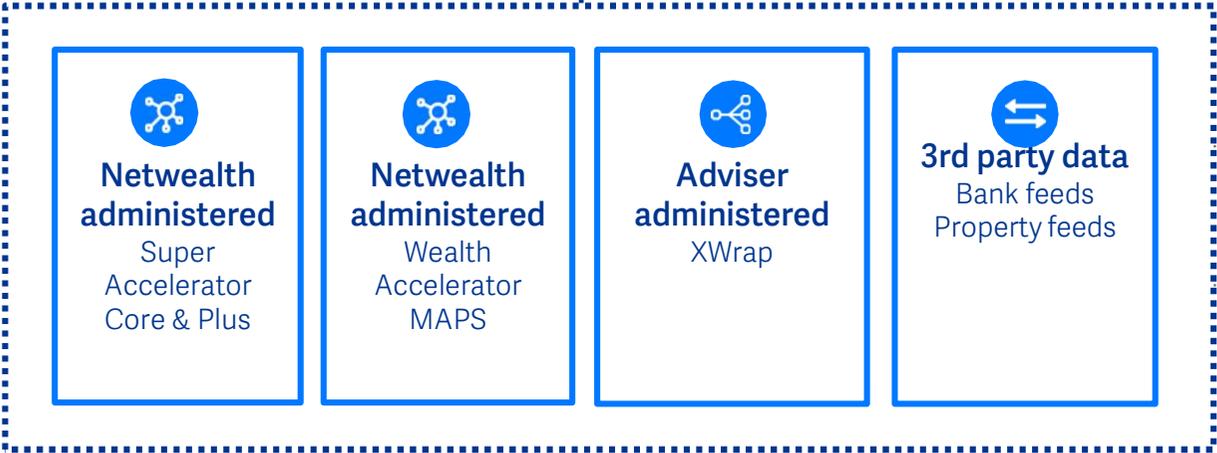
**To ensure the security of client data** AI is being used to manage compliance risks and data security.

# Whole of wealth platform strategy

Integrations and multi-asset (including non-custodial) services allow a 360-degree view of the client

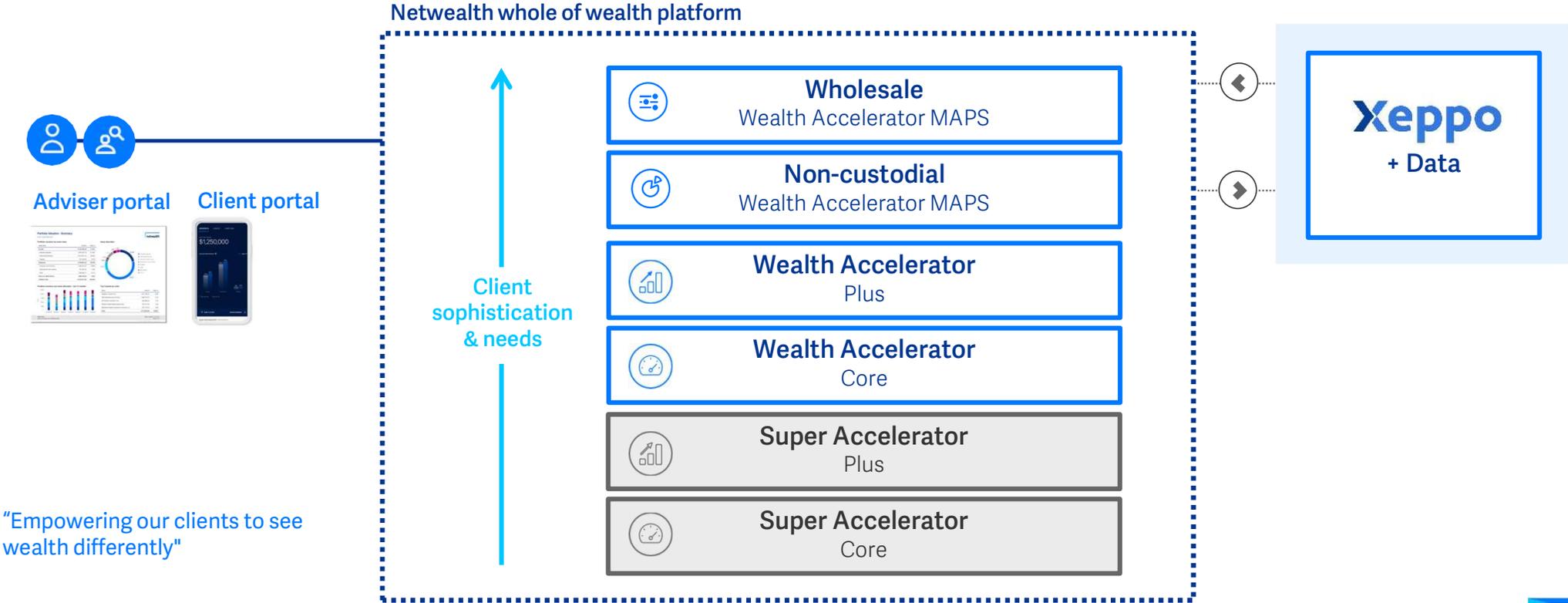


## Netwealth whole of wealth platform



# Product suite meeting all needs

A range of products to meet the needs of clients and advisers with different levels of investment sophistication. Costs reflect service scope.



"Empowering our clients to see wealth differently"

# Expanding fixed interest options

Recent initiatives to improve retention of assets on the platform involved broadening access to a diverse array of investment opportunities for advisers and their clients



## Term deposits

Expanded menu of term deposits, now including 4, 5 and 9 months terms (in addition to the 3 and 6 month and 1, 3 and 5 year terms already available), for super and investment accounts – invest in a range of fixed interest options from Bank of Queensland, ANZ or NAB offering more flexibility in managing cash allocations.



## Small parcel bond service

Invest in bond parcels at a substantially lower entry point of \$50,000 in contrast to the \$500,000 typically required. The service is facilitated through our partnership with Income Asset Management Group.



## Challenger annuities

Invest in annuities directly on the Netwealth platform or access integrated applications and other annuity offers directly through Challenger. We expanded the range of annuities available from 3 to 8. Advisers can now invest in term annuities directly through the platform in a seamless and efficient process.



## 31-day notice fund

**December 2023:** GSS 31-Day Notice Fund with a 31-day notice period for redemptions – offers higher interest rates compared to current cash funds and flexibility without a fixed term.

**Recently launched functionality for advisers to exclude term deposits, cash and annuities from their fees to support client returns.**

# AI focus delivering new solutions

Advanced technology platforms, AI and big data are converging and are ready to transform the advice industry



## Portfolio management

Big data and AI to aid research and construct portfolios. Scaled investment execution – inc. trading, and investment instructions with automation.



## Advice

AI and adjacent technologies acts as a 'virtual assistant' to provide unique insights that help advisers construct and manage client advice.



## Client experience

With clients demanding personalised, and 'always-on service', AI supported client portals can support client communications and education.



## Administration

To ease administration, AI, integration tools, APIs can be leveraged to streamline document and data management and automate repetitive tasks.



## Marketing

To manage marketing and advertising volume and to hone messages, AI, especially GenAI, is being used in creating text, images, videos and more.



## Compliance & Security

With regulation always changing AI can be integrated to stay on top of new requirements, and to undertake risk assessments and fraud detection.

### Netwealth specific projects that are planned, have been delivered or in-progress

- |   |  |   |  |  |  |
|---|--|---|--|--|--|
| <ul style="list-style-type: none"> <li>• Portfolio commentary and summary</li> <li>• Richer insights</li> </ul> | <ul style="list-style-type: none"> <li>• Account alerts and richer insights</li> </ul> | <ul style="list-style-type: none"> <li>• Account alerts and richer insights</li> <li>• New AI driven Fund Manager Portal being developed</li> </ul> | <ul style="list-style-type: none"> <li>• Automation of back-office tasks including document recognition and work allocation</li> <li>• Early adoption of Microsoft Co-pilot</li> </ul> | <ul style="list-style-type: none"> <li>• Adviser engagement, ad and social copy, knowledge base search and recommendations.</li> <li>• Early adoption of Microsoft Co-pilot</li> </ul> | <ul style="list-style-type: none"> <li>• Data management and risk assessments.</li> <li>• Cyber Security and monitoring</li> </ul> |
|---|--|---|--|--|--|

# Well positioned for current and future growth

Current macro-economic and interest rate environment result in short-term challenges we are successfully navigating

## Strategic Partnership with iCapital

- Netwealth appointed as the exclusive Australian distribution partner for iCapital sponsored funds.
- iCapital is one of the largest alternative funds provider globally.
- Launched successfully in Q1 FY2024 with increasing demand.

## Core Product

- Netwealth re-launched its core product in Q1 FY2024, priced competitively and positioned to target mass affluent and emerging affluent sectors.
- Currently offering 48 managed models across a range of asset classes, risk profiles and investment strategies.

## Multi Asset Portfolio Service (MAPS)

- Exceeded \$200M in funds under administration as the service continues to gain traction with advisers and their clients

## Positive outlook to sustain growth momentum

- **FUA has increased to 74.1 billion as at 20 November 2023.**
- New product launches well received with strong initial growth.
- Range of fixed interest options delivered to meet client demand.
- Managed Accounts continues to grow at a high rate.
- Filled the majority of 38 vacant roles at June 2023 and enhanced capability through additional senior appointments to drive growth.
- **Business conditions are improving and new business pipeline across all major segments and conversion remains strong.**

**2023**  
**Formal Business**  
**Mr Tim. Antonie**

**3**

# Item 1

## Annual Financial Report and Directors' and Auditor's Reports

**To consider Netwealth's Annual Financial Report, Directors' Report and the Independent Auditor's Reports for the financial year ended 30 June 2023.**

*No resolution is required for this item of business.*

**Any Questions?**

## Item 2

### Adoption of the Remuneration Report

**To consider and, if thought fit, to pass the following resolution as an ordinary resolution:**

*“That the Remuneration Report for the year ended 30 June 2023, which forms part of the Directors’ Report, be adopted.”*

# Item 2

## Adoption of the Remuneration Report

### Proxy Votes Received

For	Open	Against	Abstain
85,400,869	73,719	1,497,874	1,831
98.19%	0.08%	1.72%	

\*Open votes totalling 27,628 (0.03%) in favour of the Chair (whether by election or default) will be voted in favour of Item 2.

## Item 3

### Re-election of Independent Non-Executive Director, Mr. Tim Antonie

**To consider and, if thought fit, to pass the following resolution as an ordinary resolution:**

*“That Mr. Tim Antonie be re-elected as a director of Netwealth.”*

# Item 3

## Re-election of Independent Non-Executive Director, Mr Tim Antonie

### Proxy Votes Received

For	Open	Against	Abstain
204,396,713	74,219	612,265	4,351
99.67%	0.04%	0.30%	

\*Open votes totalling 27,628 (0.03%) in favour of the Chair (whether by election or default) will be voted in favour of Item 3.

## Item 4

### Re-election of Executive Director, Mr. Michael Heine

**To consider and, if thought fit, to pass the following resolution as an ordinary resolution:**

*“That Mr. Michael Heine be re-elected as a director of Netwealth.”*

# Item 4

## Re-election of Executive Director, Mr. Michael Heine

### Proxy Votes Received

For	Open	Against	Abstain
203,605,155	74,219	1,362,805	45,369
99.30%	0.04%	0.66%	

\*Open votes totalling 27,628 (0.03%) in favour of the Chair (whether by election or default) will be voted in favour of Item 4.

## Item 5

### Approval of the CEO and Managing Director's Long Term Incentive Award

**To consider and, if thought fit, to pass the following resolution as an ordinary resolution:**

*"That for the purposes of ASX Listing Rule 10.14, approval is given to grant 41,450 Performance Rights to Mr. Matt Heine, on the terms set out in the Explanatory Notes to the Notice of Meeting."*

# Item 5

## Approval of the CEO and Managing Director's Long Term Incentive Award

### Proxy Votes Received

For	Open	Against	Abstain
75,807,431	74,219	10,999,687	92,956
87.25%	0.09%	12.66%	

\*Open votes totalling 27,628 (0.03%) in favour of the Chair (whether by election or default) will be voted in favour of Item 5.

## Item 6

### Increase in the Non-Executive Directors' aggregate fee pool

**To consider and, if thought fit, to pass the following resolution as an ordinary resolution:**

*"To increase the Non-Executive Directors' Aggregate Fee Pool from \$1,000,000 p.a. to \$1,300,000 p.a. under ASX listing Rule 10.17"*

# Item 6

## Increase in the Non-Executive Directors' aggregate fee pool

### Proxy Votes Received

For	Open	Against	Abstain
86,684,481	74,019	164,151	50,997
99.73%	0.09%	0.19%	

\*Open votes totalling 27,928 (0.03%) in favour of the Chair (whether by election or default) will be voted in favour of Item 2.

# Important notice and disclaimer

## General Information only

Information provided is general information presented in a summary format as at 22 November 2023, and is therefore not necessarily complete. This presentation is for informational purposes only and is not to be relied upon as advice to investors or potential investors. This presentation does not take into consideration the investment objectives, financial situation or particular needs of any particular investor. Investors should not rely on this presentation to make any investment decision, and should make their own assessment, conduct their own research of Netwealth and the Netwealth Group and consider these factors with their legal, tax, business and/or financial adviser before making any investment decision.

## Forward-looking statements

This presentation may contain certain forward-looking statements with respect to the financial condition, operations and business of the Netwealth Group and certain plans and objectives of the management of Netwealth. Forward-looking statements can be identified by the use of forward-looking terminology, including, without limitation, the terms "believes", "estimates", "anticipates", "expects", "predicts", "intends", "plans", "goals", "targets", "aims", "outlook", "guidance", "forecasts", "may", "will", "would", "could" or "should" or, in each case, their negative or other variations or comparable terminology. These forward-looking statements include all matters that are not historical facts. Such forward-looking statements involve known and unknown risks, uncertainties and other factors which because of their nature may cause the actual results or performance of the Netwealth Group to be materially different from the results or performance expressed or implied by such forward-looking statements. Such forward-looking statements are based on numerous assumptions regarding the Netwealth Group's present and future business strategies, the political and economic environment in which the Netwealth Group will operate in the future and financial market conditions, which may not be reasonable, and are not guarantees or predictions of future performance.

No representation is made that any of these statements or forecasts will come to pass or that any forecast result will be achieved, or that there is a reasonable basis for any of these statements or forecasts. Forward-looking statements speak only as at the date of this presentation and to the full extent permitted by law, Netwealth, the Netwealth Group, and their respective affiliates and related bodies corporate and each of their respective related parties and intermediaries disclaim any obligation or undertaking to release any updates or revisions to information to reflect any change in any of the information contained in this presentation (including, but not limited to, any assumptions or expectations set out in the presentation).

## Past performance

Past performance information given in this presentation is given for illustrative purposes only and should not be relied upon as (and is not) an indication of future performance.

## Financial data

All figures in the presentation are provided in Australian dollars. Financial data may be subject to rounding.

## This document has been authorised for release by the Board.

For further information please contact:

Grant Boyle, Chief Financial Officer

[grant@netwealth.com.au](mailto:grant@netwealth.com.au)

T: 03 9657 1488

# Thank you

**See wealth differently**  
**Discover the possibilities**

The logo for netwealth, featuring a blue horizontal line above the text "netwealth" in a bold, lowercase, sans-serif font.