

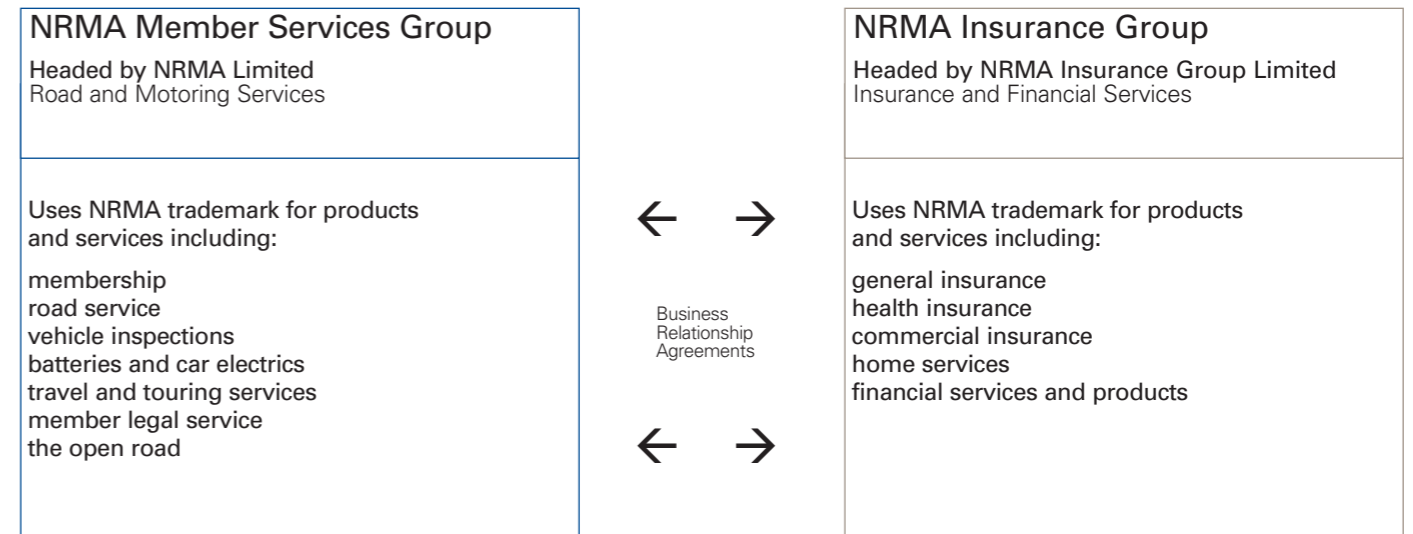
business relationship between
NRMA member services group and NRMA insurance group

For the period of reporting the NRMA Group consisted of two mutual companies, NRMA Limited and NRMA Insurance Limited, and their respective subsidiaries. With the demutualisation of NRMA Insurance Limited, two separate and unrelated corporate Groups were created, operationally effective from 24 July 2000.

Those two groups are:

NRMA Member Services Group – headed by NRMA Limited (trading as NRMA Member Services) which is a mutual company owned by its members. This Group provides road service and motoring services and travel services.

NRMA Insurance Group – headed by NRMA Insurance Group Limited, which is a shareholder owned company – listed on the Australian Stock Exchange. This Group provides insurance and financial services.



demutualisation

The Business Relationship Agreements are a set of agreements which allows NRMA Member Services Group and NRMA Insurance Group to continue to work together. These agreements allow for:

- selling of NRMA Member Services products through the shared use of NRMA Insurance branches, telephone centres and the website;
- shared support services such as human resources, media relations and technology;
- joint use of assets;
- joint presentation of products; and
- cross-selling of products

<p>25 February 1999 NRMA Limited & NRMA Insurance Limited Boards resolve to further develop proposal to demutualise NRMA Insurance Limited.</p>	<p>19 December 1999 Information Memorandum is approved by both Boards and lodged with ASIC for approval.</p>	<p>January 2000 Information Memorandum approved by ASIC and lodged with the NSW Supreme Court as part of Schemes of Arrangement process.</p>	<p>24 February 2000 The NSW Supreme Court approves Information Memorandum for distribution to members.</p>	<p>March 2000 2 million copies of the Information Memorandum are printed and distributed with proxy voting forms to almost every home in NSW and the ACT.</p>	<p>19 April 2000 82% of members vote in favour of demutualising NRMA Insurance Limited.</p>	<p>18 May 2000 NSW Supreme Court approves the members' decision and enables the demutualisation to proceed.</p>	<p>25 June 2000 Member Share Offer 2000 Prospectus lodged with ASIC and is publicly launched.</p>	<p>24 July 2000 Demutualisation of NRMA Insurance Limited becomes operationally effective following change in status for NRMA Insurance Limited from a mutual to a company limited by shares.</p>	<p>6 August 2000 Facility price for NRMA Insurance Group Limited shares is announced.</p>	<p>8 August 2000 NRMA Insurance Group Limited listed on the Australian Stock Exchange.</p>
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