QBE Insurance Group Limited ABN 28 008 485 014
Level 02, 82 Pitt Street, SYDNEY NSW 2000 Australia
GPO Box 82, Sydney NSW 2001
telephone + 612 9375 4444 • facsimile + 612 9231 6104

www.qbe.com

QBE

31 October 2013

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

Dear Sir/Madam

Important changes to future cash dividend payments

Please find attached a letter to QBE's registered shareholders in Australia and New Zealand.

Yours faithfully

D Ramsay

Duncan Ramsay
Company Secretary

Attachment

QBE Insurance Group Limited
ABN 28 008 485 014
82 Pitt Street
Sydney NSW 2000
Australia
Postal Address
GPO Box 82
Sydney NSW 2001
Telephone: 61 2 9375 4444
Facsimile: 61 2 9231 6104
DX 10171, Sydney Stock Exchange

29 October 2013

Dear Shareholder

Important changes to future cash dividend payments

QBE has been considering if cash dividends for shareholders resident in Australia and New Zealand should only be made by direct credit.

The obvious benefit to shareholders is access to cleared funds quickly and securely - reducing the risk of cheques being lost or stolen.

For QBE (and shareholders), another benefit is reduced operational costs associated with cancelling/reissuing cheques as well as mailing reminders and direct credit forms.

Many other Australian listed companies require direct credit into a financial institution account.

Accordingly, effective from the 2013 final dividend likely to be paid in March 2014, cash dividend payments to QBE shareholders resident in Australia and New Zealand will be made by direct credit only. No cheque payments will be made. The Dividend Reinvestment Plan and Bonus Share Plan will continue until further notice.

You will continue to receive a dividend advice for your tax records, either by post or by email, depending on your selected communications option.

If you currently receive all or part of your dividend payments by cheque, you will need to provide QBE with your bank account, building society or credit union details. You can do this either by:

1. completing the enclosed direct credit form and returning to our share registry, Link Market Services in the reply paid envelope enclosed; or

2. providing the information on-line at www.linkmarketservices.com.au

If you do not provide your account details by the applicable record date for the 2013 final dividend (likely to be in early March 2014), your dividend will be held in a non-interest bearing deposit until your nominated account details are received by the share registry.

If you receive your dividend payments directly to your bank account or you fully participate in either the Dividend Reinvestment Plan or Bonus Share Plan, no action is required. This letter is for your information only.

If you have any questions, please contact Link Market Services on 1800 680 188 toll free within Australia or on +61 1800 680 188 from outside Australia or by email to qbe@linkmarketservices.com.au.

Yours sincerely

D Ramsay

Duncan Ramsay
Company Secretary