

# 2018 snapshot<sup>1</sup>

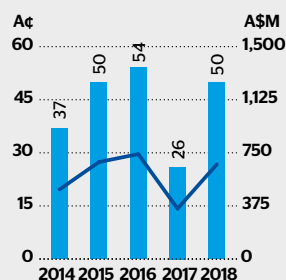
## Shareholder highlights

Dividend per share (A¢)

# 50¢

Dividend payout (A\$M)

# 669



● Dividend per share (A¢)  
— Dividend payout (A\$M)

⬆️ 88% from 2017

Earnings (loss) per share (US¢)

# 29.0¢

2017 (91.5)¢

Cash profit (loss) return on average shareholders' funds (%)<sup>2</sup>

# 8.0%

2017 (1.4)%

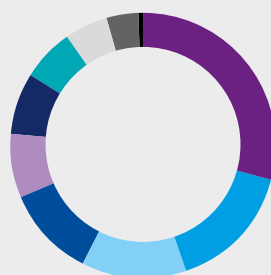
## Financial highlights<sup>3</sup>

Combined operating ratio (COR) (%)

# 95.9%

2017 104.5%

Gross earned premium by class of business (%)



	2018 %	2017 %
Commercial & domestic property	29.2	29.9
Motor & motor casualty	15.7	15.9
Agriculture	12.7	12.3
Public/product liability	11.1	10.7
Professional indemnity	7.9	7.5
Workers' compensation	7.3	7.5
Marine, energy & aviation	6.6	6.3
Accident & health	5.2	4.9
Financial & credit	3.8	4.0
Other	0.5	1.0

Net earned premium (US\$M)

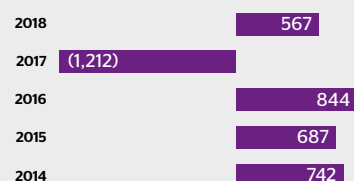
# 11,640

⬆️ 3% from 2017

Net profit (loss) after income tax (US\$M)

# 567

⬆️ \$1,779M from 2017



Insurance profit (loss) (US\$M)

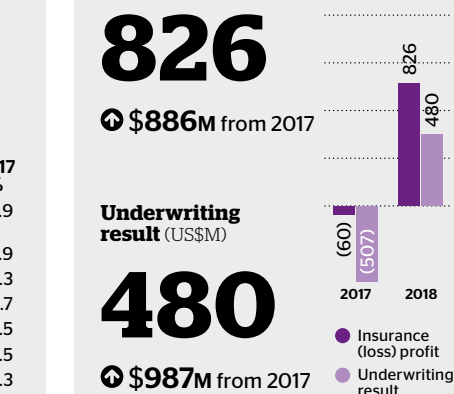
# 826

⬆️ \$886M from 2017

Underwriting result (US\$M)

# 480

⬆️ \$987M from 2017



Net earned premium by type (%)

# 92%

direct and facultative insurance

# 8%

inward reinsurance

<sup>1</sup> The information in the tables above is extracted or derived from the Group's audited financial statements included on pages 86 to 161 of this Annual Report. The Group Chief Financial Officer's report sets out further analysis of the results to assist in comparison of the Group's performance against 2018 targets provided to the market.

<sup>2</sup> Cash profit ROE from continuing operations excluding gains (losses) on disposals.

<sup>3</sup> 2017 and 2018 figures reflect results for continuing operations only.



Overview

Sustainable Insurance

Responsible Investments

Customer and community

People and culture

Operational excellence

Governance

Assurance statement

## Operational highlights

**Average premium rate increase (%)**

Group-wide<sup>4</sup> **5.0%**

Divisions	Rate (%)
North American Operations	4.1%
European Operations	4.4%
Australian & New Zealand Operations <sup>4</sup>	7.3%
Asia Pacific Operations	1.0%

**QBE Ventures**

**3** investments

**Retention (%)**

**81%**

**Cell reviews**

**>500**

**Countries of operation**

**31**

Bermuda

## Sustainability highlights

**Workforce (%)**

**32%**

Women in senior management

**Target 35% by 2020**

**Greenhouse gas emissions reduction (%)**

**10%**

from 2017

**Carbon neutrality (tonnes CO<sub>2</sub>-e)**

**47,273** tonnes CO<sub>2</sub>-e

offset through

**Premiums4Good (US\$M)**

2021 ambition

**\$1B**

Total invested

**\$440M**

**Climate change action plan**

**Collaborating on TCFD and sustainability**

<sup>4</sup> Excludes premium rate changes relating to compulsory third party motor (CTP).