

Helia Group Limited 2024 Annual General Meeting Chairman's Address

9 May 2024: On behalf of my fellow directors, senior management, and our entire team at Helia, I would like to thank you, our shareholders, for joining us today.

2023 was a difficult year, with many households facing significant cost-of-living pressures from inflation and rising interest rates. These factors persist and, combined with house price appreciation, make the dream of home ownership for many first-time buyers as challenging as it has ever been.

At Helia, we remain confident in our valuable role in the home ownership ecosystem. Our commitment to helping people accelerate their financial wellbeing through home ownership remains unwavering.

Support for lenders and a strong financial system

Throughout the year, we worked closely with our lender customers to help first home buyers, upgraders and investors overcome the barriers to purchasing a home.

We are proud of the pivotal role we play in enabling the Australian housing market and supporting the strength of our financial system and the economy.

Our products help people into homes by giving lenders the ability to write loans with higher loan-to-value ratios. This facilitates a more competitive home loan market, making loans more accessible to people without a 20% deposit.

By transferring risk from our customers, we help insulate the economy in adverse market conditions. Our capital strength and access to global reinsurance markets contribute to financial stability.

During the year, we secured Great Southern Bank as a new exclusive customer and achieved renewals of all the contracts up for review, demonstrating that our offer is resonating with our customers.

Support for home buyers

Last year, Helia helped over 42,000 people to buy homes.

As at 31 December 2023, we had more than 871,000 policies in-force, with insurance in-force of \$249 billion.

We are specialists in helping people enter the property market sooner and we are proud to also help people stay in their home when they face challenges. Alongside our customers, we supported over 9,000 hardship requests last year through loan deferrals and restructures.

With our belief in the benefits that home ownership provides, we are supportive of the intent behind the Federal Government Home Guarantee Schemes to help more people into home ownership. However, the expansion of the schemes to offer 50,000 places has undoubtedly affected new

business volumes across the lenders mortgage insurance industry. This was particularly marked last year as volumes of high loan-to-value ratio lending were subdued.

We believe that LMI and the Government schemes will have the biggest impact when they are complementary in the people they help.

Based in our belief in what we do, we continue to promote the positive role LMI provides in the home buying ecosystem through education materials and tools, including compelling case studies on the value LMI can provide.

Complementing our core LMI business, our investments in Tiimely and Household Capital helped people access home loans, and supported equity release, so that home owners can tap into the value they have built in their homes.

Capital management

Our business remains well capitalised with a strong balance sheet.

During the year, our capital management activities returned significant capital to shareholders through:

- ordinary and special dividends of 59 cents per share
- on-market buy-backs of \$156 million worth of shares, reducing the total number of shares on issue by 13.4%.

Following this sizeable return of capital, our capital ratio of 1.86 times the minimum regulatory Prescribed Capital Amount remains above the Board's target range of 1.4 to 1.6 times.

We continue to manage capital to bring Helia's position in line with the target range and deliver attractive returns to our shareholders.

We were pleased that in December 2023 Helia was added to the S&P ASX 200, reflecting the sustained increase in our share price and market capitalisation.

Building a sustainable future

In 2023, communities across Australia were again impacted by weather-related events. Climate change is impacting the frequency and scale of natural disasters.

Helia is delivering on our sustainability commitments to help mitigate the impact of physical and transition risks of climate change.

We achieved net zero for our scope 1 and scope 2 carbon emissions in 2023 and we are developing a plan for our scope 3 emissions.

We are embedding environmental, social and governance considerations across our business to enhance our resilience, minimise risks and create long-term value for shareholders.

A tangible and important way we are responding to climate change is by using data to help identify high physical risk climate locations. Climate variables are included in our risk and forecasting models to quantify the potential impact of different climate change scenarios on our business. This helps us to understand the risk and manage our exposure.

Continuing to uplift our reporting and modelling capabilities to address the physical and transitional impact of climate risk remains an ongoing focus for us.

Our communities

We are committed to making a positive impact in the communities we serve, supporting financial wellbeing and housing accessibility is a core part of our purpose. There are two ways we deliver on this:

- through our LMI solutions and
- by helping to preserve access to safe and secure housing.

Last year, we were proud to continue our community partnerships with the St Vincent de Paul Society, Youth Off The Streets and Habitat for Humanity. We donated over \$468,000 and many of our employees volunteered, seeing first-hand the positive impacts these charities have on people experiencing homelessness and addressing educational disadvantage.

Board changes

The Helia Board continues to be strongly committed to serving you, our shareholders.

Duncan West – who has been a valuable contributor to our Board for 6 years – is standing for re-election today and has the full support of your Board. You will have the opportunity to hear from Duncan shortly, when he speaks to the resolution on his re-election.

At the end of April 2024, non-executive director Gerd Schenkel stepped down from the Helia Board, following over 2 years of service. We thank him for his contribution to Helia over this time.

Retirement

In January, I announced I will retire as Chairman of the Helia Board at the conclusion of this meeting. It has been my privilege to contribute to the Helia Board to help guide the company through significant changes, building on its impressive history.

I am proud of what we achieved in 2023, and throughout my 12 years on your Board, 8 of these as Chairman.

The Board has elected Independent Director Leona Murphy to succeed me as Chair following this AGM. Leona was appointed to the Board on 1 November 2022 and is a well-qualified and experienced Chair and non-executive director.

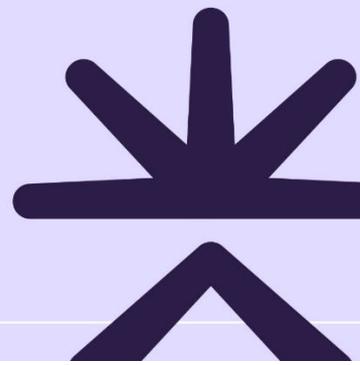
In closing, I would like to thank you, our shareholders, for your support.

To our customers, thank you. Together we can help more people into homes, sooner.

I would also like to thank my fellow directors, the management team and our employees, for your hard work and dedication during the year. I wish you well for the future.

And finally, I would like to thank our CEO, Pauline Blight-Johnston, for her commitment to Helia and leading the delivery of its purpose and strategy.

I will now hand over to Pauline.



Helia Group Limited 2024 Annual General Meeting CEO's Address

9 May 2024: Thank you, Ian, and good morning, everyone.

I am Pauline Blight-Johnston, Helia's Chief Executive Officer and Managing Director. It's my pleasure to be here with you, our shareholders, today. I extend a warm welcome to those of you joining us in person and virtually.

Before I start, I would like to acknowledge the Gadigal People of the Eora Nation, on whose land we are hosting our meeting today. I pay my respects to their Elders past and present, and to all Aboriginal and Torres Strait Islander Peoples here today.

Our purpose

As Ian mentioned in his address, Helia's purpose of accelerating financial wellbeing through home ownership, now and for the future, has never felt more important.

As both the cost of living and housing prices escalate, realising the financial and emotional benefits of home ownership seems increasingly distant for many Australians. Helia is proud to be working with our lender customers to make this more attainable for many, and in particular for over 42,000 home buyers we helped in 2023.

Delivering for our lender customers

Over 2023 we saw our unwavering commitment to our customers and aspiring home owners deliver results in the form of:

- improving our already strong customer net promoter score to +79;
- successfully renewing all four contracts with existing lenders up for renewal; and
- winning a new exclusive contract with Great Southern Bank.

We are seeing the benefits from our multi-year technology transformation to modern, cloud-based technology. This streamlined environment not only enhances security but improves customer connectivity and enables efficient onboarding of new lender customers.

During the year, we integrated lenders mortgage insurance into the digital loan origination process for a growing number of customers, delivering a seamless experience, and making us easier to do business with.

These investments in technology and innovation resonated with customers and were recognised externally through an innovation award in the Asia Pacific region for our end-to-end digital transformation, one of only six companies globally to receive this honour.

Financial performance

Turning now to our financial performance.

As Ian mentioned, Helia delivered a strong financial result for 2023.

We reported an underlying net profit after tax of \$248 million and a statutory net profit after tax of \$275 million an increase of 37% from the prior year.

Statutory net profit after tax was higher than underlying net profit after tax – mainly due to unrealised mark-to-market investment gains in the shareholder funds.

This strong profit outcome was a result of continuing unusually low levels of claims and stronger investment returns, resulting from increased interest rates. The 2023 claims result of negative \$67 million arose as we witnessed a low level of new incurred claims, which was more than offset by releases from existing claims reserves as delinquent loans aged better than expected.

Our underlying return on equity was 21%, up 274 basis points on the previous year's result.

Disappointingly, gross written premium decreased 42% to \$185 million due to low levels of industry high loan-to-value ratio lending, as well as the impact of the Federal Government's First Home Guarantee scheme.

The fall in revenue of 9% was more modest, given new premium revenue is recognised over the life of a policy.

We have a very strong capital position and, as Ian mentioned, we are pleased to share the benefits with you returning surplus capital to shareholders. Our 2023 results allowed us to declare dividends of 59 cents per share. Our total shareholder return last year was close to 83%, the highest amongst our listed financial services peers over the past year.

Turning to 2024, in our market update earlier this month, we shared that we have continued to see similar trends over the first quarter of 2024 as we saw over 2023, with a continuing benign claims experience leading to strong profitability, and ongoing weakness in written premium.

Despite the headline resilience in the economy, current conditions are challenging for prospective home buyers and home owners as they adjust to higher interest rates. Helia is proud to have supported our lender customers to offer hardship solutions to over 9,000 homeowners in need during 2023. We continue to expect claims to increase towards long-term levels and stand ready to support our customers as that occurs.

We look forward to providing a further update around our performance and outlook at our half year results in August.

Our people

Performance like this can only be achieved through our capable and dedicated team. We are committed to supporting our people to realise their potential and building a diverse, equitable and inclusive workplace.

In 2023, we saw our engagement scores further increase to 80%, placing Helia in the top quartile of the financial services sector. We were also pleased to once again be recognised by the Workplace Gender Equality Agency as a Gender Employer of Choice and to be one of very few companies in Australia to have achieved gender pay equity.

Our investments in developing our people to realise their potential and personal goals position us well to continue to build on our strong employee engagement and diversity and inclusion outcomes.

In this regard, I'm particularly pleased to welcome our new General Counsel and Company Secretary, Brady Weissel, to this meeting. After many years working alongside our much-loved previous General Counsel, Prue Milne, Brady has slotted into the role seamlessly and it has been a pleasure for the Board and leadership team to work with him in this new capacity. I would also like to take this opportunity to thank both Prue and Brady for their contributions to Helia over many years – with hopefully many more to come from Brady!

Looking ahead

Helia is a time-tested business with a strong track record of navigating the ups and downs of the economic cycle for almost 60 years.

As we manage through this period of economic uncertainty, Helia is privileged to continue to support Australians to achieve their home ownership dreams, from a position of business and capital strength. We continue to invest in our market-leading customer solutions, technology and people to ensure we can continue to do so for generations to come.

In closing

Speaking of people, again, I would like to take this moment to thank Helia's retiring Chairman, Ian MacDonald, for all he has done for Helia over the past 12 years. As a Director for 12 years and Chairman for 8, Ian has been a passionate supporter of Helia, LMI and our purpose to help Australians.

He has dedicated himself to ensuring the company is well-governed and delivers for all our stakeholders, and has taken a keen interest in the development of our people. Ian, thank you from all at Helia for your service, and in particular from me for the support and guidance you have given me as I transitioned into the CEO role and then faced the many challenges that followed. We will greatly miss you.

We are fortunate that the Board has elected as our new chair, Leona Murphy from within its ranks. A distinguished business leader with a knack for bringing out the best in those around her, the Board, leadership team and I look forward to working with Leona to continue to deliver excellence for all our stakeholders.

Finally, I would like to thank all of our key stakeholders for the unique part you each play in Helia's success. To our customers, it is our absolute privilege to work in partnership with you to help Australians borrow for their homes. To our employees, thank you for the hard work and passion that drives each and every one of you every day. And to our shareholders, thank you for your ongoing support to enable us to continue to be here as Australia needs us.

I will now hand back to Ian for the formal business of the meeting.

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The release of this announcement was authorised by the Disclosure Committee.