Insignia Financial

FY24 Results Presentation

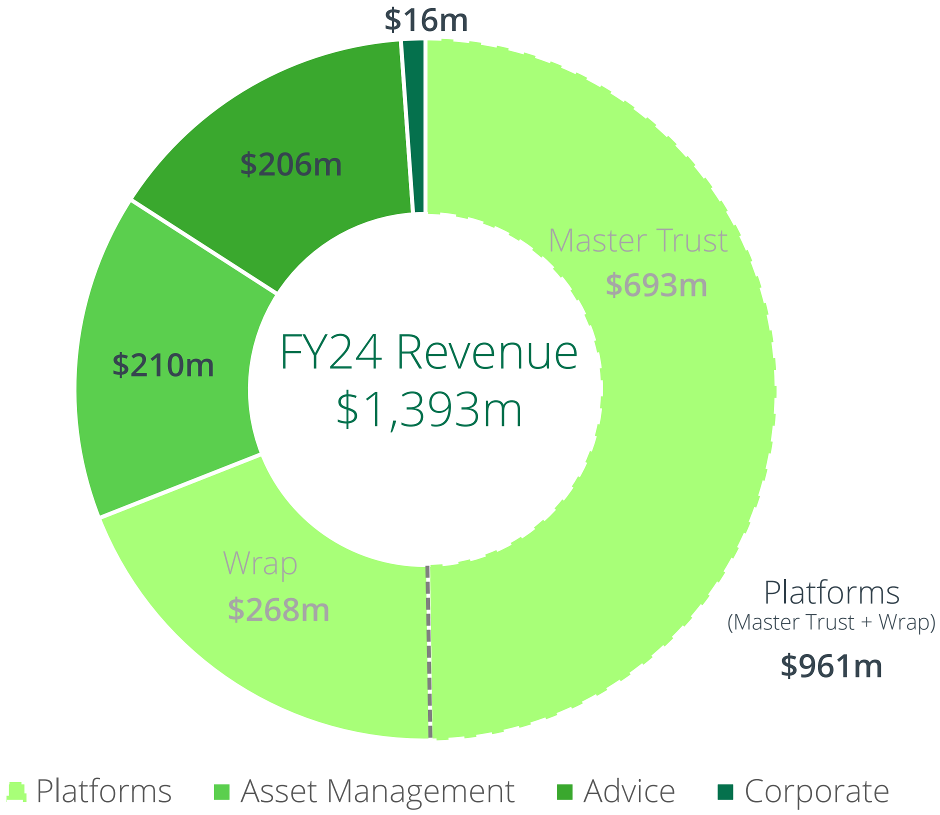
Thursday, 22 August 2024

Scott Hartley, Chief Executive Officer
David Chalmers, Chief Financial Officer

1. FY24 Overview

Scott Hartley, CEO

FY24 Financial Overview[1]



UNPAT	**Net Revenue Margin**
$217m	46.2bps
▲ *FY23 $191m*	▼ *FY23 47.3bps*
NPAT[2]	**EBITDA Margin**
($185m)	12.7bps
▼ *FY23 $51m*	▲ *FY23 11.8bps*
EBITDA	**Average FUMA**
$381m	$301b
▲ *FY23 $344m*	▲ *FY23 $292b*
Final FY24 Dividend	**Cost to Income**
nil	72.6%
	▼ FY23 75.1%

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Notes: (1) Items shown on a continuing operations basis unless otherwise noted.
(2) Includes discontinued operations.

Deliverables | FY24 Strategic Initiatives

Simplifying the business, driving focus and laying foundations for long-term sustainable growth

Optimisation

- Cost optimisation program delivered $71 million gross in-year benefits in FY24 (above $60 - 70 million guidance) resulting in net cost reduction of $24 million compared to FY23
- Net cash strategic investments of $153 million (in-line with guidance $150 - 160 million)

Completed

Simplification

- Successful migration of MLC Wrap to Expand platform delivering further scale, savings and enhanced functionality on the highly rated Expand suite
- Expand product enhancements delivered including Separately Managed Accounts (SMA), adviser productivity and insight tools, and improved functionality and user experience

Completed

Portfolio

- Successful multi-year restructuring of Advice from loss making to EBITDA positive, enhanced by separation of Rhombus Advisory comprising Consultum, RI Advice and TenFifty self-employed businesses, creating a unique and innovative partnership model
- Enables focus on growth of retained Advice businesses, Shadforth + Bridges

Completed

- Sale of non-core businesses reducing complexity:
  - IOOF Ltd (Friendly Society) sold for $36 million + earn out
  - Sale of Millennium3 Financial Services
  - Sale of general insurance business
  - Godfrey Pembroke divested to advisers

Completed

Update | FY24-26 Strategic Initiatives

Simplifying the business, driving focus and laying foundations for long-term sustainable growth

Separation	• Separation from NAB on track for completion 1H25: 55% of transitional services exited	On-track
	• Shared technology ecosystem development underway: Unified Data Platform and corporate general ledger implemented	On-track

Additional Initiatives

Optimisation	• Additional cost reduction targeted, and cost optimisation program accelerated: targeting $60 - 65 million net reduction in operating expenses in FY25; program to be finalised 1 year ahead of schedule	On-track
	• Embed new Operating Structure and Executive Team to provide clear lines of accountability, enhance focus on improved risk governance & management, drive profitable growth and enable each business to focus on competing in their respective markets	Commenced
	• Master Trust target end state review commenced	Commenced

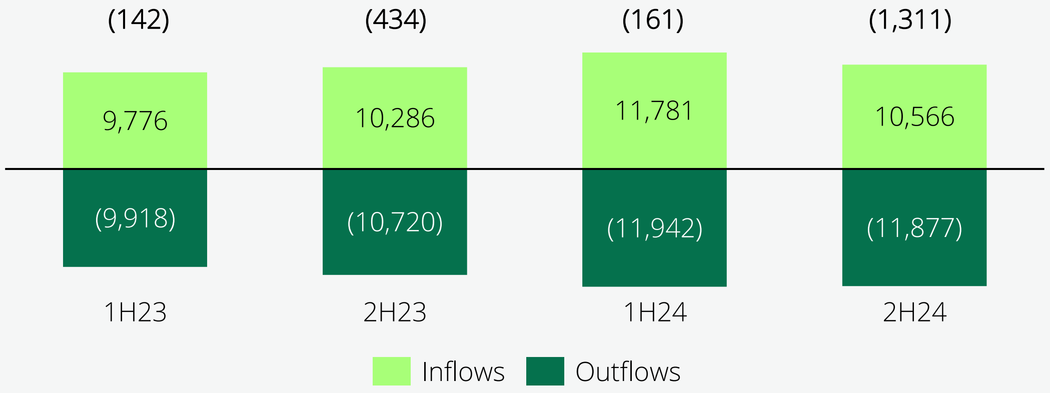
Net Flows[1]: Platforms

Stability in Workplace; Wrap flows impacted by MLC Wrap migration

Total Platforms | FY24 Net flows -$1.5b

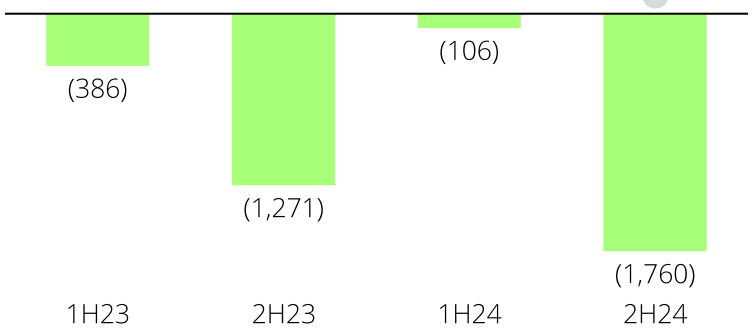
- **Workplace** net inflows remain strong (+$1.4b in FY24) due to positive organic growth
- Consistent inflows into Expand demonstrating support for go forward **Advised** offer with improved 4Q net flows post migration
- Includes +$1.8b inflow into private label Rhythm in 1H24

Net Flows ($m)

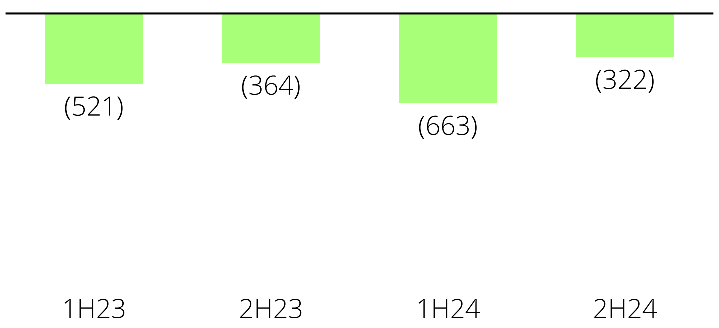


Advised[2] ($m)

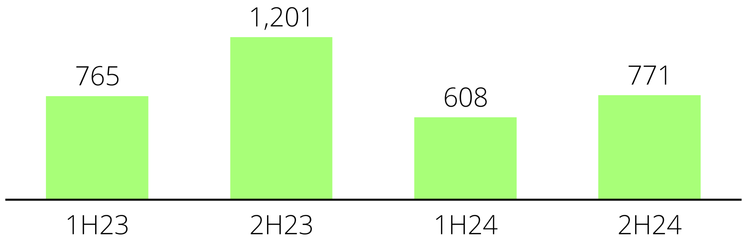
Wrap	
3Q24	4Q24
(911)	358



Personal ($m)



Workplace ($m)



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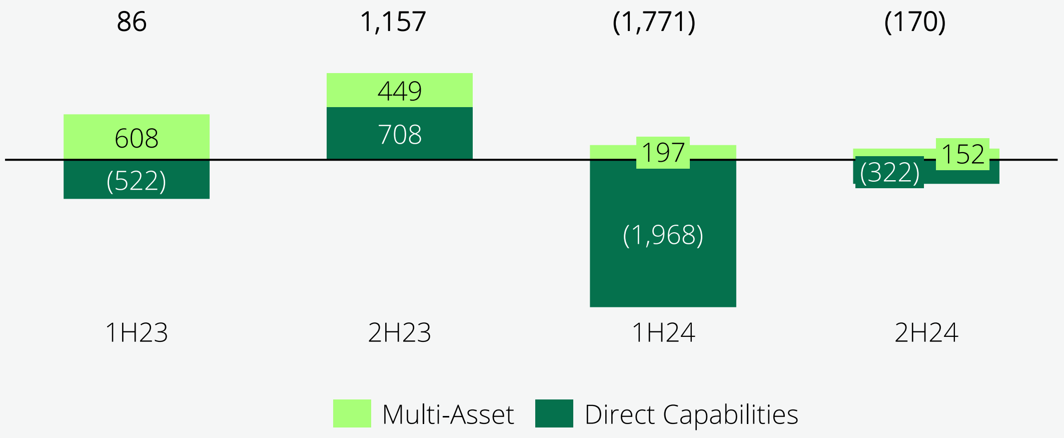
Notes: (1) Excludes Australian Executor Trustees (AET). (2) Includes Closed/Transition channel.

Net Flows[1] & Performance: Asset Management

Strong Multi-Asset investment capability delivering Top 10 returns

Net Flows ($m)



Total Asset Management | FY24 Net Flows -$1.9b

- **Multi-Asset** positive net inflows were driven by MLC's contemporary Managed Accounts, offset by outflows in managed funds partly due to temporary downstream impacts from Wrap migration
- **Direct Capabilities** net outflows resulting from institutional clients rebalancing underlying asset allocations, predominantly in fixed income and global equities capabilities

Investment Performance & Innovation

- Three MySuper **Default** options in the **top 10** for FY24 *1-year performance* in the SuperRatings SR50 MySuper[2]
- **MLC MySuper Growth[3]** option was in the **top quartile[2]** over 1,3 and 5 years
- Growing **Separately Managed Accounts (SMA)** capability with >$2b in MLC's multi-asset proposition
- Expansion of MLC's leading global **private equity** capability into the US institutional market with the launch of a **new US Secondary Fund** in April 2024 resulting in an additional $0.4b in new capital commitments

Notes: (1) Flows are on a continuing basis with JANA net flows excluded across 1H23. (2) SuperRatings fund credit rating survey June 2024 SR50 MySuper Index (45 participants). (3) MLC MySuper Growth is the Group's largest Default MySuper option.

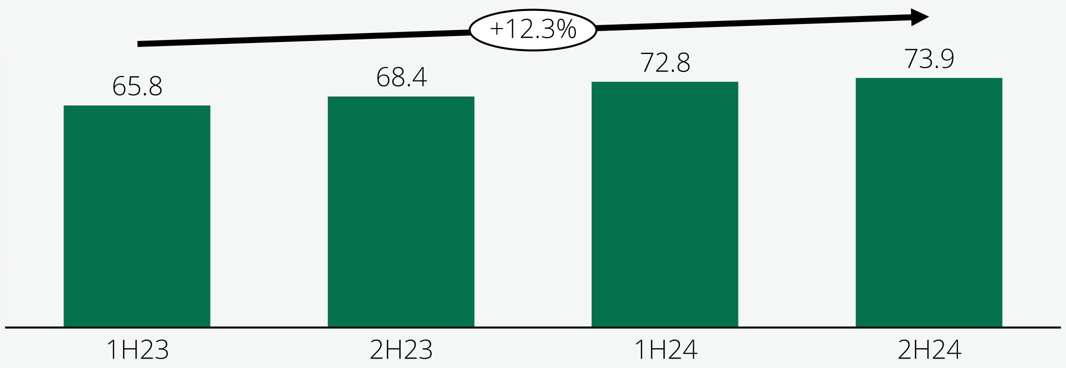
Advisers & Clients: Shadforth & Bridges

Growth driven by improving adviser efficiency and focus on higher value clients

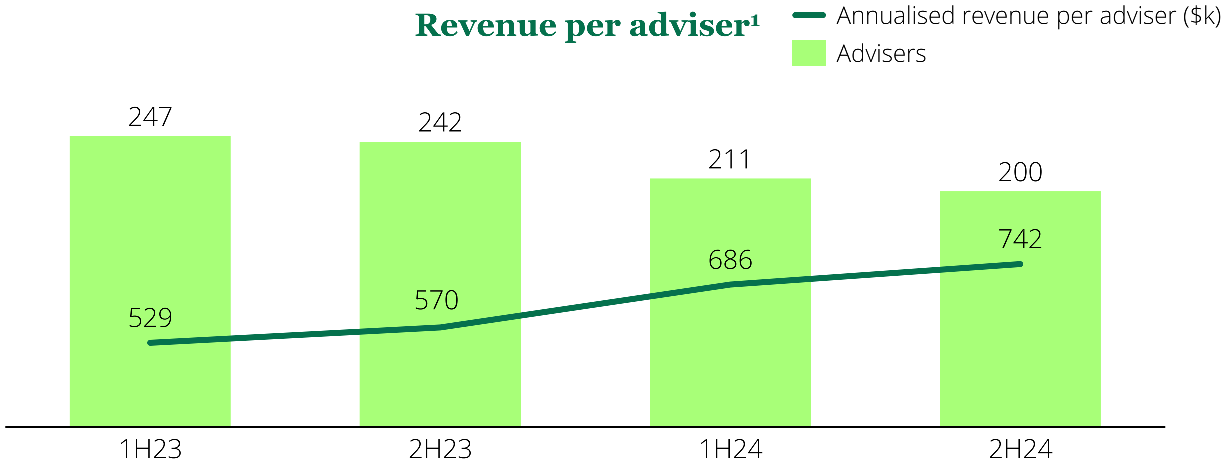
Total Professional Services experiencing strong YoY revenue growth across adviser and client metrics

- Revenue per adviser increased due to strong new client growth and focus on higher value clients; higher asset-based fee income reflecting favourable market performance and restructuring of Bridges in FY24
- Revenue per client increased due to moving ~4,000 clients to minimum fee structures

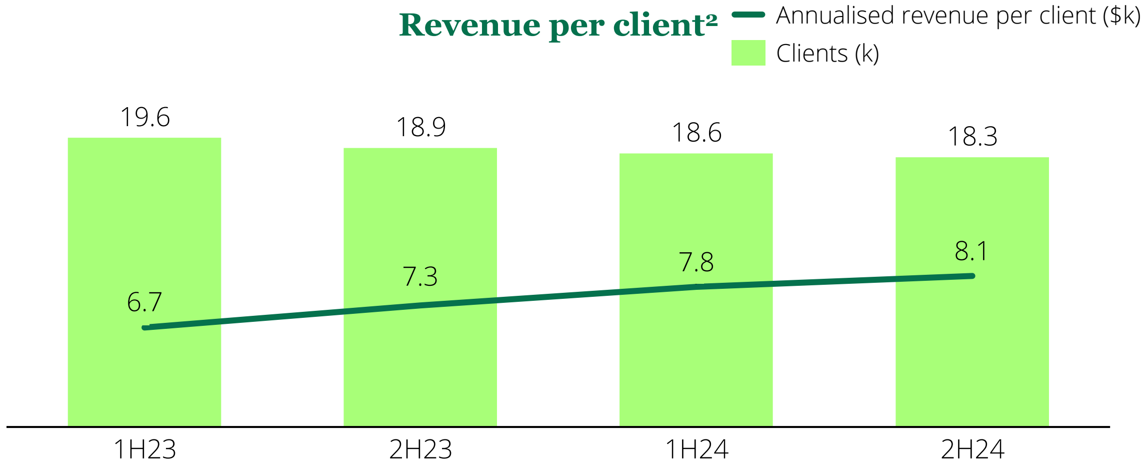
Professional Services net revenue ($m)



Revenue per adviser[1]



Revenue per client[2]



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Notes: (1) Calculations based on closing balances and advisers actively providing advice (excludes individuals who are listed as Authorised Representatives on the Financial Advice Register (FAR) per ASIC , but do not actively provide advice). (2) Calculation based on client closing balance.

2. Financial Results

David Chalmers, CFO

Group Financials Summary[1]

Strong UNPAT growth driven by optimisation; NPAT impacted by remediation and strategic investments

$m	FY24	FY23	FY24 v FY23
Platforms	961.5	952.8	0.9%
Asset Management	210.0	223.7	(6.1%)
Advice	205.7	204.6	0.5%
Corporate	15.6	(1.4)	large
NET REVENUE	1,392.8	1,379.7	0.9%
Operating expenses	(1,011.5)	(1,035.7)	2.3%
EBITDA[2]	381.3	344.0	10.8%
Net non-cash	(48.3)	(51.3)	5.8%
Net interest	(30.3)	(32.2)	5.9%
Tax expense[3]	(86.1)	(69.8)	(23.3%)
UNPAT	216.6	190.7	13.6%
UNPAT adjustments[4]	(401.9)	(186.5)	large
Discontinued operations	-	47.0	large
NPAT (STATUTORY)[5]	(185.3)	51.2	large
Effective tax rate UNPAT (%)	28.4	26.8	1.6% pp
Net Revenue margin (bps)[6]	*46.2*	*47.3*	*(1.1)*
Average FUMA ($b)	*301.2*	*291.8*	*3.2%*

- Net Revenue increase due to the impact of higher average FUMA and the impacts of divestment gains, offsetting a decline in Group margin and divested revenue
- Operating Expenses decline driven by the cost optimisation program, offsetting BAU growth and increased investment in cyber and governance
- UNPAT impacted by 1H higher effective tax rate due to CGT associated with sale of IOOF Ltd
- NPAT loss driven by remediation, and separation and transformation costs
- FY23 NPAT included gain on sale from the Australian Executor Trustees (AET) divestment ($43m) and UNPAT from discontinued operations

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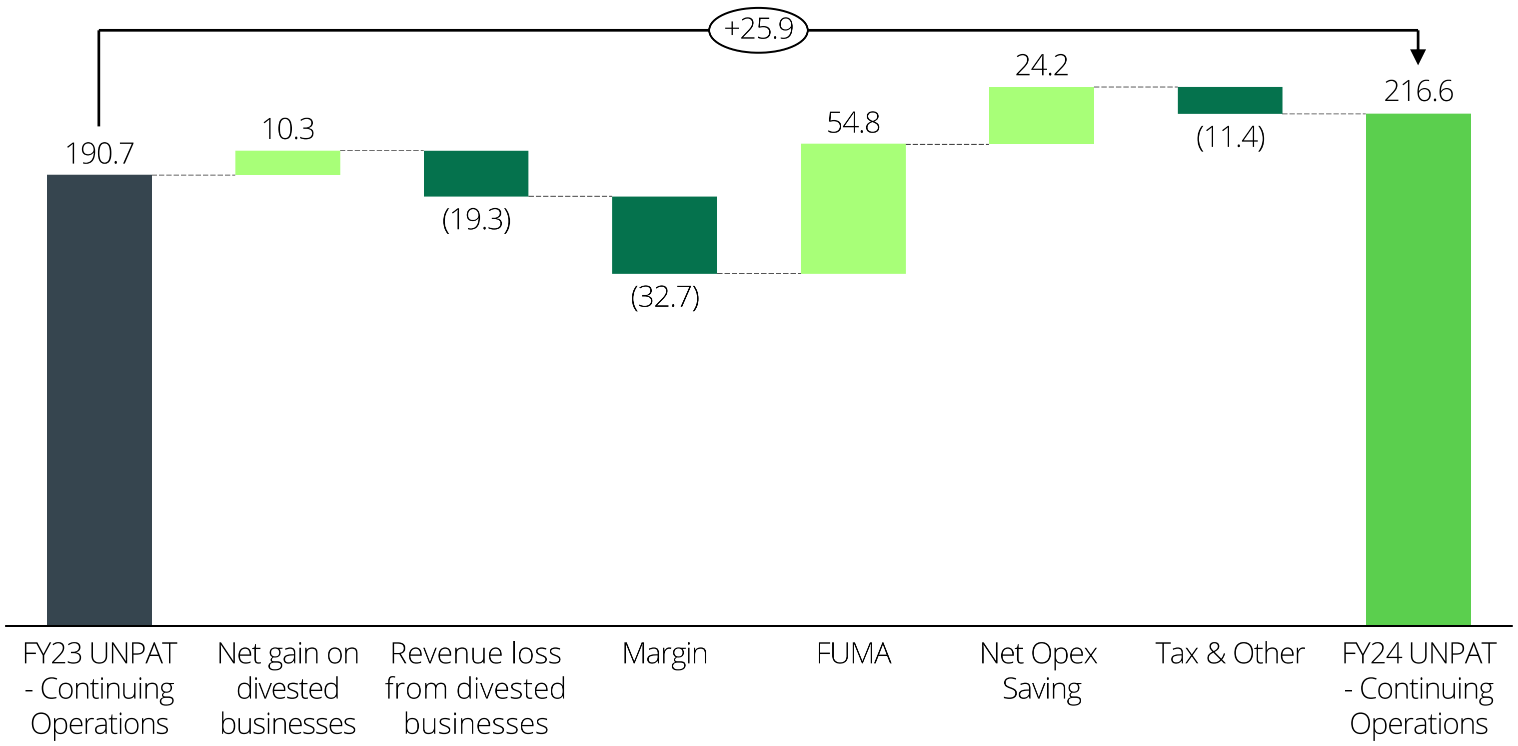
Notes: (1) Items shown on a continuing operations basis unless otherwise noted. (2) EBITDA is calculated by net revenue less operating expenses. (3) Includes non-controlling interests (NCI). (4) Includes non-controlling interests, further details on NPAT are included in the UNPAT to NPAT reconciliation on slide 25. (5) Includes discontinued operations. (6) Net revenue as a % of average FUMA.

UNPAT Movement

14% increase in UNPAT driven by higher average FUMA and optimisation benefits

($m)

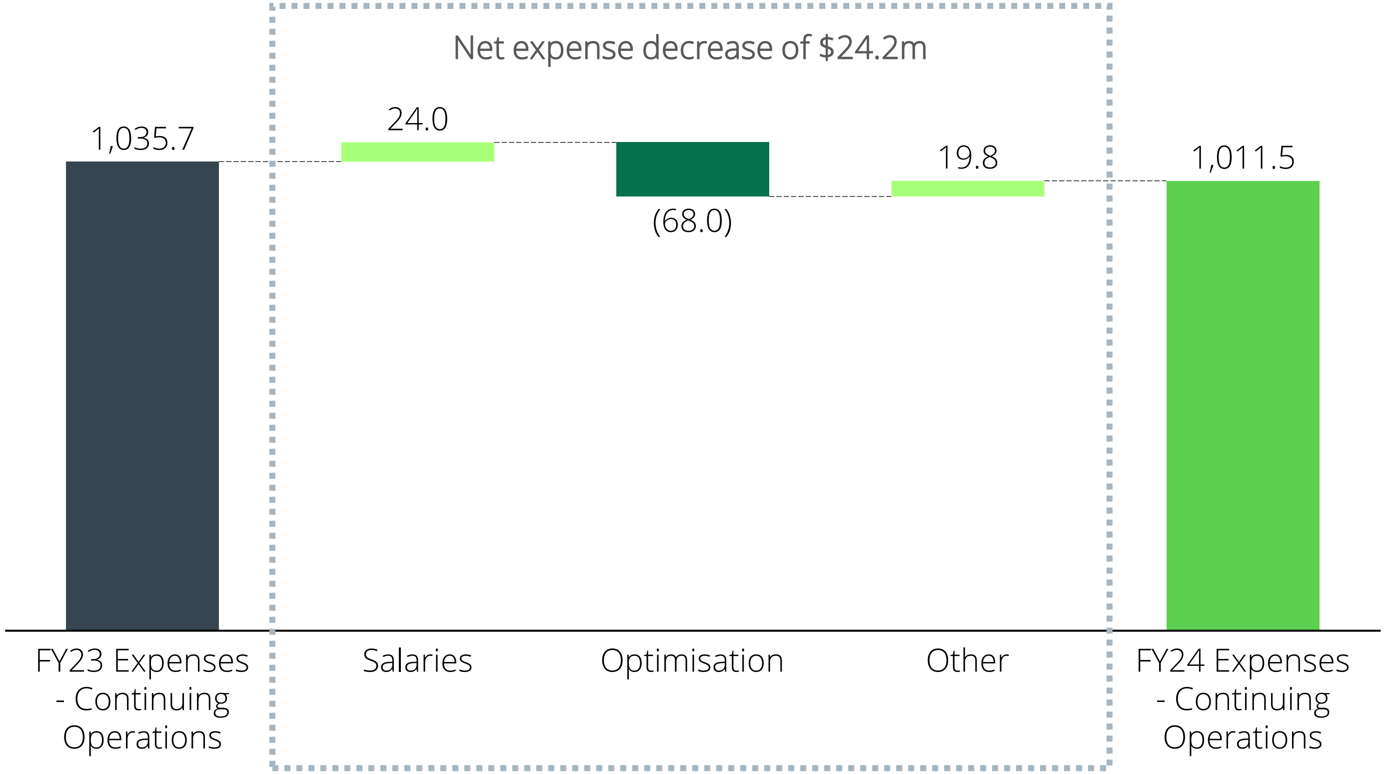


- Divestments includes the net revenue impact of net gains on sale and the loss of associated revenue
  - Net UNPAT impact in FY24 from divestment gains on sale is $2.2m
- Margin decline driven by the impacts of strategic repricing initiatives; partially offset by optimisation benefits of $3m
- Higher FUMA-linked revenue due to positive market growth, offsetting net outflows and pension payments
- Net opex improvement due to optimisation benefits, partially offset by salaries, and cyber and governance costs
- Tax & Other includes: impacts of the capital gain tax (CGT) on sale of IOOF Ltd ($7.4m), and higher interest revenue

Operating Expense Base Analysis

Net decline in operating expenses driven by optimisation benefits

($m)

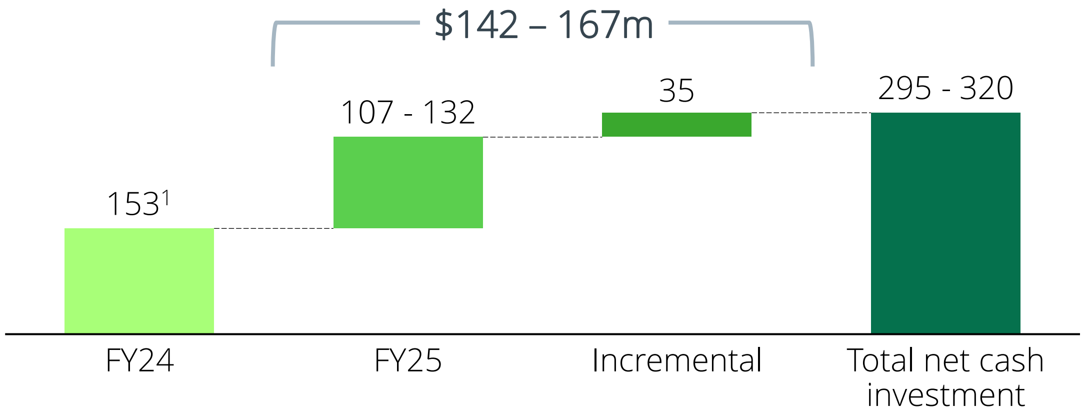


- Cost optimisation program delivering, with realised gross in-year benefits of $68m largely through reductions in employee expenses from the organisational design program
- Total FY24 savings from cost optimisation of $71m, with $68m recognised in operating expenses and $3m in net revenue
- Other increase in expenses from BAU cost growth, investment in cyber security and governance, as previously guided

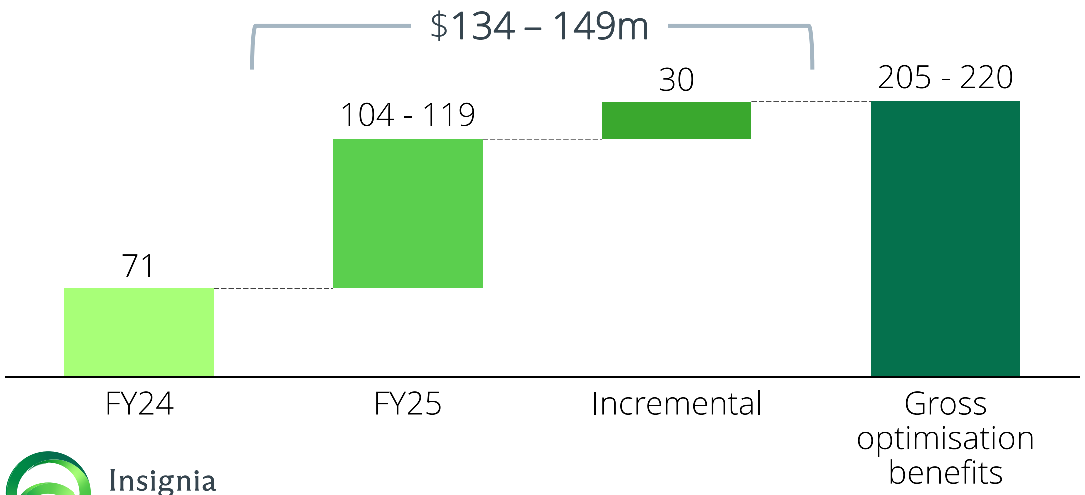
Updated Cash Investment & Gross optimisation

Benefits to be fully delivered in FY25, accelerated from FY25-26

Net cash investment ($m): Original target $260 - 285m



Gross optimisation benefits ($m): Original target $175 – 190m



	$m
FY25 gross optimisation benefits	134 – 149
Gross optimisation in direct costs (net revenue)	(7 – 9)
FY25 gross optimisation benefits in opex	127 – 140
Less: FY25 salary and super	(25 – 28)
Less: FY25 software licence costs	(14 – 17)
Less: FY25 opex investment	(28 – 30)
FY25 net expense decline	60 – 65

FY25 opex investment

Wrap ongoing investment c.$18m

Continue to develop platform functionality and improve Adviser experience

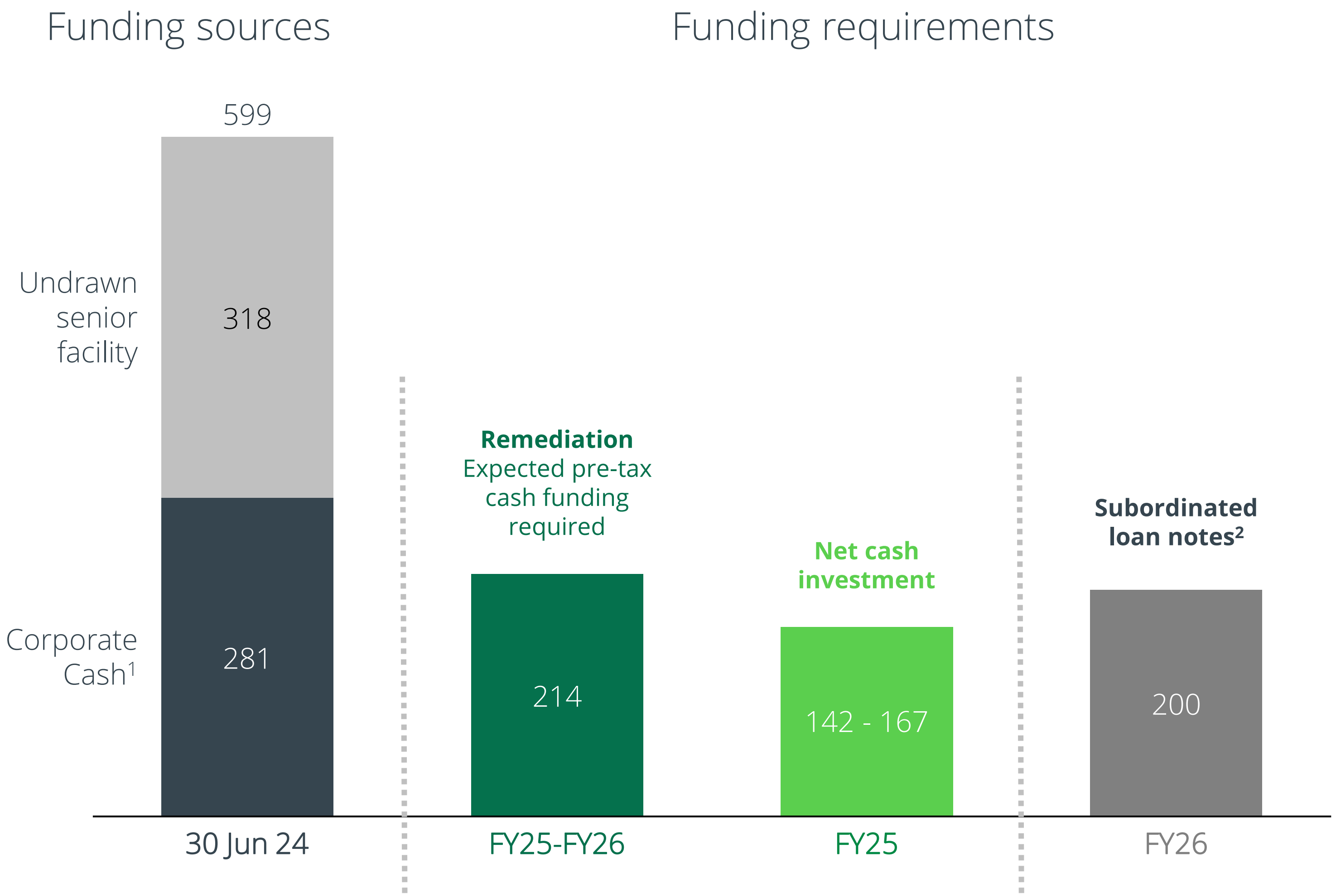
Brand & Digital c.$12m

Invest and refresh of MLC and Expand brand, digital customer experience, and client engagement program

Notes: (1) Total FY24 cash investment of $243m net of $90m capital release.

Corporate Cash & Debt Facilities

Cash & undrawn debt ($m)

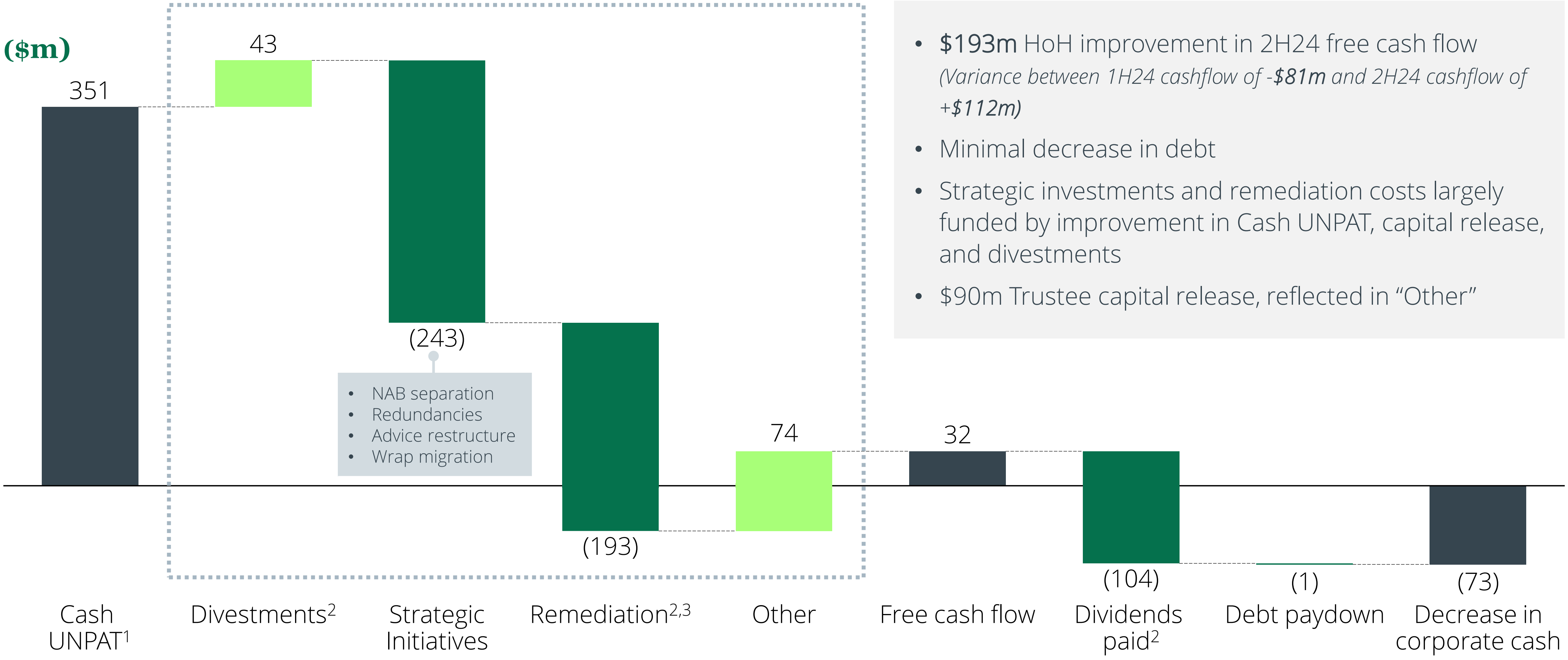


- FY24 senior leverage of 1.1x, based on EBITDA[3] of $332m and net debt of $371m
- Senior facility maturity extended by 18 months with no change to terms
- Subordinated loan notes mature on 31 May 2026
- Dividend paused to enhance strategic and balance sheet flexibility

Notes: (1) Excludes regulatory cash, per SFA definition. (2) Face value of $200m, excluded from Net Debt per SFA definition. (3) Reported EBITDA is $381.3m; EBITDA as defined by debt facilities is $332m.

FY24 Cash Flow Analysis

Cash earnings, capital release, divestments fund short term cash requirements



- **$193m** HoH improvement in 2H24 free cash flow *(Variance between 1H24 cashflow of -$81m and 2H24 cashflow of +$112m)*
- Minimal decrease in debt
- Strategic investments and remediation costs largely funded by improvement in Cash UNPAT, capital release, and divestments
- $90m Trustee capital release, reflected in "Other"

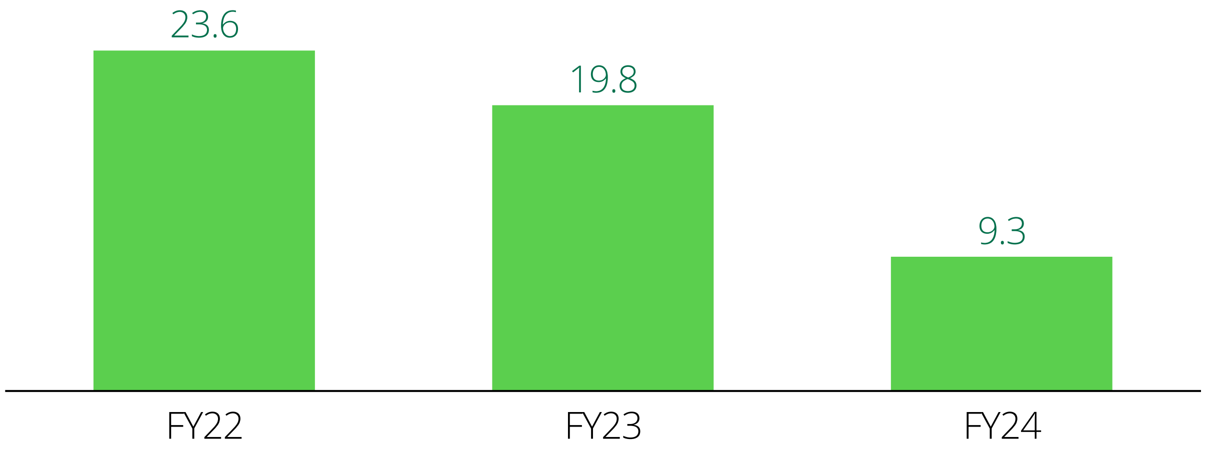
Notes: (1) Cash UNPAT= EBITDA – Share of Associates Profit – Interest and other costs of finance paid – Lease payments + Interest Received – Income Tax Paid. (2) As per data categorised in cash flow statement. (3) Includes BAU and structured remediation.

Dividend

Dividend paused to enhance strategic and balance sheet flexibility

Interim	Final	Full Year
9.3cps	-	9.3cps
Payout Ratio	Payout Ratio	Payout Ratio
65%	-	29%

Dividend History (cps)



- Dividend paused, no FY24 final dividend, to enhance balance sheet flexibility, accelerate cost reduction and strategic growth opportunities, and finalise remediation
- Full year FY24 dividend of 9.3 cents per share, representing a payout ratio of 29% of FY24 UNPAT
- Update on capital management strategy will be provided at the Investor Strategy Day later in calendar 2024

FY24 Guidance Review

	FY24 Upgraded Outlook Updated on 22 Feb 2024 as part of 1H24 results announcement	FY24 Actual
Group net revenue margin	45.5 – 46.0 bps (1.3 – 1.8 bps decline on FY23)	46.2 bps (-1.1 bps decline on FY23)
Group EBITDA margin	11.8 – 12.2 bps (0.0 – 0.4 bps Increase on FY23)	12.7 bps (+0.9 bps increase on FY23)
Strategic investment	In year transformation costs $150m – $160m[1]	$153m
In year gross benefits	In year benefits gross $60m – $70m	$71m realised across revenue and expenses

Notes: (1) Net of capital release of corporate capital currently held by IFL, following fund simplification.

Change in reporting segments from FY25

FY25 reporting segments:

Master Trust | Wrap | Asset Management | Advice | Corporate

Master Trust and Wrap (FY24 pro forma)[1]

- The Platforms segment will be split into two new segments: Master Trust (Super and Other[2]) and Wrap platforms

Pro forma based on FY24 financials	Total Platform	Master Trust		Wrap platforms
		Super	*Other[2]*	
Net Revenue ($m)	961.5	*646.2*	*47.3*	*268.0*
Net revenue margin (bps)	45.0	*55.2*	*78.3*	*29.6*
FUA Close ($b)	222.0	*121.6*	*6.0*	*94.4*
Net Flows ($b)	(1.5)	*(1.5)*	*(0.7)*	*0.7*

(2) Includes Master Trust investor directed portfolio service (IDPS) variants

Advice - Continuing Business (FY24 pro forma)[1]

- The Advice segment will consist largely of Insignia Financial's two professional services businesses, Shadforth and Bridges
- Rhombus Advisory will be equity accounted (~37%), and FY25 is expected to be immaterial

Pro forma based on FY24 financials	Total Advice	*Divested*	***Continuing business***
Net Revenue ($m)	205.7	*30.8*	*174.9*
Professional Services	*146.7*	-	*146.7*
Other[3]	*59.0*	*30.8*	*28.2*

(3) Includes Paraplanning, Alliances, and other legacy revenue

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Notes: (1) FY24 pro forma financials have not been audited.

FY25 Guidance

	FY24 actuals	FY25 Guidance	
Group Net Revenue margin	46.2 bps	42.5 bps – 43.3 bps	• Largely due to deconsolidation of Rhombus Advisory and one off gains on sale in FY24
Segment Net Revenue			
1. Master Trust Net Revenue margin[1]	56.3 bps	54.5 bps – 55.2 bps	• Lower net investment fees and business mix impacts
2. Wrap Net Revenue margin[1]	29.6 bps	28.0 bps – 28.7 bps	• Balance of MLC Wrap migration
3. Asset Management Net Revenue margin[2]	24.0 bps	23.0 bps – 23.5 bps	• Balance of IOOF Limited divestment impacts • Business mix changes
4. Advice Net Revenue	$174.9m *(Pro forma of continuing business)*	Largely in line with FY24 pro forma of ~$175m	• Growth in professional services and decline in legacy revenue
5. Corporate Net Revenue	$15.6m	Decline of ~$15m of one-off revenue	• FY24 revenue is predominately one-off gains on sale of divested businesses, largely offset by capital gains tax at UNPAT level

Group Opex	$1,011.5m	$947m – $952m *($60 – 65m net decline on FY24)*	• Realisation of accelerated optimisation benefits, partially offset by additional opex investment

Notes:
(1) Average FUA assumption based on long term assumption of market growth for FY25 of 5.4%.
(2) Average FUM assumption based on long term assumptions of market growth for FY25 of 5.4% for Multi-Asset FUM, and long term asset class market growth for Direct Capabilities FUM.

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3. Observations & Priorities

Scott Hartley, CEO

Observations | Strong Foundations

Strong foundations on which to build and deliver sustainable growth

Strong Foundations

- Economies of scope: diversified wealth management business with unique combination of capabilities across Advice, Master Trust, Wrap & Asset Management
- Contemporary proprietary Wrap technology provides a source of competitive advantage
- Strong multi-manager investment capability delivering competitive returns
- Established capabilities and brands in Advice: Shadforth + Bridges
- MLC brand awareness and reputation

Observations | Significant Opportunities

Significant opportunities to improve efficiency, enhance offering and create shareholder value

Significant Opportunities

- Strong and scalable positions across the wealth value chain:
  - 200 salaried advisers
  - $194 billion Superannuation FUA[1], 3rd largest public offer superannuation provider[2]
  - $94 billion Wrap Platform FUA, #3 in market[3] by FUA
  - In excess of $150 billion managed[4] by Asset Management multi-asset team
- Reduce cost base and complexity
- Restructure operating model
- Capitalise on market conditions including demand for advice and opportunities emerging from Quality of Advice review
- Build high-performing culture

Notes: (1) Includes Superannuation FUA across Master Trust and Wrap. (2) Source: Plan For Life, Platform Wrap Report (Administrator View) and Industry Funds report as at March 2024. (3) Source: Plan For Life, Platform Wrap Report (Administrator View) and includes Wrap division, Essential and IOOF Employer Super. (4) includes $37.5b of reported FUM and $115.1b of internal Master Trust platform FUM

FY25 Priorities

Simplifying the business, driving focus and laying foundations for long-term sustainable growth

- ❑ Embed new operating model and executive team
- ❑ Net operating cost reduction of $60 – 65 million
- ❑ NAB separation
- ❑ Master Trust target end state review
- ❑ Enhance Wrap functionality and improve adviser experience
- ❑ Continue to uplift risk and governance capability
- ❑ Invest in and refresh MLC brand
- ❑ Enhance digital customer experience

Investor Strategy Day later in calendar 2024 to outline FY26+ growth blueprint

4. Appendices

Statutory NPAT reconciliation

$m	FY24	FY23
Group NPAT	(185.3)	51.2
Less: Profit from discontinued operations	-	(47.0)
Profit/(Loss) from continuing operations	(185.3)	4.2
UNPAT adjustments:		
Transformation and separation[1]	243.2	157.6
Remediation costs	232.4	19.1
APRA Penalties	10.7	-
Amortisation of acquired intangibles	76.1	80.2
Other[1]	14.5	4.2
Net gains on financial instruments	(14.0)	(3.6)
Income tax attributable	(161.0)	(71.2)
UNPAT adjustments from continuing operations	401.9	186.3
Non-Controlling Interest	-	0.2
Group UNPAT from continuing operations	216.6	190.7
UNPAT from discontinued operations	-	4.2
Group UNPAT	216.6	194.9

- Profit from discontinued operations reflects the gain from sale of AET, completed in November 2022
- Transformation and separation increase mainly due to additional expenses incurred in separation of the MLC business and Optimisation costs; cash funding partially offset by capital release of $90m, no NPAT impact
- Remediation costs are expenses recognised in the Group's structured remediation provisions including client compensation and associated costs, and includes any related indemnities recovered; the increase is due to additional provisions for legacy remediation programs
- Net gains on financial instruments includes gains / losses from fair value movements on financial instruments
- Increase in attributable tax from increase in transformation and remediation costs

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Notes: (1) Annual Financial Report (AFR) combines "Transformation and separation" with "Other" for a total of $257.7m.

FY24 Segment Performance and Commentary

Platforms (Master Trust & Wrap)

$m	FY24	FY23[1]	FY24 v FY23
Net Revenue	961.5	952.8	0.9%
Operating Expenses	(622.3)	(606.2)	(2.7%)
EBITDA	339.2	346.6	(2.1%)
UNPAT	230.5	233.3	(1.2%)
Net Revenue margin (bps) *(Net Revenue as a % of average FUA)*	45.0	46.8	(1.8)
EBITDA margin (bps) *(EBITDA as a % of average FUA)*	15.9	17.0	(1.1)
Closing FUA ($b)	222.0	209.0	6.2%
Average FUA ($b)	213.7	203.8	4.9%
Net flows ($b)	(1.5)	(0.6)	(large)

- Net Revenue increase due to the impact of higher average FUMA from market growth offsetting a decline in margin from the impacts of strategic repricing initiatives
- Higher operating expenses driven by increase in cyber security, governance capability, and licence condition costs
- Net flows decline mainly due to one off increase in outflows in advance of MLC Wrap migration to Expand, partially offset by $1.8b transitioned to Insignia Financial's private label (Rhythm) in 1H24

Notes: (1) Excludes Australian Executor Trustees (AET).

FY24 Segment Performance and Commentary

Asset Management

$m	FY24	FY23	FY24 v FY23
Net Revenue	210.0	223.7	(6.1%)
Operating Expenses	(118.6)	(120.9)	1.9%
EBITDA	91.4	102.8	(11.1%)
UNPAT	64.1	72.9	(12.1%)
Net Revenue margin (bps) *(Net Revenue as a % of average FUM)*	24.0	25.4	(1.4)
EBITDA margin (bps) *(EBITDA as a % of average FUM)*	10.4	11.7	(1.3)
Closing FUM ($b)	89.4	85.9	4.0%
Average FUM ($b)	87.5	88.0	(0.6%)
Net flows ($b) - ex JANA	(1.9)	1.2	(large)
Net flows ($b)	(1.9)	(0.4)	(large)

- Net Revenue decrease primarily driven by changes in the commercial relationship with JANA in 1H23, repricing of investor mandates, and divestment of IOOF Ltd in 1H24
- Operating expenses decrease due to optimisation benefits in core Asset Management, partially offset by an uplift in technology and other enablement functions
- Decline in net flows driven by institutional client rebalancing in Fixed Income and Global Equities capabilities, and higher outflows in multi asset managed funds from Wrap migration; partially offset by strong uptake of Managed Accounts

FY24 Segment Performance and Commentary

Advice

$m	FY24	FY23	FY24 v FY23
Net Revenue	205.7	204.6	0.5%
Operating Expenses	(202.6)	(240.5)	15.8%
EBITDA	3.1	(35.9)	large
UNPAT	(4.1)	(33.9)	87.9%
Advisers (#)	1,086	1,413	(23.1%)
Practices (#)	322	461	(30.2%)

- Net revenue increase mainly due to strong new client growth and higher asset-based fee income, partially offset by divestments and non-renewal of low fee paying clients
- Operating expenses reduced due to the realisation of optimisation benefits from strategic initiatives
- Adviser numbers decreased primarily due to the divestment of Millennium3, exit of Godfrey Pembroke, and the right-sizing of the Bridges business

FY24 Segment Performance and Commentary

Corporate

$m	FY24	FY23	FY24 v FY23
Net Revenue	15.6	(1.4)	large
Operating Expenses	(68.0)	(68.1)	0.1%
EBITDA	(52.4)	(69.5)	24.6%
UNPAT	(73.9)	(81.6)	9.4%

- Net revenue impacted by divestment gains and release of provisions
- Operating expenses broadly flat, with optimisation benefits offset by inflationary impacts on centralised costs
- UNPAT impacted by the tax on the capital gain on sale of IOOF Ltd

Balance Sheet

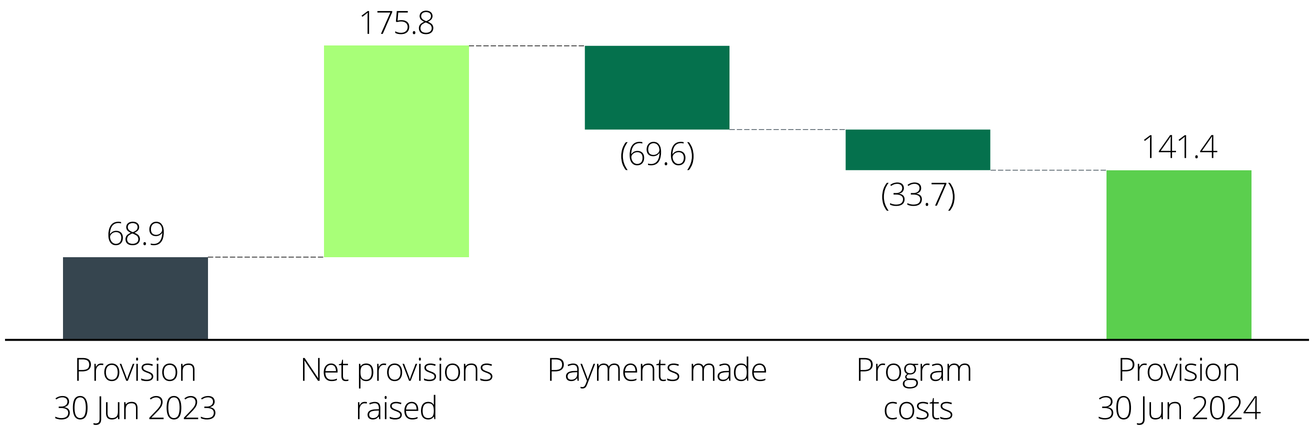
$m	FY24	FY23	% Change
Cash and cash equivalents[1]	421.7	505.6	(16.6%)
Receivables	269.3	268.7	0.2%
Other financial assets	204.5	282.3	(27.6%)
Other assets	125.0	150.8	(17.1%)
Assets classified as held for sale	26.7	1,148.0	(large)
Property and equipment	109.1	146.0	(25.3%)
Intangible assets	2,424.8	2,503.4	(3.1%)
Deferred tax assets	7.6	-	large
Total Assets	**3,588.7**	**5,004.8**	**(28.3%)**
Payables	171.9	195.8	(12.2%)
Other financial liabilities	12.2	20.1	(39.3%)
Provisions	427.5	365.2	17.1%
Liabilities for Assets held for sale	15.2	1,105.4	large
Lease liabilities	138.7	161.8	(14.3%)
Borrowings	778.8	775.6	0.4%
Deferred tax liabilities	-	51.1	(100.0%)
Total Liabilities	**1,544.3**	**2,675.0**	**(42.3%)**
Net Assets	**2,044.4**	**2,329.8**	**(12.2%)**

- Remediation impacts reflected across balance movements in cash, provisions, and deferred tax assets/liabilities balance
- Other financial assets decrease relates to release of $90m of Operational Risk Financial Reserve
- Decrease in assets and liabilities held for sale due to the divestment of IOOF Ltd (including statutory funds); FY24 assets and liabilities held for sale mainly relates to Rhombus Advisory

Notes: (1) Includes capital held for Operational Risk Financial Requirement (ORFR) reserve ($113.0m), other regulatory requirements ($40.3m), and excludes cash in assets held for sale ($12.8m).

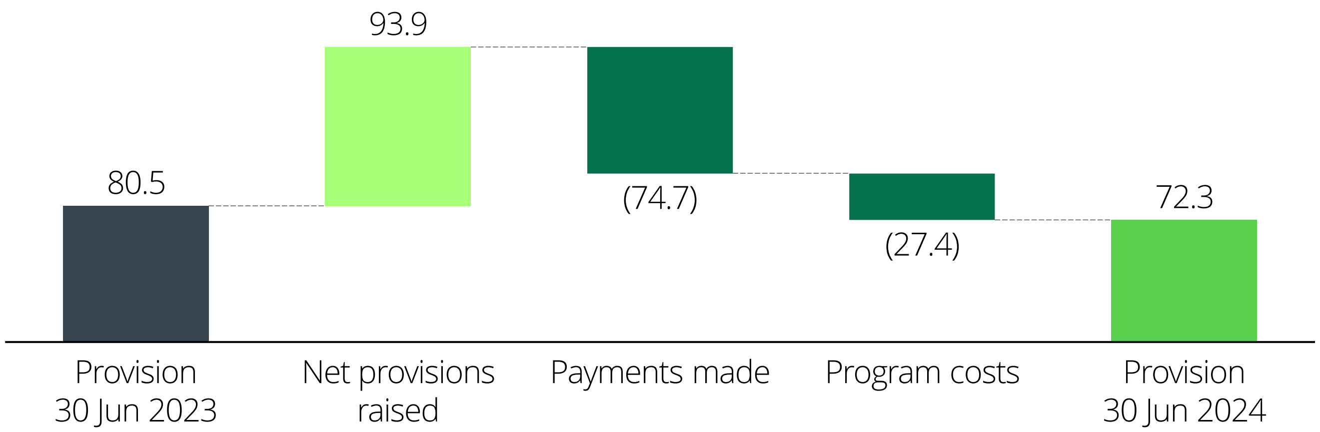
Remediation Programs

Advice remediation[1]: pre-tax ($m)



- $70m in cash payments made to clients during FY24 and $34m in program costs
- Provision increased by $176m during FY24, including
  - $117m for completed assessments which exhibited higher failure rates than past experience
  - $59m estimate for assessments not yet finalised
- Provision excludes potential benefit of professional indemnity insurance claims

Product remediation: pre-tax ($m)



- $75m in cash payments made to clients during FY24 and $27m of program costs
- Provision increased by $94m during FY24, including:
  - $48m for dual accounts and misdirected contributions remediation including infringement notices totalling $10.7m
  - $46m estimate for resolution of other historic product matters
- Provision excludes potential benefit of professional indemnity insurance claims

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Notes: (1) Includes balances relating to structured historical remediation programs only.

Glossary

Term	Definition	Term	Definition
FY24	Year ended 30 June 2024	HoH	Half on Half
FY23	Year ended 30 June 2023	k	Thousand
b	Billion	m	Million
bps	Basis points	NCI	Non-Controlling Interest
cps	Cents per share	NPAT	Net Profit after Tax
CTI	Cost-To-Income	Opex	Operating Expenses
DPS	Dividend per share	ORFR	Operational Risk Financial Requirement
DRP	Dividend Reinvestment Plan	PCP	Prior Comparative Period
EBITDA	Earnings before interest, tax, depreciation & amortisation	PF	Pro Forma
EPS	Earnings per share	RSE	Registrable superannuation entity
FUA	Funds under Administration	UNPAT	Underlying Net Profit after Tax
FUM	Funds under Management	YFYS	Your Future Your Super
FUMA	Funds under Management and Administration	YoY	Year on Year
FY	Financial Year		

Important Information

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- Financial Advice

  Our employed advice businesses, Bridges and Shadforth, provide financial advice options along the spectrum – from guidance and coaching to episodic and holistic advice, based on client needs.

- Superannuation

  As one of the largest superannuation and pension providers in Australia, we offer a number of award-winning solutions used by many of Australia's largest employers and independent advisers.

- Wrap Platforms

  We have built a strong and contemporary technology platform and remain committed to investing in technology and our services to support the changing needs of advisers and their clients.

- Asset Management

  We offer access to a broad suite of investment capabilities across a range of multi-asset and single asset classes, designed to suit a wide range of investor needs and risk profiles.

  Our investment management is driven by a highly skilled team of investment professionals, operating out of Australia, the USA and UK.

Further information about Insignia Financial can be found at www.insigniafinancial.com.au

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