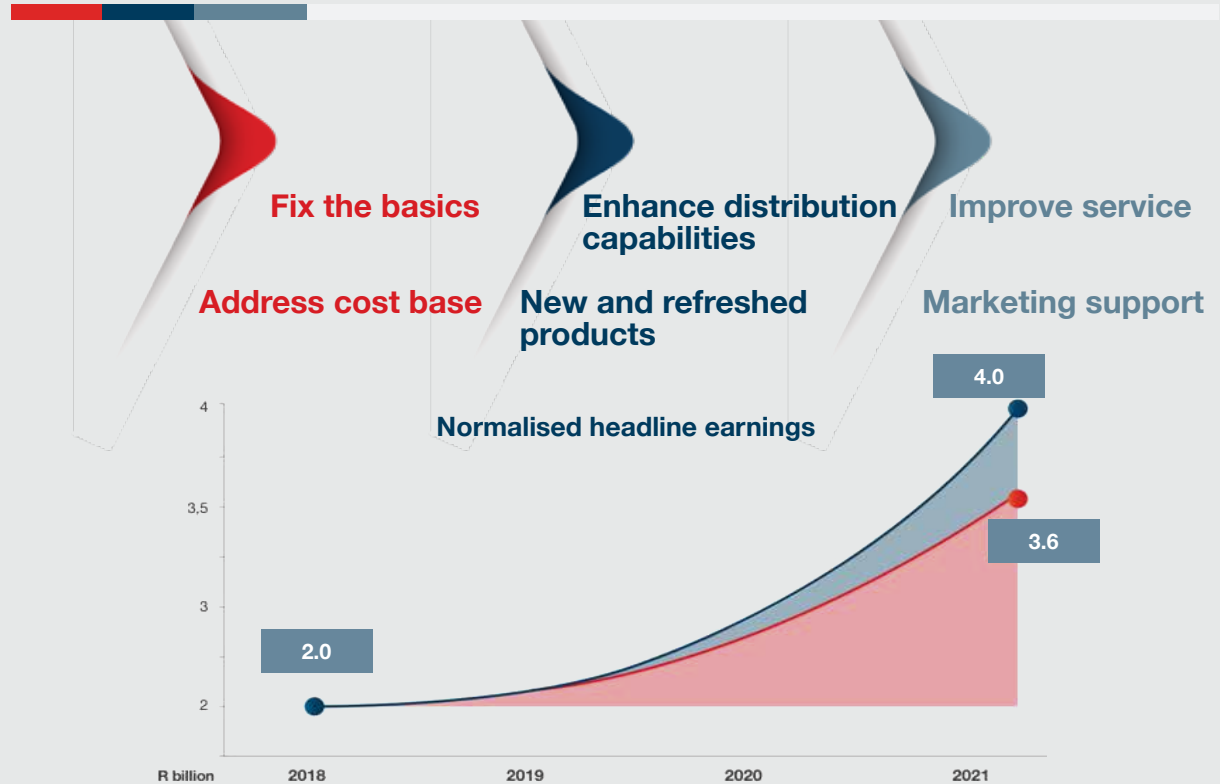


# OUR BUSINESS

## OUR THREE-YEAR RESET AND GROW STRATEGY

Refocusing of the business to restore internal and external credibility

### Reset and Grow roadmap



#### Underpinned by a shift in approach to:

- Practical client focus
- Entrepreneurial mindset
- Federal portfolio of business
- Financial discipline
- Practical objectives

#### Strategic foundation:

- Client friendly and approachable
- Intermediary-driven distribution
- Market focus
- Product differentiation
- Expense management

### GAINING MOMENTUM

## LONGER-TERM STRATEGY

Receiving increasing attention in F2020:

- Momentum Metropolitan beyond Reset and Grow
- Service excellence
- Product excellence
- Technology as a game changer

Creating long-term sustainable value for our stakeholders