

Communication Centre FAQ's

Q 1 What is the date of the AGM?

A Tuesday 10 November 2009, starting at 10am (Sydney time).

Q 2 Where is the AGM being held?

A The Wesley Conference Centre, 220 Pitt Street, Sydney NSW.

Q 3 Can I lodge my vote online?

A Yes, log on to www.iag.com.au and click on the tile marked "2009 Annual General Meeting" on the right hand side of the page and follow the instructions (further Q & A about online voting is contained on page 2 of this FAQ).

Q 4 Will the AGM be webcast?

A Yes, please log on to www.iag.com.au ("Results and Reports") on 10 November 2009.

Q 5 Can I get a copy of the Annual Report or Annual Review?

A The annual report or annual review can be viewed or downloaded at www.iag.com.au ("Results and Reports") OR contact 1300 360 688 to arrange for a copy to be sent to you.

Q 6 Where can I receive further information about the resolutions?

A Further information on the resolutions is contained within the Explanatory Notes, commencing on page 3 of the Notice of Meeting.

Q 7 Can I get a copy of the Notice of Meeting and my Voting Form?

A A copy of the Notice of Meeting is available online at www.iag.com.au (Annual General Meetings). Your Voting Form is not available online but contact 1300 360 688 to arrange to have your Voting Form reissued and mailed to your registered address.

Q 8 Why has the Company introduced direct voting?

A The introduction of Direct Voting was approved at the 2007 AGM. It was used for the first time for the 2008 AGM and provides an additional option to shareholders to lodge their votes without having to appoint proxies or representatives. It improves the exercise of voting rights because it removes the intermediary (the proxy holder) between the shareholder and the Company.

Q 9 Can I send someone to attend the meeting on my behalf?

A Yes, please complete the voting form and post it in the pre addressed envelope, or lodge your proxy instructions online at www.iag.com.au

Q 10 How can I submit a question to the auditor?

A You can write your question and return it with your voting form in the pre addressed envelope provided or you may submit a question to the auditor, when you vote online. After you log in to vote, click on "Ask a question of the auditor" in the top right corner of the page. Questions must be received by 5pm on Tuesday, 3 November 2009.

Q 11 What questions will the auditor answer?

A The auditor will answer questions relating to
(a) the content of the auditor's report to be considered at the AGM; or
(b) the conduct of the audit of the annual financial report to be considered at the AGM.

Q 12 Will the auditor give me an answer to my question if I do not attend the meeting?

A Any qualified questions sent to the auditor will be answered at the AGM and a copy available at the Shareholder Information Desk. Any qualified questions and answers will also be posted on IAG's website www.iag.com.au after the date of the meeting.

Q 13 Resolution 5 - Allocation of Share Rights to Michael Wilkins, Managing Director and Chief Executive Officer- are these Rights payable now?

A. No. The Share Rights mentioned are only payable if and when Performance hurdles are met as outlined in the Explanatory Notes for this resolution. The earliest any can be allocated is 1 July 2010.

Q 14 Will there be parking provided?

A Parking will not be provided, however there are parking stations close to the venue. Please see the inside front cover of the Notice of Meeting for further details.

Q 15 Will there be tea and coffee provided?

A Yes, tea and coffee will be provided prior to commencement of the meeting.

Q 16 How do I get there?

A On the inside cover of the Notice of Meeting, there is transport information that will assist you, including the public transport information number.

Note – information on how to vote is contained on the reverse of the voting form.

[Online Voting – FAQ's](#)

Q 17 How do I complete my voting form online?

A Log on to www.investorvote.com.au and key in the Control Number shown in the top right corner of your Voting Form.

You will be asked to enter your Shareholder Reference Number (SRN) or Holder Identification Number (HIN) and your postcode of your registered address. (Your SRN/HIN can be found in the top right hand side of your Voting Form).

Your HIN/SRN is 10 digits and has a prefix of an “X” or an “I” (this is not a 1 (one)). If you live outside Australia you should select the country as shown on the address of the holding.

You will also be asked if you would like to vote directly or appoint a proxy to act on your behalf. Follow the clear instructions on each page to complete and submit your voting intentions.

Q 18 How many votes do I have?

A For every Ordinary Fully Paid share that you hold, you are entitled to one vote. Therefore if you hold one thousand shares, you are entitled to one thousand votes.

Q 19 How many Proxies am I allowed to have?

A You are entitled to appoint up to two persons (or corporations) as proxies to attend the meeting on your behalf and vote. After you have read the instructions page and clicked on “I Agree”, you will be asked if you would like to appoint a second Proxy (see below). Simply click on the “Yes” button and then appoint the two proxies.

If you do not want to appoint a second Proxy, simply click on “No”.

This only applies if you choose not to split your vote on the first page. If you do split your vote, you can only appoint one Proxy using the online system. If you would like to split your vote and appoint 2 proxies, you will need to lodge a paper proxy.

Your directions on how to vote will be applied to both Proxies.

Q 20 Can I amend my appointed Proxy once it has been submitted?

A Yes, you can log back in and amend your Proxy as long as it reaches Computershare Investor Services Pty Limited 48 hours before the AGM, that is, by 10.00am on Sunday 8 November 2009.

Q 21 What happens to my vote if I elect to leave it “Open”?

A By electing “Open”, your appointed Proxy can decide which way to vote on the day of the meeting on your behalf.

Q 22 How do I know that I’ve voted?

A Once you have confirmed your voting instruction you will be provided with a Transaction Reference Number. When this number is displayed, on the same page there will be a grey ‘print’ button that will enable you to print the page as confirmation.

Q 23 What would happen if I tried to appoint a proxy more than once?

A The system will not allow you to appoint your Proxy and direct them how to vote more than once. If you try, the system will ask if you would like to amend your existing appointment.

Q 24 Can I appoint my Proxy online if I am an employee?

A Yes, you can direct your Proxy how to vote online. Simply follow the same procedure as identified above.