

FY24 FINANCIAL RESULTS

AUSTRALIA'S FASTEST-GROWING DIRECT LIFE INSURER



NobleOak Life Limited
30 August 2024

Agenda and presenters



FY24 highlights

Financial results

Business update

FY25 outlook

Q&A



Anthony BrownChief Executive Officer



Scott PearsonChief Financial Officer

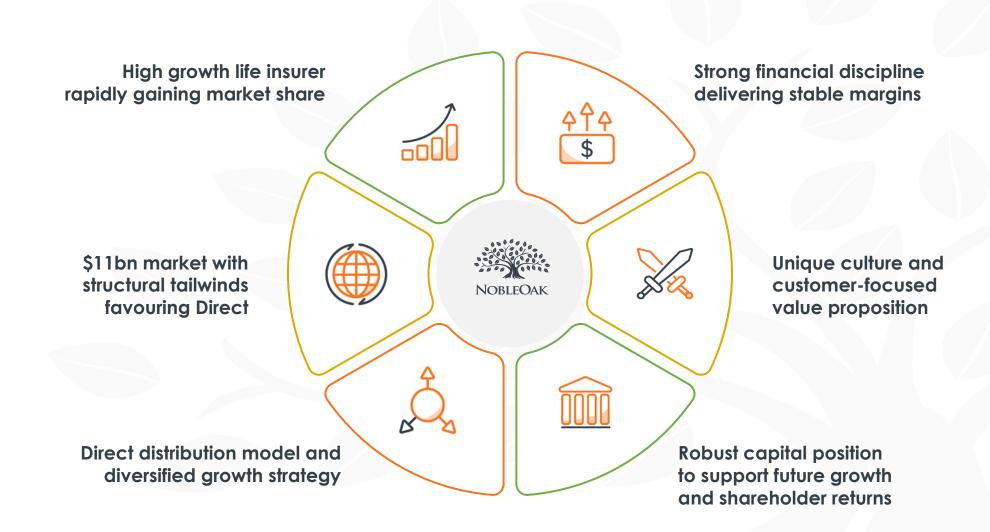


O1 FY24 highlights

Who is NobleOak?



Australia's fastest-growing and most awarded direct life insurer



Market share gains driving growth in premiums and profits

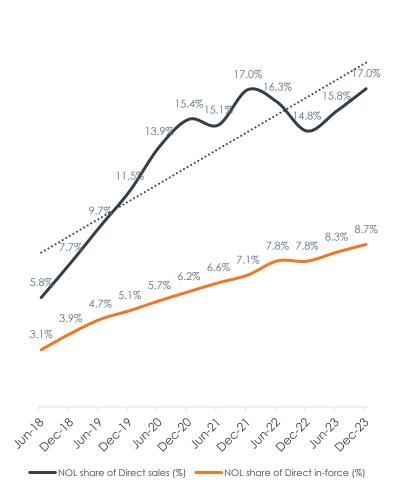


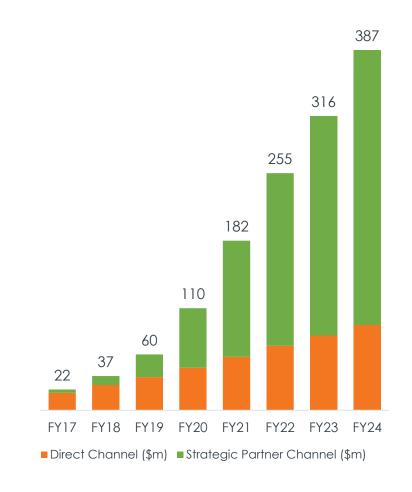
In-force premium provides strong annuity stream revenue

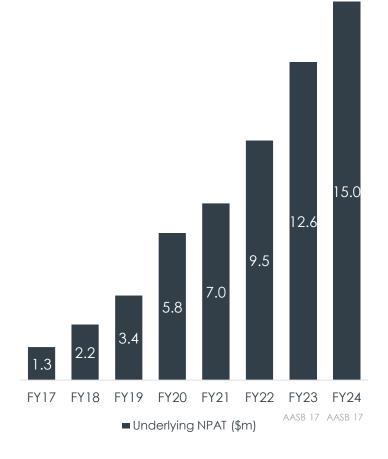
Strong sales driving market share growth in Direct market¹

Strong growth in in-force premiums²

Stable margins delivering strong profit growth







FY24 highlights

Ongoing outperformance and strategic delivery



Strong sales performance and low lapse rates drives in-force premium growth ahead of guidance



Continued market share growth in direct and advised markets



Australia's most awarded Direct Life Insurer for the fifth consecutive year



Investing for long-term growth with new product features, growth innovation and digital technology



Sound capital position as NobleOak reached key inflexion point of free cash flow generation



FY24 financial highlights

Strong growth in premiums and profits

In-force premiums¹

\$387.0m 🔺

+22% vs. FY23

New business

\$54.4m

+18% vs. FY23

Lapse rate¹

11.0%

~4.0ppts below industry

Underlying NPAT²

\$15.0m

+19% vs. FY23

In-force premium market share³

3.3%

Dec-22: 2.6%

New business market share³

12.8%

2.8% above long-term target

Regulatory capital multiple

193%

FY23: 191% \$8.7 million surplus above target

Underlying diluted EPS

16.97cps

Reported diluted EPS 10.49cps

A reconciliation between Statutory NPAT to Underlying NPAT is provided on page 28
As at 31 December 2023. Market share calculated using APRA's life insurance performance statistics. Data is available six months in arrears.



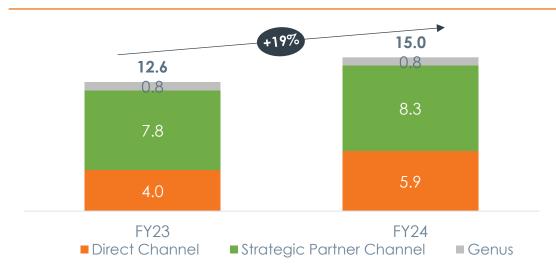
O2 Financial results

Group financial performance

Key financial metrics²

\$m/%	FY24	FY23	Var
In-force premiums at period end (ex-Genus)	387.0	315.9	+22%
New business	54.4	46.2	+18%
Lapse rate	11.0%	8.1%	(2.9 ppts)
Net insurance premium revenue	98.6	77.6	+27%
Underlying gross insurance margin	11.2%	11.6%	(0.4 ppts)
Underlying Administration expense ratio	7.1%	7.2%	+0.1 ppts
Investment return (% of insurance Premium)	1.6%	1.0%	+0.6 ppts
Underlying NPAT	15.0	12.6	+19%

Underlying NPAT (\$m)





- Active policies up 14% to over 137,000, driving strong 22% in-force premium growth ahead of guidance (15-20%)
- Continuing to gain market share now 3.3% of industry in-force premium¹
- Maintained strong new business market share of 12.8%, well above our long-term target of 10%
- Lapse rates increasing as expected as portfolio matures, remaining well below industry average
- Strong underwriting performance with net claims now in line with industry average
- Expense ratio impacted by investment to maintain market-leading customer experience and build business capability
- Current interest rates a tailwind, with average return on invested assets (before fees) 4.4% (HY23: 2.5%)
- Overall margin stability drives underlying NPAT up 19% to \$15.0m

APRA life insurance performance statistics, December 2023. Data is available six months in arrears.

Key metrics are presented on the way management analyses business performance. See the Statutory to Management Results Reconciliation Section in the Directors' report in the financial report for the year ended 30 June 2024 for more information.

Direct Channel

In-force premiums (\$m)



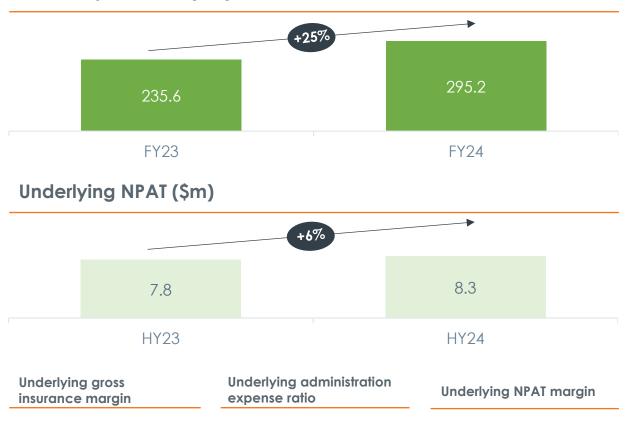


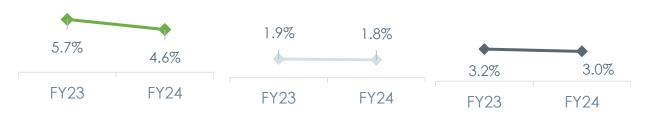
- Direct policy count up 10% to almost 50,000, driving strong in-force premium growth
- Continuing to gain market share now 8.7% of industry in-force premium
- Maintained strong new business market share of 17.0%¹, well above our long-term target of 10%
- Lapse rate increasing as expected as portfolio matures, remains well below industry average at 13.2% at end June 2024
- Insurance margin remains strong, improving to sustainable level with non-recurrence of prior year reserve strengthening
- Expense ratio impacted by investment to maintain market leading customer experience
- Both current and prior year benefited from transfer of claims handling expenses to claims expense line, bringing NobleOak into line with peers
- Underlying NPAT up 48% to \$5.9m

APRA life insurance performance statistics, December 2023. Data is available six months in arrears.

Strategic Partner Channel

In-force premiums (\$m)







- Active policies up 16% to over 87,000, driving strong 25% in-force premium growth
- Contemporary products, quality service and partnerships with NEOS and PPS continue to drive market share gains – now 2.7% of industry in-force premium¹
- Maintained strong new business market share of 12.0%, well above long-term target of 10%, supported by improved industry sales volumes
- Lapse rate increasing as expected as portfolio matures, remains well below industry average
- Strong underwriting performance, with underlying claims experience increasing in line with industry
- Expense ratio continues to benefit from operating leverage and financial discipline
- Interest rates a tailwind, with average return on invested assets (before fees) 4.4% (HY23: 2.5%)
- Underlying NPAT up 6% to \$8.3m

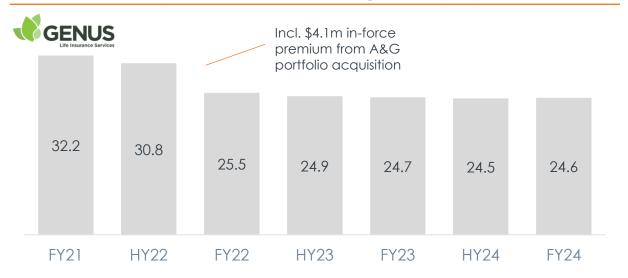
APRA life insurance performance statistics, December 2023. Data is available six months in arrears.

Genus

Key financial metrics

\$m / %	FY24	FY23 Restated	Var
In-force premiums under management	24.6	24.7	(1%)
Underlying Administration expenses (excluding amortisation)	5.2	5.2	+0.6%
Amortisation of portfolio acquisition cost	0.5	0.3	(53%)
Underlying NPAT	0.8	0.8	5%

Genus in-force premiums under management (\$m)





- In-force premiums under management stabilised following conclusion of Freedom remediation program
- A favourable lapse experience drove in-force premiums under management to reduce by less than expected to \$24.6m
- This, combined with improved expense control, contributed to \$0.8m of Underlying NPAT, which has slightly increased from the prior year driven by expenses efficiencies

Capital position strengthened

Reached inflexion point of net capital generation

Capital base

\$42.2m

Capital adequacy multiple

193%

Assets above target

\$8.7m

Capital Usage Since IPO





Commentary

- Assets above target increased over the year
- The business delivered positive capital generation on an underlying basis
- A number of larger items offset each other including:
 - Below the line costs (primarily AASB17 implementation compliance costs)

Offset by:

- One-off change in prudential standards that reduce prescribed capital amount (PCA) and
- Lower tax payments, following recognition of deferred tax loss asset (on transition to AASB 17)
- NobleOak has reached an inflexion point and expects to generate free cash flow in coming years
- This significant milestone will support accelerating organic growth, potential inorganic opportunities and / or potential for future dividends



O3 Business update

Direct Channel

Brand, service and distribution driving growth

















Australia's most awarded direct life insurer five years running













Alliance partner sales +30% FY23 to FY24



Launched market-leading omnichannel experience

Strategic Partner Channel

Partners continue to outperform the market



Advised market share up to 2.7%, driven by 12% share of sales



New reinsurer for PPS to support ongoing growth



Strong growth and continued partnership

FY24 progress on key strategic initiatives



DIRECT LIFE LEADER

Build on our position as Australia's leading direct life insurer

New features

V Launched new Direct features includina live chat, digitised forms, express applications, digital bookings and client portal

Growth innovation

Continued to invest in growth innovation and new products

Marketing growth

Accelerated growth from white-label partnerships through targeted marketing

Alliances

Onboarded six new alliance partners

STRATEGIC PARTNERS GROWTH

Build and support our network of adviser partners

Pricina

Repriced products to maintain competitive positioning and improve margins

Technology

NEOS continued investing in market-leading technology, including real-time quoting tool

New reinsurance

PPS reinsurance tender completed to support competitive positioning

CAPTURE SCALE ADVANTAGES

Optimise the business to achieve economies of scale

Digital transformation

IT digitalisation project to build foundations for next phase of growth

Upgraded system

Migrated admin systems to new secure cloud-based platform

Building data capability

Enhanced data insights and analytics capability



V







Continued progress on our ESG commitments



	Environment	ESG Measure Climate change	Key Metrics & Target/s Carbon emissions – Net zero by 2030	By When 30 Jun 2030	UN SDG 13, 15	Comments Purchased 1263 ACCUs for 2022/2023 and 1280 VERs to be certified as Carbon Neutral (for business operations) by Climate Active
		Workplace multicultural diversity	Team members from diverse cultural backgrounds outside of Australia	Ongoing	3, 5	73% of employees identify with an ethnicity from outside Australia
		Workplace gender diversity	40/40/20 gender mix	Ongoing	5, 10	58% of employees currently identify as female
	Social	Leadership gender diversity	Senior Leadership Team 40/40/20 gender mix ¹	Ongoing	5, 10	40% of SLT members currently identify as female
		Human rights & Modern Slavery	Commitment to Human Rights	Ongoing	1, 3, 10	Modern Slavery Statement and screening of suppliers in place. NobleOak is developing an appropriate human rights policy.
		Board diversity	Board 40/20/20 gender mix	Ongoing	5, 10	Currently 33.3% female: 66.7% male ²
lance	overnance	Ethical standards	Score all employees on cultural adherence, including nobility/integrity	Ongoing	9, 12	Employee survey includes culture, leadership and values questions. The refreshed performance process incorporates leadership and values metrics.
	Govern	Linking E&S with Executive remuneration	Incorporate culture/values measures in each manager's STI	Ongoing	8, 17	Shared Culture KPI is held by the senior leadership team and includes purpose, leadership, values, ESG and employee retention. All other leaders have a team specific culture leadership KPI.

^{[1] 40%} female-identifying; 40% male-identifying; 20% of any gender.

^[2] NobleOak has announced the appointment of a new director from 1 September 2024 which will result in a gender mix outside the target range, being 28.6% female: 71.4% male. NobleOak ensured that the selection process considered diversity and inclusion as part of the criteria, and ultimately selected the best candidate for NobleOak at this time. NobleOak acknowledges this is a move away from the gender mix targets but also notes that board renewal is a long-term activity and is ongoing.



O4 FY25 outlook

FY25 key strategic initiatives



DIRECT LIFE LEADER

Build on our position as Australia's leading direct life insurer

Organic growth

Enhance brand strength, introduce tailored solutions, and diversify partnerships

Growth innovation

Continue to invest in growth innovation and new product ideas

Enhance omnichannel experience

Further progress digital transformation and streamline operations

Improve customer retention

Develop personalised strategies to reduce lapse rates

STRATEGIC PARTNERS GROWTH

Build and support our network of adviser partners

Refine pricing

Reprice products to maintain competitive positioning and improve margins

Expand growth channels

Explore new products for strategic partners

CAPTURE SCALE ADVANTAGES

Optimise the business to achieve economies of scale

Implement data strategy

Integrate analytics and AI for better customer insights and optimised underwriting and marketing

Streamline compliance and risk management Refine risk management frameworks and maintain strong compliance

Enhanced capability

Enhance organisational design and boost skill development

FY25 outlook



Continued market share gains driven by execution of growth strategy

- ✓ Market share growth Expect to continue to outperform in an improving market.
- ✓ **Digital enhancement** Ongoing enhancement of the new omnichannel portal to drive better customer outcomes
- ✓ **Strategy execution** Drive organic growth through innovation while evaluating inorganic opportunities
- ✓ Team development Continue to build capability and strengthen team, including senior leadership



05 Q&A



O6 Appendix

Consolidated income statement



Statutory and Underlying results reconciliation (using management Analysis)

Management Analysis			Variance
\$'000	FY24	Restated FY23	%
Insurance premium	376,576	330,336	14%
Reinsurance premium	(277,944)	(252,699)	10%
Net insurance premium	98,632	77,637	27%
Net claims expense	(26,554)	(17,824)	49%
Net commissions and other income	9,403	13,492	(30%)
Policy acquisition cost	(48,820)	(43,632)	127%
Change in net policy liabilities	7,802	13,465	(42%)
Insurance Profit	40,463	43,138	(6%)
Administration expense	(33,131)	(27,350)	21%
Insurance operating profit	7,332	15,788	(54%)
Net investment income	6,207	3,433	81%
Profit before tax	13,539	19,221	(30%)
Income tax expense	(4,257)	(5,715)	(26%)
NPAT	9,282	13,506	(31%)
Recurring Adjustments:			
Addback: impact of policy liability economic assumption changes (post tax)	(873)	(3,308)	
Addback: impact of changes in loss recognition provisions (post tax)	1,465	494	
Non-Recurring Adjustments:			
Addback: AASB17 Implementation expense (post Tax)	2,632	1,535	
Addback: IT Transformation project expenses (post tax)	1,722	337	
Addback: Funeral Fund member allocation	780	-	
Underlying NPAT	15,008	12,564	19%

The above profit or loss statement is presented using the way management analysis the performance of the business. The Management analysis assesses the insurance operating result as net insurance revenue, net claims, net commission and other income, policy acquisition costs, changes in policy liabilities and expenses for the purposes of explaining the key drivers of the Group's operating result and calculating key metrics. Analysis of the nature of income and expenses within the insurance operating result provides useful additional information about underlying trends in relation to the different components of underwriting profitability.

A reconciliation from the Statutory presentation to the management analysis is provide in the Directors' report in the Annual Report for the period ended 30 June 2024.

Financial strength

Sound capital position above regulatory requirements
Statutory balance sheet at 30 June 2024

\$m	30 Jun 2024	Restated 30 Jun 2023
Assets		
Cash and cash equivalents	64.0	50.4
Receivables	13.1	2.9
Insurance contract assets	65.8	32.7
Reinsurance contract assets	81.3	63.1
Financial assets	207.5	177.7
Plant and equipment	0.4	0.4
Right-of-use assets	4.8	5.7
Intangible assets	3.8	4.6
Deferred tax asset	23.0	28.4
Total assets	463.7	365.9
Liabilities		
Payables	121.5	99.7
Insurance contract liabilities	175.1	138.1
Reinsurance contract liabilities	90.5	57.7
Lease liabilities	5.3	5.9
Current tax liabilities	-	2.9
Total liabilities	392.3	304.3
Net assets	71.4	61.6
Equity		
Issued capital	96.4	95.7
Accumulated losses	(26.1)	(35.4)
Other reserves	1.1	1.3
Total equity	71.4	61.6

Capital adequacy

\$m / %	30 Jun 2024	30 Jun 2023
Capital base – (a)	42.2	40.3
Prescribed capital amount - (b)	21.9	21.1
Capital adequacy multiple % (a)/(b)	193%	191%
Target capital (incl. management buffer) - (c)	33.5	32.6
Assets in excess of target (a) – (c)	8.7	7.7



Commentary

Financial assets

- Primarily held in term deposits and floating rate fixed interest funds
- Claims settled by reinsurers on actuarial reserve basis represent \$15.9m (Jun-23: \$12.4m)
- Deposit Back assets held to secure reinsurance assets exposures \$103.3m (Jun-23: \$97.0m)

Policy liabilities

 Reinsurance contract assets are reduced by claims settled by reinsurers on actuarial reserve basis represent \$15.9m (Jun-23: \$12.4m)

Intangible assets

 Includes \$2.2m (Jun-23: \$2.5m) amortised cost of acquiring A&G run-off portfolio

Deferred tax assets

Include \$20.7m (Jun-23: \$24.9m) deferred tax loss asset

Payables

 Includes \$103.3m (Jun-23: \$97.0m) payable to reinsurers under deposit back arrangement supporting reinsurance asset concentration exposures

Dividend

No dividend declared in line with stated intention to invest for growth

Capital adequacy

Sound capital adequacy multiple

Impacts of AASB 17 for NobleOak



No change to underlying business economic fundamentals or strategy

Balance sheet	Creation of Deferred Tax Asset (DTA) of \$27m Increased policy liabilities – (write down of opening deferred acquisition costs) Lower net assets at transition (1 July 2022) \$64m
Capital	No change in regulatory capital requirements Improved capital position due to lower tax payments
Cash	No change in policy cash flows Lower tax payments until carried forward tax losses are utilised
Profitability	Underlying net profit marginally brought forward, some more volatility in statutory profit Pattern of profit release changes over time with variability between segments Interest rate movement and loss recognition movements to be normalised
Financial statement presentation	Changes to income statement – management analysis to be provided in disclosures to enable insurance metrics Limited changes to balance sheet – changes to policy liability disclosures

04 | Profit or loss format



AASB 17 P&L presents a different approach to analysing financial performance

Key features of AASB 17 statutory income statement

AASB 17 statutory income statement Insurance revenue	FY24 \$m 366.8	- A	Gross view of revenue/ underwriting result	 Insurance revenue represents the premium recog service provided in the period and recovery of ac Insurance services expenses represents incurred and changes in losses recognised
Insurance services expenses	(296.7)			Reinsurance expense represents the reinsurance parts.
Reinsurance expenses Reinsurance income	(271.3) 231.2	>	Standalone reinsurance result	 relating to service received in the period and rece Reinsurance income represents recovery of incurrent financing and changes in the recovery of losses re
Insurance service result	29.9			 Impact of interest rate changes applied to policy
Net finance (expense)/income on insurance and reinsurance contracts	(0.0)	>	Policy Liability discounting	be reported as a financing income or expense.Benefit of discount applied to new claims and pol
Other expenses	(26.4)			insurance revenue, with unwind of this discount ov through insurance financing income
Other income	3.8		Nie e e II de la la la la casa e e	
Insurance operating result	7.3		Non-attributable income and expenses	 Expenses not directly attributable to the fulfilment contracts are disclosed separately from the insura
Investment income	6.2			
Profit before income tax	13.5		Investment income	 Accounting for investment income consistent with AASB 9 also requires valuation of investment asset
				AASD 7 diso requires valuation of investment a

- gnised as relating to acquisition costs
- claims, ongoing expenses
- premium recognised as covery of initial financing
- rred claims, ongoing recognised
- y liability discounting will
- olicy liabilities recorded as over time recorded
- nt of individual insurance rance result
- th AASB 1038
- ets at fair value

04 | Management analysis and purpose



Management analysis to be presented for discussion and analysis of metrics

Statutory

AASB 17 statutory income statement

Insurance revenue

Insurance service expenses

Reinsurance expenses

Reinsurance income

Insurance service result

Net finance (expense)/income on insurance and reinsurance contracts

Other operating expenses

Fees and other revenue

Insurance operating result

Investment income

Profit before income tax

Management analysis

Analysed as	Insurance metrics
A Insurance premium	
B Reinsurance premium	
C Net insurance revenue	
D Net claims expense	
E Net commission and other income	
F Policy acquisition costs	
G Change in policy liabilities	
H Underwriting result	H/A = gross insurance margin
I Administration expense	I / A = expense ratio
J Insurance operating profit	
K Investment income	K / A = investment return (% prem)
L Profit before income tax	L / A = NPAT margin

Management analysis designed to:

- Maintain visibility of key insurance metrics
- 2. Support a clear and transparent basis for performance assessment

04 | Management result



Introducing NobleOak's management reporting framework

AASB 17 Statutory Profit and Loss Statement	Management
For the Year Ended 30 June 2024	\$m
Insurance Revenue	366.8
Insurance Service Expenses	(296.7)
Reinsurance Expenses	(271.3)
Reinsurance Income	231.2
Insurance Service Results	30.0
Net finance (expense)/income on insurance and	(0.0)
reinsurance contracts	` ′
Other operating expenses	(26.4)
Fees & other revenue	3.8
Insurance Operating Result	7.3
Management Analysed as	
Insurance premium	376.6
Reinsurance expenses	(277.9)
Net insurance premium	98.6
Net claims expense	(26.6)
Net commissions and other income	9.4
Policy acquisition costs	(48.8)
Change in net policy liabilities	7.8
Insurance Underwriting Result	40.5
Administration expenses	(33.1)
Insurance Operating Result	7.3
Investment Income	6.2
Profit before tax	13.5
Income tax expense	(4.3)
Profit After Tax	9.3

Highlights

- Statutory and Management Analysis to be provided together
- Insurance Operating Result converted from Statutory to Management analysis
- **Reconciliation** provided for transparency

	Statutory			is				
AASB 17 Statutory Profit and Loss Statement		Net insurance	Net	Net commissions and other	Acquisition		Change in net policy	
For the Year Ended 30 June 2024	Statutory	premium	claims	income	Costs	Expense	liabilities	Total
\$'m								
Insurance Revenue	366.8	376.6		(56.2)	(22.2)		68.6	366.8
Insurance Service Expenses	(296.7)		(170.3)	(67.5)	(26.7)	(6.7)	(25.5)	(296.7)
Reinsurance Expenses	(271.3)	(277.9)		65.9			(59.2)	(271.3)
Reinsurance Income	231.2		143.8	63.5			23.9	231.2
Insurance Service Results	30.0	98.6	(26.6)	5.6	(48.8)	(6.7)	7.8	30.0
Net finance (expense)/income on insurance and reinsurance contracts	(0.0)						(0.0)	(0.0)
Other operating expenses	(26.4)					(26.4)	-	(26.4)
Fees & other revenue	3.8			3.8			=	3.8
Insurance Operating Result	7.3	98.6	(26.6)	9.4	(48.8)	(33.1)	7.8	7.3

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