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| <b>Company</b> | nib Holdings Ltd                   |
| <b>Code</b>    | NHF                                |
| <b>Meeting</b> | AGM                                |
| <b>Date</b>    | 30 October 2019                    |
| <b>Venue</b>   | The Amora Hotel Sydney             |
| <b>Monitor</b> | Geoff Orrock and Chandra Agnihotri |

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|--|---|
| <b>Number attendees at meeting</b>           | 60 shareholders plus visitors                         |
| <b>Number of holdings represented by ASA</b> | 131   |
| <b>Value of proxies</b>                      | \$3.2 m   |
| <b>Number of shares represented by ASA</b>   | 455,000   |
| <b>Market capitalisation</b>                 | \$3.2 billion   |
| <b>Were proxies voted?</b>                   | Yes, on a poll  |
| <b>Pre AGM Meeting?</b>                      | Yes, with Chair Steve Crane and rem Chair Lee Ausburn |

## We remain as focused as ever on our purpose of “your better health”

The Chair commented that despite quite tough market conditions 2019 was another year of strong Group financial performance, with earnings up and membership growth across all business segments. With statutory earnings per share up 11.9% to 32.9 cents per share **nib** was able to distribute seventy per cent of these earnings by way of dividends to shareholders, 23 cents per share fully franked, compared to 20 cents per share in fiscal 2018.

He said **nib**'s continued emphasis on delivering great value products and service to the members aligns totally with obligations to shareholders. His view was you can't have one without the other.

The company continues to build the Clinical Partners program in the Hunter Region, which provides Australian resident health insurance members with a guarantee of 'no out-of-pocket expenses' for knee and hip replacement surgery and also access to home rehabilitation programs ensuring a speedy at home recovery. It is hoped to expand the program to other regions and include many other surgical procedures.

Similarly, in New Zealand the company is tackling medical cost variation head on with the First Choice Network which takes away cost uncertainty for members by offering a network of medical professionals who agree to provide services and treatment within a determined price range. When an **nib** member visits a First Choice provider, it means 100% of their approved costs are covered, meaning no

additional out of pocket costs. Based on this program's success, plans were announced during the year to expand the First Choice Network to include additional medical treatment for different specialties.

Referring to the political scene he remarked there remain many near term challenges and **nib** was not immune to macro-economic factors in Australia and New Zealand and globally, particularly the question of out of pocket costs for **nib** members, and indeed the entire population. One significant issue is high medical fee variation amongst doctors. For example, **nib** understands that the fee for a prostatectomy ranges from just over \$1,900 up to more than \$17,000 for the exact same treatment and from what **nib** can discern the same clinical outcome. The Clinical Partners pilot in Newcastle is very deliberately guiding members to a no out of pocket experience, if that's what they want.

A further initiative is the **nib** Foundation which over the next four years and using funds from unclaimed dividends, will contribute \$1 million in funding towards closing the health and life expectancy gap between Aboriginal and Torres Strait Islander peoples and non-indigenous Australians. The Foundation already has some experience in this field, successfully investing \$350,000 in recent years in seven Aboriginal youth mental health and wellbeing initiatives through our Community Grants.

The formal part of the meeting was brief. ASA congratulated the company on the result, noted that there is a majority of 4 independent women directors on the Board and commented that the 4-year TSR was 154%, an enviable outcome. We voted in accordance with our voting intentions.

All resolutions passed with more than 97% support.