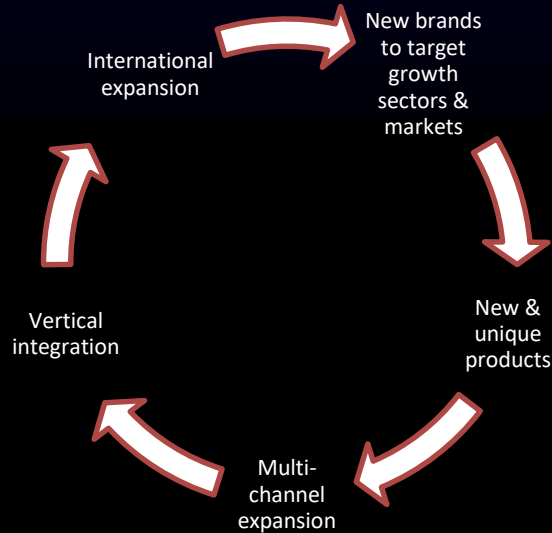


FLT'S ONGOING EVOLUTION



Leading to consistent sales growth throughout the economic cycle – 20 years of TTV growth in 21 years since listing

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CORPORATE BRAND DIVERSITY



Campus Travel
The Smart Choice



- ✓ TMC
- ✓ SME
- ✓ Entertainment / Sport
- ✓ MICE
- ✓ Education
- ✓ Consulting
- ? Low Cost Corporate

Dedicated corporate brands now turning over more than \$6b per year across multiple sectors

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CORPORATE GROWTH DRIVERS

Brand Diversity

6 dedicated brands

Targeting specific sectors



Strong People Offering

Personalised service from experienced travel experts

Large BDM network to win accounts



Technology & Reporting

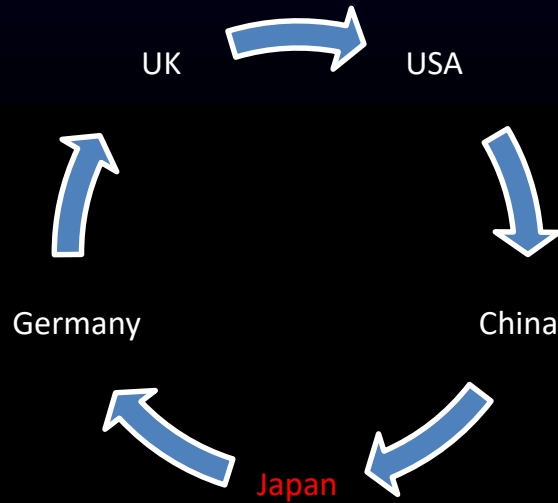
Leading stable of products

Apps, OBTs, analytics, intel

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A STRONGER GLOBAL FOOTPRINT



FLT now has an equity presence in 4 of the world's 5 largest corporate markets (including Germany, subject to completion of recent acquisition)

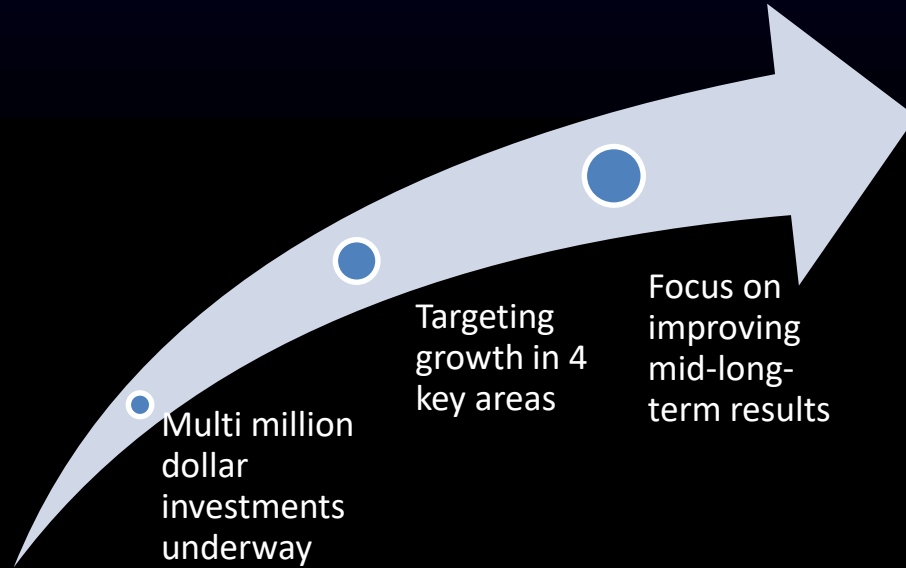
Company owned businesses in 4 other top-15 countries – India, Canada, Australia & Netherlands

Aim to be in all top-15 countries by 2022 (excluding Russia) – acquisitions/organic growth

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OUR 2022 FLIGHT PATH



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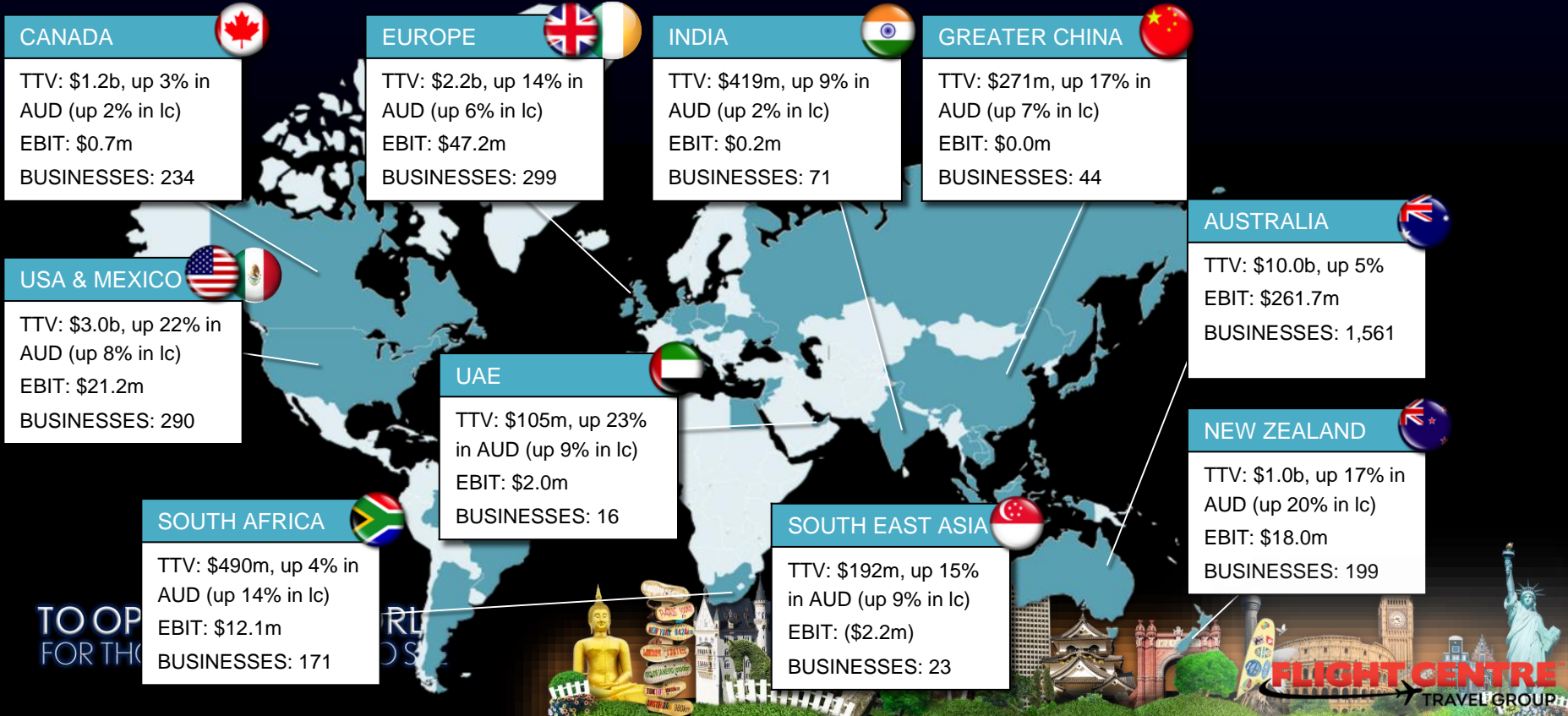
FY16 RESULTS SUMMARY

\$' million	JUNE 2016	JUNE 2015	%
TTV	\$19.3b	\$17.6b	9.7%
Revenue	\$2.7b	\$2.4b	11.2%
Income margin	13.8%	13.6%	20bps
Net margin (underlying)	1.83%	2.07%	(24bps)
Underlying Profit Before Tax	\$352.4m	\$366.3m	(3.8%)
Non-recurring items	(\$7.4m)	-	-
Statutory Profit Before Tax	\$345.0m	\$366.3m	(5.8%)
Underlying Net Profit After Tax	\$246.7m	\$256.6m	(3.8%)
Statutory Net Profit After Tax	\$244.6m	\$256.6m	(4.7%)
Effective tax rate	29.1%	30%	
Dividends			
Interim Dividend	60.0c	55.0c	
Final Dividend	92.0c	97.0c	

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FY16: RESULTS BY COUNTRY

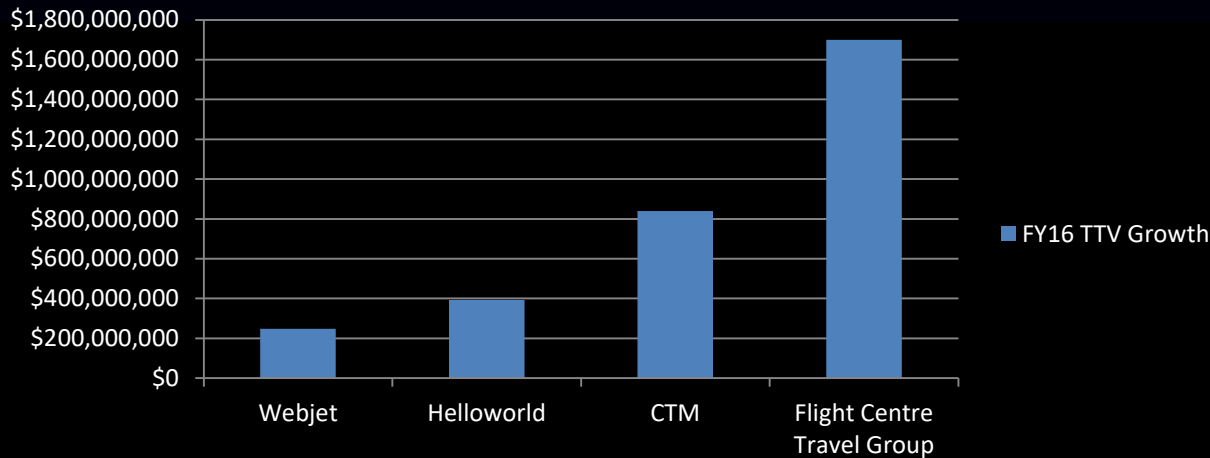


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FY16 HIGHLIGHTS: TTV GROWTH

FY16 TTV Growth



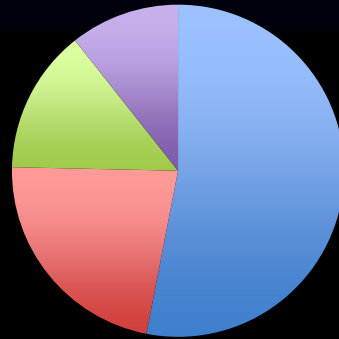
TTV increased by \$1.7b to \$19.3b, meaning FLT sold travel valued at more than \$50m every day during FY16 on average

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FY16 HIGHLIGHTS: GEOGRAPHIC DIVERSITY

TTV By Region



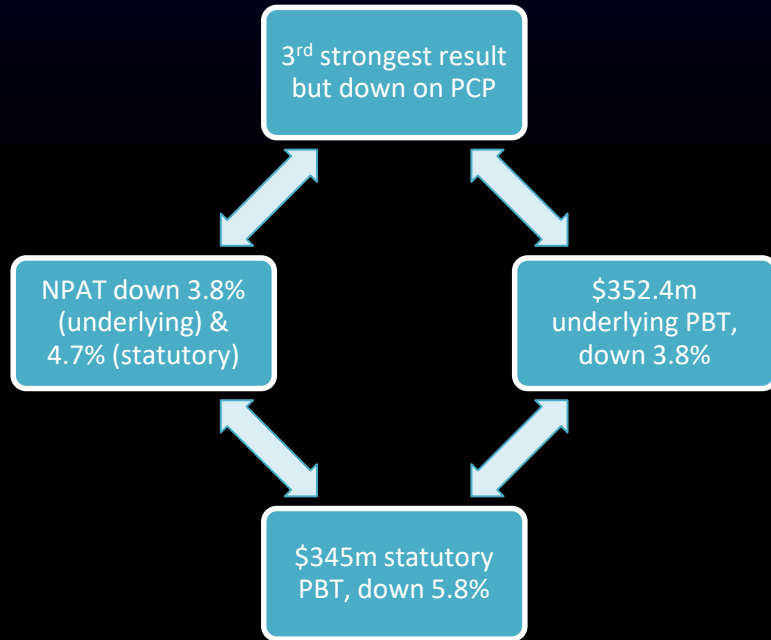
- Australia
- Americas
- Europe & South Africa
- NZ, Asia, India & UAE

FLT's overseas businesses generated almost half of the company's FY16 TTV




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FY16 HIGHLIGHTS: SOLID PROFIT



Adjustments to underlying PBT:



\$17.3m in gains relating to
NZ head office sale
(\$6.3m) & ACCC refund
(\$11m)



\$AU24.7m in non-cash
impairment (USA leisure
& wholesale)

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INTERNAL & EXTERNAL FACTORS AFFECTING PBT

Airfare Price Wars

- Widespread discounting during 2H, leading to slower 2H TTV growth

Network Upgrades

- Leading to higher cap-ex & \$12m increase in D&A expense

Underperformance

- Significant decrease in EBIT in Asia/Middle East

Investments

- Multi-million dollar spend on projects, start-ups & other longer term growth drivers

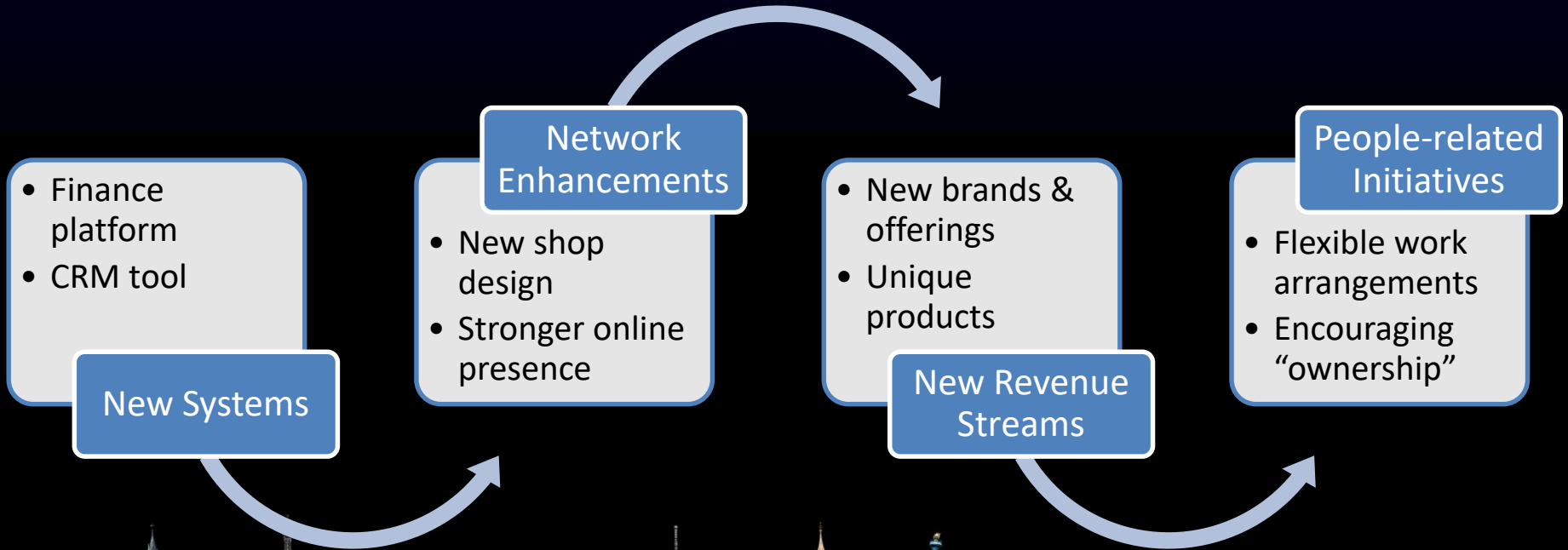
FX

- Unforeseen \$3m loss on forward exchange contracts linked to GBP & Euro decline following Brexit referendum

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FLT'S INVESTMENTS: GENERATING RETURNS



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FY16: STRATEGIC ACQUISITIONS

Online

- StudentUniverse
- BYOJet

FCM

- Acquisitions in key markets in Asia (Malaysia), Europe (Netherlands) & Americas (Mexico)

OTHER

- Aircraft charter (AVMIN)
- Maya Events (cievevents Hong Kong)



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FY16: BALANCE SHEET STRENGTH

\$1.52b global cash & investment portfolio

Includes \$506.7m in company cash & investments

\$76.8m in debt

\$429.9m positive cash position at June 30 2016

Solid operating cash inflow of \$356.6m

FLT took on \$52m in short-term debt during FY16 & reinvested the borrowings at a superior interest rate



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FY16: DIVIDENDS & CAPITAL MANAGEMENT

FY16 DIVIDENDS



Dividends are fully franked & represent a 62% return of underlying NPAT to shareholders – slightly above FLT's dividend policy

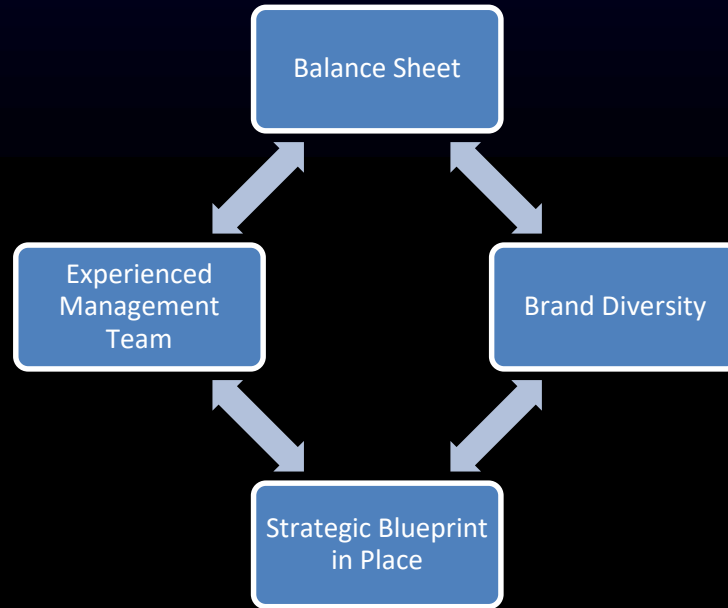
CAPITAL MANAGEMENT

- Plan to retain sufficient cash to fund growth initiatives, capitalise on opportunities & buffer FLT from future economic downturns
- Board committed to returning any surplus cash in future to shareholders via the method it believes is most appropriate at the time
- Options may include:
 - Increased dividend pay-out ratio
 - One-off return (2 special dividends issued previously)
 - Buy-back – attractive option if share-price is undervalued

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FLT'S STRENGTHS



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FY17 GUIDANCE

TTV expected to top \$20b

\$320m-\$355m underlying PBT

FLT'S Targets

Growth expected to accelerate during 2H

1H PBT between \$105m & \$120m

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YTD RESULT DRIVERS

Subdued Revenue & TTV Growth

- Airfares significantly cheaper than during PCP in Australia, USA & India
- 9% growth in ticket sales in Australia but average fare is 7% cheaper

Currency

- Currency devaluations affecting profit translation (particularly GBP)
- Circa \$5m in FEC losses relating to UK-based coach touring businesses

Economic Uncertainty

- Subdued trading in UK following Brexit referendum
- Industry-wide sales in USA impacted by Zika Virus & Presidential elections

Touring Businesses

- Lower than expected profits during peak season
- Solid passenger growth but excess capacity affecting results

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IMPROVEMENT EXPECTED DURING 2H



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YTD RESULT HIGHLIGHTS

Record TTV but modest year-on-year growth to date

Earnings growth – NZ, RSA, Canada

Strong & accelerating ticket sales in Australia

Investment in systems & technology + online/offline

New products, acquisitions & revenue streams

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FY17 PROGRESS UPDATE

New Revenue Streams

- Expanded range of Captain's Airfare Packages (domestic and short-haul international products launched)
- Platinum product - cancel for any reason without penalty (short-term offer)
- Interest-Free holiday payment options extended throughout Australian leisure business
- Acquisitions – Ignite Travel (49%) + Travel Tours & European corporate businesses (both yet-to-complete)
- Partnership with Live Nation to become official Concert Travel Package partner in Australia & NZ
- Key To The World now operating
- Jetbidders offering launched - matching customers with charter operators

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Login 

Client Sign Up 

Operator Sign Up 

Home About Clients Operators Contact



*Any flight.
Anywhere.
Anytime.*

DIGITAL STRATEGY

We have a clear global digital commerce strategy.

Improving usability and bookability.

Investing in scalability.

Blending offline and online.

Unique access to agents.



WORKING WITH LCCs

Sales growing solidly

New agreements in place

Better connectivity & content online

Not significantly affecting FLT's ability to hit sales targets with other airlines

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EXPANDING ALONG THE P2P INDEX

CORE LEISURE VOLUME

85-90% of Australian TTV

OTA

- High volume, low touch, low margin

CONTACT CENTRES

- 24/7 telephone sales & assist

FLAGSHIP STORES

- Hyperstores
- Megastores

COMMUNITY

- Shopping centres
- CBD and strip locations

HOME BASED

- Associates

EVENTS

- Travel Expos, Discover Europe, Discover America

Low touch, low cost offerings

Higher touch offerings

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FY17 EXPANSION HIGHLIGHTS

World's largest Flight Centre shop now open in George St (Sydney)

New US hyperstore in Chicago & 1st leisure kiosk in Tysons Corner (Virginia)

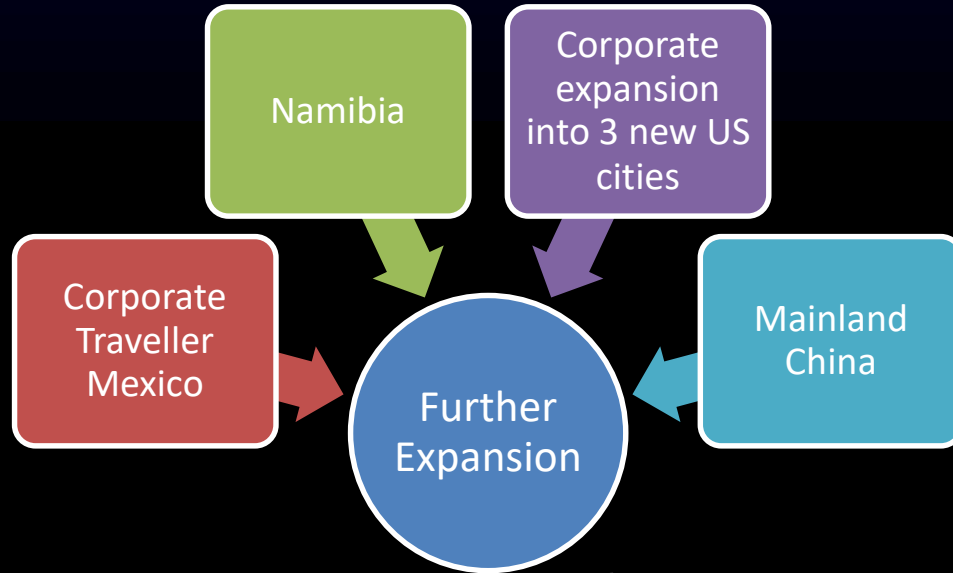
Flight Centre & FCBT shops now open in Dublin, FCBT in Cardiff

Corporate Traveller introduced in Asia and Netherlands

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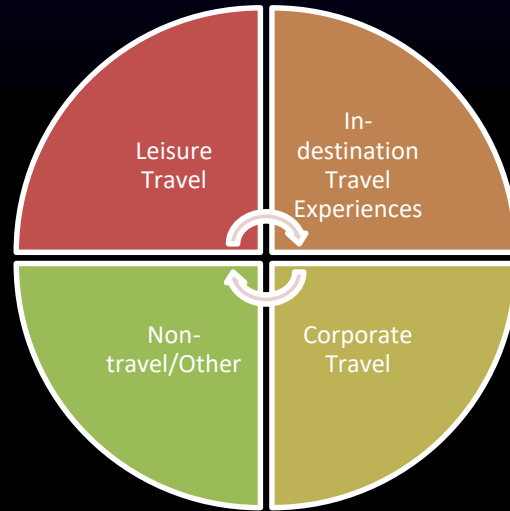
COMING SOON ...



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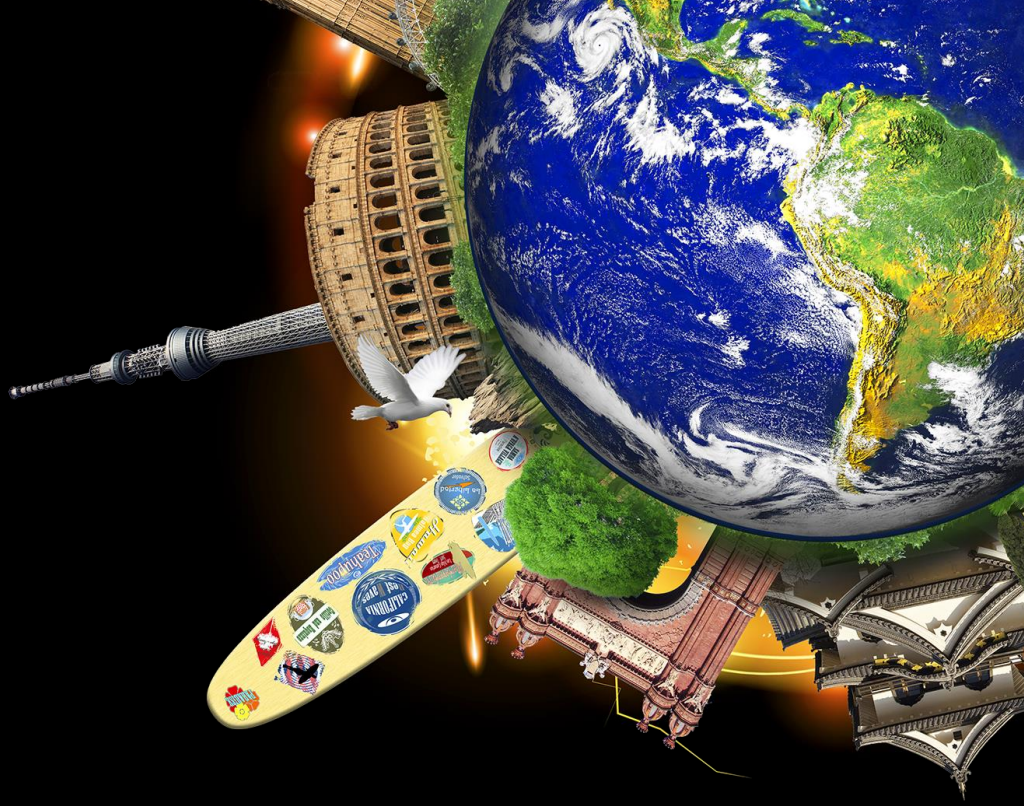
LONGER TERM GROWTH DRIVERS



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LEISURE TRAVEL RETAILING





OUR JOURNEY FROM TRAVEL AGENT TO
*World's Best Person to Person
Travel Experience Retailer*



FLIGHT CENTRE

133 133

My Wishlist

Home Get a Quote Flights Holidays Hotels Rail Tours Cruises Car Hire Extras Destinations Deals Contact Experts



“ A little drop of heaven on Earth... Reset your body clock to run in 'Fiji time' ”



Greer Gardiner

36

Countries

94

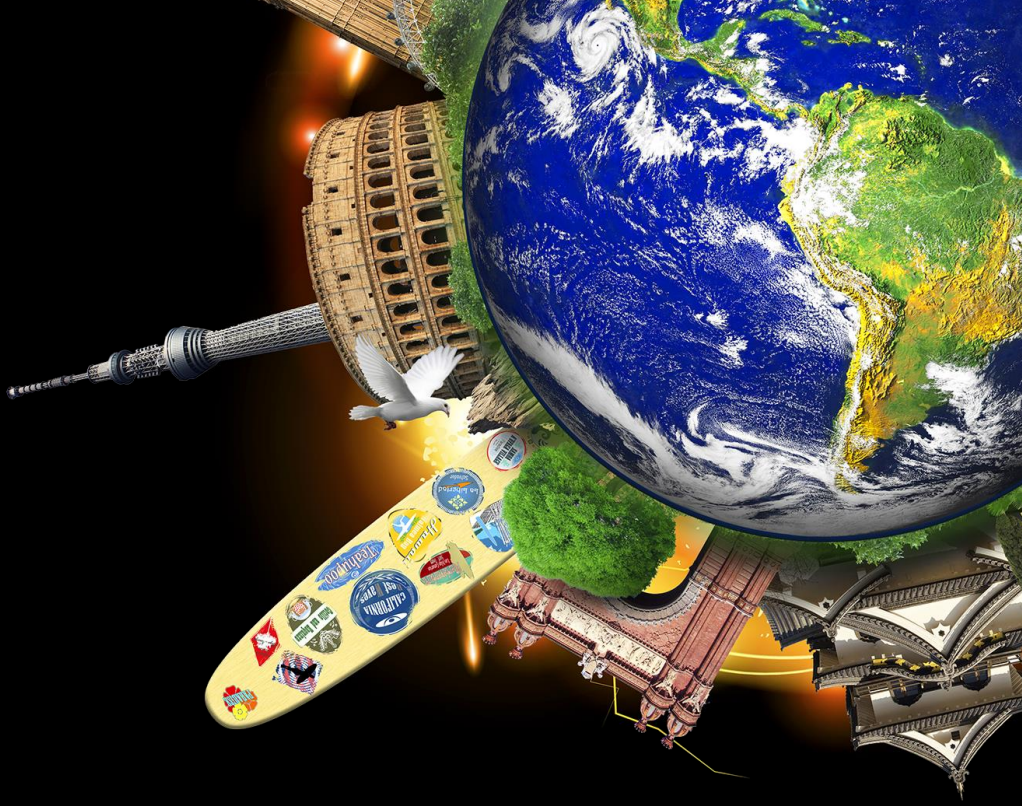
Cities

My name is Greer, and I am the Flight Centre Brand Ambassador! You have probably seen me on the new Flight Centre Advertising Campaign. I have travelled extensively all over the world and would love to share my experiences and handy hints with you. #BookWithMeFC#BookwithGreer

Shop 2, 133 Mary Street, OLD Open Thursday until 5:30 PM
1300 069 229



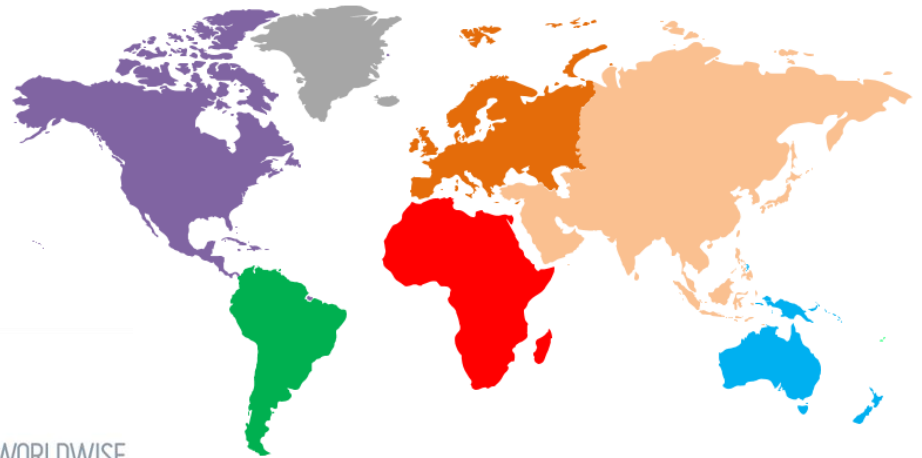
IN-DESTINATION TRAVEL EXPERIENCES



IN-DESTINATION TRAVEL EXPERIENCES

Vision:

Distributing and Delivering
Amazing In-Destination Travel
Experiences



FCTG WORLDWIDE

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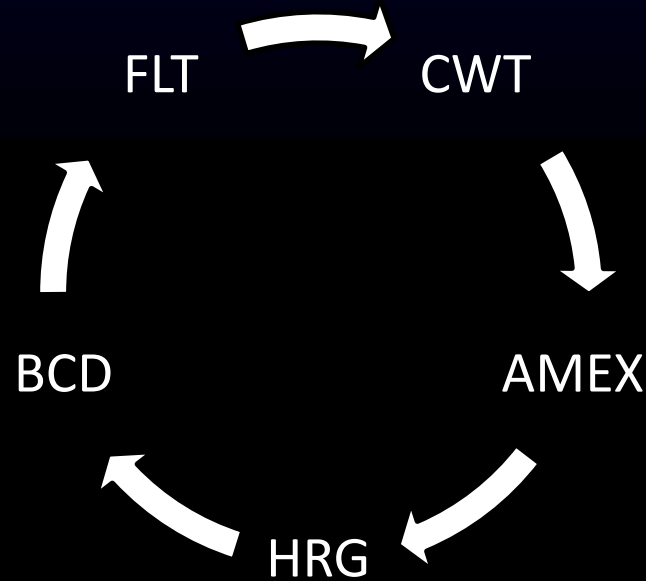


CORPORATE TRAVEL



TRULY GLOBAL: The Big 5

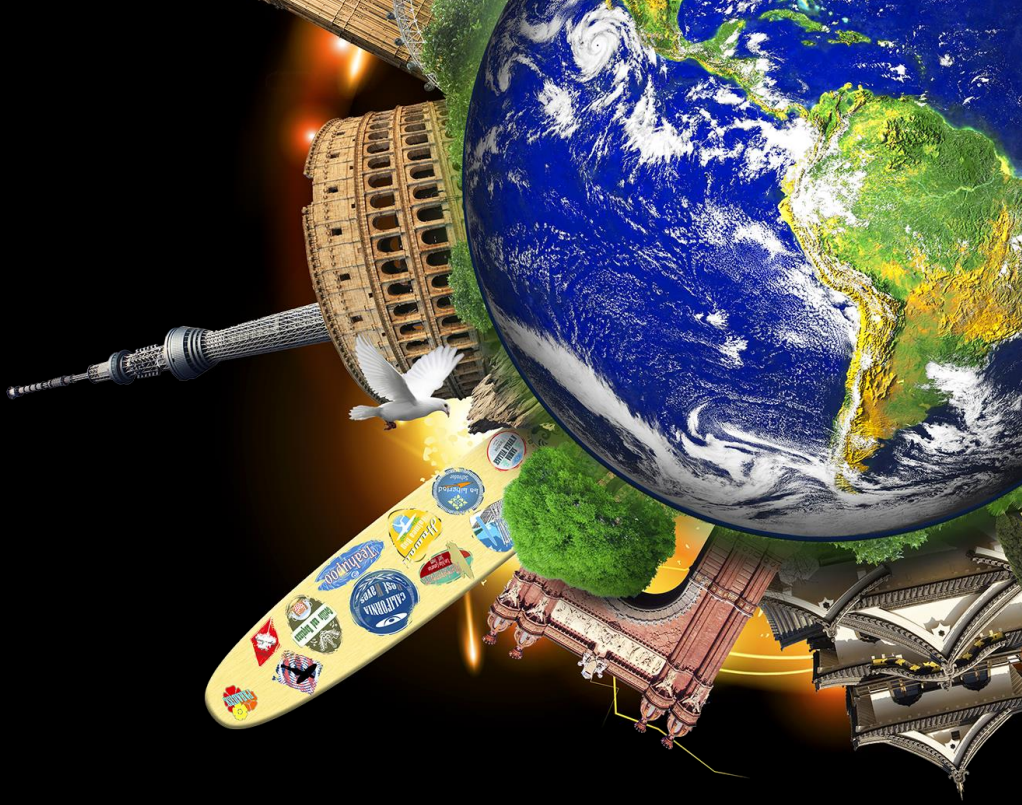
By sales, FLT now ranks among the world's top 5 corporate travel managers & is poised for further growth



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OTHER BUSINESSES



OTHER BUSINESSES

ADJACENT TO TRAVEL

BUSINESS MODEL

FIRST CLASS
EDUCATION GROUP

HEALTH
WISE

MW
moneywise
GLOBAL

99 BIKES

ADVANCE TRADERS

TRAVEL
MONEY
GROUP

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TRAVEL
MONEY 02

CURRENCY EXCHANGE
SCIF

Check our website [www.travelmoney.co.uk](#) for the latest offers!
Add us, we'll bring it to you!

Sushi Master

GIFTS'N'STYLE

EXIT

PEDAL GROUP

Our purpose...

*Enriching mind, body,
earth and soul with
the freedom of riding.*



ADVANCE TRADERS 

99 BIKES

LET'S **RIDE**

ITEM 1: RE-ELECTION OF DIRECTOR

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

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

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ITEM 1: RE-ELECTION OF DIRECTOR

The number of proxies received for the resolution ... is:

- For: 68,361,895 (98.87%)
- Against: 573,483 (0.83%)
- Open: 209,423 (0.3%)
- Abstain: 49,658

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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 2016 be adopted.”

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ITEM 2: REMUNERATION REPORT

Proxies

The number of proxies received for the resolution is:

- For: 52,644,574 (97.68%)
- Against: 1,043,590 (1.93%)
- Open: 208,163 (0.39%)
- Abstain: 97,672

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QUESTIONS?



FLIGHT CENTRE TRAVEL GROUP ... WHO ARE WE?

Our Vision
To become the world's most exciting and profitable travel retailer,
personally delivering amazing experiences to our people,
our customers and our partners.

Our Purpose
To open up the world for those who want to see.

Our Philosophies

Our Values

- 1. OUR PEOPLE**
Our success is in people. We care for our colleagues' health and wellbeing. Our greatest professional development and our financial stability, the return on our work, the thrill of challenge and fun for our members and through which we succeed for our customers.
- 2. OUR CUSTOMER**
We recognise that our customers should have a choice. We understand personal differences among travel experiences. This provides us with flexibility, energy and great service. It is the basis for our customer loyalty. The way we deliver our services and the personal attention of our customers with all service experiences, at every point and in every long service in their life, is how we win loyalty.
- 3. BRIGHTNESS OF FUTURE**
We believe our people have the right to belong to a Clean, Green, and Bright, as well as Free and Open Society that will provide them with an exciting, bright and colorful future. It is the basis for our customer loyalty. The way we deliver our services and the personal attention of our customers with all service experiences, at every point and in every long service in their life, is how we win loyalty.
- 4. TAKING RESPONSIBILITY**
We believe we should be held responsible for our actions. We are committed to our customers, our employees and our partners. We are committed to our customers, our employees and our partners. We are committed to our customers, our employees and our partners.
- 5. EGALITARIANISM AND UNITY**
We believe we should be held responsible for our actions. We are committed to our customers, our employees and our partners. We are committed to our customers, our employees and our partners.

Our Business Model

- 1. OWNERSHIP**
We believe in the right to own property. We believe in the right to own property. We believe in the right to own property.
- 2. INCENTIVES**
We believe in the right to own property. We believe in the right to own property. We believe in the right to own property.
- 3. OUR STANDARD SYSTEMS - ONE BEST WAY**
We believe in the right to own property. We believe in the right to own property. We believe in the right to own property.
- 4. FAMILY VILLAGE LIFE**
We believe in the right to own property. We believe in the right to own property. We believe in the right to own property.



FLIGHT CENTRE TRAVEL GROUP

IRREVERENCE

We don't believe in conventional wisdom.
We take our business seriously but not ourselves.

EGALITARIANISM

No status or privilege, self important people don't fit
in here.

OWNERSHIP

We take full responsibility and treat the business as
our own.

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