

Broker Meetings Ahmed Fahour - CEO Australia

March 2005

Performance and accountability

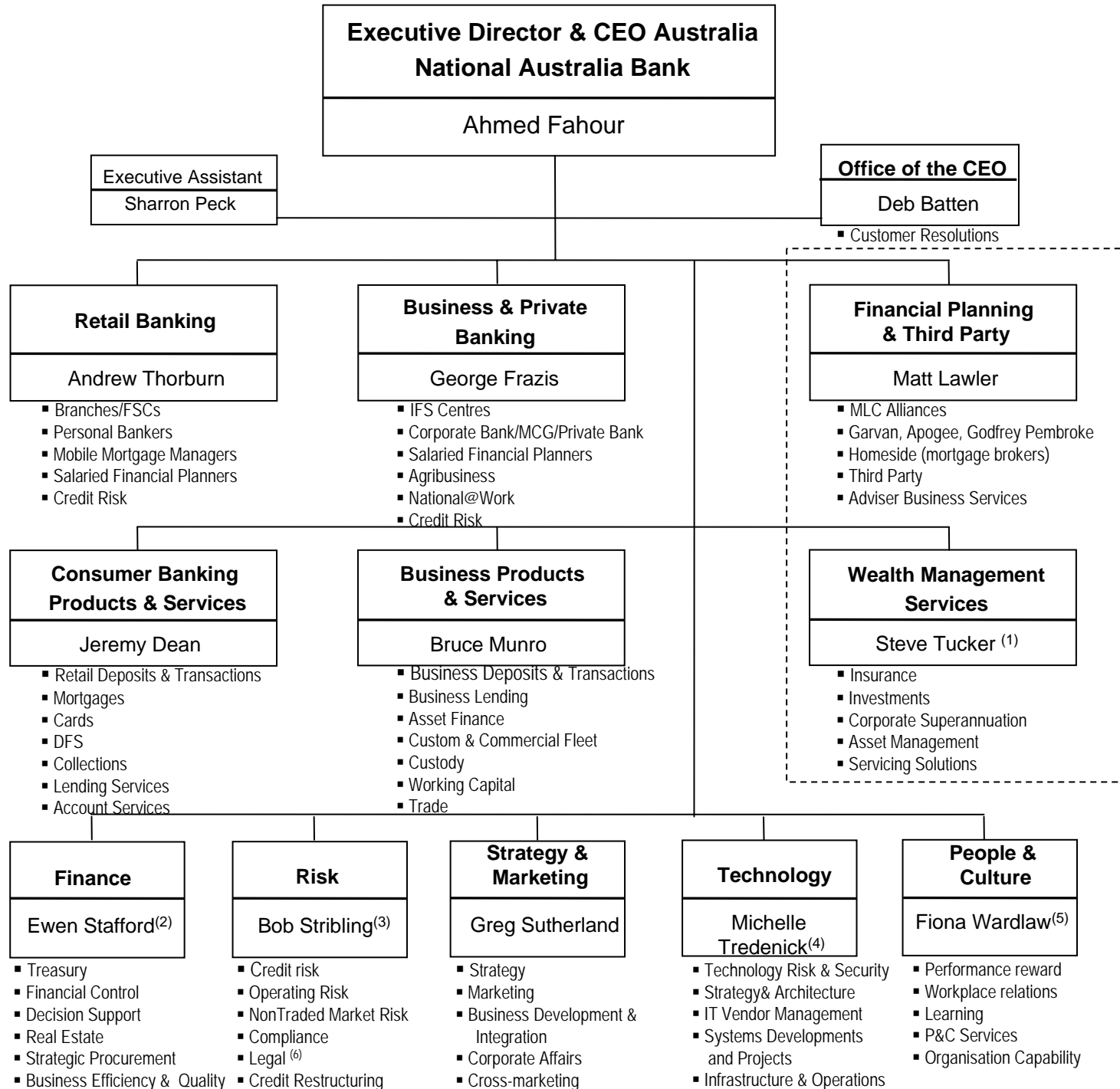
Distribution	Product	Support
<ul style="list-style-type: none">• Revenue Growth• Gross Margin• Market Share / Share of Wallet• Risk Profile / Business Quality• Cross-Sell• Customer Satisfaction• Stakeholder Engagement <p data-bbox="259 1315 712 1434">Customer / Distribution Profitability</p>	<ul style="list-style-type: none">• Profit After Tax Growth• Return on Equity/ Return on Economic Capital• Market Share• Risk Profile / Business Quality• Unit Cost• Innovation• Distribution Satisfaction• Stakeholder Engagement <p data-bbox="896 1315 1346 1434">Product Segment Profitability</p>	<ul style="list-style-type: none">• Cost Efficiency• Speed• Product/Distribution Satisfaction• Risk profile• Stakeholder Engagement <p data-bbox="1525 1315 1975 1434">Overall Business / Region Profitability</p>

2 Note: Double counting of revenue in distribution and product

Customer /
Distribution

Products &
Services

Support



- 1. MLC CEO is Steve Tucker
- 2. Joint Report to Group Finance
- 3. Joint Report to Group Risk
- 4. Joint Report to Group Technology
- 5. Joint Report to Group P&C
- 6. Joint Report to Group Legal