



2022 IAG AGM Resources & FAQs

The 2022 Annual General Meeting (**AGM** or **Meeting**) of Insurance Australia Group Limited (**IAG**) will be held on Friday 21 October 2022 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 2022 AGM, including links to the following documents: <ul style="list-style-type: none">• Notice of meeting 2022• Proxy form 2022• Question form 2022• Online meeting guide• Overview of DARs and EPRs plans 2022	www.iag.com.au/shareholder-centre/annual-meetings
2022 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 (Platform)	Shareholders and Proxyholders who are unable to attend in person can attend online via this Platform.	meetnow.global/IAG2022
Online Meeting Guide	The guide provides step-by-step instructions on: <ul style="list-style-type: none">• Logging into the Platform• Voting during the AGM via the Platform• Asking questions during the AGM via the Platform	www.iag.com.au/shareholder-centre/annual-meetings A copy of this guide is also attached.
Video Guide	A short video has been prepared to guide Shareholders' on how to ask questions and vote during the AGM.	https://share.vidyard.com/watch/YNek94hfp1o5HhPCJkL5KT

2022 IAG AGM FAQs

1. When is IAG's 2022 AGM?

IAG's 2022 AGM will be held as a hybrid Meeting on Friday 21 October 2022 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 Wednesday, 19 October 2022.

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**) for verification to assist with registration.

Online

Shareholders and Proxyholders can attend the AGM online via the Computershare Online Platform at meetnow.global/IAG2022, which will enable them to vote and ask written questions during the Meeting. Guests may also watch the AGM online via the Platform but will not be able to vote or ask questions.

When you reach the sign in landing page for IAG's 2022 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 **10025075**. This will enable you to listen to the AGM and to ask questions, but not vote. You will need to login to the 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). However, you will need your SRN / HIN if you wish to vote or ask a question at the AGM.

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.

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, 14 September 2022. 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 on Wednesday, 19 October 2022 at www.investorvote.com.au/Login or by using your mobile device, scan the personalised QR code provided on the Access Notice of 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, you or your proxy can attend the AGM and vote. If you are voting in person, you will need your shareholding details (SRN / HIN). If your proxy is voting in person on your behalf, please ensure that the proxy appointment is received by the share registry before 9.30am (Sydney time) on Wednesday, 19 October 2022. When your appointed proxy arrives at the AGM venue, they should proceed to the registration desk and advise that they are attending as a Proxyholder. The Proxyholder may be requested to produce ID documentation for verification. If the Proxyholder is a corporate entity, the representative should submit a form to Computershare prior to the AGM or bring to the AGM as evidence of their appointment. The form to make this appointment can be downloaded from the Computershare website at www.investorcentre.com.

10. How do I vote during the AGM?

Shareholders and appointed Proxyholders can vote during the AGM once the Chairman 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’.

Voting online

In the Computershare 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 polls open, up until the Chairman declares polls 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.

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.

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.*

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

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

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

Shareholders and 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.

Asking questions online

In the Computershare 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 phone? 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 Chairman during the AGM.

Our Chairman and CEO 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 \$13 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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NSW 2000 Australia
Telephone. +61 (0)2 9292 9222

ONLINE MEETING GUIDE



INSURANCE AUSTRALIA GROUP LIMITED
ANNUAL GENERAL MEETING
FRIDAY 21 OCTOBER 2022 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 the Directors questions online and submit your votes in real time. To participate online visit <https://meetnow.global/IAG2022> on your smartphone, tablet or computer. You will need the latest versions of Chrome, Safari, Edge or Firefox. Please ensure your browser is compatible.

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 online meeting, visit <https://meetnow.global/IAG2022> and you will be taken to the online meeting for IAG.


Alternatively, visit <https://meetnow.global/au> then enter the company name in the 'Filter' field. Select and click on the displayed meeting.

To attend as a shareholder

Select 'Shareholder', enter your SRN or 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 
eg. X1234567890

Country
Australia

Post Code
eg. 0123

SIGN IN

Search for meeting

Australia

Filter Please enter Company or Meeting Name. Enter 3 or more characters. e.g. Insurance Australia Limited

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 are a received an email invitation for this meeting, please enter your invite code below.

Invite Code
Enter your invite code. e.g. G-ABCDEFGH or ABCD

SIGN IN

or To attend as a guest Select 'Guest' and enter your details.

Shareholder Invitation Guest

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

First Name *

Last Name *

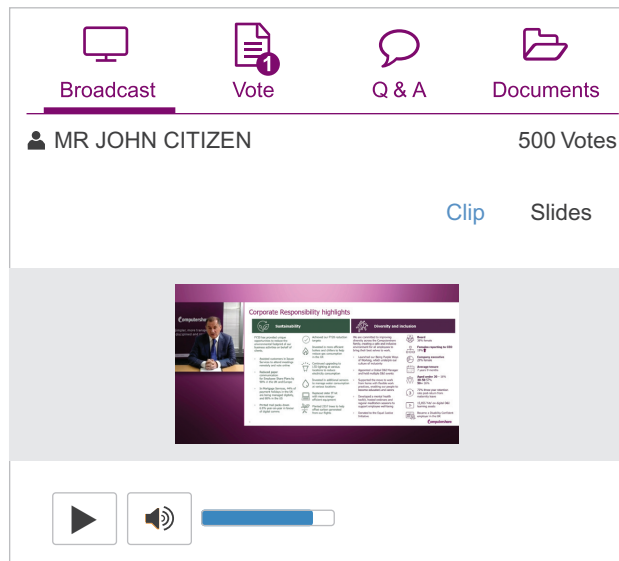
Email

Company Name

SIGN IN



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

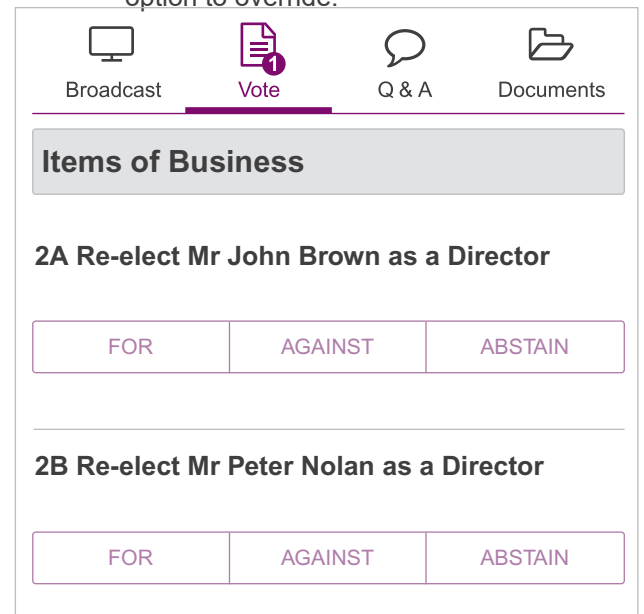


Vote

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.

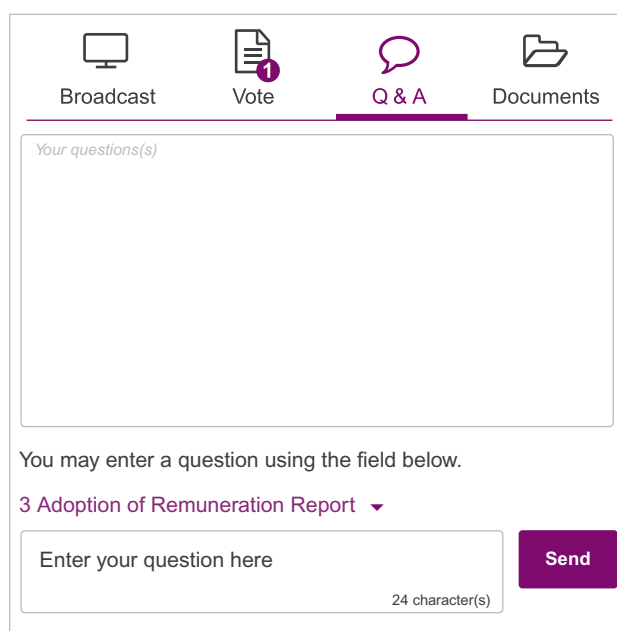
To change your vote, select 'Click here to change your vote' and press a different option to override.



Q & A

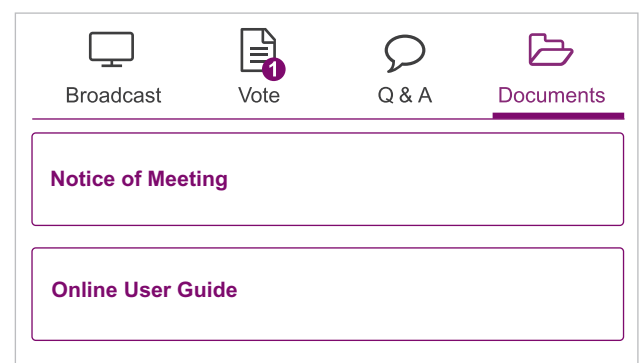
To ask a question select the 'Q & A' icon, select the topic your question relates to. Type your question into the chat box at the bottom of the screen and press 'Send'.

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.