IAG NEW ZEALAND LIMITED

AND SUBSIDIARIES

ANNUAL REPORT
FOR THE YEAR ENDED 30 JUNE 2013

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES
TABLE OF CONTENTS

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES
DIRECTORS' REPORT

The directors present their report together with the financial report of IAG New Zealand Limited (Company) and the consolidated financial report of IAG New Zealand Limited and its subsidiaries (Consolidated entity) for the financial year ended 30 June 2013 and the auditor's report thereon.

DIRECTORS

The Company's directors in office at any time during or since the end of the financial year are as follows:

H.A. Fletcher - Chairman, M.M. Devine, N.B. Hawkins, J.S. Johnson, H.M. Price, R.J. Wagstaffe and M.J. Wilkins.

Directors were in office for the entire period.

PRINCIPAL ACTIVITY

The principal continuing activity of the Consolidated entity is the underwriting of general insurance through IAG New Zealand Limited (Company) and related corporate services and investing activities.

FINANCIAL RESULTS OF THE CONSOLIDATED ENTITY

	30 June 2013 $000
Profit Before Income Tax	26,092
Income Tax Expense	(7,998)
Profit After Income Tax	18,094
Other Comprehensive Income	118
Retained earnings as at 30 June 2012	(568,124)
Dividends paid	-
Retained earnings as at 30 June 2013	(549,912)
The state of the Consolidated entity's affairs as at 30 June 2013 was:	
Equity	1,102,431
Represented by:	
Assets	5,012,647
Liabilities	(3,910,216)
	1,102,431

REVIEW OF OPERATIONS

The net result of the Consolidated entity after applicable income tax for the financial year ended 30 June 2013 was a profit of $18.1 million (2012 - loss of $197.5 million).

DIVIDENDS

No dividends were paid in, or declared in respect of the year to 30 June 2013 (2012 - $30.4 million).

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

The Company continues to be impacted by the Canterbury earthquakes that occurred in 2011, as well as by continuing aftershocks experienced in 2012 and to a lesser extent in 2013. A revision to the ultimate total cost to the Company of the Canterbury earthquakes has contributed $213.9 million to the reported net claims expense for the year. Excluding the impact of these events the underwriting profit for the year is $155.0 million. The Company held extensive reinsurance arrangements which mitigate the majority of the gross costs attributable to the earthquakes. At the Insurance Australia Group Limited (Group) level the reinsurance arrangements are even more extensive and substantially immunise the Group against the cost of these significant natural peril events. The Consolidated entity continues to benefit from the financial strength of the broader Group. This is evident from the $320 million recapitalisation of the New Zealand operations during March 2012 and a further $50 million of recapitalisation during June 2013 which underpins the Group's support for the New Zealand operations and recognises the underlying value that the New Zealand operations provide to the Group as a whole.

EVENTS SUBSEQUENT TO REPORTING DATE

During July 2013 there were a number of earth tremors and after-shocks centred around the Cook Strait. As at the date of this report these events have not resulted in any significant claims incurred.

DIRECTORS' USE OF COMPANY INFORMATION

During the reporting period the Board received no notices from directors of the Company requesting to use Company information received in their capacity as directors, which would not otherwise have been available to them.

DIRECTORS' REMUNERATION, INTERESTS AND EMPLOYEE REMUNERATION

The Company, with its shareholder's approval, has applied the exemption available under section 211(3) of the Companies Act 1993 in not disclosing the information required under section 211(1) paragraphs (a) and (e) to (j) of the Companies Act 1993.

AUDITOR

It is proposed that the auditor, KPMG, continue in office in accordance with section 200 of the Companies Act 1993.

Signed at Auckland this 12th day of August 2013 in accordance with a resolution of the directors.

Director

H Fletcher

Director

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES

CORPORATE GOVERNANCE

THE BOARD

The Board is accountable to the shareholder for the performance, operations and affairs of the Company. The Board's principal role is to govern, rather than manage. The directors represent and serve the interests of the shareholder and collectively oversee and appraise the strategies, policies and performance of the Company.

The Board is responsible for oversight, including:

- driving the strategic direction of the Company and approving corporate strategies;
- approving significant corporate initiatives including major acquisitions, projects and divestments, and capital management transactions;
- setting the Company's risk appetite;
- evaluating Board processes and performance of the Board as a whole, as well as contributions by individual directors;
- monitoring management's performance and the exercise of the Board's delegated authority;
- evaluating regularly and, if necessary, replacing the chief executive officer (CEO);
- reviewing CEO, chief financial officer (CFO) and senior management succession planning; and
- setting standards for and ensuring that proper governance practices (including appropriate standards of ethical behaviour, corporate governance, and social and environmental responsibility) are adhered to at all times.

The Board currently comprises four independent non-executive directors, and three executive directors. The Board considers its size and composition annually. The Board's policy is to ensure that the Board comprises directors who collectively have the relevant experience, knowledge, diversity and skills required taking into account the Company's current size, market position, complexity and strategic focus.

The directors in office at the date of this report are as follows:

H.A. Fletcher - Independent non-executive director

Mr Hugh Fletcher was appointed to the Board on 1 July 2003. Previously Mr Fletcher had been an independent director of New Zealand Insurance Limited since December 1998.

Mr Fletcher has a joint BSc/BCom and MCom with first class Honours in Economics from the University of Auckland and also holds an MBA from Stanford University, California.

Mr Fletcher is a former Chief Executive Officer of Fletcher Challenge Limited and is currently a director of Fletcher Brothers Limited, Rubicon Limited, Vector Limited, Insurance Australia Group Limited (and various subsidiaries), and trustee of the Dilworth Trust, Chelsea Park Trust, NZ Portrait Gallery Trust and the University of Auckland Foundation. He was formerly Chairman of New Zealand Insurance Limited and CGNU Australia, and a non-executive director of the Reserve Bank of New Zealand.

M.M. Devine - Independent non-executive director

Ms Mary Devine was appointed a director on 27 April 2012.

Ms Devine is Managing Director of J. Ballantynes & Co and from 2006 to 2010 was Chief Executive of EziBuy and has also held directorships of Max Fashions Limited from 2007 to 2010, and McKenzie and Willis Limited from 2010 to April 2013.

Ms Devine is a director of Meridian Energy Limited and was previously a Board member of NZ Hockey and is now a Trustee of the NZ Hockey Foundation and a Fellow of the New Zealand Institute of Management.

N.B. Hawkins - Executive director

Mr Nicholas Hawkins was appointed as a director on 1 March 2006. Mr Hawkins is the Chief Financial Officer of Insurance Australia Group Limited (IAG Group) and has also held several senior roles across the IAG Group including Head of Asset Management & Group Strategy, General Manager, Group Finance and Chief Executive Officer of IAG New Zealand Limited.

Before joining IAG, Mr Hawkins was a partner with KPMG, where he specialised in the financial services sector.

Mr Hawkins holds a BCom (University of Western Australia), and has completed an Advanced Management Program (Harvard Business School). Mr Hawkins is also a Fellow of the Institute of Chartered Accountants in Australia.

J.S. Johnson - Executive director

Ms Jacki Johnson was appointed Chief Executive Officer and director of IAG New Zealand Limited on 1 November 2010 and prior to this was CEO of The Buzz, IAG's online insurer. Ms Johnson is currently the President of the Insurance Council of New Zealand, a Fellow of the Australian Institute of Company Directors, a director of Community First Credit Union and a founding member of the Personal Injury Education Foundation in Australia.

Ms Johnson has held a number of senior positions in IAG, including Chief Executive Officer Business Partnerships, managing IAG's risk management services businesses which included the New South Wales and Victoria workers' compensation fee based businesses.

With over 20 years experience in insurance Ms Johnson has been a key contributor to claims management programmes, policy development and rebuilding strategies that have come about following some of Australia's most significant and recent natural disasters.

Ms Johnson has also held roles in organisational effectiveness and group strategy, and led the integration of IAG and CGU's workers compensation business. Before joining the IAG Group in 2001, Ms Johnson held senior positions with Allianz Insurance, HIH Insurance and IRS Total Injury Management.

Ms Johnson holds a Bachelor of Applied Science (Cumberland College of Health Services), Graduate Diploma of Safety Science (University of New South Wales), and Executive Master of Business Administration (Australia School of Management).

H.M. Price - Independent non-executive director
Mr Harry Price was appointed a director on 1 July 2003.

Mr Price has over 40 years experience in banking and was formerly a Westpac Group Executive with responsibility for New Zealand and Pacific Regions. Mr Price was a director of Westpac New Zealand Limited until he retired from this position in July 2011.

Following his retirement, Mr Price continued with Westpac in Sydney as a consultant responsible for training middle/senior management in a broad range of management skills and in addition performed a mentoring role for many senior executives in Westpac.

R.J. Wagstaffe - Independent non-executive director
Mr Robert Wagstaffe was appointed a director on 1 October 2004.

Mr Wagstaffe has more than 45 years experience in the insurance industry, most recently as CGU Group Executive Intermediary Business at Insurance Australia Group Limited.

Mr Wagstaffe began his career with Commercial Union Group in 1965 and has held a wide range of roles in sales, underwriting and management and was a director of CGU Insurance Limited and related subsidiaries between 1995 and 2004.

Mr Wagstaffe is currently the Chairman of NTI New Zealand Limited, a joint venture business with Suncorp specialising in heavy transport insurance.

M.J. Wilkins - Executive director
Mr Michael Wilkins was appointed as a director on 4 February 2008. Mr Wilkins is also Managing Director and Chief Executive Officer of Insurance Australia Group Limited, having previously held the position of Chief Operating Officer.

Mr Wilkins holds a BCom (University of New South Wales) and a Master of Business Administration (University of Sydney). Mr Wilkins is also a Fellow of the Institute of Chartered Accountants in Australia and a Fellow of the Australian Institute of Company Directors.

Mr Wilkins has more than 25 years experience in the insurance and financial services sector. He is a member of the Australian Government's Financial Sector Advisory Council and a former director and President of the Insurance Council of Australia.

Mr Wilkins was formerly the Managing Director of Promina Group Limited (from August 1999 to March 2007), Managing Director of Tyndall Australia Limited (from 1994 to 1999) and a director of the Investment and Financial Services Association.

AUDIT, RISK MANAGEMENT & COMPLIANCE COMMITTEE (ARMCCO)
The members of the ARMCCO are currently Hugh Fletcher, Mary Devine, Harry Price and Robert Wagstaffe.

The main role of this committee is to assist the Board in discharging its responsibilities in relation to ensuring:
- the integrity of external and internal financial reporting, including compliance with applicable laws, regulations, and other requirements in relation to external financial reporting;
- that directors and management are provided with high quality financial and non financial information that can be relied on by them to make informed judgements;
- that appropriate and effective systems of internal, accounting and financial controls are in place and maintained to safeguard the Company's financial and physical resources;
- that sound risk management and compliance frameworks are in place to identify, assess and manage risks within the Company's risk appetite determined by the Board; and
- that the independence of the external auditor, the internal auditor, and the Appointed Actuary is safeguarded.

ASSET AND LIABILITY COMMITTEE (ALCO)
The ALCO is made up of Jacki Johnson and other senior management members of the Company.

The purpose of the ALCO is to allow senior management of the Company to provide input into the formulation of recommendations for the Board concerning issues related to:
- reinsurance including endorsement of major reinsurance renewal strategies.
- capital management including processes, risk appetite, economic capital targets and minimum capital requirements as prescribed by the Reserve Bank of New Zealand.
- asset and liability management including overseeing market risk and making recommendations to the Board regarding balance sheet and capital mix; and
- risk management.

CHIEF EXECUTIVE OFFICER

The Board has delegated responsibility for the overall management and profit performance of the Company, including all the day-to-day operations and administration, to the CEO, who is responsible for:

- the efficient and effective operation of the Company;
- fostering a culture of performance, integrity, respect and a considered sense of urgency;
- ensuring the ongoing development, implementation and monitoring of IAG's risk management and internal controls framework;
- ensuring the Board is provided with accurate and clear information in a timely manner to promote effective decision making; and
- ensuring all material matters affecting the Company are brought to the Board's attention.

The CEO, together with the executive management team, manages the Company in accordance with the policies, budget, corporate plan and strategies approved by the Board, and has the power to manage the Company, subject to the limits set out in the Charter of CEO Delegated Authority Limits.

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES
FINANCIAL REPORT

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES
STATEMENTS OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

		PARENT		CONSOLIDATED	
	NOTE	**2013**	2012	**2013**	2012
		$000	$000	**$000**	$000
Premium revenue	5	**1,492,779**	1,369,524	**1,492,779**	1,369,524
Outwards reinsurance premium expense		**(320,327)**	(219,218)	**(320,327)**	(219,218)
Net premium revenue (i)		**1,172,452**	1,150,306	**1,172,452**	1,150,306
Claims expense	9	**(1,121,560)**	(1,458,113)	**(1,121,560)**	(1,458,113)
Reinsurance and other recoveries revenue	5	**274,529**	300,936	**274,529**	300,936
Net claims expense (ii)	9	**(847,031)**	(1,157,177)	**(847,031)**	(1,157,177)
Acquisition costs	6	**(279,392)**	(265,224)	**(279,392)**	(265,224)
Other underwriting expenses	6	**(104,933)**	(81,199)	**(104,933)**	(81,199)
Underwriting expenses (iii)		**(384,325)**	(346,423)	**(384,325)**	(346,423)
Underwriting profit/(loss) (i) + (ii) + (iii)		**(58,904)**	(353,294)	**(58,904)**	(353,294)
Investment income on assets backing insurance liabilities	5	**44,604**	70,552	**44,604**	70,552
Investment expenses on assets backing insurance liabilities		**(3,874)**	(3,601)	**(3,874)**	(3,601)
Insurance profit/(loss)		**(18,174)**	(286,343)	**(18,174)**	(286,343)
Investment income on equity holders' funds	5	**44,686**	11,071	**45,201**	11,126
Fees and other income	5	**-**	-	**5,774**	6,106
Fee based, corporate and other expenses	6	**(2,357)**	(1,021)	**(6,709)**	(4,843)
Profit/(loss) before income tax		**24,155**	(276,293)	**26,092**	(273,954)
Income tax (expense)/credit	8	**(7,407)**	77,287	**(7,998)**	76,494
Profit/(loss) for the year		**16,748**	(199,006)	**18,094**	(197,460)
OTHER COMPREHENSIVE INCOME AND (EXPENSE), NET OF TAX					
Actuarial gains and (losses) on defined benefit arrangements		**118**	(363)	**118**	(363)
Other comprehensive income and (expense), net of tax		**118**	(363)	**118**	(363)
Total comprehensive income and (expense) for the year, net of tax		**16,866**	(199,369)	**18,212**	(197,823)

The above statements of comprehensive income should be read in conjunction with the notes to the financial statements.

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES
BALANCE SHEETS AS AT 30 JUNE 2013

	NOTE	PARENT 2013 $000	PARENT 2012 $000	CONSOLIDATED 2013 $000	CONSOLIDATED 2012 $000
ASSETS					
Cash held for operational purposes	26	**88,784**	254,250	**95,032**	258,786
Investments	13	**2,152,212**	1,936,695	**2,153,461**	1,937,337
Premium receivable	14	**448,041**	414,308	**448,041**	414,308
Trade and other receivables	14	**351,693**	130,768	**359,772**	139,083
Receivables from related bodies corporate	24	**26,015**	33,057	**26,003**	32,533
Deferred outwards reinsurance expense	11	**330,143**	258,524	**330,143**	258,524
Deferred acquisition costs	11	**152,329**	147,161	**152,329**	147,161
Reinsurance and other recoveries on outstanding claims	10	**897,619**	1,642,351	**897,619**	1,642,351
Deferred tax assets	8	**279,992**	288,189	**279,518**	287,506
Plant and equipment	15	**35,768**	34,907	**36,278**	35,163
Intangible assets	16	**17,702**	11,921	**18,306**	13,015
Investment in subsidiaries	18	**10,679**	10,679	**-**	-
Goodwill	17	**204,813**	204,813	**210,830**	210,830
Other assets		**5,491**	2,966	**5,315**	2,789
Total assets		**5,001,281**	5,370,589	**5,012,647**	5,379,386
LIABILITIES					
Trade and other payables	19	**150,863**	100,826	**161,755**	111,029
Reinsurance premium payable		**329,229**	253,935	**329,229**	253,935
Payables to related bodies corporate	24	**1,874**	42,546	**1,874**	42,034
Unearned premium liability	12	**687,000**	645,105	**687,000**	645,105
Employee benefits provision	20	**29,972**	25,564	**30,154**	25,726
Outstanding claims liability	9	**2,695,584**	3,264,340	**2,695,584**	3,264,340
Other liabilities		**4,618**	3,913	**4,620**	3,913
Total liabilities		**3,899,140**	4,336,229	**3,910,216**	4,346,082
Net assets		**1,102,141**	1,034,360	**1,102,431**	1,033,304
EQUITY					
Ordinary share capital	25	**1,649,830**	1,599,830	**1,649,830**	1,599,830
Equity reserve	25	**2,513**	1,598	**2,513**	1,598
Retained earnings		**(550,202)**	(567,068)	**(549,912)**	(568,124)
Total equity		**1,102,141**	1,034,360	**1,102,431**	1,033,304

Signed in Auckland this 12th day of August 2013 in accordance with a resolution of the directors.

Director

Director

The above balance sheets should be read in conjunction with the notes to the financial statements.

KPMG

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES
STATEMENTS OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013

CONSOLIDATED	SHARE CAPITAL	EQUITY RESERVE	RETAINED EARNINGS	TOTAL EQUITY
	$000	$000	$000	$000
2013				
Balance at the beginning of the financial year	**1,599,830**	**1,598**	**(568,124)**	**1,033,304**
Profit/(loss) for the year	-	-	**18,094**	**18,094**
Other comprehensive income and (expense)	-	-	**118**	**118**
Total comprehensive income for the year	-	-	**18,212**	**18,212**
Shares issued	**50,000**	-	-	**50,000**
Share based payment	-	**915**	-	**915**
Balance at the end of the financial year	**1,649,830**	**2,513**	**(549,912)**	**1,102,431**
2012				
Balance at the beginning of the financial year	1,279,830	1,485	(339,901)	941,414
Profit/(loss) for the year	-	-	(197,460)	(197,460)
Other comprehensive income and (expense)	-	-	(363)	(363)
Total comprehensive income for the year	-	-	(197,823)	(197,823)
Shares issued	320,000	-	-	320,000
Share based payment	-	113	-	113
Dividends declared and paid	-	-	(30,400)	(30,400)
Balance at the end of the financial year	1,599,830	1,598	(568,124)	1,033,304

PARENT	SHARE CAPITAL	EQUITY RESERVE	RETAINED EARNINGS	TOTAL EQUITY
	$000	$000	$000	$000
2013				
Balance at the beginning of the financial year	**1,599,830**	**1,598**	**(567,068)**	**1,034,360**
Profit/(loss) for the year	-	-	**16,748**	**16,748**
Other comprehensive income and (expense)	-	-	**118**	**118**
Total comprehensive income for the year	-	-	**16,866**	**16,866**
Shares issued	**50,000**	-	-	**50,000**
Share based payment	-	**915**	-	**915**
Balance at the end of the financial year	**1,649,830**	**2,513**	**(550,202)**	**1,102,141**
2012				
Balance at the beginning of the financial year	1,279,830	1,485	(337,299)	944,016
Profit/(loss) for the year	-	-	(199,006)	(199,006)
Other comprehensive income and (expense)	-	-	(363)	(363)
Total comprehensive income for the year	-	-	(199,369)	(199,369)
Shares issued	320,000	-	-	320,000
Share based payment	-	113	-	113
Dividends declared and paid	-	-	(30,400)	(30,400)
Balance at the end of the financial year	1,599,830	1,598	(567,068)	1,034,360

The above statements of changes in equity should be read in conjunction with the notes to the financial statements.

KPMG

IAG NEW ZEALAND LIMITED AND SUBSIDIARIES

CASH FLOW STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

	NOTE	PARENT 2013 $000	PARENT 2012 $000	CONSOLIDATED 2013 $000	CONSOLIDATED 2012 $000
CASH FLOWS FROM OPERATING ACTIVITIES					
Premium received		**1,500,903**	1,389,227	**1,500,903**	1,389,227
Reinsurance and other recoveries received		**745,639**	985,624	**745,639**	985,624
Claims costs paid		**(1,690,316)**	(1,633,206)	**(1,690,316)**	(1,633,206)
Outwards reinsurance premium expense paid		**(316,616)**	(235,799)	**(316,616)**	(235,799)
Dividends received		**354**	408	**354**	408
Interest received		**96,225**	75,994	**96,338**	76,070
Income taxes refunded		**799**	5	**-**	5
Income taxes paid		**(10)**	(6,658)	**(10)**	(6,855)
Other operating receipts		**-**	-	**6,059**	4,094
Other operating payments		**(343,147)**	(357,989)	**(346,455)**	(360,154)
Net cash flows from operating activities	26	**(6,169)**	217,606	**(4,104)**	219,414
CASH FLOWS FROM INVESTING ACTIVITIES					
Proceeds from disposal of investments and plant and equipment		**2,114,959**	648,694	**2,115,091**	648,967
Outlays for investments and plant and equipment		**(2,222,546)**	(915,209)	**(2,223,031)**	(915,267)
Net cash flows from investing activities		**(107,587)**	(266,515)	**(107,940)**	(266,300)
CASH FLOWS FROM FINANCING ACTIVITIES					
Dividends paid		**-**	(30,400)	**-**	(30,400)
Proceeds from issue of shares		**50,000**	320,000	**50,000**	320,000
Proceeds from loans repaid by related bodies corporate		**-**	750	**-**	-
Net cash flows from financing activities		**50,000**	290,350	**50,000**	289,600
Net movement in cash held		**(63,756)**	241,441	**(62,044)**	242,714
Effects of exchange rate changes on balances of cash held in foreign currencies		**(9,017)**	(94)	**(9,017)**	(94)
Cash and cash equivalents at the beginning of the financial year		**402,618**	161,270	**407,154**	164,533
Cash and cash equivalents at the end of the financial year	26	**329,845**	402,617	**336,093**	407,153

The above cash flow statements should be read in conjunction with the notes to the financial statements.

KPMG

NOTE 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

IAG New Zealand Limited (Company) is a company limited by shares, incorporated and domiciled in New Zealand. Its registered office and principal place of business is 1 Fanshawe Street, Auckland, New Zealand. This financial report is for the reporting period ended 30 June 2013 and includes separate financial statements for the Company as an individual entity and consolidated financial statements for the Company and its subsidiaries (referred to as Consolidated entity).

The Company is wholly owned by IAG (NZ) Holdings Limited. The ultimate parent entity is Insurance Australia Group Limited (IAG), an entity incorporated in Australia. As part of the IAG Group (Group), the Company complies with a variety of policies and procedures developed by IAG for application by all entities in the Group where applicable.

With the implementation of the Insurance (Prudential Supervision) Act 2010 all general insurance entities undertaking insurance business in New Zealand are required to be licensed by the Reserve Bank of New Zealand (RBNZ). The Company has been granted a provisional license. As a result of being a licensed insurer the Company is classified as an issuer with effect from 1 July 2012 under the Financial Reporting Act 1993 and is no longer able to take advantage of the differential reporting exemptions available under the Framework for Differential Reporting for entities applying New Zealand equivalents to International Financial Reporting Standards (NZ IFRS).

There are no measurement differences resulting from the transition from the differential reporting framework to NZ IFRS reporting. There are, however, a number of additional disclosure requirements and these are presented together with comparative figures for the prior reporting period.

A. STATEMENT OF COMPLIANCE

This general purpose financial report has been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP) and complies with NZ IFRS, International Financial Reporting Standards (IFRS) and other applicable Financial Reporting Standards, and interpretations as appropriate to profit-oriented entities. The Company is a reporting entity for the purposes of the Financial Reporting Act 1993 and its financial statements comply with that Act.

The financial statements also comply, where relevant, with the Insurance (Prudential Supervision) Act 2010 and associated Regulations.

B. BASIS OF PREPARATION OF THE FINANCIAL REPORT

The significant accounting policies adopted in the preparation of this financial report are set out below. The accounting policies adopted in the preparation of this financial report have been applied consistently by all entities in the Consolidated entity and are the same as those applied for the previous reporting period unless otherwise noted. The financial statements have been prepared on the basis of historical cost principles, as modified by certain exceptions noted in the financial report, with the principal exceptions being the measurement of all investments and derivatives at fair value and the measurement of the outstanding claims liability and related reinsurance and other recoveries at present value.

The presentation currency used for the preparation of this financial report is New Zealand dollars.

The balance sheet is prepared using the liquidity format in which the assets and liabilities are presented broadly in order of liquidity.

I. New Zealand accounting standards issued but not yet effective

As at the date of this financial report, there have been a number of new standards, amendments to standards and interpretations for which the mandatory application dates fall after the end of this current reporting period.

None of these standards have been early adopted and applied in the current reporting period or are expected to have a significant effect on the financial statements of the Consolidated entity, except for NZ IFRS 9 Financial Instruments (effective date 1 January 2015) which could change the classification and measurement of financial assets and NZ IAS 19 Employee Benefits (effective date 1 January 2013) which requires the recognition of changes in the defined benefit pension obligation and in pension plan assets when those changes occur. The Consolidated entity does not plan to adopt these standards early and the extent of the impact has not been determined. These standards will be adopted in the year commencing 1 July after the effective date. For example, NZ IFRS 9 will be effective in the financial year commencing 1 July 2015.

II. Changes in accounting policies

There have been no changes in accounting policies having a material financial impact during the current financial reporting period.

C. PRINCIPLES OF CONSOLIDATION

Subsidiaries

Consolidation is the inclusion of the assets and liabilities of the Parent and all subsidiaries as at the reporting date and the results of the Parent and all subsidiaries for the period then ended as if they had operated as a single entity. The balances and effects of intragroup transactions are eliminated from the consolidation. Subsidiaries are those entities controlled by the Parent. Control exists when one company has the power, directly or indirectly, to govern the financial and operating policies of an entity so as to obtain benefits from its activities. Control is presumed to exist when more than half of the voting power of an entity is owned either directly or indirectly. In assessing control, potential voting rights that are exercisable or convertible are taken into account. Where an entity either began or ceased to be controlled during a financial reporting period, the results are included only from the date control commenced or up to the date control ceased.

The financial statements of all subsidiaries are prepared for consolidation for the same reporting period as the Parent, using consistent accounting policies.

In the Company's financial statements investments in subsidiaries are recognised at cost, unless there has been an impairment.

SIGNIFICANT ACCOUNTING POLICIES RELATED TO GENERAL INSURANCE CONTRACTS

All of the general insurance products and reinsurance products on offer, or utilised, meet the definition of an insurance contract (a contract under which one party, the insurer, accepts significant insurance risk from another party, the policyholder, by agreeing to compensate the policyholder if a specified uncertain future event, the insured event, adversely affects the policyholder) and none of the contracts contain embedded derivatives or is required to be unbundled. Insurance contracts that meet the definition of a financial guarantee contract are accounted for as insurance contracts. This means that all of the general insurance products are accounted for in the same manner.

D. PREMIUM REVENUE

Premium revenue comprises amounts charged to policyholders (direct premium) and excludes fire service and earthquake levies collected on behalf of statutory bodies. Premium is recognised as earned from the date of attachment of risk (generally the date a contract is agreed to but may be earlier if persuasive evidence of an arrangement exists) over the period of the related insurance contracts in accordance with the pattern of the incidence of risk expected under the contracts. The pattern of the risks underwritten is generally matched by the passing of time. The unearned portion of premium is recognised as an unearned premium liability on the balance sheet.

Premium receivable is recognised as the amount due and is normally settled between 30 days and 12 months. The recoverability of premium receivable is assessed and provision is made for impairment based on objective evidence and having regard to past default experience. Premium receivable is presented on the balance sheet net of any provision for impairment.

E. OUTWARDS REINSURANCE

Premium ceded to reinsurers is recognised as an expense in accordance with the pattern of reinsurance service received. Accordingly, a portion of outwards reinsurance premium expense is treated as a prepayment and presented as deferred outwards reinsurance expense on the balance sheet at the reporting date. The reinsurance premium payable is carried at cost, which is the fair value of the consideration to be paid in the future for reinsurance received.

F. CLAIMS

The outstanding claims liability is measured as the central estimate of the present value of expected future payments relating to claims incurred at the reporting date with an additional risk margin to allow for the inherent uncertainty in the central estimate. The expected future payments include those in relation to claims reported but not yet paid or not yet paid in full, claims incurred but not enough reported (IBNER), claims incurred but not reported (IBNR) and the anticipated direct and indirect claims handling costs. The liability is discounted to present value using a risk free rate.

Claims expense represents claim payments adjusted for the movement in the outstanding claims liability.

The estimation of the outstanding claims liability involves a number of key assumptions and is the most critical accounting estimate. All reasonable steps are taken to ensure that the information used regarding claims exposures is appropriate. However, given the uncertainty in establishing the liability, it is likely that the final outcome will be different from the original liability established. Changes in claims estimates are recognised in profit or loss in the reporting period in which the estimates are changed.

G. REINSURANCE AND OTHER RECOVERIES

Reinsurance and other recoveries received or receivable on paid claims and on outstanding claims (notified and not yet notified) are recognised as income. Reinsurance recoveries on paid claims are presented as part of trade and other receivables net of any provision for impairment based on objective evidence for individual receivables. Reinsurance and other recoveries receivable on outstanding claims are measured as the present value of the expected future receipts calculated on the same basis as the outstanding claims liability. Reinsurance does not relieve the originating insurer of its liabilities to policyholders and is presented separately on the balance sheet.

H. ACQUISITION COSTS

Costs associated with obtaining and recording general insurance contracts are referred to as acquisition costs. These costs include advertising expenses, commissions or brokerage paid to agents or brokers, premium collection costs, risk assessment costs and other administrative costs. Such costs are capitalised where they relate to the acquisition of new business or the renewal of existing business, are presented as deferred acquisition costs, and are amortised on the same basis as the earning pattern of the premium over the period of the related insurance contracts. The balance of the deferred acquisition costs at the reporting date represents the capitalised acquisition costs relating to unearned premium.

I. LIABILITY ADEQUACY TEST

The liability adequacy test is an assessment of the carrying amount of the unearned premium liability and is conducted at each reporting date. If current estimates of the present value of the expected future cash flows relating to future claims arising from the rights and obligations under current general insurance contracts, plus an additional risk margin to reflect the inherent uncertainty in the central estimate, exceed the unearned premium liability (net of reinsurance) less related deferred acquisition costs, then the unearned premium liability is deemed to be deficient. The test is performed at the level of a portfolio of contracts that are subject to broadly similar risks and that are managed together as a single portfolio. Any deficiency arising from the test is recognised in profit or loss with the corresponding impact on the balance sheet recognised first through the write down of deferred acquisition costs for the relevant portfolio of contracts, with any remaining balance being recognised on the balance sheet as an unexpired risk liability.

SIGNIFICANT ACCOUNTING POLICIES APPLICABLE TO OTHER ACTIVITIES

J. FEES AND OTHER INCOME

Fee based revenue is brought to account on an accruals basis being recognised as revenue on a straight line basis in accordance with the passage of time as the services are provided. Other income is recognised on an accruals basis.

K. LEASES

All leases entered into are operating leases, where the lessor retains substantially all the risks and benefits of ownership of the leased items. The majority of the lease arrangements are entered into as lessee for which the lease payments are recognised as an expense on a straight line basis over the term of the lease. Certain sublease arrangements are entered into as the lessor for which the lease payments are recognised as revenue on a straight line basis over the term of the lease.

Lease incentives relating to the agreement of a new or renewed operating lease are recognised as an integral part of the net consideration agreed for the use of the leased asset. Operating lease incentives received are initially recognised as a liability, are presented as trade and other payables, and are subsequently reduced through recognition in profit or loss as an integral part of the total lease expense (lease payments are allocated between rental expense and reduction of the liability) on a straight line basis over the period of the lease.

L. TAXATION

I. Income tax

Income tax expense for a reporting period comprises current and deferred tax. Income tax is recognised in profit or loss except to the extent that it relates to items recognised directly in equity, in which case it is recognised in equity.

Current tax expense is the expected tax payable on the taxable income for the year and any adjustment to tax payable in respect of previous financial periods. Deferred tax expense/credit is the change in deferred tax assets and liabilities between the reporting periods.

Deferred tax assets and liabilities are recognised using the balance sheet method for temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes, except in the following circumstances when no deferred tax asset or liability is recognised:

- temporary differences if they arose in a transaction, other than a business combination, that at the time of the transaction did not affect either accounting profit or taxable profit or loss;
- temporary differences between the carrying amount and tax bases of investments in subsidiaries where it is probable that the differences will not reverse in the foreseeable future; and
- temporary differences relating to the initial recognition of goodwill and indefinite life intangible assets.

The amount of deferred tax provided is based on the expected manner of realisation or settlement of the carrying amount of assets and liabilities, using tax rates enacted or substantively enacted at reporting date. Deferred tax assets are recognised only to the extent that it is probable that future taxable profits will be available against which the asset can be utilised.

II. Goods and services tax

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

Receivables and payables are stated inclusive of GST. The net amount of GST recoverable from, or payable to, the Inland Revenue Department is included as part of other receivables and payables on the balance sheet.

M. INVESTMENTS

Investments comprise assets held to back insurance liabilities (also referred to as technical reserves) and assets that represent equity holders' funds. All investments are managed and performance evaluated on a fair value basis for both external and internal reporting purposes in accordance with a documented risk management strategy.

All investments are designated as fair value through profit or loss upon initial recognition. They are initially recorded at fair value (being the cost of acquisition excluding transaction costs) and are subsequently remeasured to fair value at each reporting date. Changes in the fair value are recognised as realised or unrealised investment gains or losses in profit or loss. Purchases and sales of investments are recognised on a trade date basis, being the date on which a commitment is made to purchase or sell the asset. Transaction costs for purchases of investments are expensed as incurred. Investments are derecognised when the rights to receive future cash flows from the assets have expired, or have been transferred, and substantially all the risks and rewards of ownership have transferred.

For securities traded in an active market, fair value is determined by reference to published bid price quotations. For securities traded in a market that is not active, valuation techniques are used based on market observable inputs. In a limited number of instances, valuation techniques are based on non-market observable inputs.

Investment revenue is brought to account on an accruals basis. Revenue on investment in equity securities is deemed to accrue on the date the dividends/distributions are declared, which for listed equity securities is deemed to be the ex-dividend date.

N. INVESTMENT IN SUBSIDIARIES

Investment in subsidiaries is initially recognised at cost (fair value of consideration provided plus directly attributable costs) and is subsequently carried at the lower of cost and recoverable amount by the Company. Costs incurred in investigating and evaluating an acquisition up to the point of formal commitment to an acquisition are expensed as incurred. Where the carrying value exceeds the recoverable amount, an impairment charge is recognised in profit or loss which can subsequently be reversed in certain conditions.

Where an additional interest is purchased in an existing subsidiary, the acquisition is treated as a transaction between owners and has no impact on the statement of comprehensive income.

Income from these investments, comprising dividends and trust distributions, is brought to account on an accruals basis. Dividend revenue is accrued on the date the dividends are declared.

O. DERIVATIVES

The Consolidated entity uses a variety of derivatives to manage various risks. Derivatives are used solely to manage risk exposure and are not used for trading or speculation.

Derivatives are initially recognised at fair value (generally the transaction price; the fair value of the consideration given or received) on the date a derivative contract is entered into and are subsequently remeasured to fair value at each reporting date. The fair value is determined by reference to current market quotes (current bid price for derivatives presented as assets and the current ask price for derivatives presented as liabilities) or generally accepted valuation principles. The derivatives become favourable (assets) or unfavourable (liabilities) as a result of fluctuations in market rates relative to their terms. Transaction costs for purchases of derivatives are expensed as incurred and presented in the statement of comprehensive income as investment expenses on assets backing insurance liabilities and fee based, corporate and other expenses for assets representing equity holders' funds.

I. Investment operations

All of the derivatives managed in conjunction with the investment operations are recognised on the balance sheet (presented together with the underlying investments) at fair value with movements in fair value being recognised as part of investment income in profit or loss. None of the derivatives are designated for hedge accounting. This matches the accounting for the derivatives with the accounting for the underlying investments.

II. Corporate treasury operations

Derivatives are used to hedge exposure to foreign currency and interest rate movements in relation to corporate treasury transactions, including interest bearing liabilities with the derivative being recognised on the balance sheet at fair value and movements in fair value being recognised in profit or loss. The derivatives are classified as assets when the fair value is positive, or as liabilities when the fair value is negative.

P. TRADE AND OTHER RECEIVABLES

Trade and other receivables are stated at the amounts to be received in the future and are presented net of any provision for impairment. Due to their short tail nature trade and other receivables have not been stated at a discounted value. The recoverability of debts is assessed on an ongoing basis and provision for impairment is made based on objective evidence and having regard to past default experience. The impairment charge is recognised in profit or loss. Debts which are known to be uncollectible are written off.

Q. PLANT AND EQUIPMENT

Plant and equipment is initially recorded at cost which is the fair value of consideration provided plus incidental costs directly attributable to the acquisition.

All items of plant and equipment are carried at cost less accumulated depreciation and accumulated impairment charges. Depreciation is calculated using the straight line method to allocate the cost of assets less any residual value over the estimated useful economic life.

The carrying amount of each class of plant and equipment is reviewed each reporting date by determining whether there is an indication that the carrying value of a class may be impaired. If any such indication exists, the item is tested for impairment by comparing the recoverable amount of the asset or its cash generating unit to the carrying value. An impairment charge is recognised whenever the carrying value exceeds the recoverable amount. Impairment charges are recognised in profit or loss and may be reversed where there has been an indication that the loss may no longer exist and/or there is a change in the estimates used to determine the recoverable amount.

The net gain or loss on disposal of plant and equipment is recognised in profit or loss and is calculated as the difference between the carrying amount of the asset at the time of disposal and the net proceeds.

R. BUSINESS COMBINATIONS

Business combinations are accounted for using the acquisition method. The consideration transferred for the acquisition is the fair value of the assets transferred, the equity instruments issued and the liabilities incurred or assumed at the date of exchange. The consideration includes the fair value of any asset or liability resulting from a contingent consideration arrangement.

Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are measured at fair value on the acquisition date. The group measures any non-controlling interest, on a transaction-by-transaction basis, either at fair value or at the non-controlling interest's proportionate share of the fair value of the identifiable assets and liabilities.

Acquisition related costs are expensed as incurred.

If the business combination is achieved in stages, the acquisition fair value of the acquirer's previously held equity interest in the acquiree is remeasured to fair value at the acquisition date through profit or loss.

Where settlement of any part of cash consideration is contingent upon some future event or circumstance, the estimated amounts payable in the future are discounted to their present value at the date of exchange. When the contingent consideration is classified as a liability, the impact on any subsequent changes in fair value is recognised as profit or loss in the statement of comprehensive income.

Where the initial accounting for a business combination is determined only provisionally by the first reporting date after acquisition date, the business combination is accounted for using those provisional values. Any subsequent adjustments to those provisional values are recognised within 12 months of the acquisition date and are applied effective from the acquisition date.

Acquisitions and disposals (where control is retained) of non-controlling interests are treated as transactions between equity holders. Therefore, any difference between the acquisition cost of the non-controlling interests and the carrying amount of the non-controlling interests is recognised as an increase or decrease in equity.

S. INTANGIBLE ASSETS

I. Acquired intangible assets

Acquired intangible assets are initially recorded at their cost at the date of acquisition being the fair value of the consideration provided and, for assets acquired separately, incidental costs directly attributable to the acquisition. Intangible assets with finite useful lives are amortised on a straight line basis (unless the pattern of usage of the benefits is significantly different) over the estimated useful lives of the assets being the period in which the related benefits are expected to be realised (shorter of legal duration and expected economic life). Amortisation rates and residual values are reviewed annually and any changes are accounted for prospectively.

The carrying amount of intangible assets with finite useful lives is reviewed each reporting date by determining whether there is an indication that the carrying value may be impaired. If any such indication exists, the item is tested for impairment by comparing the recoverable amount of the asset or its cash generating unit to the carrying value. Where the recoverable amount is determined by the value in use, the projected net cash flows are discounted using a pre tax discount rate. For assets with indefinite useful lives, the recoverability of the carrying value of the assets is reviewed for impairment at each reporting date, or more frequently if events or changes in circumstances indicate that it might be impaired. An impairment charge is recognised when the carrying value exceeds the calculated recoverable amount. Impairment charges are recognised in profit or loss and may be reversed where there has been a change in the estimates used to determine the recoverable amount.

II. Software development expenditure

Software development expenditure that meets the criteria for recognition as an intangible asset is capitalised on the balance sheet and amortised over its expected useful life, subject to impairment testing. Costs incurred in researching and evaluating a project up to the point of formal commitment to a project are treated as research costs and are expensed as incurred. Only software development projects with total budgeted expenditure of more than $5 million (prior to 1 January 2013 - $2 million) are considered for capitalisation or where such services are provided under a comprehensive outsourcing agreement. Smaller projects and other costs are treated as maintenance costs, being an ongoing part of maintaining effective computer systems, and are expensed as incurred.

All such capitalised costs are deemed to have an expected useful life of three years unless it can be clearly demonstrated for a specific project that the majority of the net benefits are to be generated over a longer period. The capitalised costs are amortised on a straight line basis over the period following completion of a project or implementation of part of a project. The recoverability of the carrying amount of the asset is assessed in the same manner as for acquired intangible assets with finite useful lives.

T. GOODWILL

Goodwill is initially measured as the excess of the purchase consideration over the fair value of the net identifiable assets and contingent liabilities acquired and subsequently presented net of any impairment charges. Goodwill arising on acquisitions prior to 1 July 2004 has been carried forward on the basis of its deemed cost being the net carrying amount as at that date.

For the purpose of impairment testing, goodwill is allocated to Cash Generating Units (CGUs). CGUs are determined principally based on how goodwill is monitored by management. The carrying value of goodwill is tested for impairment at each reporting date.

Where the carrying value exceeds the recoverable amount, an impairment charge is recognised in profit or loss and cannot subsequently be reversed. The recoverable amount of goodwill is determined by the present value of the estimated future cash flows by using a pre-tax discount rate that reflects current market assessment of the risks specific to the CGUs.

At the date of disposal of a business, attributed goodwill is used to calculate the gain or loss on disposal.

U. TRADE AND OTHER PAYABLES

Trade and other payables are carried at cost, which is the fair value of the consideration to be paid in the future for goods and services received. The amounts are not discounted because the effect of the time value of money is not material.

V. ONEROUS CONTRACTS PROVISION

A provision is recognised for onerous contracts when the expected benefits to be derived from a contract are lower than the unavoidable cost of meeting the obligations under the contract.

W. EMPLOYEE BENEFITS

I. Wages and salaries and annual leave

Liabilities for wages and salaries (including bonuses) and annual leave are recognised at the nominal amounts unpaid at the reporting date using remuneration rates that are expected to be paid when these liabilities are settled.

II. Share based incentive arrangements

Share based remuneration is provided in different forms to eligible employees. All of the arrangements are equity settled share based payments. The fair value at grant date (the date at which the employer and the employee have a shared understanding of the terms and conditions of the arrangement) is determined for each equity settled share based payment using a valuation model which excludes the impact of any non market vesting conditions. This fair value does not change over the life of the instrument. At each reporting date during the vesting period (the period during which related employment services are provided), and upon the final vesting or expiry of the equity instruments, the total accumulated expense is revised based on the fair value at grant date and the latest estimate of the number of equity instruments that are expected to vest based on non market vesting conditions only, and taking into account the expired portion of the vesting period. Changes in the total accumulated expense from the previous reporting date are recognised in profit or loss with a corresponding movement in an equity reserve. Upon exercise of the relevant instruments, the balance of the share based remuneration reserve relating to those instruments is transferred within equity.

The different treatment of market and non market vesting conditions means that if an equity instrument does not vest because a participant ceases relevant employment then the accumulated expense charged in relation to that participant is reversed, but if an equity instrument does not vest only because a market condition is not met, the expense is not reversed.

To satisfy obligations under the various share based remuneration plans, shares are generally bought on market at or near grant date of the relevant arrangement and held in trust. This cost is initially recognised as a prepayment and then amortised through an equity reserve over the vesting period of the related instruments to match against the recognition of the related expense.

III. Superannuation

For defined contribution superannuation plans, obligations for contributions are recognised in profit or loss as they become payable. For defined benefit superannuation plans, the net financial position of the plans is recognised on the balance sheet and the movement in the net financial position is recognised in profit or loss, except for actuarial gains and losses (experience adjustments and changes in actuarial assumptions), which are recognised in other comprehensive income and (expense). An appropriate provision is made for the unfunded defined benefit plan. Pensions paid are charged against this provision.

X. INTEREST BEARING LIABILITIES AND FINANCE COSTS

Interest bearing liabilities are initially recognised at fair value less transaction costs that are directly attributable to the transaction. After initial recognition the liabilities are carried at amortised cost using the effective interest method.

Finance costs include interest, which is accrued at the contracted rate and included in payables, amortisation of transaction costs which are capitalised, presented together with the borrowings, and amortised over the life of the borrowings or a shorter period if appropriate, and amortisation of discounts or premiums (the difference between the original proceeds, net of transaction costs, and the settlement or redemption value of borrowings) over the term of the liabilities. Where interest payments are subject to hedge accounting, they are recognised as finance costs net of any effect of the hedge.

Y. FOREIGN CURRENCY

I. Functional and presentation currency

Items included in the financial records are measured using the currency of the primary economic environment in which the entity operates (functional currency). The financial statements are presented in New Zealand dollars, which is the presentation currency of the Consolidated entity.

II. Translation of foreign currency transactions

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Monetary assets and liabilities denominated in foreign currencies at reporting date, are translated to the functional currency using reporting date exchange rates. Resulting exchange differences are recognised in profit or loss.

NOTE 2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

In the process of applying the significant accounting policies, certain critical accounting estimates and assumptions are used, and certain judgements are made.

The estimates and related assumptions are based on experience and other factors that are considered to be reasonable, the results of which form the basis for judgements about the carrying values of assets and liabilities. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimates are revised, and future periods if relevant. The approach to key estimates and judgements for the reporting period are same as the 2012 financial period, unless otherwise stated.

The areas where the estimates and assumptions involve a high degree of judgement or complexity and are considered significant to the financial statements, listed together with reference to the notes to the financial statements where more information is provided, are:

- insurance contracts related:
  - claims, refer to note 9;
  - reinsurance and other recoveries on outstanding claims, refer to note 10; and
  - liability adequacy test, refer to note 12.B.

  There are other amounts relating to insurance contracts that are based on allocation methodologies supported by assumptions (e.g. deferred acquisition costs). The estimates relate to past events, do not incorporate forward looking considerations, and generally do not change from year to year.

- other:
  - intangible assets and goodwill impairment testing, refer to notes 16 and 17;
  - acquired intangible assets initial measurement and determination of useful life, refer to note 16;
  - income tax and related assets and liabilities, refer to note 8;
  - share based remuneration, refer to note 21; and
  - defined benefit superannuation arrangements, refer to note 20.

NOTE 3. INSURANCE RISK MANAGEMENT

A key risk from operating in the general insurance industry is the exposure to insurance risk arising from underwriting general insurance contracts. The insurance contracts transfer risk to the insurer by indemnifying the policyholders against adverse effects arising from the occurrence of specified uncertain future events. There is a risk that the actual amount of claims to be paid in relation to contracts will be different to the amount estimated at the time a product was designed and priced. The Company is exposed to this risk because the price for a contract must be set before the losses relating to the product are known. Hence the insurance business involves inherent uncertainty. The Company also faces other risks relating to the conduct of the general insurance business including financial risks and capital risks.

A fundamental part of the Group's overall risk management strategy is the effective governance and management of the risks that impact the amount, timing and uncertainty of cash flows arising from insurance contracts.

A. RISK MANAGEMENT OBJECTIVES AND POLICIES FOR MITIGATING INSURANCE RISK

The insurance activities primarily involve the underwriting of risks and the management of claims. A disciplined approach to risk management is adopted rather than a premium volume or market share orientated approach. It is believed that this approach provides the greatest long term likelihood of being able to meet the objectives of all stakeholders.

The key policies and processes put in place to mitigate insurance risk include the following :

I. Acceptance and pricing of risk

The underwriting of large numbers of less than fully correlated individual risks across a range of classes of insurance business reduces the variability in overall claims experience over time. Maximum limits are set for the acceptance of risk both on an individual contract basis and for classes of business and specific risk groupings. Management information systems are maintained that provide up-to-date, reliable data on the risks to which the business is exposed at any point in time. Efforts are made, including plain language policy terms, to ensure there is no misalignment between what policyholders perceive will be paid when a policy is initially sold and what is actually paid when a claim is made.

Statistical models that combine historical and projected data are used to calculate premiums and monitor claims patterns for each class of business. The data used includes historical pricing and claims analysis for each class of business as well as current developments in the respective markets and classes of business. All data used is subject to rigorous verification and reconciliation processes. The models incorporate consideration of prevailing market conditions.

II. Reinsurance

Reinsurance is used to limit exposure to large single claims as well as accumulation of claims that arise from the same or similar events.

Risks underwritten are reinsured in order to limit exposure to losses, stabilise earnings, protect capital resources and ensure efficient control and spread of the risks underwritten.

The use of reinsurance introduces credit risk. The management of reinsurance includes the monitoring of reinsurers' credit risk and controls the exposure to reinsurance counterparty default. Refer to note 4 for further details.

III. Claims management and provisioning

Initial claims determination is managed by claims officers with the requisite degree of experience and competence with the assistance, where appropriate, of a loss adjustor or other party with specialist knowledge. It is the Company's policy to respond to and settle all claims quickly whenever possible and to pay claims fairly, based on policyholders' full entitlements.

Claims provisions are established using actuarial valuation models and include a risk margin for uncertainty (refer to the claims note).

B. CONCENTRATIONS OF INSURANCE RISK

Concentration risk is particularly relevant in the case of catastrophes, usually natural disasters, which generally result in a concentration of affected policyholders over and above the norm and which constitutes the largest individual potential financial loss. Catastrophe losses are an inherent risk of the general insurance industry that have contributed, and will continue to contribute, to potentially material year-to-year fluctuations in the results of operations and financial position. Catastrophes are caused by various natural events including earthquakes, hailstorms, storms and high winds. The Company is also exposed to certain human-made catastrophic events such as industrial accidents and building collapses. The nature and level of catastrophes in any period cannot be predicted accurately but can be estimated through the utilisation of predictive models. The Company actively limits the aggregate insurance exposure to catastrophe losses in regions that are subject to high levels of natural catastrophes.

Each year, the Company sets its tolerance for concentration risk and purchases reinsurance in excess of these tolerances. Various models are used to estimate the impact of different potential natural disasters and other catastrophes. The tolerance for concentration risk is used to determine the maximum event retention (MER) which is the maximum net exposure to insurance risk determined appropriate for any single event with a given probability. The selected MER is determined based on the cost of purchasing the reinsurance and capital efficiency.

Specific processes for monitoring identified key concentrations are set out below.

RISK	SOURCE OF CONCENTRATION	RISK MANAGEMENT MEASURES
An accumulation of risks arising from a natural peril	Insured property concentrations	Accumulation risk modelling, reinsurance protection
A large property loss	Fire or collapse affecting one building or a group of adjacent buildings	Maximum acceptance limits, property risk grading, reinsurance protection
Multiple liability retentions being involved in the same event	Response by a number of policies to the one event	Purchase of reinsurance clash protection

C. OPERATIONAL RISK
Operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events. Operational risk can have overlaps with all of the other risk categories. When controls fail, operational risk events can cause injury, damage to reputation, have legal or regulatory implications or can lead to financial loss. The Consolidated entity cannot expect to eliminate all operational risks, but manages these by initiating an appropriate control framework and by monitoring and responding to potential risks, and thereby minimise exposure to such risks.

The Group risk management strategy includes consideration of operational risk. Operational risk is identified and assessed on an ongoing basis and the capital management strategy includes consideration of operational risk. Management and staff are responsible for identifying, assessing and managing operational risks in accordance with their roles and responsibilities. The Group has an internal audit function which monitors processes and procedures surrounding operational risk.

NOTE 4. FINANCIAL RISK MANAGEMENT

The Consolidated entity is exposed to a variety of financial risks in the normal course of business; market risk (including currency risk, fair value, interest rate risk and price risk), credit risk, liquidity risk and cash flow interest rate risk. The Board and senior management of the Group have developed, implemented and maintain a Risk Management Strategy across the Group. The Consolidated entity complies with the risk management policies of the Group. The policies form the Consolidated entity's procedures, processes and controls that comprise its risk management and control systems. These systems address all material risks, financial and non financial, likely to be faced by the Consolidated entity.

A. MARKET RISK
Market risk is the risk of adverse financial impact due to changes in fair values or future cash flows of financial instruments from fluctuations in foreign currency exchange rates, interest rates, and equity prices. All non-New Zealand dollar denominated securities are hedged back to NZ dollars, therefore the relevant market risks are interest rate risk and price risk.

I. Interest rate risk
a. NATURE OF THE RISK AND HOW MANAGED
Interest rate risk is the risk of loss arising from an unfavourable movement in market interest rates. Fixed interest rate assets and liabilities create exposure to fair value interest rate risk which is a market risk. Financial assets and liabilities with floating interest rates create exposure to cash flow interest rate risk.

The underwriting of general insurance contracts creates exposure to the risk that interest rate movements may materially impact the value of the insurance liabilities. Movements in interest rates should have minimal impact on the insurance profit due to the Consolidated entity's policy of investing in assets backing insurance liabilities principally in fixed interest securities matched to the expected payment pattern of the insurance liabilities. Movements in investment income on assets backing insurance liabilities offset the impact of movements in discount rates on the insurance liabilities, other than the changes in credit spreads on the fixed interest securities which are expected to reverse on maturity.

b. SENSITIVITY
The sensitivity analysis provided in the following table demonstrates the effect of a change in a key assumption while other assumptions remain unchanged. In reality, there is a correlation between the assumptions and other factors. The sensitivities do not include interdependencies among variables, but rather show isolated interest rate movements.

The investments in interest bearing securities are recognised on the balance sheet at fair value. Movements in market interest rates impact the price of the securities (and hence their fair value measurement) and so would impact profit. The impact from the measurement of the interest bearing securities held at reporting date of a change in interest rates at reporting date by +1% or -1% (e.g. a move from 4% to 5% or to 3%) on profit before tax, net of related derivatives, is shown in the table below:

		CONSOLIDATED	
		2013	2012
		$000	$000
		Impact to profit	Impact to profit
Investments - interest bearing securities and related interest rate derivatives	+1%	**(34,621)**	(22,032)
	-1%	**36,485**	24,442

The majority of the interest bearing securities are expected to be held to maturity and so movements in the fair value are expected to reverse upon maturity of the instruments.

II. Price risk

a. NATURE OF THE RISK AND HOW MANAGED

Price risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate or currency risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded on the market. The Consolidated entity has exposure to equity price risk.

The Consolidated entity is exposed to equity price risk through its investment in convertible securities.

Exposure to equity price risk is monitored through several measures that include Value At Risk analysis, position limits, scenario testing, and stress testing. The exposure is actively managed against a broad equity market index utilising the experience of a small number of external fund managers.

b. SENSITIVITY

The impact from the measurement of the investments held at reporting date of a change in equity values at reporting date by +10% or -10% on profit before tax, net of related derivatives, is shown in the table below.

		CONSOLIDATED	
		2013	2012
		$000	$000
Investments – convertible securities	+10%	**11,807**	22,162
	-10%	**(9,688)**	(22,162)

All equity investments are measured at fair value through profit and so there would be no direct impact to equity from those movements.

B. CREDIT RISK

I. Nature of the risk and how it is managed

Credit risk is the risk of loss from a counterparty failing to meet their financial obligations. Credit risk arises predominantly from investment activities, reinsurance activities and dealings with intermediaries. Credit quality management roles, principles and processes are detailed in the Group Credit Risk Management Policy document which is approved by the IAG Board. The policy outlines the framework and procedures in place to ensure an adequate and appropriate level of monitoring and management of credit quality throughout the Group.

The Group Treasury function is responsible for ensuring that the policies governing the management of credit quality risk are properly implemented. The Group's credit risk appetite relies heavily on credit rating agency research and is predominantly weighted towards counterparties of high quality investment grade. All new, changed and continuing credit risk exposures must be approved in accordance with the Group's approval authority framework.

Concentration of the credit risk exists if a number of counterparties have similar economic characteristics. At the reporting date, with the exception of the reinsurance recoverable from the Group captive reinsurers, there are no material concentrations of credit risk in the investment portfolios as the Group transacts with a large number of counterparties without any individual counterparty having a material outstanding balance except for possible exposure to the major banks in New Zealand. With regard to the Group captive reinsurers, ultimately, the Group's exposure is to the external reinsurer with whom the captives have placed the Group's reinsurance programme.

II. Credit risk exposure

a. PREMIUM AND REINSURANCE RECOVERIES ON PAID CLAIMS RECEIVABLE

The maximum exposure to credit risk as at reporting date is the carrying amounts of the receivables on the balance sheet. An ageing analysis for premium receivable and reinsurance recoveries receivable is provided here. The amounts are aged according to their original due date.

2013	NOT OVERDUE			OVERDUE	TOTAL
		<30 days	30-120 days	>120 days	
	$000	$000	$000	$000	$000
Premium receivable	**438,722**	**10,892**	**5,371**	**4,926**	**459,911**
Provision for lapses	**(6,262)**	**(2,536)**	**(1,591)**	**(1,481)**	**(11,870)**
Net balance	**432,460**	**8,356**	**3,780**	**3,445**	**448,041**
Reinsurance recoveries on paid claims	**331,765**	-	-	-	**331,765**
Net balance	**331,765**	-	-	-	**331,765**
Other trade debtors	**28,007**	-	-	-	**28,007**
Net balance	**28,007**	-	-	-	**28,007**

2012	NOT OVERDUE			OVERDUE	TOTAL
		<30 days	30-120 days	>120 days	
	$000	$000	$000	$000	$000
Premium receivable	414,613	6,287	1,945	1,811	424,656
Provision for lapses	(5,459)	(2,211)	(1,387)	(1,291)	(10,348)
Net balance	409,154	4,076	558	520	414,308
Reinsurance recoveries on paid claims	97,585	-	-	-	97,585
Net balance	97,585	-	-	-	97,585
Other trade debtors	41,498	-	-	-	41,498
Net balance	41,498	-	-	-	41,498

A significant portion of the premium receivable balance relates to policies which are paid on a monthly instalment basis. It is important to note that the late payment of amounts due under such arrangements allows for the cancellation of the related insurance contract eliminating both the credit risk and insurance risk for the unpaid amounts. Upon cancellation of a policy the outstanding premium receivable is reversed.

The provision for lapses at reporting date for receivables balances totalled $11.9 million (2012 - $10.3 million). The net movement in the aggregated provision for the current period was $1.6 million (2012 - $0.6 million).

b. REINSURANCE RECOVERIES RECEIVABLE ON OUTSTANDING CLAIMS

Reinsurance arrangements mitigate insurance risk but expose the Consolidated entity to credit risk. Reinsurance is placed with companies based on an evaluation of the financial strength of the reinsurers, terms of coverage, and price. The Group's captive reinsurer has clearly defined credit policies for the approval and management of credit risk in relation to reinsurers. The Group's captive reinsurer monitors the financial condition of its reinsurers on an ongoing basis and periodically reviews the reinsurers' ability to fulfil its obligations to the Consolidated entity under respective existing and future reinsurance contracts. Some of the reinsurers are domiciled outside of the jurisdictions in which the Consolidated entity operates and so there is the potential for additional risk such as country risk and transfer risk.

The level and quality of reinsurance protection is an important element in understanding the financial strength of an insurer. The financial condition of a reinsurer is a critical deciding factor when entering into a reinsurance agreement. The longer the tail of the direct insurance, the more important is the credit rating of the reinsurer.

It is Group policy to deal only with reinsurers with credit ratings of at least Standard & Poor's BBB+ (or other rating agency equivalent) without collaterisation. Having reinsurance protection with strong reinsurers will benefit the Consolidated entity in its regulatory capital calculations. The capital risk charges vary with the grade of the reinsurers such that higher credit quality reinsurance counterparties incur lower regulatory capital charges.

The following table provides information regarding the credit risk relating to the reinsurance recoveries receivable on the outstanding claims balance, excluding other recoveries, based on Standard & Poor's counterparty credit ratings. These rating allocations relate to balances accumulated from reinsurance programmes in place over a number of years and so will not necessarily align with the rating allocations noted above for the current program.

CREDIT RATING	CONSOLIDATED	
	2013	2012
	% of total	% of total
AA	**94**	83
A	**6**	17
	100	100

No separate provision for impairment has been recognised for the reinsurance recoveries on outstanding claims balance. The actuarial estimates include a credit risk component in the underlying balance and therefore no separate provision is required.

c. INVESTMENTS

The Consolidated entity is exposed to credit risk from investments in third parties where the Consolidated entity holds debt and similar securities issued by those entities.

The credit risk relating to investments is monitored and assessed, and maximum exposures are limited. The maximum exposure to credit risk as at reporting date is the carrying amount of the investments on the balance sheet as they are measured at fair value. The investments comprising assets backing insurance liabilities are restricted to investment grade securities.

The following table provides information regarding the credit risk relating to the interest bearing investments based on Standard & Poor's counterparty credit ratings.

CREDIT RATING	CONSOLIDATED 2013 % of total	2012 % of total
AAA	**41**	45
AA	**51**	49
A	**8**	6
Total	**100**	100

C. LIQUIDITY RISK

I. Nature of the risk and how managed

Liquidity risk is concerned with the risk of there being insufficient cash resources to meet payment obligations without affecting the daily operations or the financial condition of the Consolidated entity. Liquidity facilitates the ability to meet expected and unexpected requirements for cash. The liquidity position is derived from operating cash flows, investment portfolios and access to outside sources of liquidity such as bank lines of credit, reinsurance arrangements and other sources. The liquidity management roles, principles and processes are detailed in the Group Liquidity Risk Management Policy document which is approved by the IAG Board. The policy outlines the framework and procedures in place to ensure an adequate and appropriate level of monitoring and management of liquidity.

Underwriting insurance contracts exposes the Consolidated entity to liquidity risk through the obligation to make payments of unknown amounts on unknown dates. The assets backing insurance liabilities consist predominantly of government securities (the most liquid of securities) and other very high quality securities which can generally be readily sold or exchanged for cash. The assets are managed so as to effectively match the maturity profile of the assets with the expected pattern of claims payments. The debt securities are restricted to investment grade securities with concentrations of investments managed by various criteria including: issuer, industry, geography and credit rating. The proportion, by market value, of the portfolio of assets backing insurance liabilities invested in high quality liquid assets must exceed 35% of the portfolio balance.

II. Liquidity risk exposure

The breakdowns of the fixed term investments are provided by contractual maturity. Actual maturities may differ from contractual maturities because certain counterparties have the right to call or prepay certain obligations with or without call or prepayment penalties.

A maturity analysis of the estimated net discounted outstanding claims liability based on the remaining term to payment at the reporting date and the investments that have a fixed term is provided in the table below.

This maturity profile is a key tool used in the investment of assets backing insurance liabilities in accordance with the policy of matching the maturity profile of the assets with the estimated pattern of claims payments.

MATURITY ANALYSIS	NET DISCOUNTED OUTSTANDING CLAIMS LIABILITY		INVESTMENTS	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
Floating interest rate (at call)	-	-	**241,061**	148,367
Within 1 year or less	**774,555**	315,970	**736,940**	672,158
Within 1 to 2 years	**470,530**	992,939	**336,431**	303,412
Within 2 to 3 years	**284,927**	300,599	**138,710**	418,133
Within 3 to 4 years	**229,423**	8,072	**138,896**	57,365
Within 4 to 5 years	**38,530**	4,409	**305,341**	105,002
Total	**1,797,965**	1,621,989	**1,897,379**	1,704,437

Financial liabilities including derivative liabilities, trade and other payables, reinsurance premium payable and related party payables are all due to mature within one year.

NOTE 5. ANALYSIS OF INCOME

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
A. GENERAL INSURANCE REVENUE				
Gross written premium	**1,536,196**	1,453,990	**1,536,196**	1,453,990
Movement in unearned premium liability	**(43,417)**	(84,466)	**(43,417)**	(84,466)
Premium revenue	**1,492,779**	1,369,524	**1,492,779**	1,369,524
Reinsurance and other recoveries revenue	**274,529**	300,936	**274,529**	300,936
Total general insurance revenue	**1,767,308**	1,670,460	**1,767,308**	1,670,460
B. INVESTMENT INCOME				
Dividend revenue	**354**	408	**354**	408
Interest revenue	**90,660**	77,310	**90,820**	77,389
Total investment revenue	**91,014**	77,718	**91,174**	77,797
Net changes in fair values of investments				
Realised net gains and (losses)	**98,480**	(21,197)	**98,480**	(21,197)
Unrealised net gains and (losses)	**(100,204)**	25,102	**(99,849)**	25,078
Total investment income	**89,290**	81,623	**89,805**	81,678
Represented by				
Investment income on assets backing insurance liabilities	**44,604**	70,552	**44,604**	70,552
Investment income on equity holders' funds	**44,686**	11,071	**45,201**	11,126
	89,290	81,623	**89,805**	81,678
C. FEE AND OTHER INCOME				
Fee based revenue	-	-	**5,774**	6,106
Total fee and other income	-	-	**5,774**	6,106
Total income	**1,856,598**	1,752,083	**1,862,887**	1,758,244

NOTE 6. ANALYSIS OF EXPENSES

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
Underwriting, fee based, corporate and other expenses includes the following:				
Amortisation of intangible assets	**2,664**	2,167	**3,154**	2,657
Bad debts written off	**137**	109	**137**	109
Commissions	**157,335**	140,163	**157,335**	140,163
Depreciation	**8,032**	6,483	**8,129**	6,554
Directors' fees	**319**	330	**319**	330
Operating lease costs	**19,103**	17,610	**19,180**	17,636
Software costs	**1,465**	4,454	**1,465**	4,454
Loss on sale of plant and equipment	**37**	19	**37**	31
Restructuring costs	**2,411**	202	**2,411**	202
Share-based remuneration expense	**3,003**	1,981	**3,003**	1,981
Defined contribution superannuation expense	**4,110**	3,643	**4,560**	4,093
Employee benefit expense	**221,404**	184,724	**223,643**	186,879

NOTE 7. REMUNERATION OF AUDITOR

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
Audit of the financial statements	**661**	624	**677**	624
Other assurance services	**175**	18	**175**	18
Total remuneration of auditor	**836**	642	**852**	642

KPMG

NOTE 8. INCOME TAX

	PARENT 2013 $000	PARENT 2012 $000	CONSOLIDATED 2013 $000	CONSOLIDATED 2012 $000
A. INCOME TAX EXPENSE				
Current tax	**10**	11	**10**	5
Deferred tax	**7,451**	(77,231)	**8,031**	(76,432)
(Over)/under provided in prior year	**(54)**	(67)	**(43)**	(67)
Income tax expense/(credit)	**7,407**	(77,287)	**7,998**	(76,494)
B. INCOME TAX RECONCILIATION				
The income tax for the financial year differs from the amount calculated on the profit/(loss) before income tax. The differences are reconciled as follows:				
Profit/(loss) for the year before income tax	**24,155**	(276,293)	**26,092**	(273,954)
Income tax calculated at 28%	**6,763**	(77,362)	**7,306**	(76,707)
Amounts which are not deductible/(taxable) in calculating taxable income				
Non-deductible expenses	**827**	368	**964**	505
Other	**(129)**	(226)	**(229)**	(219)
Income tax expense/(credit) applicable to current year	**7,461**	(77,220)	**8,041**	(76,421)
Adjustment relating to prior year	**(54)**	(67)	**(43)**	(73)
Income tax (credit)/expense attributable to profit/(loss) for the year	**7,407**	(77,287)	**7,998**	(76,494)
C. DEFERRED TAX ASSETS				
Depreciation	**2,735**	3,175	**2,735**	3,175
Tax losses	**311,580**	321,771	**310,878**	321,089
Deferred acquisition costs	**(42,542)**	(40,873)	**(42,542)**	(40,873)
Other	**8,219**	4,116	**8,447**	4,115
	279,992	288,189	**279,518**	287,506
D. IMPUTATION CREDITS				
Imputation credits at the beginning of the financial year	**2,298**	2,147	**2,746**	3,049
New Zealand tax payments /(refunds)	**-**	-	**-**	(454)
Imputation credits attached to dividends received	**150**	151	**150**	151
Balance at the end of the financial year	**2,448**	2,298	**2,896**	2,746
The imputation credits are available to shareholders of the Company:				
Through the Company	**2,448**	2,298	**2,448**	2,298
Through subsidiaries	**-**	-	**448**	448
	2,448	2,298	**2,896**	2,746

The tax losses have been recognised as a deferred tax asset since it is considered probable, based on profit forecasts, that the losses will be offset against future taxable income.

NOTE 9. CLAIMS

A. NET CLAIMS EXPENSE IN THE STATEMENT OF COMPREHENSIVE INCOME

Current year claims relate to claim events that occurred in the current financial year. Prior year claims relate to a reassessment of the claim events that occurred in all previous financial periods.

						CONSOLIDATED
			2013			2012
	Current year	**Prior years**	**Total**	Current year	Prior years	Total
	$000	**$000**	**$000**	$000	$000	$000
Gross claims - undiscounted	**681,981**	**456,706**	**1,138,687**	699,518	668,542	1,368,060
Discount	**(3,141)**	**(13,986)**	**(17,127)**	(2,879)	92,932	90,053
Gross claims - discounted	**678,840**	**442,720**	**1,121,560**	696,639	761,474	1,458,113
Reinsurance and other recoveries - undiscounted	**(32,609)**	**(245,060)**	**(277,669)**	(31,178)	(203,015)	(234,193)
Discount	**787**	**2,353**	**3,140**	565	(67,308)	(66,743)
Reinsurance and other recoveries - discounted	**(31,822)**	**(242,707)**	**(274,529)**	(30,613)	(270,323)	(300,936)
Net claims expense	**647,018**	**200,013**	**847,031**	666,026	491,151	1,157,177

The prior years net claims expense substantially pertains to a revision of the expected cost of the Canterbury earthquakes that occurred in the year ended 30 June 2011.

B. OUTSTANDING CLAIMS LIABILITY RECOGNISED ON THE BALANCE SHEET

		CONSOLIDATED
	2013	2012
	$000	$000
I. Composition of gross outstanding claims liability		
Gross central estimate - undiscounted	**2,393,768**	2,965,542
Claims handling costs	**27,286**	34,574
Risk margin	**365,417**	337,985
	2,786,471	3,338,101
Discount to present value	**(90,887)**	(73,761)
Gross outstanding claims liability - discounted	**2,695,584**	3,264,340

The outstanding claims liability includes $1,636.7 million (2012 - $1,767.0 million) which is expected to be settled after more than 12 months from reporting date.

II. Reconciliation of movements in discounted outstanding claims liability

						CONSOLIDATED
			2013			2012
	Gross	**Reinsurance and other recoveries**	**Net**	Gross	Reinsurance and other recoveries	Net
	$000	**$000**	**$000**	$000	$000	$000
Balance at the beginning of the financial year	**3,264,340**	**(1,642,351)**	**1,621,989**	3,439,435	(2,343,051)	1,096,384
Movement in the prior year central estimate	**402,028**	**(250,205)**	**151,823**	662,107	(236,342)	425,765
Current year claims incurred	**644,851**	**(25,452)**	**619,399**	696,638	(30,613)	666,025
Claims paid/recoveries received	**(1,690,316)**	**1,045,083**	**(645,233)**	(1,697,803)	1,044,789	(653,014)
Movement in discounting	**55,309**	**(23,198)**	**32,111**	109,703	(77,554)	32,149
Movement in risk margin	**19,372**	**(1,496)**	**17,876**	54,260	420	54,680
Balance at the end of the financial year	**2,695,584**	**(897,619)**	**1,797,965**	3,264,340	(1,642,351)	1,621,989

III. Central estimate and risk margin

a. REPORTING DATE VALUES

		CONSOLIDATED
	2013	2012
	%	%
The percentage risk margin applied to the net outstanding claims liability (excluding Canterbury earthquake claims)	**11.8**	11.3
The probability of adequacy of the risk margin (excluding Canterbury earthquake claims)	**87.5**	87.5

b. PROCESS

The outstanding claims liability is determined based on three building blocks being:

- a central estimate of the future cash flows;
- discounting for the effect of the time value of money; and
- a risk margin for uncertainty.

i. Future cash flows

The estimation of the outstanding claims liability is based on a variety of actuarial techniques that analyse experience, trends and other relevant factors. The expected future payments include those in relation to claims reported but not yet paid or not yet paid in full, claims incurred but not enough reported (IBNER), claims incurred but not reported (IBNR) and the anticipated direct and indirect claims handling costs.

The estimation process involves using the Consolidated entity's specific data, relevant industry data and more general economic data. Each class of business is usually examined separately and the process involves consideration of a large number of factors including the risks to which the business is exposed at a point in time, claim frequencies and average claim sizes, historical trends in the incidence and development of claims reported and finalised, legal, social and economic factors that may impact upon each class of business as well as the key actuarial assumptions set out in section IV, and the impact of reinsurance and other recoveries.

Different actuarial valuation models are used for different claims types and lines of business. The selection of the appropriate actuarial model takes into account the characteristics of a claim type and class of business and the extent of the development of each past accident period.

The estimation of the outstanding claims liability for the Canterbury earthquake events has been determined using a number of techniques. Reported claims are assigned to 'land damage layers' and an average cost is estimated for each layer. An estimate of incurred but not reported claims is made based on the average cost determined for reported claims to date and claims development patterns observed in previous earthquake events. The estimation of these claims has a greater degree of uncertainty than non earthquake claims, including the ultimate contribution to the cost of these events by the Earthquake Commission (EQC) in terms of its statutory liability under the provisions of the Earthquake Commission Act 1993.

ii. Discounting

Projected future claims payments, both gross and net of reinsurance and other recoveries, and associated claims handling costs are discounted to a present value using appropriate risk free discount rates.

iii. Risk margin

The central estimate of the outstanding claims liability is an estimate which is intended to contain no deliberate or conscious over or under estimation and is commonly described as providing the mean of the distribution of future cash flows. It is considered appropriate to add a risk margin to the central estimate in order for the claims liability to have an increased probability of sufficiency. The risk margin refers to the amount by which the liability recognised in the financial statements is greater than the actuarial central estimate of the liability.

As at 30 June 2013, the central estimate of the outstanding claims liability was reviewed by Christian Barrington (Fellow of the New Zealand Society of Actuaries) of IAG New Zealand Limited. The methodology used was peer reviewed by Finity Consulting Pty Limited.

There were no qualifications contained in the actuarial report although the actuary has emphasised the level of uncertainty in the earthquake claims cost estimates, especially with regard to the apportionment of claims costs between the multiple events. The actuary was satisfied as to the nature, sufficiency and accuracy of the data used to determine the outstanding claims liability.

Uncertainties surrounding the outstanding claims liability estimation process include those relating to the data, actuarial models and assumptions, the statistical uncertainty associated with a general insurance claims runoff process, and risks external to the NZ Group, for example, the impact of future legislative reform. Uncertainty from these sources is examined for each class of business and expressed as a volatility measure relative to the net central estimate. The volatility measure for each class is derived after consideration of stochastic modelling and benchmarking to industry analysis. Certain product classes may be subject to the emergence of new types of latent claims and such uncertainties are considered when setting the volatility, and hence the risk margin appropriate for those classes.

The measure of the volatility is referred to as the coefficients of variation (CoV). The CoV is defined as the standard deviation of the distribution of future cash flows divided by the mean. Short tail classes of business have relatively lower levels of volatility.

The risk margin required to provide a given probability of adequacy for two or more classes of business or for two or more geographic locations combined is likely to be less than the sum of the risk margins for the individual classes. This reflects the benefit of diversification in general insurance.

The measure of the diversification benefit is referred to as correlation. The higher the correlation between two classes of business, the more likely it is that a negative outcome in one class will correspond to a negative outcome in the other class. The correlations adopted are normally derived from industry analysis, historical experience and the judgement of experienced and qualified actuaries.

The determination of the overall risk margin takes into account the volatility of each class of business and the correlations between the lines of business. With the exception of the three main Canterbury earthquake events, the current risk margin, which has been determined after assessing the inherent uncertainty in the central estimate and the prevailing market environment, results in an overall probability of adequacy for the outstanding claims liability of 87.5%. For the Canterbury earthquake events the following approach has been taken: a risk margin is not required for the 4 September 2010 and 13 June 2011 events because the net claims cost is known; for the 22 February 2011 event a risk margin has been specifically determined having regard to all the facts and circumstances as they are presently understood.

IV. Actuarial assumptions

The following ranges of key actuarial assumptions were used in the measurement of outstanding claims and recoveries, where appropriate, at the reporting date.

ASSUMPTION	Canterbury Earthquake Claims	Excluding Canterbury Earthquake Claims
2013		
Discounted average term to settlement	**1.4 years**	**0.9 years**
Inflation rate	**2.15%**	**2.15%**
Superimposed inflation rate	**0.0%**	**0.0%**
Discount rate	**2.22%-3.36%**	**2.22%-3.36%**
Claims handling costs ratio	**1.10%-5.24%**	**1.10%-5.24%**
2012		
Discounted average term to settlement	1.5 years	0.6 years
Inflation rate	2.60%	2.60%
Superimposed inflation rate	0.0%	0.0%
Discount rate	2.25%-4.00%	2.25%-4.00%
Claims handling costs ratio	0.90%	5.10%

PROCESS USED TO DETERMINE ASSUMPTIONS

A description of the key assumptions and the processes used to determine those assumptions is provided below.

i. Discounted average term to settlement

The discounted average term to settlement relates to the expected payment pattern for claims (inflated and discounted). It is calculated by class of business and is generally based on historical payment patterns. The discounted average term to settlement, while not itself an assumption, provides a summary indication of the future cash flow pattern.

ii. Inflation rate

Insurance costs are subject to inflationary pressures. Economic inflation assumptions are set by reference to current economic indicators.

iii. Superimposed inflation rate

Superimposed inflation occurs due to non-economic effects such as the cost of court settlements increasing at a faster rate than the economic inflation rate utilised. An allowance for superimposed inflation is made for each underlying model, where appropriate, after considering the historical levels of superimposed inflation present in the portfolio, projected future superimposed inflation and industry superimposed inflation trends.

iv. Discount rate

The discount rate is derived from market yields on government securities.

v. Claims handling costs ratio

The future claims handling costs ratio is generally calculated with reference to the historical experience of claims handling costs as a percentage of past payments. Claims handling costs in relation to Canterbury earthquake events have been estimated separately, taking into account the best information available at the reporting date.

V. The effect of changes in assumptions

a. GENERAL IMPACT OF CHANGES

i. Discounted average term to settlement

A decrease in the discounted average term to settlement would reflect claims being paid sooner than anticipated and so increase the claims expense. Note that this sensitivity test only extends or shortens the term of the payments assumed in the valuation, without changing the total nominal amount of the payments.

ii. Inflation and superimposed inflation rates

Expected future payments are inflated to take account of inflationary increases. An increase or decrease in the assumed levels of either economic or superimposed inflation will have a corresponding decrease or increase on profit.

iii. Discount rate

The outstanding claims liability is calculated by reference to expected future payments. These payments are discounted to adjust for the time value of money. An increase or decrease in the assumed discount rate will have a corresponding increase or decrease on profit.

iv. Claims handling costs ratio

An increase in the ratio reflects an increase in the estimate for the internal costs of administering claims. An increase or decrease in the ratio assumption will have a corresponding decrease or increase on profit.

b. SENSITIVITY ANALYSIS OF CHANGES

The impact on the profit or loss before income tax to changes in key actuarial assumptions is summarised below. Each change has been calculated in isolation of the other changes and is net of reinsurance recoveries. The movements are stated in absolute terms where the base assumption is a percentage, for example, if the base inflation rate assumption was 3.5%, a 1% increase would mean assuming a 4.5% inflation rate.

The impact on comprehensive income is disclosed for each of the key assumptions:

ASSUMPTION	Movement in assumption	**Canterbury Earthquake Claims** $000	**Excluding Canterbury Earthquake Claims** $000
2013			
Discounted average term to settlement	**+1 Month**	**2,484**	**333**
	-1 Month	**(2,489)**	**(334)**
Inflation rate	**+1%**	**(19,121)**	**(1,207)**
	-1%	**18,503**	**1,169**
Superimposed inflation rate	**+1%**	**-**	**(219)**
	-1%	**-**	**211**
Discount rate	**+1%**	**18,503**	**1,169**
	-1%	**(19,121)**	**(1,207)**
Claims handling costs ratio	**+1%**	**-**	**(2,808)**
	-1%	**-**	**2,808**
2012			
Discounted average term to settlement	+1 Month	2,176	341
	-1 Month	(2,181)	(342)
Inflation rate	+1%	(16,263)	(1,020)
	-1%	15,831	993
Superimposed inflation rate	+1%	-	(186)
	-1%	-	181
Discount rate	+1%	15,831	993
	-1%	(16,263)	(1,020)
Claims handling costs ratio	+1%	-	(2,858)
	-1%	-	2,858

NOTE 10. REINSURANCE AND OTHER RECOVERIES ON OUTSTANDING CLAIMS

	CONSOLIDATED	
	2013	2012
	$000	$000
A. REINSURANCE AND OTHER RECOVERIES RECEIVABLE ON OUTSTANDING CLAIMS		
Expected reinsurance and other recoveries receivable - undiscounted	**927,758**	1,670,159
Discount to present value	**(30,139)**	(27,808)
Expected reinsurance and other recoveries on outstanding claims receivable - discounted	**897,619**	1,642,351

The carrying value of reinsurance recoveries and other recoveries includes $613.3 million (2012 - $461.0 million) which is expected to be settled more than 12 months from the reporting date.

The reinsurance recoveries receivable on outstanding claims includes $512.7 million (2012 - $576.3 million) recoverable from IAG RE Labuan (L) Berhad and $354.0 million (2012 - $1,034.8 million) from IAG RE Singapore Pte Limited.

B. ACTUARIAL ASSUMPTIONS

The measurement of reinsurance and other recoveries on outstanding claims is an inherently uncertain process involving estimates. The amounts are generally calculated using actuarial assumptions and methods similar to those used for outstanding claims (refer to section IV of the claims note).

Where possible, the valuation of reinsurance recoveries is linked directly to the valuation of the gross outstanding claims liability. Accordingly, the valuation of outstanding reinsurance recoveries is subject to similar risks and uncertainties as the valuation of the outstanding claims liability. Significant individual losses (for example those relating to catastrophe events) are analysed on a case by case basis for reinsurance purposes.

C. THE EFFECT OF CHANGES IN ASSUMPTIONS

The effect of changes in assumptions on the net outstanding claims liability, which incorporates the reinsurance recoveries on outstanding claims and other recoveries receivable, is disclosed in the claims note.

D. RISK MANAGEMENT

The Group has in place a dedicated risk management function responsible for the development and maintenance of the risk management framework. The framework includes a written Reinsurance Management Strategy (REMS) which sets out key elements of the reinsurance management framework, processes for setting and monitoring the Maximum Event Retention (MER), processes for selecting, implementing, monitoring and reviewing reinsurance arrangements and identification, roles and responsibilities of those charged with managerial responsibility for the reinsurance management framework. The REMS is updated annually and approved by the IAG Group Board.

E. REINSURANCE PROGRAM

Risks underwritten are reinsured in order to limit exposure to losses, stabilise earnings, protect capital resources and ensure efficient control and spread of the risks underwritten. The Company has its own reinsurance programmes and determines its own risk limits. To facilitate the reinsurance process, manage counterparty exposure and create economies of scale, the Group has established a captive reinsurance operation. This operation acts as the reinsurer for the Group by being the main buyer of the Group's outwards reinsurance program. The reinsurance operation is intended to manage reinsurance and earnings volatility and the Group's exposure to catastrophe risk. The operation retains a portion of the intercompany business it assumes and retrocedes (passes on) the remainder to external reinsurers.

While a large portion of the business ceded by the Company is reinsured with the Group's captive reinsurance operation, the Company purchases additional reinsurance protection outside the Group. This generally relates to facultative reinsurance covers.

The reinsurance operation purchases reinsurance on behalf of the Company to cover a maximum return period of at least the Reserve Bank of New Zealand's (RBNZ) minimum of 1:500 year event (1:250 prior to 31 December 2012) on a single site basis but is authorised to elect to purchase covers up to a 1:500 year event on a whole of portfolio basis. Dynamic financial analysis modelling is used to determine the optimal level to which reinsurance should be purchased for capital efficiency, compared with the cost and benefits of covers available in the market.

The reinsurance programmes include a combination of the following reinsurance protection:

- A Catastrophe cover which is placed in line with the strategy of buying to the level of a 1:500 year event. The catastrophe programme for the Company has been placed on an annual basis.
- A Surplus cover, which provides "per risk" protection for the commercial property and engineering businesses.
- Excess of loss reinsurance for all casualty portfolios.

NOTE 11. DEFERRED INSURANCE ASSETS

	CONSOLIDATED	
	2013	2012
	$000	$000
A. DEFERRED ACQUISITION COSTS		
RECONCILIATION OF MOVEMENTS		
Deferred acquisition costs at the beginning of the financial year	**147,161**	131,612
Acquisition costs deferred	**152,329**	147,161
Amortisation charged to profit	**(147,161)**	(131,612)
Deferred acquisition costs at the end of the financial year	**152,329**	147,161
B. DEFERRED OUTWARDS REINSURANCE EXPENSE		
RECONCILIATION OF MOVEMENTS		
Deferred outwards reinsurance expense at the beginning of the financial year	**258,524**	188,165
Reinsurance expenses deferred	**330,143**	258,524
Amortisation charged to profit	**(258,524)**	(188,165)
Deferred outwards reinsurance expense at the end of financial year	**330,143**	258,524

NOTE 12. UNEARNED PREMIUM LIABILITY

	CONSOLIDATED	
	2013	2012
	$000	$000
A. RECONCILIATION OF MOVEMENTS		
Unearned premium liability at the beginning of the financial year	**645,105**	561,271
Deferral of premiums on contracts written	**687,000**	645,105
Earning of premiums written in previous financial years	**(645,105)**	(561,271)
Unearned premium liability at the end of the financial year	**687,000**	645,105

B. LIABILITY ADEQUACY TEST

The liability adequacy test has been conducted using the central estimate of the premium liabilities, together with an appropriate margin for uncertainty. The test is based on prospective information and so is heavily dependent on assumptions and judgements.

The liability adequacy test at reporting date resulted in a surplus for the Company (2012 - surplus) for which additional information is provided in the table below.

	2013	2012
	$000	$000
Central estimate of present value of expected future cash flows from future claims	**362,003**	353,135
Present value of expected future cash inflows arising from reinsurance recoveries on future claims	**(36,541)**	(35,020)
Risk margin	**8,808**	20,423
	334,270	338,538
Net surplus/(deficiency)	**56,923**	26,142

The risk margin used is determined to give a probability of adequacy of 60%. In prior years the risk margin was determined based on an assessment of the recent historical experience in relation to the volatility of the insurance margin.

The probability of adequacy applied for the purposes of the liability adequacy test differs from the probability of adequacy determined for the outstanding claims liability. The reason for this difference is that the former is in effect an impairment test used only to test the sufficiency of net premium liabilities whereas the latter is a measurement accounting policy used in determining the carrying value of the outstanding claims liability carried on the balance sheet.

NOTE 13. INVESTMENTS

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
A. COMPOSITION				
I. Interest bearing investments				
Cash and short term money held for investment	**241,061**	148,367	**241,061**	148,367
Government and semi-government bonds	**717,889**	786,700	**717,889**	786,700
Corporate bonds and notes	**926,395**	688,812	**926,395**	688,812
Subordinated debt	**12,034**	80,556	**12,034**	80,556
Other	**-**	2	**-**	2
	1,897,379	1,704,437	**1,897,379**	1,704,437
II. Equity investments*				
Listed	**-**	-	**1,249**	642
Unlisted	**268,796**	221,618	**268,796**	221,618
	268,796	221,618	**270,045**	222,260
III. Derivatives				
Interest rate risk derivatives	**(130)**	(65)	**(130)**	(65)
Foreign exchange risk derivatives	**(13,833)**	10,705	**(13,833)**	10,705
	(13,963)	10,640	**(13,963)**	10,640
	2,152,212	1,936,695	**2,153,461**	1,937,337

*Equity investments include the Consolidated entity's exposure to convertible securities.

B. DETERMINATION OF FAIR VALUE
The table below separates the total investments balance based on a hierarchy that reflects the significance of the inputs used in the determination of fair value. The fair value hierarchy has the following levels:

I. Level 1 quoted prices
Quoted prices (unadjusted) in active markets for identical assets and liabilities are used.

II. Level 2 other observable inputs
Inputs that are observable (other than Level 1 quoted prices) for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices) are used.

III. Level 3 unobservable inputs
Inputs for the asset or liability that are not based on observable market data (unobservable inputs) are used. The assets are effectively marked to model rather than marked to market. Reasonable changes in the judgement applied in conducting these valuations would not have a significant impact on the balance sheet.

Where the determination of fair value for an instrument involves inputs from more than one category, the level within which the instrument is categorised in its entirety is determined on the basis of the lowest level input that is significant to the fair value measurement in its entirety.

	LEVEL 1 $000	LEVEL 2 $000	LEVEL 3 $000	CONSOLIDATED TOTAL $000
2013				
Interest bearing investments	**1,042,474**	**854,905**	**-**	**1,897,379**
Equity investments	**1,249**	**268,796**	**-**	**270,045**
Derivatives	**(130)**	**(13,833)**	**-**	**(13,963)**
	1,043,593	**1,109,868**	**-**	**2,153,461**
2012				
Interest bearing investments	942,368	762,067	2	1,704,437
Equity investments	642	221,618	-	222,260
Derivatives	(65)	10,705	-	10,640
	942,945	994,390	2	1,937,337

NOTE 14. RECEIVABLES

	PARENT **2013** **$000**	2012 $000	CONSOLIDATED **2013** **$000**	2012 $000
A. COMPOSITION				
I. Premium receivable				
Premium receivable	**459,911**	424,656	**459,911**	424,656
Provision for lapses	**(11,870)**	(10,348)	**(11,870)**	(10,348)
Premium receivable	**448,041**	414,308	**448,041**	414,308
II. Trade and other receivables				
Reinsurance recoveries on paid claims	**331,765**	97,585	**331,765**	97,585
Investment income receivable	**10,073**	16,639	**10,073**	16,639
Investment transactions not yet settled at reporting date	**3,584**	2,935	**3,584**	2,935
Other debtors	**6,271**	13,609	**14,350**	21,924
Trade and other receivables	**351,693**	130,768	**359,772**	139,083
	799,734	545,076	**807,813**	553,391

The reinsurance recoveries on paid claims includes $310.6 million (2012: $77.9 million) recoverable from IAG Re Singapore Pte Limited; and $17.0 million (2012: $15.3 million) from IAG Re Labuan (L) Berhad.

NOTE 15. PLANT AND EQUIPMENT

	PARENT **2013** **$000**	2012 $000	CONSOLIDATED **2013** **$000**	2012 $000
A. COMPOSITION				
Motor vehicles				
Cost	**50**	50	**50**	50
Accumulated depreciation	**(50)**	(50)	**(50)**	(50)
	-	-	**-**	-
Office and other plant and equipment				
Cost	**111,280**	105,560	**112,052**	105,981
Accumulated depreciation	**(75,512)**	(70,653)	**(75,774)**	(70,818)
	35,768	34,907	**36,278**	35,163
Total plant and equipment	**35,768**	34,907	**36,278**	35,163
B. RECONCILIATION OF MOVEMENTS				
Balance at the beginning of the financial year	**34,907**	32,743	**35,163**	33,240
Additions	**8,945**	8,657	**9,443**	8,657
Disposals	**(3,225)**	(841)	**(3,372)**	(1,136)
Depreciation	**(8,032)**	(6,483)	**(8,129)**	(6,554)
Accumulated depreciation - disposals	**3,173**	831	**3,173**	956
Balance at the end of the financial year	**35,768**	34,907	**36,278**	35,163

C. ESTIMATED USEFUL LIVES

The estimated economic lives of the depreciable assets are as follows:

- Motor Vehicles	3 - 5 years
- Office and other plant and equipment	3 - 15 years

The net carrying amount of all classes of plant and equipment is considered a reasonable approximation of the fair value of the assets in the context of the financial statements. There are no items of plant and equipment pledged as security for liabilities.

NOTE 16. INTANGIBLE ASSETS

	CONSOLIDATED		
	Software development expenditure	Customer relationships	Total
	$000	$000	$000
2013			
A. COMPOSITION			
Cost	**62,558**	**3,250**	**65,808**
Accumulated amortisation	**(44,856)**	**(2,646)**	**(47,502)**
Accumulated impairment	**-**	**-**	**-**
Balance at the end of the financial year	**17,702**	**604**	**18,306**
B. RECONCILIATION OF MOVEMENTS			
Balance at the beginning of the financial year	**11,921**	**1,094**	**13,015**
Addition acquired and developed	**8,445**	**-**	**8,445**
Amortisation*	**(2,664)**	**(490)**	**(3,154)**
Balance at the end of the financial year	**17,702**	**604**	**18,306**
2012			
C. COMPOSITION			
Cost	54,113	3,250	57,363
Accumulated amortisation	(42,192)	(2,156)	(44,348)
Balance at the end of the financial year	11,921	1,094	13,015
D. RECONCILIATION OF MOVEMENTS			
Balance at the beginning of the financial year	6,327	1,584	7,911
Additions acquired and developed	7,761	-	7,761
Amortisation*	(2,167)	(490)	(2,657)
Balance at the end of the financial year	11,921	1,094	13,015

*Amortisation of software development is included under other underwriting expenses and amortisation of customer relationships is included under fee based, corporate and other expenses in the Statement of Comprehensive Income

The only intangible asset of the parent is software development expenditure.

E. AMORTISATION RATES (% per annum)	33.33%	14.3%-20%	

F. EXPLANATORY NOTES FOR INTANGIBLE ASSETS

I. Software development expenditure

The software development expenditure asset comprises internally generated assets.

II. Acquired intangible assets

CUSTOMER RELATIONSHIPS

This represents the amount paid to the vendor for the value of the customer relationships developed prior to acquisition. A fall in renewal rates by existing customers may lead to a reduction in the useful life of the asset and a commensurate acceleration of the amortisation.

KPMG

G. IMPAIRMENT TESTING

For each category an impairment trigger review was conducted. There were no impairment charges recognised during the current or prior reporting periods.

NOTE 17. GOODWILL

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
A. COMPOSITION				
Goodwill	**204,813**	204,813	**210,830**	210,830
Accumulated impairment charges	**-**	-	**-**	-
	204,813	204,813	**210,830**	210,830
B. RECONCILIATION OF MOVEMENTS				
Balance at the beginning of the financial year	**204,813**	204,813	**210,830**	210,830
Impairment charge	**-**	-	**-**	-
Balance at the end of the financial year	**204,813**	204,813	**210,830**	210,830

The goodwill reported by the Company arises from the purchase of New Zealand Insurance Limited (NZI) in 2003. The cash generating unit of NZI were integrated with the cash generating unit that existed in the Company prior to integration.
The goodwill reported by the Consolidated entity comprises the NZI goodwill noted above and the goodwill recognised by the subsidiary Runacres and Associates Limited upon the 2007 acquisition of a broking business.

C. IMPAIRMENT ASSESSMENT

The impairment testing of goodwill involves the use of accounting estimates and assumptions. The recoverable amount of each cash generating unit is determined on the basis of value in use calculations. The value in use is calculated using a discounted cash flow methodology covering a five year period with an appropriate terminal value at the end of year five. The carrying value of identified intangible assets is deducted from the value generated from the cash flow projections to arrive at a recoverable value for goodwill which is then compared with the carrying value of goodwill.

I. Assumptions used

The following describes the key assumptions on which management has based its cash flow projections to undertake impairment testing of goodwill. Reasonably foreseeable changes in the key assumptions upon which the recoverable amounts are based would not be expected to cause the respective recoverable amounts to fall short of the carrying amounts at reporting date.

a. CASH FLOW FORECASTS
Cash flow forecasts are based on five year business plans.

b. TERMINAL VALUE
Terminal value is calculated using a perpetuity growth formula based on the cash flow forecast for year five or 10, terminal growth rate in profit or premium and, where appropriate, terminal insurance margin. Terminal growth rates and insurance margins are based on past performance and management's expectations for future performance. The terminal growth rate assumptions used in the impairment assessment as at 30 June 2013 was 3.5% (2012 - 3.5%).

c. DISCOUNT RATE
Discount rates reflect a beta and equity risk premium appropriate to the Consolidated entity, risk adjusted where applicable. Discount rates used are pre tax at 14.3% (2012 - 14.5%) (equivalent to 10.6% (2012 - 10.7%) on a post tax basis).

NOTE 18. DETAILS OF SUBSIDIARIES

	PRINCIPAL ACTIVITY	OWNERSHIP INTEREST		BALANCE DATE
		2013	2012	
		%	%	
State Insurance Limited	Non-operating	**100**	100	30 June
Direct Insurance Services Limited	Non-operating	**100**	100	30 June
Runacres and Associates Limited	Insurance Intermediary	**100**	100	30 June
IAG (NZ) Share Plan Nominee Limited	Trustee of Staff Share Plan	**100**	100	30 June
IAG New Zealand Limited Employee Share Plan	Share Plan Trust	**100**	100	30 June
NZI Staff Superannuation Fund Nominees Limited	Investment Nominee	**100**	100	30 June

NOTE 19. TRADE AND OTHER PAYABLES

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
I. Trade creditors				
Commissions payable	**7,875**	7,219	**7,875**	7,219
Levies payable	**43,603**	44,925	**43,603**	44,925
Other	**38,838**	24,208	**47,463**	33,152
	90,316	76,352	**98,941**	85,296
II. Other payables				
Other creditors and accruals	**57,221**	23,452	**59,488**	24,711
Investment creditors	**3,326**	1,022	**3,326**	1,022
	150,863	100,826	**161,755**	111,029

Trade and other payables are unsecured and non interest-bearing. Amounts have not been discounted because the effect of the time value of money is not material. The carrying amount of payables is a reasonable approximation of the fair value of the liabilities because of the short-term nature of the liabilities.

NOTE 20. EMPLOYEE BENEFITS

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
A. EMPLOYEE BENEFITS PROVISION				
Annual leave	**10,925**	9,757	**11,012**	9,838
Cash based incentive arrangements	**16,400**	12,739	**16,495**	12,820
Defined benefit pension arrangement - unfunded	**2,647**	3,068	**2,647**	3,068
	29,972	25,564	**30,154**	25,726

The employee benefits provision includes $2.3 million (2012- $2.6 million) which is expected to be settled after more than 12 months from reporting date.

B. CASH BASED INCENTIVE ARRANGEMENTS

Short term incentive plan

The short term incentive plan continued in operation during the current reporting period. Eligible employees have the capacity to earn a cash incentive annually. The incentive opportunity is set depending on an employee's role and responsibilities. The majority of employees are on a 10% or 20% plan. The incentive payments are determined based on an assessment of individual performance and achievement of a range of business unit and individual goals.

C. DEFINED BENEFIT PENSION ARRANGEMENTS

Employees who are entitled to defined benefit superannuation arrangements are members of the unfunded pension plan. The plan was previously closed to new members and so membership has been reducing over time. The benefits received by defined benefit members are generally based on length of service and final average salary together with the member's own contributions (if any).

D. RECONCILIATION OF MOVEMENTS IN THE PRESENT VALUE OF DEFINED BENEFIT OBLIGATION

	CONSOLIDATED	
	2013	2012
	$000	$000
Defined benefit obligation at the beginning of the financial year	**3,068**	2,996
Interest cost	**94**	134
Actuarial (gains) and losses	**(118)**	364
Benefits paid	**(397)**	(426)
Defined benefit obligation at the end of the financial year	**2,647**	3,068

NOTE 21. SHARE BASED REMUNERATION

The provision of share based remuneration creates a link between shareholder value creation and rewarding employees. Share based remuneration encourages employee share ownership, links employee reward to the performance of the Consolidated entity and assists with retention of key personnel. This type of remuneration encourages employees to focus on creating shareholder value over the longer term.

The obligations under share based payment arrangements are covered by the on market purchase of IAG ordinary shares which are held in trust. The shares are purchased on or near grant date at the prevailing market price. The arrangements are managed using in-house trusts. The trusts are administered by an external company.

The number of shares purchased to cover each allocation of shares or rights is determined by the trustee based on independent actuarial advice. The trusts allow for excess shares purchased in relation to one plan to be used to meet obligations of the other plans at the trustee's discretion.

Share based remuneration is provided through a range of different plans each of which has different purposes and different rules.

A. SENIOR MANAGEMENT AND EXECUTIVE SHARE PLANS

The senior management and executive share plan arrangements consist of two separate arrangements working together. These two arrangements are the Deferred Award Rights Plan and the Executive Performance Rights Plan which are detailed below.

I. Deferred Award Rights Plan

The Deferred Awards Rights Plan (DAR Plan) is the deferred portion of the short term incentive issued as rights over IAG ordinary shares.

Key terms and conditions:

- The rights are granted for nil consideration, are non transferable, and can be settled only with existing IAG ordinary shares. Holders do not receive dividends and do not have voting rights until the rights are exercised.
- The vesting condition is not market related and requires the participant to continue in relevant employment.
- Where the rights vest (the holder becomes entitled to exercise the right), the plan entitles participating employees to acquire one IAG ordinary share for each right. The exercise price of all rights is a nominal value of $1 per tranche of rights exercised.
- The rights vest after a period (current maximum is two years, with a three year maximum for rights granted before 1 July 2010) as determined by the IAG Group Board subject to the participants continuing in relevant employment for the full period. If there is a change of control of IAG, the IAG Group Board has discretion to determine if and when rights should vest.
- If the vesting condition is not met then the rights lapse. The rights also lapse where the holder chooses to forgo the rights, and all rights expire 10 years (for rights granted prior to 1 July 2009) or seven years (for rights granted after 1 July 2009) from grant date where they have not previously lapsed or been exercised.

II. Executive Performance Rights Plan

The Executive Performance Rights Plan (EPR Plan) is the Group's long term incentive plan issued as rights over IAG ordinary shares.

Key terms and conditions:

- The rights are granted for nil consideration, are non transferable, and can be settled only with IAG ordinary shares. Holders do not receive dividends and do not have voting rights until the rights are exercised.
- Where the rights vest (the holder becomes entitled to exercise the right), the EPR Plan entitles participating employees to acquire one IAG ordinary share for each right. There is no exercise price.
- Each allocation is split equally into two portions and is subject to different performance hurdles. The first vesting condition is not market related and requires the participant to continue relevant employment. The second set of vesting conditions are as follows:
  - 50% is subject to a return on equity hurdle (ROE allocation)
  - 50% is subject to a total shareholder return hurdle (TSR allocation)

  If a participant ceases employment with IAG before the performance conditions are tested, their unvested rights will generally lapse.
- Under the TSR allocation, IAG's TSR is assessed against the TSR of a peer group of entities. For allocations made prior to 30 June 2009, the peer group consists of entities in the S&P/ASX 100 Index and for allocations made after 30 June 2009, the peer group consists of entities in the top 50 industrials within the S&P/ASX 100 Index. The performance hurdle is set with a tiered vesting scale:
  - Maximum vesting of 100% if IAG's relative TSR is equal or larger than the 75th percentile of the peer group;
  - Minimum vesting of 0% if IAG's TSR is below the 50th percentile of the peer group.
- The ROE hurdle compares IAG's performance with IAG's weighted average cost of capital (WACC), where the IAG Board determine the WACC. The tiered vesting scale is:
  - Maximum vesting of 100% if ROE is larger than 1.6 x WACC (1.8 x WACC for rights granted between 1 July 2008 to 30 June 2010);
  - Minimum vesting at 0% if ROE is below 1.2 x WACC (1.5 x WACC for rights granted between 1 July 2008 to 30 June 2010, 1.3 x WACC for rights granted before 30 June 2008).
- If there is a change of control of IAG, the IAG Board has discretion to determine if and when rights should vest.

B. EMPLOYEE SHARE PLANS

The Company has established an employee share plan to assist employees to become shareholders of IAG. The Plan operates within the terms of a Trust Deed dated 24 July 2002. Shares subscribed under the Plan are held in Trust for a vesting period of three years on behalf of the respective staff member. Under certain circumstances such as retirement, death or permanent disability, the vesting period may be waived. Dividends are payable during the vesting period. Staff who leave the Group before completion of the vesting period forfeit any rights to the shares. Such forfeited shares may then be reallocated as part of a future approved offer or disposed of at the discretion of the Trustees. Dividends received on forfeited shares may, at the Trustees' discretion, be used to defray the costs of administering the Plan. Shares held in the Trust have full voting rights and these rights may be exercised by the staff member on whose behalf the shares are held.

2010 to 2013 IAG NZ Employee Share Awards:

In terms of each of these awards staff can subscribe for a $1,000 parcel of shares. Shares are purchased by way of salary sacrifice and IAG NZ contributes 10% towards the cost of the share purchase. IAG shares taken up through the Plan do not incur any brokerage. Participation in the awards is optional.

The Trustee of the Plan is IAG Share Plan Nominee (Pty) Limited. The Company has the power to appoint and remove the Trustees at its discretion.

At balance date the Trust held the following Ordinary Shares in IAG:

	CONSOLIDATED	
	2013	2012
Forfeited shares	**33,688**	37,894
Shares held on behalf of eligible staff	**160,883**	107,399
Total shares held	**194,571**	145,293

The total number of shares held represents 0.007% (June 2012: 0.007%) of the Ordinary Shares issued by IAG.

NOTE 22. CONTINGENCIES

CONTINGENT LIABILITIES

Contingent liabilities are not recognised on the balance sheet but are disclosed here where the possibility of settlement is less than probable but more than remote. Provisions are not required with respect to these matters as it is not probable that a future sacrifice of economic benefits will be required or the amount is not reliably measurable. If settlement becomes probable, a provision is recognised. The best estimate of the settlement amount is used in measuring a contingent liability for disclosure. The measurement involves judgement.

The Consolidated entity has no known material contingent liabilities as at the date of this report.

NOTE 23. COMMITMENTS

	CONSOLIDATED	
	2013	2012
	$000	$000
I. Property		
Due within 1 year	**14,337**	13,420
Due within 1 to 2 years	**13,740**	12,381
Due within 2 to 5 years	**28,749**	30,840
Due after 5 years	**46,359**	67,474
II. Plant and equipment		
Due within 1 year	**2,010**	1,311
Due within 1 to 2 years	**1,694**	990
Due within 2 to 5 years	**1,565**	990
	108,454	127,406

Certain property and motor vehicles are leased under non cancellable operating leases. Most leases are subject to annual reviews with increases subject to a set percentage or based on either movements in consumer price indices or operating criteria. Where appropriate, a right of renewal has been incorporated into the lease agreements at which time all terms and conditions may be renegotiated. There are no options to purchase the relevant assets on expiry of the lease.

NOTE 24. RELATED PARTY DISCLOSURES

A. RELATED PARTY BALANCES

At the end of the reporting period the Company had the following related party balances:

		Closing Balance	
		30 June 2013	30 June 2012
Related Party	**Description**	**$000**	$000
IAG Re Labuan (L) Berhad	Claims Float	-	(39,441)
Insurance Australia Limited	Cross currency swap-currency	-	32,354
Insurance Australia Limited	Cross currency swap-interest	-	(512)
Insurance Australia Limited	Forward exchange contracts	**24,204**	617
NRMA Information Services Pty Limited	Technology costs recharged	**5**	(1,066)
Insurance Australia Limited	Fee for services	**(1,500)**	(1,164)
IAG Asset Management Limited	Investment management fees	**(374)**	(363)
Direct Insurance Services Limited	Current account with subsidiary company	**12**	12
IAG (NZ) Holdings Limited	Acquisition costs recharged	-	13
AMI Insurance Limited	Fee for services	**1,794**	61
		24,141	(9,489)

The Consolidated entity had the same related party balances with the exception of Direct Insurance Services.

	30 June 2013	30 June 2012
Reported within Reinsurance and other recoveries on outstanding claims (refer to note 10):		
IAG Re Singapore Pte Limited	**353,750**	1,034,859
IAG Re Labuan (L) Berhad	**512,726**	576,334
Reported within Receivables (refer to note 14):		
IAG Re Singapore Pte Limited	**310,629**	77,942
IAG Re Labuan (L) Berhad	**16,967**	15,299

B. RELATED PARTY TRANSACTIONS

Impact of transactions with related parties on the Company's Financial Statements was as follows:

		Transaction Amount	
		30 June 2013	30 June 2012
Related Party	**Transaction**	**$000**	$000
IAG Finance (NZ) Limited NZ Branch	Fee for services	**63**	63
Insurance Australia Limited	Forward exchange contracts	**(108,634)**	(2,407)
Insurance Australia Limited	Cross currency swap-currency	**(11,863)**	(14,181)
Insurance Australia Limited	Cross currency swap-interest	**2,566**	15,848
NRMA Information Services Pty Limited	Technology costs recharged	**10,927**	12,272
Insurance Australia Limited	Fee for services	**14,929**	11,754
IAG Asset Management Limited	Investment management fees	**4,368**	4,010
First Rescue and Emergency (NZ) Limited	Claims expenditure	**6,143**	6,362
First Rescue and Emergency (NZ) Limited	Fee for services	**298**	388
Loyalty New Zealand Limited	Issue of Fly Buys points	**4,940**	4,926
IAG (NZ) Holdings Limited	Dividend paid	-	30,400
Runacres and Associates Limited	Interest received	-	(29)
Runacres and Associates Limited	Loan	-	(750)
IAG (NZ) Holdings Limited	Issue of ordinary shares	**(50,000)**	(320,000)
IAG Re Singapore Pte Limited	Reinsurance expense	**312,659**	206,948
IAG Re Singapore Pte Limited	Reinsurance recoveries	**(86,890)**	(218,310)
IAG Re Labuan (L) Berhad	Reinsurance recoveries	**(128,900)**	(37,068)
AMI Insurance Limited	Fee for services	**(11,059)**	(61)

Impact of transactions with related parties on the Consolidated entity's Financial Statements was as follows:

		Transaction Amount	
		30 June 2013	30 June 2012
Related Party	**Transaction**	**$000**	$000
IAG Finance (NZ) Limited NZ Branch	Fee for services	**63**	63
Insurance Australia Limited	Forward exchange contracts	**(108,634)**	(2,407)
Insurance Australia Limited	Cross currency swap-currency	**(11,863)**	(14,181)
Insurance Australia Limited	Cross currency swap-interest	**2,556**	15,848
NRMA Information Services Pty Limited	Technology costs recharged	**10,927**	12,272
Insurance Australia Limited	Fee for services	**14,929**	11,754
IAG Asset Management Limited	Investment management fees	**4,368**	4,010
First Rescue and Emergency (NZ) Limited	Claims Expenditure	**6,143**	6,362
First Rescue and Emergency (NZ) Limited	Fee for services	**298**	388
Loyalty New Zealand Limited	Issue of Fly Buys points	**4,940**	4,926
IAG (NZ) Holdings Limited	Dividend paid	**-**	30,400
IAG (NZ) Holdings Limited	Issue of ordinary shares	**(50,000)**	(320,000)
IAG Re Singapore Pte Limited	Reinsurance expense	**312,659**	206,948
IAG Re Singapore Pte Limited	Reinsurance recoveries	**(86,890)**	(218,310)
IAG Re Labuan (L) Berhad	Reinsurance recoveries	**(128,900)**	(37,068)
AMI Insurance Limited	Technology costs recharged	**(11,059)**	(61)

The foreign exchange movement on investments and the foreign exchange movement on the related cross currency swaps have been offset within investment income in Note 5.B.

C. KEY MANAGEMENT PERSONNEL

I. Details of compensation

Key management personnel (KMP) are those persons having authority and responsibility for planning, directing and controlling the activities of the Consolidated entity, directly or indirectly, including any director (whether executive or otherwise).

The aggregate compensation of the key management personnel is set out below:

	CONSOLIDATED	
	2013	2012
	$000	$000
Short term employee benefits	**4,957**	4,953
Post employment benefits	**65**	50
Other long term benefits	**19**	68
Termination benefits	**473**	-
Share based payments	**2,045**	2,335
	7,559	7,406

The compensation disclosed in the table above represents the key management personnel's estimated compensation received from the IAG Group in relation to their involvement in the activities with the Consolidated entity.

NOTE 25. NOTES TO THE STATEMENTS OF CHANGES IN EQUITY

A. CAPITAL

On 28 June 2013 50,000,000 ordinary shares of $1 each were issued to IAG (NZ) Holdings Limited on the same terms as existing shares.

At 30 June 2013, Share Capital comprised 1,649,830,000 ordinary shares of $1 each (2012 - 1,599,830,000).

All ordinary shares participate equally in both dividends and any surplus remaining on winding up of the Company. All ordinary shares are fully paid and have the right to one vote.

B. NATURE AND PURPOSE OF EQUITY RESERVE

The equity reserve is used to recognise the fair value at grant date of equity settled share based remuneration provided to employees over the vesting period, as described in section W(II) of the Summary of Significant Accounting Policies note.

To satisfy the obligations under the various share based remuneration plans, shares are generally bought on market at or near grant date of the relevant arrangement and held in trust. The purchase consideration of the shares purchased is amortised to the equity reserve over the vesting period.

NOTE 26. NOTES TO THE CASH FLOW STATEMENTS

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
A. COMPOSITION				
Cash held for operational purposes	**88,784**	254,250	**95,032**	258,786
Cash and short term money held for investment	**241,061**	148,367	**241,061**	148,367
Cash and cash equivalents	**329,845**	402,617	**336,093**	407,153

Cash and cash equivalents represent cash on hand and held with banks, deposits at call and short term money held for investment readily convertible to cash within two working days, net of any bank overdraft. There are no cash balances held that are not available for use in normal operations. The carrying amount of the cash and cash equivalents presented on the balance sheets is the same as that used for the purposes of the cash flow statements as there are no bank overdrafts used which are repayable upon demand.

B. CREDIT RISK

The net carrying amount of cash and cash equivalents represents the maximum exposure to credit risk at reporting date and is equivalent to the fair value of the assets because of the negligible credit risk and frequent repricing.

The majority of the amounts bear variable rates of interest. A small portion of the amounts bear no interest.

	PARENT		CONSOLIDATED	
	2013	2012	**2013**	2012
	$000	$000	**$000**	$000
C. RECONCILIATION OF PROFIT/(LOSS) FOR THE YEAR TO NET CASH FLOWS FROM OPERATING ACTIVITIES				
Profit/(loss) for the year	**16,748**	(199,006)	**18,094**	(197,460)
I. Non cash items				
Depreciation of property and equipment	**8,032**	6,483	**8,129**	6,554
Amortisation and impairment of intangible assets and goodwill	**2,664**	2,167	**3,154**	2,657
Net realised (gains) and losses on disposal of investments	**(98,480)**	21,197	**(98,480)**	21,197
Net unrealised (gains) and losses on revaluation of investments	**100,204**	(25,102)	**99,849**	(25,078)
Other	**(13,674)**	(8,360)	**(13,671)**	(8,407)
II. Movement in operating assets and liabilities				
DECREASE/(INCREASE) IN OPERATING ASSETS				
Premium and other receivables	**(20,292)**	(75,557)	**(20,056)**	(77,299)
Reinsurance and other recoveries	**510,588**	684,700	**510,588**	684,700
Prepayments	**(77,980)**	(85,897)	**(77,980)**	(85,897)
Deferred tax assets	**8,197**	(76,832)	**7,988**	(76,892)
Other	**(1,720)**	(73)	**(1,719)**	(72)
INCREASE/(DECREASE) IN OPERATING LIABILITIES				
Trade and other payables	**113,907**	85,313	**114,363**	86,182
Provisions	**4,408**	3,854	**4,408**	3,854
Current tax liabilities	**-**	(7,108)	**-**	(7,108)
Deferred tax liabilities	**-**	-	**-**	656
Outstanding claims liability	**(568,756)**	(175,093)	**(568,756)**	(175,093)
Unearned premium liability	**41,895**	83,834	**41,895**	83,834
Other	**(31,910)**	(16,914)	**(31,910)**	(16,914)
Net cash flows from operating activities	**(6,169)**	217,606	**(4,104)**	219,414

NOTE 27. CAPITAL MANAGEMENT

A. CAPITAL MANAGEMENT STRATEGY

Capital management strategy plays a central role in managing risk to create shareholder value whilst meeting the important objective of providing an appropriate level of capital to protect policyholders and lenders and satisfy regulators and stakeholders.

The target level of capitalisation is assessed by considering a number of factors, including:

- protecting the interests of current and future policyholders;
- the probability of falling below the prescribed regulatory capital amount;
- other stakeholder perspectives, including rating agency capital models and associated ratings.

Internal policies, governance structures and regular reporting of capital are in place to ensure deviations from target capitalisation will result in senior management and the Board considering how any shortfall should be made good or any surplus utilised.

Regulatory capital

IAG NZ is regulated by the RBNZ in terms of the Insurance (Prudential Supervision) Act 2010 (the Act). This is a relatively new regulatory environment and a prime determinant of the amount and type of capital that is held.

The Act and associated Solvency Standards prescribe how the minimum solvency capital (MSC) required by the regulator and how the actual solvency capital (ASC) held by the licensed insurer are calculated. The solvency margin is determined by comparing the ASC with the MSC, which are required to be reported to the RBNZ half-yearly. As at 30 June 2013, the ASC, MSC and solvency margins held were:

	Non-Life $m	Life $m
ASC	589.3	0.7
MSC	452.0	0.1
Solvency margin	**137.3**	**0.6**

The policy or approach to managing capital has not changed during the period.

B. CREDIT RATING

In terms of the Insurance (Prudential Supervision) Act 2010 the Company undergoes an annual claims paying ability rating. The rating review is performed by Standard and Poor's Pty (Australia) Limited. As at the date of this report the rating assigned to IAG NZ was "AA-" (2012-"AA-"). This rating represents 'very strong' claims paying ability.

NOTE 28. EVENTS SUBSEQUENT TO REPORTING DATE

During July 2013 there were a number of earth tremors and after-shocks centred around the Cook Strait. As at the date of this report these events have not resulted in any significant claims incurred.

Independent auditor's report

To the shareholder of IAG New Zealand Limited

Report on the company and group financial statements

We have audited the accompanying financial statements of IAG New Zealand Limited ("the company") and the group, comprising the company and its subsidiaries, on pages 7 to 40. The financial statements comprise the statements of financial position as at 30 June 2013, the statements of comprehensive income, changes in equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information, for both the company and the group.

Directors' responsibility for the company and group financial statements

The directors are responsible for the preparation of company and group financial statements in accordance with generally accepted accounting practice in New Zealand and International Financial Reporting Standards that give a true and fair view of the matters to which they relate, and for such internal control as the directors determine is necessary to enable the preparation of company and group financial statements that are free from material misstatement whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these company and group financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the company and group financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the company and group financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company and group's preparation of the financial statements that give a true and fair view of the matters to which they relate in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company and group's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, as well as evaluating the presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Our firm has also provided other services to the company and group in relation to other assurance services. Partners and employees of our firm may also deal with the company and group on normal terms within the ordinary course of trading activities of the business of the company and group. These matters have not impaired our independence as auditor of the company and group. The firm has no other relationship with, or interest in, the company and group.

Opinion

In our opinion the financial statements on pages 7 to 40:

- comply with generally accepted accounting practice in New Zealand;
- comply with International Financial Reporting Standards;
- give a true and fair view of the financial position of the company and the group as at 30 June 2013 and of the financial performance and cash flows of the company and the group for the year then ended.

Emphasis of matter

We draw attention to Notes 9 and 10 to the financial statements which describe the significant uncertainties that exist in measuring the Outstanding Claims Liabilities and Reinsurance Recoveries arising from the Canterbury earthquakes. Our opinion is not qualified in respect of this matter.

Report on other legal and regulatory requirements

In accordance with the requirements of sections 16(1)(d) and 16(1)(e) of the Financial Reporting Act 1993, we report that:

- we have obtained all the information and explanations that we have required; and
- in our opinion, proper accounting records have been kept by IAG New Zealand Limited as far as appears from our examination of those records.

KPMG

14 August 2013

Auckland

IAG New Zealand Limited - Section 78 Appointed Actuaries Report as at 30 June 2013

This report has been prepared in accordance with section 78 of the Insurance Prudential Supervision Act 2010 ("Act") and details the review of the actuarial information, as defined in section 77(4), used in the preparation of IAG NZ Limited's ("IAG") 30 June 2013 financial statements as required under section 77 of the Act ("review"). It states the following:

a. The review was carried out by Christian Barrington, IAG's Appointed Actuary.

b. The Appointed Actuary reviewed the actuarial information and financial statements.

c. The review covers actuarial information in, or used in the preparation of, financial statements. There was no limitation to the review of actuarial information carried out by the Appointed Actuary.

d. The relationships (other than that of actuary) and interests that the actuary has in IAG (or any of its subsidiaries) are as follows:
(i) An annual short term incentive payment is a portion of the Appointed Actuary's remuneration. This payment relies partly on the financial performance of IAG.
(ii) The Appointed Actuary holds an insurance policy with IAG.

e. All the information and explanations required by the Appointed Actuary were provided.

f. In the opinion of the Appointed Actuary and from an actuarial perspective:
(i) the actuarial information contained in the financial statements has been appropriately included in those statements; and
(ii) the actuarial information used in the preparation of the financial statements has been used appropriately.

g. In the opinion of the Appointed Actuary IAG New Zealand is maintaining the solvency margin condition that was contained in its provisional licence dated 14 December 2012 as at 30 June 2013.

h. At 30 June 2013 IAG New Zealand was not required to have a Statutory Fund in relation to its life business. As such no opinion under section 78 (h) of the Act is required.

This report is <u>not</u> required to be prepared in accordance with professional standard 9.2: Communication of Professional Advice of the New Zealand Society of Actuaries. All matters that are required under this standard are contained within the 30 June 2013 Financial Condition Report.

Signed C Barrington

Christian Barrington
Appointed Actuary
IAG NZ Limited
Fellow of the New Zealand Society of Actuaries

Date 17/10/2013