QBE Insurance Group Limited ABN 28 008 485 014 Level 27, 8 Chifley Square, SYDNEY NSW 2000 Australia GPO Box 82, Sydney NSW 2001 telephone + 612 9375 4444 • facsimile + 612 9231 6104

www.qbe.com



17 August 2016

The Manager
Market Announcements Office
ASX Limited
Level 4
Exchange Centre
20 Bridge Street
SYDNEY NSW 2000

Dear Sir/Madam,

QBE results presentation for the half year ended 30 June 2016

Further to the Company's release to the market today on its results for the half year ended 30 June 2016, please find attached a copy of the presentation to be delivered to the market this morning.

Yours faithfully

Carolyn Scobie

Company Secretary

industable

Attachment

QBE Insurance Group

2016 half year results presentation

John Neal • Group Chief Executive Officer

Pat Regan • Group Chief Financial Officer

Wednesday 17 August 2016

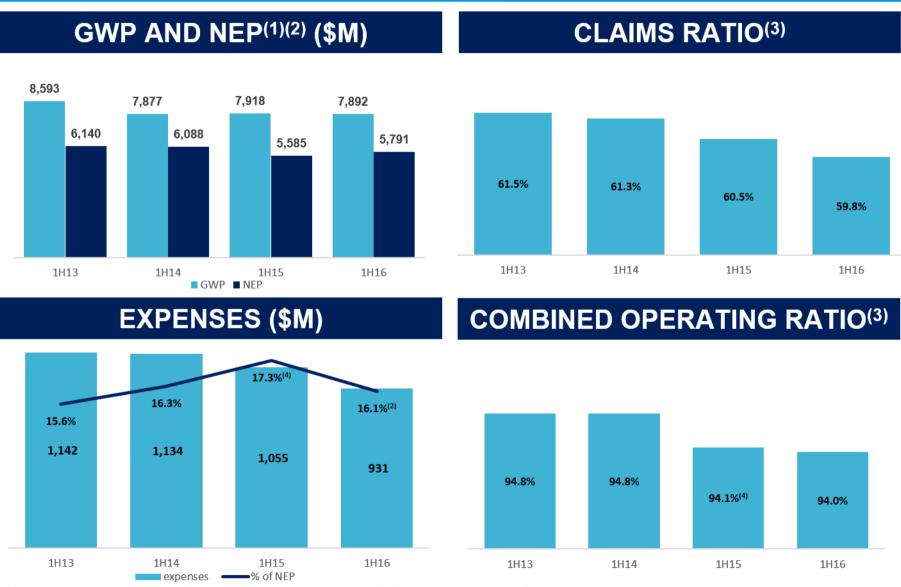
All figures in US\$ unless otherwise stated



John Neal Group Chief Executive Officer



1H16 RESULTS SNAPSHOT



⁽¹⁾ Prior periods adjusted to 1H16 average exchange rates. Excludes Argentine workers' compensation and M&LS. 1H13 and 1H14 net earned premium adjusted to reflect revised North American crop premium earning pattern adopted in 1H15.

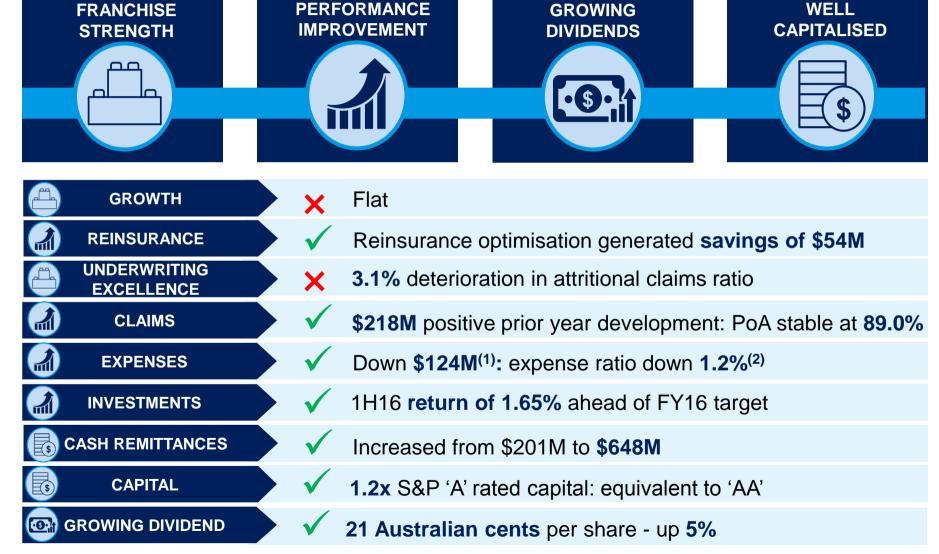


⁽²⁾ Excludes the impact of transactions to reinsure UK long tail liabilities.

⁽³⁾ Excludes the impact of movements in risk-free rates used to discount net outstanding claims liabilities.

⁽⁴⁾ Excludes the impact of asset sales as presented in our 2015 interim report.

PROGRESS ON OUR STRATEGIC AGENDA



QBE

PROGRESS IN NORTH AMERICAN OPERATIONS



- Improving pricing, risk selection through targeted geographical and industry focus
- Remediate commercial auto portfolio



- Focused on delivering integrated "go-to-market" capabilities, centred around Specialty and Standard lines
- Deliver value of a national and global franchise



- 4% improvement in combined commission and expense ratio
- Creation of a comprehensive and low complexity underwriting hub



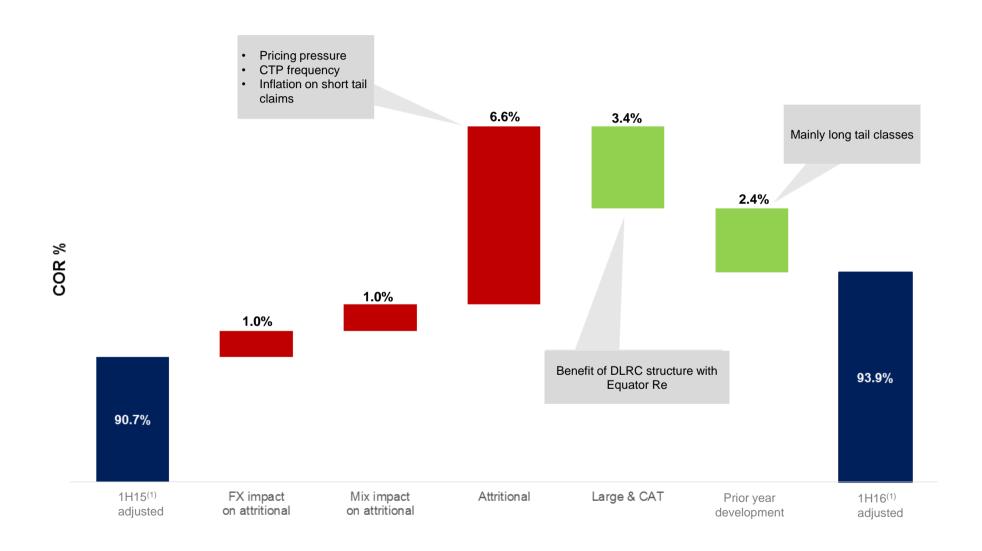
- New Chief Claims Officer appointed
- Initiatives underway to reduce fraud and improve recoveries



- Appointment of North American Chief Executive Officer
- Focus continues on a performance driven and results based environment



AUSTRALIA & NZ: STRONG PROFITABILITY IN LONG TAIL CLASSES OFFSET BY DETERIORATION IN SHORT TAIL ATTRITIONAL CLAIMS RATIO



⁽¹⁾ Excludes the impact of movements in risk-free rates used to discount net outstanding claims liabilities (1H16 \$33M or 2% of NEP; 1H15 \$2M or 0.1% of NEP).



COMPREHENSIVE PROGRAM OF REMEDIAL ACTIONS UNDERWAY IN AUSTRALIA

CTP NSW



ISSUES

- Increased claims frequency
- Increased market share

ACTIONS

- Cumulative double-digit price increase
- Scheme reform

Short tail lines



- Prolonged soft market
- Claims inflation with rising repair and replacement costs
- Rate increases
- Strengthened terms & conditions
- Claims initiatives

People and Leadership



- Significantly strengthened management team
- Pat Regan appointed acting CEO until a successor is found
- Appointment of Chief Underwriting Officer

ACTIONS



Pat Regan Group Chief Financial Officer



1H16 FINANCIAL RESULTS SUMMARY

For the half year ended 30 June		2015 ⁽¹⁾	2016
GWP	\$M	8,557	8,107
NEP	\$M	6,084	5,615
Underwriting profit	\$M	401	54
COR	%	93.4	99.0
Adjusted COR (ex discount rate impact)	%	94.1	94.0
Insurance profit	\$M	610	326
Insurance profit to NEP	%	10.0	5.8
Profit before tax	\$M	595	347
Net profit after income tax	\$M	455	265
Cash profit after tax	\$M	471	287
Dividend per share	AU cents	20.0	21.0



⁽¹⁾ Excludes the impact of asset sales as presented in our 2015 interim report.

1H16 DIVISIONAL RESULTS

1H16	North America	Europe	Australia & New Zealand	Emerging Markets	Equator Re	Group
GWP (\$M)	2,818	2,508	1,861	850	1,125	8,107
GEP (\$M)	2,184	1,930	1,871	793	583	6,876
NEP (\$M)	1,710	1,385	1,654	655	197	5,615
Net claims ratio (%)	71.6	58.6	67.7	54.8	58.9	64.8
Net commission ratio (%)	16.8	20.1	15.1	23.2	9.1	17.7
Expense ratio (%)	15.5	19.5	13.1	21.5	2.0	16.5
COR (%)	104.0	98.3	95.9	99.5	70.1	99.0
COR (%) ex discount rate adj	100.5	85.6	93.9	99.5	63.5	94.0
1H15 ⁽¹⁾						
COR (%)	100.2	85.8	90.8	99.5	68.6	93.4
COR (%) ex discount rate adj	100.6	88.0	90.7	99.5	70.8	94.1



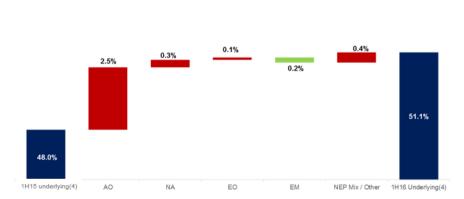
⁽¹⁾ Excludes the impact of asset sales as presented in our 2015 interim report.

KEY PERFORMANCE DRIVERS

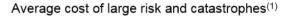
CENTRAL ESTIMATE POA STABLE 89.0%

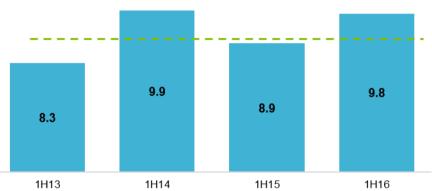


ATTRITIONAL CLAIMS RATIO

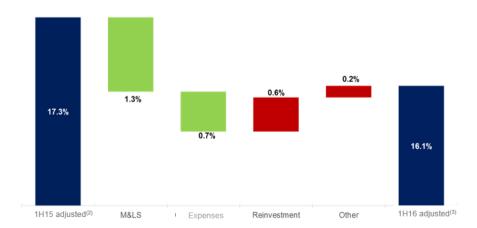


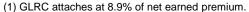
REINSURANCE





EXPENSE RATIO





⁽²⁾ Excludes the impact of asset sales as presented in our 2015 interim report.



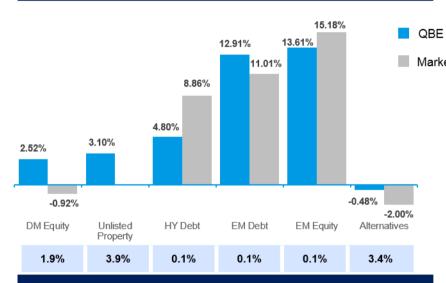
⁽³⁾ Excludes the impact of transactions to reinsure UK long tail liabilities.

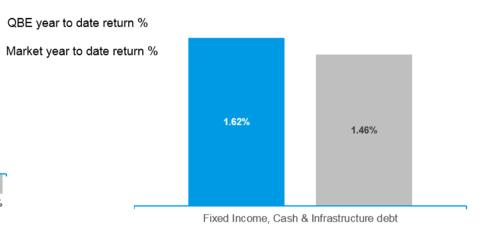
⁽⁴⁾ Refer to slide 21.

INVESTMENT PERFORMANCE BY ASSET CLASS



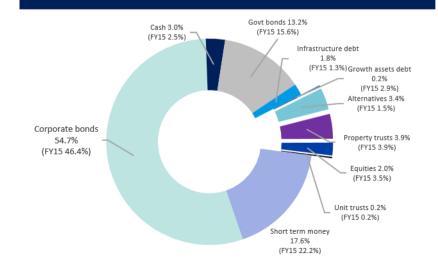
FI, CASH, INFRASTRUCTURE DEBT – 90.5%

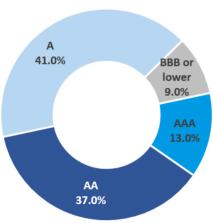




INVESTMENTS & CASH AT 30 JUNE \$25.7BN

INTEREST BEARING FINANCIAL ASSETS(1)





(1) S&P rating - pertains to cash and fixed income assets only



FINANCIAL STRENGTH

S&P CAPITAL(1) A range AA range 25%

	FY14	FY15	1H16
Borrowings (\$Bn)	3.6	3.5	3.5
Goodwill & Intangibles (\$Bn)	3.8	3.6	3.6
PCA multiple	1.67x	1.73x	1.69x ⁽²⁾

Dial shows surplus above S&P 'A' capital.
 Indicative APRA PCA multiple.

DIVIDEND



Interim dividend 21 Australian cents per share

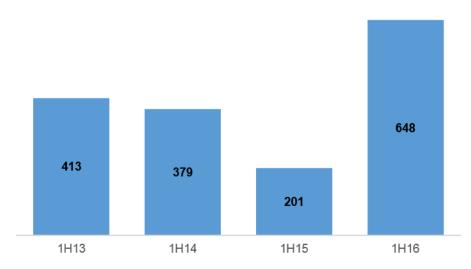


5% increase on 1H15 dividend



Payout ratio adjusted for discount rate impact

CASH REMITTANCES (\$M)





Outlook

John Neal Group Chief Executive Officer



UPDATED 2016 FINANCIAL TARGETS

GROSS WRITTEN PREMIUM

\$13.7 - \$14.1Bn(1)(2)

(\$13.8 - \$14.2Bn at constant currency)

NET EARNED PREMIUM

\$11.5 - \$11.9Bn(1)(3)

(\$11.6 - \$12.0Bn at constant currency)

COMBINED OPERATING RATIO

94% - 95%(4)(5)

(includes positive prior accident year development)

INSURANCE PROFIT MARGIN

8.5% - 10%(4)(5)(6)

(includes positive prior accident year development)

- (1) Premium targets are based on assumed average foreign exchange rates relative to the US dollar as follows: AUD 0.72; GBP 1.36; and EUR 1.10.
- (2) Excludes M&LS gross written premium that is 100% reinsured to National General. Nil impact on net earned premium.
- (3) Includes \$176 million charge to reinsure UK long tail liabilities.
- (4) Includes allowance for positive prior accident year claims development in light of recent experience as well as our efforts in driving claims efficiencies through our claims excellence initiatives.
- (5) Assumes risk-free rates as of 31 December 2015.
- (6) Assumes a 2.7% full year net investment yield.



KEY PRIORITIES FOR 2H2016

PORTFOLIO MANAGEMENT

- Address the Australian & New Zealand attritional claims ratio
- Maintain improvement in North America and Latin America

PERFORMANCE IMPROVEMENT

- Achieve our \$150M FY16 expense reduction target
- Build-out and embed initiatives for claims to achieve \$200M run rate savings
- Achieve COR 94% 95%

GROWING CASH FLOWS

- Deliver cash remittances >\$1.0B for FY16
- Payout ratio of up to 65%

WELL CAPITALISED

- Group aggregate affords QBE significant protection
- Maintain strong capital position consistent with S&P 'AA' capital

INVESTMENTS

- Maintain conservative asset allocation
- Achieve upgraded FY16 target net investment return of 2.7%



Questions & answers



DISCLAIMER

The information in this presentation provides an overview of the results for the half year ended 30 June 2016.

This presentation should be read in conjunction with all information which QBE has lodged with the Australian Securities Exchange ("ASX"). Copies of those lodgements are available from either the ASX website www.asx. com.au or QBE's website www.qbe.com.

Prior to making a decision in relation to QBE's securities, products or services, investors, potential investors and customers must undertake their own due diligence as to the merits and risks associated with that decision, which includes obtaining independent financial, legal and tax advice on their personal circumstances.

This presentation contains certain "forward-looking statements" for the purposes of the U.S. Private Securities Litigation Reform Act of 1995. The words "anticipate", "believe", "expect", "project", "forecast", "estimate", "likely", "intend", "should", "could", "may", "target", "plan", "outlook" and other similar expressions are intended to identify forward-looking statements. Indications of, and guidance on, future earnings and financial position and performance are also forward-looking statements.

Such forward-looking statements are not guarantees of future performance and involve known and unknown risks, uncertainties and other factors, many of which are beyond the control of QBE that may cause actual results to differ materially from those either expressed or implied in such statements. There can be no assurance that actual outcomes will not differ materially from these statements. You are cautioned not to place undue reliance on forward-looking statements. Such forward-looking statements only speak as of the date of this presentation and QBE assumes no obligation to update such information.

Any forward-looking statements assume large individual risk and catastrophe claims do not exceed the significant allowance in our business plans; no reduction in premium rates in excess of our business plans; no significant fall in equity markets and interest rates; no major movement in budgeted foreign exchange rates; no material change to key inflation and economic growth forecasts; recoveries from our strong reinsurance panel; no unplanned asset sales and no substantial change in regulation. Should one or more of these assumptions prove incorrect, actual results may differ materially from the expectations described in this presentation.



Appendices



1H16 CLAIMS RATIO ANALYSIS

	_		2015		2016
		1H15	2H15	FY15	1H16
NEP	\$M	6,229	6,085	12,314	5,615
Attritional claims	%	54.2	49.5	51.9	54.5
Large individual risk and catastrophes	%	8.9	8.5	8.7	9.8
Claims settlement costs	%	2.8	3.2	3.0	3.0
Claims discount	%	(6.6)	(1.1)	(3.9)	(1.3)
Accident year claims ratio	%	59.3	60.1	59.7	66.0
PY central estimate development	%	⁽²⁾ (1.1)	(1.1)	(1.1)	⁽¹⁾ (3.9)
Impact of UK reinsurance transaction ⁽³⁾	%	-	-	-	(3.2)
Change in discount rates	%	(0.7)	0.1	(0.3)	5.0
Other (including unwind of discount)	%	2.5	2.1	2.3	1.1
Movement in risk margins	%	(0.2)	(0.2)	(0.2)	(0.2)
Financial year claims ratio	%	59.8	61.0	60.4	64.8

⁽¹⁾ Net of \$50 million of discount movement due to long tail classes including dust disease in Australia and our retained Argentine business, where the level of assumed claims inflation is directly linked to the discount rate.



⁽²⁾ Net of \$140 million of discount movement due to long tail classes including dust disease in Australia and motor third party bodily injury and workers' compensation in Argentina, where the level of assumed claims inflation is directly linked to the discount rate.

⁽³⁾ Represents \$178 million discounted reinsurance recoveries to reinsure UK long tail liabilities.

1H16 ATTRITIONAL CLAIMS RATIO ANALYSIS

		1H15		1H16
	NEP US\$M	Attritional %	NEP US\$M	Attritional %
Rest of world	5,607	⁽¹⁾ 48.0	5,484	51.1
US multi-peril crop insurance	216	85.1	307	83.1
M&LS (2)	261	39.7	-	-
UK long tail liability reinsurance premium	-	-	(176)	-
QBE Group adjusted	6,084	49.1	5,615	54.5

⁽¹⁾ Prior year analysis included an adjustment for \$112 million of incremental GLRC premium expense reflecting the purchase of the GLRC effective 1 January 2015. This adjustment is no longer relevant since both periods now include GLRC premium expense.



⁽²⁾ The M&LS business was sold effective 1 October 2015.

1H16 MOVEMENT IN WEIGHTED AVERAGE DISCOUNT RATE

Weighted average risk-free discount rates on outstanding claims %

Currency	30 June 2015	31 Dec 2015	30 June 2016
Australian dollar	2.43	2.37	1.77
US dollar	1.59	1.80	1.20
Sterling	1.53	1.47	0.56
Euro	0.75	0.59	(0.16)
Group weighted average (ex Argentine peso)	1.60	1.62	0.92
Estimated impact of discount rate movement ⁽¹⁾ \$M	45	38	(283)

⁽¹⁾ Excludes movement in Argentine peso risk-free rate as the impact was explicitly offset by higher projected claims inflation.



2016 PREMIUM OUTLOOK

	2016 revised target GWP ⁽¹⁾⁽²⁾	2016 previously stated GWP target	2016 revised target NEP ⁽¹⁾⁽³⁾	2016 previous stated NEP target
North America	4.5	4.8	3.5	3.6
Europe	4.1	4.3	3.2	3.4
Australia & New Zealand	3.7	3.5	3.3	3.1
Emerging Markets	1.6	1.8	1.3	1.4
Equator Re	-		0.4	0.3
Group total	\$13.7 - \$14.1Bn	\$14.2 - \$14.6Bn	\$11.5 - \$11.9Bn	\$11.6 - \$12.0Bn



⁽¹⁾ Premium targets are based on assumed average foreign exchange rates relative to the US dollar as follows: AUD 0.72; GBP 1.36; and EUR 1.10.

⁽²⁾ Excludes M&LS gross written premium that is 100% reinsured to National General. Nil impact on net earned premium.

⁽³⁾ Includes \$176M charge to reinsure UK long tail reinsurance.

FX RATES VERSUS US\$

	June	June 2015		December 2015		2016	2016 assumed
	Closing rate	Average rate	Closing rate	Average rate	Closing rate	Average rate	Average rate
AUD	0.77	0.78	0.73	0.75	0.75	0.73	0.72
GBP	1.57	1.53	1.47	1.53	1.33	1.43	1.36
EUR	1.11	1.12	1.09	1.11	1.11	1.12	1.10
ARS	0.11	0.11	0.08	0.11	0.07	0.07	0.07



NORTH AMERICA

Insurance profit margin	%	1.6	(1.5)
Adjusted combined operating ratio ⁽¹⁾	%	100.6	100.5
Combined operating ratio	%	100.2	104.0
Expense ratio	%	19.7	15.5
Commission ratio	%	18.0	16.8
Claims ratio	%	62.5	71.6
Net earned premium	\$M	1,832	1,710
Gross earned premium	\$M	2,309	2,184
Gross written premium	\$M	3,109	2,818
		1H15	1H16

- Premium rates on average broadly flat
- Excluding the impact of M&LS sale, GWP was down 1% compared with the prior year.
- Net claims ratio of 71.6%, reflecting:
 - 3.5% adverse discount rate impact
 - \$34m adverse prior year development relating to commercial auto
 - Severe hail storms in Texas increased large risk
 & cat claims to 7.2% (1H15 5.4%)
 - excluding crop and M&LS, attritional was slightly up to 50.3% (1H15 49.6%) largely due to increased Specialty business
- COR (ex-discount rate impact) of 100.5%, broadly flat on the prior corresponding period
- Significant improvement in expense ratio to 15.5% (1H15 19.7%) largely due to the sale of M&LS coupled with run-rate savings from operational efficiencies put in place



⁽¹⁾ Combined operating ratio adjusted to exclude the impact of changes in risk-free rates used to discount net outstanding claims.

EUROPE

%	88.0	85.6
%	85.8	98.3
%	17.9	19.5
%	18.8	20.1
%	49.1	58.6
\$M	1,660	1,385
\$M	2,112	1,930
\$M	2,659	2,508
	1H15	1H16
	\$M \$M % %	\$M 2,659 \$M 2,112 \$M 1,660 % 49.1 % 18.8 % 17.9 % 85.8

- Premium rates down 3% on average
- GWP and NEP down 1% on a constant currency basis
- Use of data & analytics enabling strong cross selling strategies to support new business volumes
- COR (ex-discount rate impact) improved to 85.6% compared with 88.0% in the prior year
- Strong underwriting performance, reflecting:
 - underwriting discipline in renewal and new business transactions
 - favourable prior accident year claims development of \$119M
 - offset by \$161M adverse discount rate impact
- Transactions to reinsure UK long-tail claims liabilities reduced net claims incurred by \$178M and NEP by \$176M; broadly profit neutral



⁽¹⁾ Combined operating ratio adjusted to exclude the impact of changes in risk-free rates used to discount net outstanding claims.

AUSTRALIA & NEW ZEALAND

		1H15	1H16
Gross written premium	\$M	1,928	1,861
Gross earned premium	\$M	1,913	1,871
Net earned premium	\$M	1,668	1,654
Claims ratio	%	62.9	67.7
Commission ratio	%	14.1	15.1
Expense ratio	%	13.8	13.1
Combined operating ratio	%	90.8	95.9
Adjusted combined operating ratio ⁽¹⁾	%	90.7	93.9
Insurance profit margin	%	14.8	8.9

- Premium rates broadly flat
- GWP down 3% in USD but up 3% on a constant currency basis with growth across a number of portfolios
- NEP down 1% USD but up 6% on a constant currency basis, reflecting GWP growth coupled with reduced reinsurance spend
- For renewable business, retention improved to 83.4% from 83.0% in the prior period
- Net claims ratio increased to 67.7%, arising from:
 - substantial deterioration in the attritional claims ratio, largely from NSW CTP, increased frequency in trade credit and higher claims costs in short tail portfolios
 - adverse discount rate impact of 2.0%
 - partially offset by \$83M of positive prior accident year claims development



⁽¹⁾ Combined operating ratio adjusted to exclude the impact of changes in risk-free rates used to discount net outstanding claims.

EMERGING MARKETS

		1H15	1H16
Gross written premium	\$M	929	850
Gross earned premium	\$M	864	793
Net earned premium	\$M	741	655
Claims ratio	%	56.4	54.8
Commission ratio	%	22.9	23.2
Expense ratio	%	20.2	21.5
Combined operating ratio	%	99.5	99.5
Adjusted combined operating ratio ⁽¹⁾	%	99.5	99.5
Insurance profit margin	%	4.6	5.5

⁽¹⁾ Combined operating ratio adjusted to exclude the impact of changes in risk-free rates used to discount net outstanding claims.

- GWP up 10% and NEP up 7% on a constant currency basis, reflecting:
 - strong growth across Latin America
 - underlying growth in Asia, notably Indonesia, Malaysia, the Philippines and Vietnam
 - partially offset by strong competition in Hong Kong and Singapore
- Hong Kong and Singapore impacted by China's slowdown, especially demand for commercial insurance cover in marine
- Net claims ratio improved, mainly reflecting improvement in the attritional claims ratio, coupled with better large individual risk claims experience in Asia Pacific
- Commission ratio up slightly reflecting changes in portfolio mix
- Small increase in the expense ratio due to continued investment as part of the ongoing implementation of the profitable growth strategy



EQUATOR RE

		1H15	1H16
Gross written premium	\$M	976	1,125
Gross earned premium	\$M	485	583
Net earned premium	\$M	182	197
Claims ratio	%	58.2	58.9
Commission ratio	%	7.1	9.1
Expense ratio	%	3.3	2.0
Combined operating ratio	%	68.6	70.1
Adjusted combined operating ratio ⁽¹⁾	%	70.8	63.5
Insurance profit margin	%	47.8	37.6

- GWP up 15% due to Equator Re providing higher limits on divisional treaties
- NEP up 8% from the prior period
- Net claims ratio of 58.9%:
 - relatively benign large individual risk and catastrophe claims experience
 - \$34M prior accident year release
 - partly offset by \$13M adverse discount rate impact
- Commission ratio up from last year due to changes in business mix and profit commissions
- Expense ratio improved in the first half due to timing of costs



⁽¹⁾ Combined operating ratio adjusted to exclude the impact of changes in risk-free rates used to discount net outstanding claims.

FINANCIAL STRENGTH & FLEXIBILITY

As at	31 Dec 2015	30 June 2016		
Summary balance sheet	\$M	\$M		 Favourable PYD of \$218M
Investments and cash	26,708	25,741	Reserving	• \$283M adverse discount rate impact
Trade and other receivables	4,950	6,316		PoA of 89.0% (FY15 89.0%)
Intangibles	3,604	3,592		
Other assets	1,172	1,213		
Assets	36,434	36,862		
Insurance liabilities, net	19,847	20,466		
Borrowings	3,529	3,482		 Broadly unchanged from FY15
Other liabilities	2,498	2,530	Borrowings	Debt to equity 33.7% (FY15 33.6%)
Liabilities	25,874	26,478		Debt to tangible equity 51.7% (FY15 51.1%)
Net assets	10,560	10,384		
Non-controlling interests	55	59		
Shareholders' funds	10,505	10,325		



APRA PCA CALCULATION

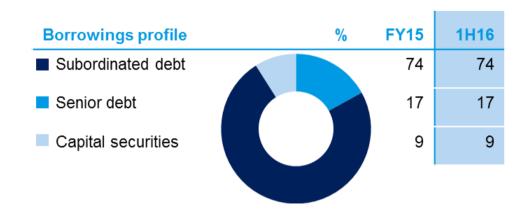
\$P	FY15 ⁽²⁾	1H16 ⁽¹⁾
Ordinary share capital and reserves	10,560	10,384
Net surplus relating to insurance liabilities	764	806
Regulatory adjustments to Common Equity Tier 1 Capital	(4,424)	(4,470)
Common Equity Tier 1 Capital	6,900	6,720
Additional Tier 1 Capital - Capital securities	218	186
Total Tier 1 Capital	7,118	6,906
Tier 2 Capital - Subordinated debt and hybrid securities	2,619	2,472
Total capital base	9,737	9,378
Insurance risk charge	2,892	2,918
Insurance concentration risk charge	1,364	1,282
Asset risk charge	2,104	2,023
Operational risk charge	513	528
Less: Aggregation benefit	(1,236)	(1,202)
APRA's Prescribed Capital Amount (PCA)	5,637	5,549
PCA multiple	1.73	1.69
CET1 ratio (APRA requirement >60%)	122%	121%

⁽¹⁾ Indicative APRA PCA calculation at 30 June 2016.



⁽²⁾ Prior year APRA PCA calculation has been restated to be consistent with APRA returns finalised subsequent to year end.

BORROWINGS



Borrowings

- \$3,482M at 30 June 2016
- Weighted average cost of borrowings 5.8%

Repayment profile FY15	1H16
Less than 1 year -	9
1 – 5 years 30	38
More than 5 years 70	53
Debt to equity ratio 33.6	33.7

Debt to equity

- Ratio within 25% 35% benchmark range
- Debt to tangible equity up slightly to 51.7%



QBE'S 2016 GLOBAL REINSURANCE PROGRAM

