

ANNUAL GENERAL MEETING

BRISBANE, 11 NOVEMBER 2015



TODAY'S AGENDA

- Chairman's address – Gary Smith
- Managing director's address – Graham Turner
- Items of business
 - Item 1: Re-election of director – Robert Baker
 - Item 2: Adoption of Remuneration Report
- Other business

FY15: RESULT HIGHLIGHTS

- Solid Sales Growth
 - Record results achieved globally
- Geographical Diversification
 - Strong profit contributions from offshore
- Balance Sheet Strengthened
 - Record cash balance at year-end
- Building For The Future
 - Ongoing strategic evolution, investments in network, systems & people

FY15: RESULTS SUMMARY

\$' million	JUNE 2015	JUNE 2014	%
TTV	\$17.6b	\$16.0b	9.7%
Revenue	\$2.4b	\$2.2b	6.8%
Income margin	13.6%	14.0%	40bps
Net margin (underlying)	2.07%	2.35%	(28bps)
Underlying Profit Before Tax	\$363.7m	\$376.5m	(3.4%)
Adjusted Items	(\$2.6m)	(\$52.7m)	-
Statutory Profit Before Tax	\$366.3m	\$323.8m	13.1%
Underlying Net Profit After Tax	\$254.8m	\$263.6m	(3.3%)
Statutory Net Profit After Tax	\$256.6m	\$206.9m	24.0%
Effective tax rate	30.0%	36.1%	
Dividends			
Interim Dividend	55.0c	55.0c	-
Final Dividend	97.0c	97.0c	-

FY15: IMPACT OF ADJUSTED ITEMS

\$' million	JUNE 2015	JUNE 2014	%
Statutory Profit Before Tax	\$366.3m	\$323.8m	13.1%
Topdeck Tours	(\$2.6m)	-	-
Write-downs to goodwill & brand names	-	\$61.3m	-
ACCC Fine	-	\$11.0m	-
One-off gain within FCGP business	-	(\$19.6m)	-
Underlying Profit Before Tax	\$363.7m	\$376.5m	(3.4%)

Current Year

- \$2.6m profit contribution from Topdeck Tours (acquired August 2014).

Prior Year

- \$61.3m non-cash goodwill and brand names write-downs
- \$11m in ACCC fines (appeal upheld)
- \$19.6m gain within Flight Centre Global Product business

FY15: OPERATIONAL OVERVIEW

- Record TTV in all 10 regions
- Overseas businesses exceeded \$100m in EBIT for 1st time – record earnings in UK, USA, South Africa & Singapore
- Australian EBIT topped \$250m for 3rd consecutive year
- 2nd best underlying PBT result, but down on PCP & impacted by:
 - Market slowdown in Australia – leading to lower outbound travel growth and lower margins
 - Underperformance In Canada
 - Ongoing investments

FY15: ASIA & THE MIDDLE EAST

- Greater China, India, Singapore & UAE businesses all profitable
- Combined turnover circa \$AUD870m – about 5% of FLT's global TTV
- Rapid shop & business growth – greater than 30% in some countries
- Earmarked for further growth during FY16

FY15: RESULTS BY COUNTRY

CANADA



TTV: \$1.2b, up 10% in AUD (up 9% in lc)
EBIT: (\$3.9m)
BUSINESSES: 245

UK & IRELAND



TTV: \$1.9b, up 24% in AUD (17% in lc)
EBIT: \$49.5m
BUSINESSES: 279

INDIA



TTV: \$386m, up 15% in AUD (up 6% in lc)
EBIT: \$3.5m
BUSINESSES: 45

GREATER CHINA



TTV: \$232m, up 18% in AUD (up 9% in lc)
EBIT: \$2.3m
BUSINESSES: 40

USA



TTV: \$2.5b, up 18% in AUD (up 6% in lc)
EBIT: \$21.4m
BUSINESSES: 314

DUBAI



TTV: \$85m, up 23% in AUD (up 11% in lc)
EBIT: \$1.7m
BUSINESSES: 14

SOUTH AFRICA



TTV: \$473m, up 5% in AUD (up 5% in lc)
EBIT: \$11.3m
BUSINESSES: 172

SINGAPORE



TTV: \$167m, up 44% in AUD (up 36% in lc)
EBIT: \$2.8m
BUSINESSES: 23

AUSTRALIA



TTV: \$9.6b, up 4% in AUD
EBIT: \$256.7m
BUSINESSES: 1511

NEW ZEALAND



TTV: \$883m, up 7% in AUD (up 5% in lc)
EBIT: \$15.1m
BUSINESSES: 179

FY15: COSTS & CAP-EX

- Wages, advertising & rent generally increased in line with expectations
- New front-end wage model introduced – led to increased costs in Australian leisure business
- Marketing & advertising structures overhauled to create PACE areas
- Increased cap-ex – next generation shop design introduced

INTERNATIONAL FLIGHTS

	RETURN FROM
AUCKLAND	\$341
BANGKOK	\$783
DELHI	\$1084
DUBAI	\$1236
HAWAII	\$817
HONG KONG	\$699
JOHANNESBURG	\$1415
LAUAU	\$929
LAS VEGAS	\$1279
LAUI	\$929
PARIS	\$1468
PORTR VILA	\$785
MOA	\$929
KYO	\$535
NUATU	

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FY16: CAP-EX BREAKDOWN

- Shops
 - Up to \$70m on shop refurbishments & new store fit-outs
 - Roll out of new shop design across network
- Head office moves
 - \$20m spend on upcoming head office moves/fit-outs in Australia, USA & Singapore
- IT hardware & software
 - \$30m investment includes roll-out of Microsoft Dynamics as the company's new mid & back-office finance platform, new CRM tool

FY15: CASH & DIVIDENDS

- General cash up 18.6% to record \$564.7m & only \$32.8m in debt
- Leading to \$531.9m positive net debt position
- \$1.45b global cash and investment portfolio
- Interim & final dividends in line with PCP – 60% return of underlying NPAT
- More than \$1.25b now returned to shareholders in dividends alone

FY15: CAPITAL MANAGEMENT

- 250% increase in general cash since 2009 – reflects cash accumulation strategy post GFC
- Internal aim to maintain sufficient cash to cover operating expenses for three months – will continue to review three-month policy
- Investing in strategic acquisitions & network enhancements to create shareholder value – shop refurbishments, openings, new systems
- Will look to return excess funds if cash balance exceeds perceived needs in the future

FY15: NETWORK GROWTH

- 5.5% shop and business growth to 2,825
- 6.3% increase in sales staff globally
- More rapid expansion in emerging regions and high growth sectors – FX, cruise
- Exporting brands – cievents to Canada, Travel Money to USA, Stage & Screen to UK
- Acquisitions to complement organic growth – Top Deck secured Oct 2014

HIGHLIGHTING FLT'S DIVERSITY

- More than just an “on-seller” – now a true retailer of travel products
- Extensive leisure, corporate & wholesale travel presence – now one of the world’s largest corporate travel managers
- Global footprint – company-owned presence in 10 regions (13 countries)
- Omni-channel offering – offering customers full choice of sales channels – shops, web, phone, email, Chat, text
- More than 30 brands targeting mass-market and niche sectors

BRAND DIVERSITY

CORPORATE
BRANDS



LEISURE /
WHOLESALE

ONGOING BUSINESS EVOLUTION

- Successfully launching and growing brands – Cruiseabout, Travel Money, Student Flights
- FCm Travel Solutions global network created in 2004 & now in 90+ countries
- Vertical integration – FCGP, Top Deck, Back Roads, Buffalo, AVMIN
- Enhanced online capability – industry leading corporate booking tools & broader leisure offerings
- Expanding into other retail sectors – Bikes business performing strongly

20-YEAR GROWTH PROFILE

- TTV has now increased 19 times in 20 years as a public company
- 16.5% compound annual growth rate
- Statutory PBT has increased at a 16.9% CAGR
- \$20,000 investment at FLT's float now worth circa \$788,000
- Fictional shareholder would have received an additional \$273,000 in dividends = total return in excess of \$1m

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Destination	Business	Economy
Amsterdam	\$249	\$189
Bali	\$249	\$189
Bangkok	\$249	\$189
Beijing	\$249	\$189
London	\$249	\$189
Los Angeles	\$249	\$189
Manila	\$249	\$189
New York	\$249	\$189
Paris	\$249	\$189
Singapore	\$249	\$189

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4 stops
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Singapore & Dubai
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- Thailand's Majestic Cities**
Koh Samui, Bangkok, Chiang Mai & Phuket
\$1499
- The Unforgettable Five**
Singapore, Colombo, Maldives, Rome & Dubai
\$2449

Top 10 Airfares

Destination	Business	Economy
Amsterdam	\$249	\$189
Bali	\$249	\$189
Bangkok	\$249	\$189
Beijing	\$249	\$189
London	\$249	\$189
Los Angeles	\$249	\$189
Manila	\$249	\$189
New York	\$249	\$189
Paris	\$249	\$189
Singapore	\$249	\$189

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Destination	Business	Economy
Amsterdam	\$249	\$189
Bali	\$249	\$189
Bangkok	\$249	\$189
Beijing	\$249	\$189
London	\$249	\$189
Los Angeles	\$249	\$189
Manila	\$249	\$189
New York	\$249	\$189
Paris	\$249	\$189
Singapore	\$249	\$189


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Indonesia's Bali region is a perennial holiday favourite for its diverse beaches, vibrant experiences, relaxing nightlife and shopping.
- Fiji**
The welcoming tropical islands of Fiji offer the ideal backdrop for romantic retreats, family escapes, breaks with friends and adrenaline bashed adventures.
- Ho An & Da Nang**
The famous hot air balloon charms and military appeal make white line Da Nang an iconic coastal business hotspot.
- Koh Samui**
A backpack retreat, the stylish island of Koh Samui is the Gulf of Thailand's hotbunk for its spa culture.
- Phuket**
The largest island in Thailand and located in the Andaman Sea, Phuket is packed with attractions, beaches and shops.
- Mauritius**
Off the African coast, Mauritius is an island heaven known for its abundant beauty, pristine white sands and turquoise waters.



Bali

AIRFARE, 7 NIGHTS + 3 EXPERIENCES

With stunning beaches, a vibrant and varied landscape, world-class shopping and an incredible Indonesian island jewel, a one-stop Bali holiday has to be considered for anyone wanting your style of island. Koa Airlines prides itself on its state-of-the-art fleet, a range of accommodation options and family entertainment zones. For those that prefer the thoughtlessness of a beachside villa complex with private plunge pool, Bali's got that covered too.

Explore
When it comes to things to do, you can do as little or as much as you like. Relax on some of the world's most beautiful white sand beaches or get in touch with your spiritual side with a temple visit. Or show off your rubbery prowess with a snorkelling class. Our choice of excursions will ensure you can explore all Bali has to offer, your way.

Eat & drink
Dine local in Bali's cuisine and offers include the popular satay dish. **Ulu Lul** - a grilled dish of minced chicken served on a cornstarch stick. Unlike the rest of the predominantly Muslim nation Bali is a great place for pork dishes such as **'Babi Guling'** - a sensational dish of roast suckling pig served with rice.

Shopping
Exciting consumer rates make shopping a popular pastime for visitors to Bali. From inexpensive boutiques in Kuta, Bali Market to high-end clothes and jewellery in Ubud, Bali offers a great range of shopping options.

Bali like a local
Bali's Agung Mtg is the highest mountain on the island, but Mount Batur is the nearest to sea for spectacular sunrise views.

Getting there

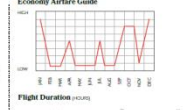
Fly direct with Air Asia from Darwin, Melbourne and Perth.

Caroline Indonesia from Melbourne Perth and Sydney.


Jetstar from Adelaide, Brisbane, Cairns, Darwin, Melbourne, Perth, Sydney and Townsville.

Virgin Australia from Adelaide, Brisbane, Melbourne, Perth, Perth, Hobart and Sydney.

Economy Airfare Guide



Flight Duration (hours)



Choose 3 experiences

- Pat's Home Thai Cooking**
During this fun four-course course, you will learn how to prepare four popular Thai meals that suit your preferences and your dietary habits. This includes vegetarian and vegan options. You will leave full of the facilities and equipment in the Western-style kitchen, supervised by Pat, the chef.
- Phuket Island Tour**
You will be picked up at 8:30am for a private half-day tour of Phuket's highlights accompanied by an English-speaking guide. Heading along the coast, you will first stop at the three beaches viewpoint that looks out over Kata Noi, Kata and Kata before continuing to the island's southernmost point at Promthep Cape. There will be a beach stop.
- Local Life Phuket Heritage Walking Tour**
You'll start the day just like a local with a visit to the wet market, where the age-old cooking traditions are still part of daily life. Next, as you meander through the quaint streets lined with São-Portuguese shop
- Elephant Interaction**
Get to close and personal with the elephants of Thailand with an interaction that you won't soon forget. Departing your hotel, you will set off into the Chalong Highlands to meet with the staff of the Sam Sader Camp to learn more about the conservation of these beautiful animals. Certain to be the highlight of your trip, this is a once-in-a-lifetime experience.
- Local Life Street Eats Tour of Phuket**
There's no better way to see Phuket than an evening Street Eats tour through the city. Start things off at Khao Fan, where a beer and a snack are enjoyed overlooking the surrounding panoramic view. Then visit an local street market.
- Spish Jungle Waterpark**
Get set for a wet and wild adventure at Phuket's popular Spish Jungle water park. Calling to guests of all ages, this outdoor park provides a perfect combination of relaxation and thrills with plenty of rides to choose from. Soak up the sun from the Lazy River - a 335-metre loop.

Choose your hotel

Essentials	Value	Premium
Airfare, 8 nights + more from \$1839	Airfare, 8 nights + more from \$1644	Airfare, 8 nights + more from \$1743
Plantation Island Resort Fiji ISLANDS The family-friendly resort is nestled within lush gardens in the heart of the Pamanua Islands and full of activities.	Shangri-La Fijian Resort & Spa CORAL COAST The family-friendly resort is nestled within lush gardens in the heart of the Pamanua Islands and full of activities.	Outrigger on the Lagoon CORAL COAST The home traditional village-style resort on Viti Lava offers a 5-star holiday experience.
First Landing Beach Resort & Villas DENABARUA First Landing Resorts offers resort and villa accommodation on Namsi Beach at Vuda Point.	Mana Island Resort Fiji ISLANDS Set amid the tropical landscape of the Pamanua, Mana Island Resort offers a range of accommodation options for couples and families.	Sheraton Resort & Spa - Tokoriki Island Fiji ISLANDS A luxury resort on Tokoriki Island in the Pamanua, expect the utmost in indulgence and family activities.
Fiji Hideaway Resort & Spa CORAL COAST A boutique resort on the Coral Coast, here you'll discover horse and beachfront villas for a relaxing escape.	Warwick Fiji Resort & Spa CORAL COAST On Fiji's Coral Coast, the Warwick Fiji is a luxury resort with plenty of dining options and activities for all.	Radisson Blu Resort DENABARUA With a prime position setting on the paradise island of Denarau, the 5-star Radisson Blu Resort offers plenty of relaxing options onsite.



Did you know Fiji has 322 islands and more than 3000 waterfalls?

the Scoop

	Activities	Cultural	Family / Friendly	Food	Nightlife	Romantic	Shopping	Spa & Relaxation
Plantation Island Resort	✓	✓	✓	✓	✓	✓	✓	✓
First Landing Beach Resort & Villas	✓	✓	✓	✓	✓	✓	✓	✓
Fiji Hideaway Resort & Spa	✓	✓	✓	✓	✓	✓	✓	✓
Shangri-La	✓	✓	✓	✓	✓	✓	✓	✓
Mana Island Resort	✓	✓	✓	✓	✓	✓	✓	✓
Warwick Fiji Resort & Spa	✓	✓	✓	✓	✓	✓	✓	✓
Outrigger on the Lagoon	✓	✓	✓	✓	✓	✓	✓	✓
Sheraton Resort & Spa	✓	✓	✓	✓	✓	✓	✓	✓
Radisson Blu Resort	✓	✓	✓	✓	✓	✓	✓	✓

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Price Drop Protection™	✗	✓	✓
Next Business Day Refund	✗	✓	✓
Accommodation Discount	✗	✗	✓ \$150*
Fee if you have to change your airfare	\$75*	\$60*	\$50*
Fee if you have to cancel your airfare	\$300*	\$200*	NO FEE*

*Definitions

Long Haul: Airfares to the Americas, South Africa, Europe, Middle East and the UK.

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Price Drop Protection™: If the price drops within 30 days of purchasing an airfare, and you bring it to us, you will receive a Flight Centre gift card to the value of the difference.

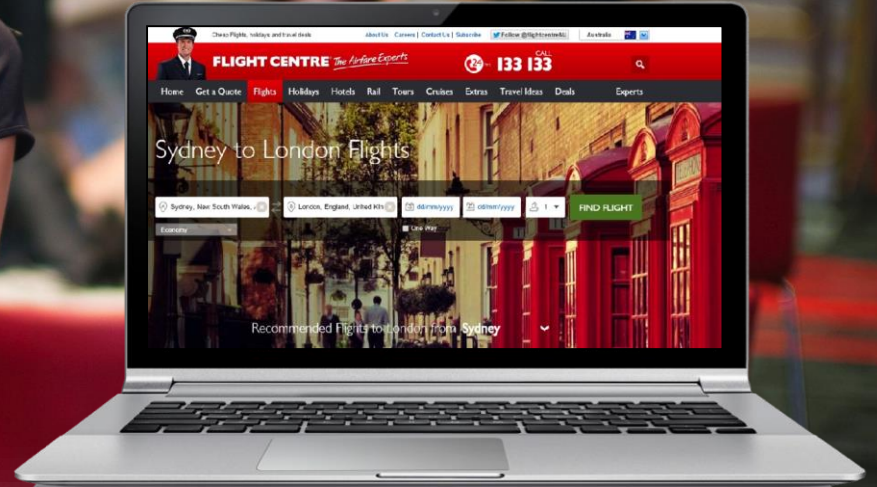
Next Business Day Refund: If for any reason you have to cancel your trip, Flight Centre will refund your owed amount by the next business day if your cancellation is processed by noon. If the airfare is non-refundable, no refund will be due.

Accommodation Discount: Travellers must use discount through Infinity Holidays for land arrangements at the destination. Must include \$500 minimum spend per person on accommodation for discount to be valid.

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Cancellation Fee: This is Flight Centre's cancellation fee. This is in conjunction with any additional fees charged by the airline.

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YOUR OWN WHEN
YOU BOOK WITH US



FY16: GROWTH DRIVERS

- Australian profit and sales growth
- Greater contributions from off-shore as businesses gain scale
- Overall market growth – “Golden Era of Travel”
- Full year contribution from Top Deck (acquired after peak profit period in FY15) and Koch
- Network expansion – targeting 6-8% growth globally

FY16: OTHER OPPORTUNITIES

- Low cost carriers
 - Working closely with several LCCs for mutual benefit
 - Supports FLT's commitment to offering Widest Choice of Airfares
- Online
 - Adding fares & content to websites + personalising online experience
 - Plan to develop or acquire dedicated online brands
- Acquisitions
 - Targeting businesses that operate in new sectors, enhance scale or offer low cost business models

FY16: GUIDANCE

- Solid global growth prospects
- \$380m - \$395m underlying PBT target
- Excludes significant unforeseen items and \$11m gain (ACCC test case)
- Targeted range represents 4%- 8% growth on statutory FY15 result
- Currently tracking in line with expectations

FY16: MARKET CONDITIONS

- Reasonable conditions globally
- UK & South Africa businesses recording strongest profit growth to date
- Subdued consumer confidence in Australia – leading to modest growth in outbound travel (up 2.3% YTD)
- FLT achieving slightly stronger TTV growth so far in Australia in both leisure and corporate travel sectors
- Some positive signs – good enquiry, lower headline fares (down 10% on PCP), solid pipeline of corporate account wins

ITEM 1: RE-ELECTION OF DIRECTOR

To consider and, if thought fit, pass the following ordinary resolution:

“That Mr Robert Baker, who retires by rotation and, being eligible, be re-elected as an FLT non-executive director.”

Proxies

The number of proxies received for the resolution to re-elect Rob Baker is:

- | | | |
|------------|------------|----------|
| • For: | 75,500,341 | (99.59%) |
| • Against: | 52,048 | (0.07%) |
| • Open: | 264,774 | (0.34%) |
| • Abstain: | 84,843 | |

ITEM 2: REMUNERATION REPORT

To consider and, if thought fit, pass the following ordinary resolution:

“That the Remuneration Report for the financial year ended 30 June 2015 be adopted.”

Proxies

The number of proxies received for the resolution is:

- | | | |
|------------|------------|----------|
| • For: | 60,017,029 | (99.03%) |
| • Against: | 329,449 | (0.54%) |
| • Open: | 260,323 | (0.43%) |
| • Abstain: | 95,205 | |

QUESTIONS?

You are also
invited to help
make our world
a better place.



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