



2023 IAG AGM Resources & FAQs

The 2023 Annual General Meeting (**AGM** or **Meeting**) of Insurance Australia Group Limited (**IAG**) will be held on Wednesday, 11 October 2023 at 9.30am (Sydney time).

IAG will be hosting a hybrid AGM and Shareholders (or their corporate representatives or attorneys) and Proxyholders will be able to attend the AGM in person, online or by teleconference.

To assist Shareholders and Proxyholders to prepare for, and participate in the AGM, the following resources are available:

Resource	Description	Link
IAG's website	Includes details relating to IAG's 2023 AGM, including links to the following documents: <ul style="list-style-type: none">• Notice of Meeting 2023• Voting and proxy form 2023• Question form 2023• Online meeting guide• Access notice 2023	www.iag.com.au/shareholder-centre/annual-meetings
2023 AGM FAQs	Answers to common questions Shareholders and Proxyholders may have in relation to their participation in the AGM.	A copy of the FAQs is attached .
Computershare Online Platform (Online Platform)	Shareholders and Proxyholders who are unable to attend in person can attend online via this Online Platform – this permits you to watch the AGM live, and vote and ask questions live during the AGM. You can also attend via telephone (see below), which enables you to ask questions live during the AGM (but not vote).	For those attending via the Online Platform, use: meetnow.global/IAG2023 For those joining by telephone dial: 1800 809 971 or 1800 558 698 (in Australia) or 0800 453 055 (in New Zealand) and enter the meeting code 10033319.
Online Meeting Guide	The guide provides step-by-step instructions on: <ul style="list-style-type: none">• Logging into the Online Platform• Voting during the AGM via the Online Platform• Asking questions during the AGM via the Online Platform	www.iag.com.au/shareholder-centre/annual-meetings A copy of this guide is also attached .
Video Guide	We have prepared a short video to assist Shareholders in understanding on how to ask questions and vote during the AGM, via either the Online Platform or Telephone.	www.iag.com.au/2023-agm-resources-and-faqs

2023 IAG AGM FAQs

1. **When is IAG's 2023 AGM?**

IAG's 2023 AGM will be held as a hybrid Meeting on Wednesday, 11 October 2023 at 9.30am (Sydney time)

2. **Am I entitled to vote and ask questions during the AGM?**

To vote and ask questions at the AGM you must be a registered holder of IAG shares as at 7.00pm (Sydney time) on Monday, 9 October 2023.

3. **How do I participate in the AGM?**

In Person

You can attend the AGM in person at the Wesley Conference Centre, 220 Pitt Street, Sydney NSW 2000. Shareholder registration will open from 8.30am (Sydney time).

We ask all Shareholders to bring their Securityholder Reference Number (**SRN**) or Holder Identification Number (**HIN**) for verification to assist with registration.

Online

Shareholders and Proxyholders can attend the AGM online via the Online Platform at meetnow.global/IAG2023, which will enable them to vote and ask written questions during the Meeting. Guests may also watch the AGM online via the Online Platform but will not be able to vote or ask questions.

When you reach the sign in landing page for IAG's 2023 AGM:

- **Shareholders:** select 'Shareholder' and enter your shareholding details (SRN / HIN), Country, postcode (if Australia), and then select 'Sign in' to view the livestream of the AGM. You will also be able to vote and ask written questions in real time.
- **Proxyholders:** you can either click on the link in the invitation e-mail sent to you or you can select 'Invitation', enter your invite code provided in the e-mail, and then select 'Sign in'.
- **Guests:** select 'Guest', enter your details, and then select 'Sign in'.

You will need the latest version of a compatible browser (e.g., Chrome, Safari, Edge or Firefox) on your computer, tablet or mobile device.

For further information, refer to the Online Meeting Guide available at www.iag.com.au/shareholder-centre/annual-meetings.

Teleconference

Shareholders and Proxyholders can attend the AGM by teleconference by dialling 1800 809 971 or 1800 558 698 (in Australia) or 0800 453 055 (in New Zealand) on any landline or mobile device, and when prompted, entering the Meeting Code **10033319**. This will enable you to listen to the AGM and to ask questions or make comments verbally, but not vote. You will need to login to the Online Platform to vote.

4. **If I can't attend the AGM, can I view it later?**

Yes, you will be able to view an archive of the AGM webcast on IAG's website after the Meeting at www.iag.com.au/shareholder-centre/annual-meetings.

5. Do I need my SRN / HIN to access the AGM?

No, you do not need your SRN / HIN to attend the AGM in person or to watch the AGM online (you can watch the livestream as a Guest without logging in as a Shareholder or Proxyholder). However, you will need your SRN / HIN if you wish to vote or ask a question at the AGM (whether you are attending in person, online or via teleconference)

6. Where can I find my SRN / HIN?

You can find your SRN / HIN on:

- the Welcome Letter or other documentation you received when you first became an IAG Shareholder; or
- your most recent Dividend Statement; or
- on the Access Notice.

If you do not have access to any of the above, please contact Computershare on 1800 809 971 or 1800 558 698 (in Australia) or 0800 453 055 (in New Zealand) and once they have verified you, they will give you the information you need to participate in the AGM.

7. Why do I need to provide my Shareholding details to vote or ask a question during the AGM?

Only eligible Shareholders and Proxyholders can vote or ask questions during the AGM. By providing this information, our share registry, Computershare, can verify that you are eligible to vote and ask questions during the AGM. This is consistent with all previous IAG AGMs and legislative requirements.

8. How do I vote in advance of the AGM? What is the deadline for voting in advance of the AGM?

If you have elected to receive our Shareholder communications electronically, you will have been sent an email when the Notice of Meeting was released on Wednesday, 6 September 2023. This email includes your personalised Shareholder link to vote online.

You can vote on the resolutions being put to the Meeting anytime between now and 9.30am (Sydney time) on Monday, 9 October 2023 at www.investorvote.com.au/Login or by using your mobile device, scan the personalised QR code provided on the Access Notice for the Meeting. You will need to:

- type in the Control Number provided; and
- type in your SRN / HIN when prompted.

Even if you plan to participate in the AGM online, we encourage you to submit a direct vote or directed proxy in advance of the Meeting so that your votes can still be counted if for any reason you are unable to vote on the day.

If you need any assistance in relation to voting, please contact Computershare on 1300 360 688 (inside Australia) or +61 3 9415 4210 (outside Australia) or at www.investorcentre.com/contact.

9. Can I vote during the AGM?

Yes. Details are provided below for how to vote in person or online during the AGM.

10. How do I vote during the AGM?

Shareholders and appointed Proxyholders can vote during the AGM once the Chair declares the poll open.

Voting in person

You will need to scan the QR code on your attendance card (which you will receive after you register in person) with your mobile device, or the iPad provided by Computershare.

This will take you to a voting page, where you can cast your vote by selecting one of the voting directions – ‘FOR’, ‘AGAINST’ or ‘ABSTAIN’. The Online Meeting Guide provides further information where further assistance may be required.

Voting online

In the Online Platform, you will need to follow these steps:

1. select the ‘Vote’ icon. The voting options will appear on the screen with all of the resolutions to be voted on during the AGM; and
2. cast your vote by selecting one of the voting directions – ‘FOR’, ‘AGAINST’ or ‘ABSTAIN’.

A green tick will appear to confirm receipt of your vote. To change your vote, select ‘Click here to change your vote’ and press a different option to override. You can change your vote on any item at any time from when the poll open, up until the Chair declares poll to be closed.

For further information, please refer to Online Meeting Guide at www.iag.com.au/shareholder-centre/annual-meetings. Note that you cannot vote via the telephone conference and you will need to vote on the Online Platform.

11. *If I am late in joining the AGM (in person, online or by teleconference), am I still allowed to attend?*

Yes, you can join the AGM up until the conclusion of the AGM. The Chair will advise of poll closing shortly before the end of the AGM.

12. *I voted in advance of the AGM. Can I change my vote during the AGM?*

Yes, you can change your vote during the AGM. Please note that the vote you submit during the AGM will cancel your previous vote or proxy instructions. Please refer to question 10 for more information on how to vote.

13. *Can I attend the AGM if I have voted in advance?*

Yes, we encourage all Shareholders to attend the AGM, including those who have already voted.

14. *How do I ask a question during the AGM?*

Shareholders or appointed Proxyholders can ask questions during the AGM:

Asking questions in person

You will need to make your way to the designated seating areas and have your attendance card handy for verification purposes. Roaming microphones will be made available to Shareholders that wish to ask a question.

Asking questions online

In the Online Platform, you will need to follow these steps to ask a written question:

1. select the ‘Q&A’ icon;
2. then select the item of business your question relates to;
3. type your question in the question box; and
4. then select ‘Send’.

For further information, please refer to the Online Meeting Guide at www.iag.com.au/shareholder-centre/annual-meetings.

15. Can I ask questions in the AGM via telephone/teleconference? If so, how?

If you're attending the AGM by teleconference, and you would like to ask a question, press *1 on your device at the time the relevant item of business your question relates to is being addressed. This will place you in the question queue.

16. I am a Shareholder and a Customer. I have a question about my insurance policy. Who can I contact?

If you have any customer-related questions, and you're attending the AGM:

- in person: please see the IAG staff at the kiosks in the foyer at the AGM venue.
- online: visit the IAG website at www.iag.com.au/contact-us.
- by teleconference: the moderator will take down your details, and your question(s) will be responded to by IAG in due course.

Any customer-related questions that are received prior to, or during the AGM, will be referred to our Customer Relations team to respond and will not be addressed by the Chair during the AGM.

IAG will ensure your questions are responded to in due course.

This release has been authorised by the Group Company Secretary.

About IAG

IAG is the parent company of a general insurance group with operations in Australia and New Zealand. IAG's main businesses underwrite over \$14 billion of insurance premium per annum under many leading brands, including: NRMA Insurance, RACV (under a distribution agreement with RACV), CGU, SGIO, SGIC and WFI (Australia); and NZI, State, AMI and Lumley (New Zealand). For further information, please visit www.iag.com.au.

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ONLINE MEETING GUIDE

INSURANCE AUSTRALIA GROUP LIMITED
ANNUAL GENERAL MEETING
WEDNESDAY 11 OCTOBER 2023 AT 9:30AM (SYDNEY TIME)

GETTING STARTED

If you choose to participate online you will be able to view a livestream of the Meeting, ask questions online and submit your votes in real time. To participate online visit <https://meetnow.global/IAG2023> on your smartphone, tablet or computer. Please ensure your device is compatible with the latest version of Chrome, Safari, Edge or Firefox.

TO LOG IN, YOU MUST HAVE THE FOLLOWING INFORMATION:

Australian Residents

SRN or HIN and postcode of your registered address.

Overseas Residents

SRN or HIN and country of your registered address.

Appointed Proxies

Please contact Computershare Investor Services on +61 3 9415 4024 to request your unique email invitation link prior to the Meeting day.

PARTICIPATING AT THE MEETING

To participate in the Meeting, visit <https://meetnow.global/IAG2023> and you will be taken to the online Meeting for IAG.

Alternatively, visit

<https://meetnow.global/au> then enter IAG in the 'Filter' field. Select and click on the displayed Meeting.

Search for Meeting

Australia
▼

Filter

To attend as a Shareholder

Select 'Shareholder', enter your SRN / HIN and select your country. If Australia, also enter your Post Code.

Shareholder
Invitation
Guest

If you are a shareholder or an appointed corporate representative, please enter the required details below.

SRN/HIN 🔍

Country

Post Code

SIGN IN

OR To attend as a Proxyholder

To access the Meeting click on the link in the invitation e-mail sent to you. Or select 'Invitation' and enter your Invite Code provided in the e-mail.

Shareholder
Invitation
Guest

If you have received an email invitation for this Meeting, please enter your invite code below.

Invite Code

SIGN IN

OR To watch as a Guest

Select 'Guest' and enter your details. Please note, Guests will not be able to ask questions or vote at the Meeting.

Shareholder
Invitation
Guest

If you would like to attend the Meeting as a Guest please provide your details below.

First Name *


Last Name *

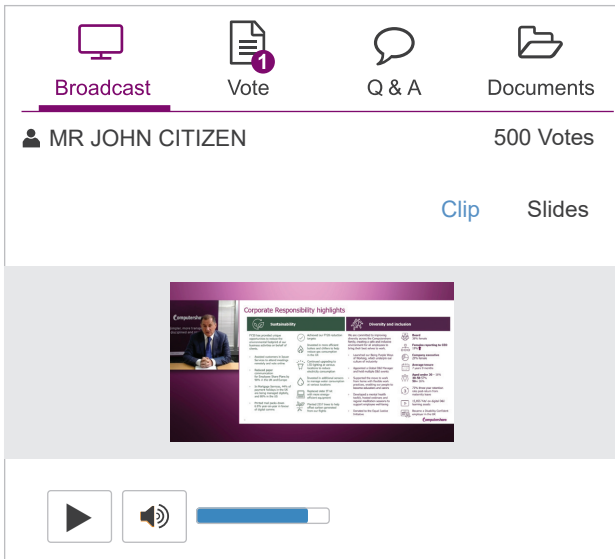
Email

Company Name

SIGN IN

Broadcast

The livestream will appear automatically once the Meeting has started. If the livestream does not start automatically press the play button  and ensure the audio on your computer or device is turned on.

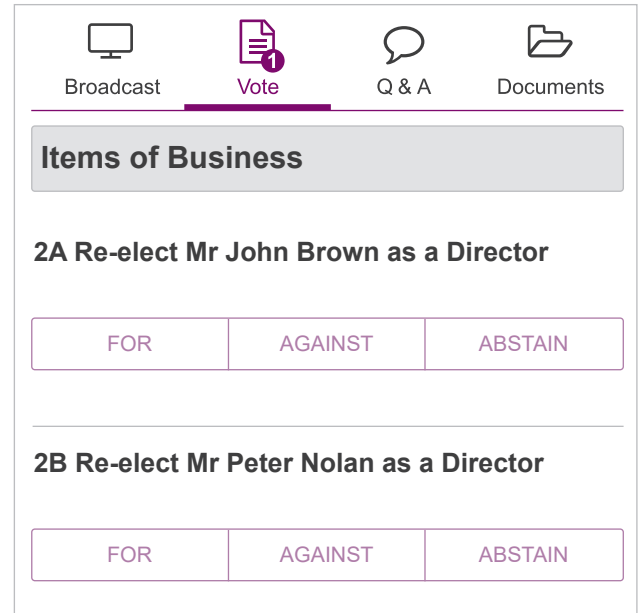


Vote

When the Chair declares the poll open, select the 'Vote' icon and the voting options will appear on your screen (example below).

To vote, select your voting direction. A tick will appear to confirm receipt of your vote.

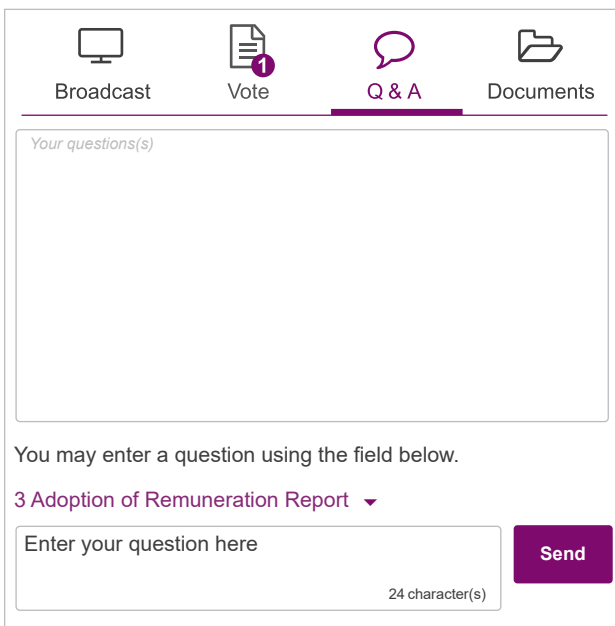
To change your vote, select 'Click here to change your vote' and press a different option to override.



Q & A

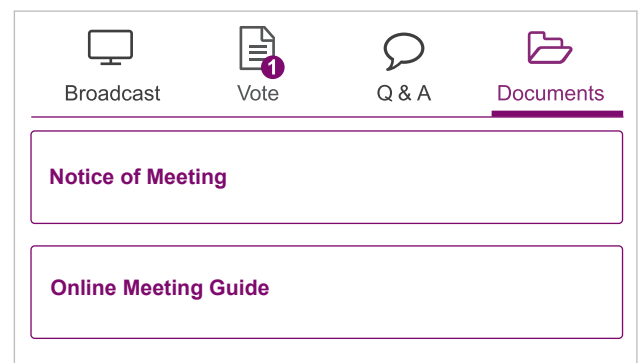
To ask a question select the 'Q & A' icon, select the topic your question relates to. Type your question into the chat box at the bottom of the screen and press 'Send'.

To ask a verbal question, follow the instructions on the virtual Meeting platform.



Documents

To view Meeting documents select the 'Documents' icon and choose the document you wish to view.



FOR ASSISTANCE

If you require assistance before or during the Meeting please call +61 3 9415 4024.