



27 March 2013

The Manager
Market Announcements Office
ASX Limited
Level 4, Exchange Centre
20 Bridge Street
SYDNEY NSW 2000

Dear Sir/Madam

2013 Annual General Meeting of Shareholders – Presentation Slides

We refer to our letter earlier today.

Please find attached the presentation slides to be delivered at QBE's Annual General Meeting today.

Yours faithfully

A handwritten signature in black ink that reads 'D Ramsay'.

Duncan Ramsay
Company Secretary

Attachment

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2013 Annual General Meeting

Belinda Hutchinson

John Neal



Chairman's address

Belinda Hutchinson



Group Chief Executive Officer address

John Neal



Contents

- 2012 financial results summary
- 2013 outlook
- Refreshed vision and strategy
- Executive management changes

2012 financial results summary

Underlying insurance business sound

- Insurance profit for FY12 \$1,262m with COR 97.1%
- \$464 million of adverse prior accident year claims development
- Group's risk margins strengthened by \$88 million - improved probability of adequacy of outstanding claims

Net profit after tax for FY12

- NPAT up 8% to \$761M
- Increase in amortisation and impairment charges mainly due to US restructure of brand and distribution

North American catastrophe losses

- In 2012 90% of worldwide insured cat losses occurred in US
- Worst drought conditions for over 50 years
- Superstorm Sandy, second largest hurricane in US history

Prior accident year claims strengthening

- Largely related to North America and Equator Re
- North America COR 106.8% and insurance loss \$170M
- Remediation disciplines proven in Australia & New Zealand now being applied to North America

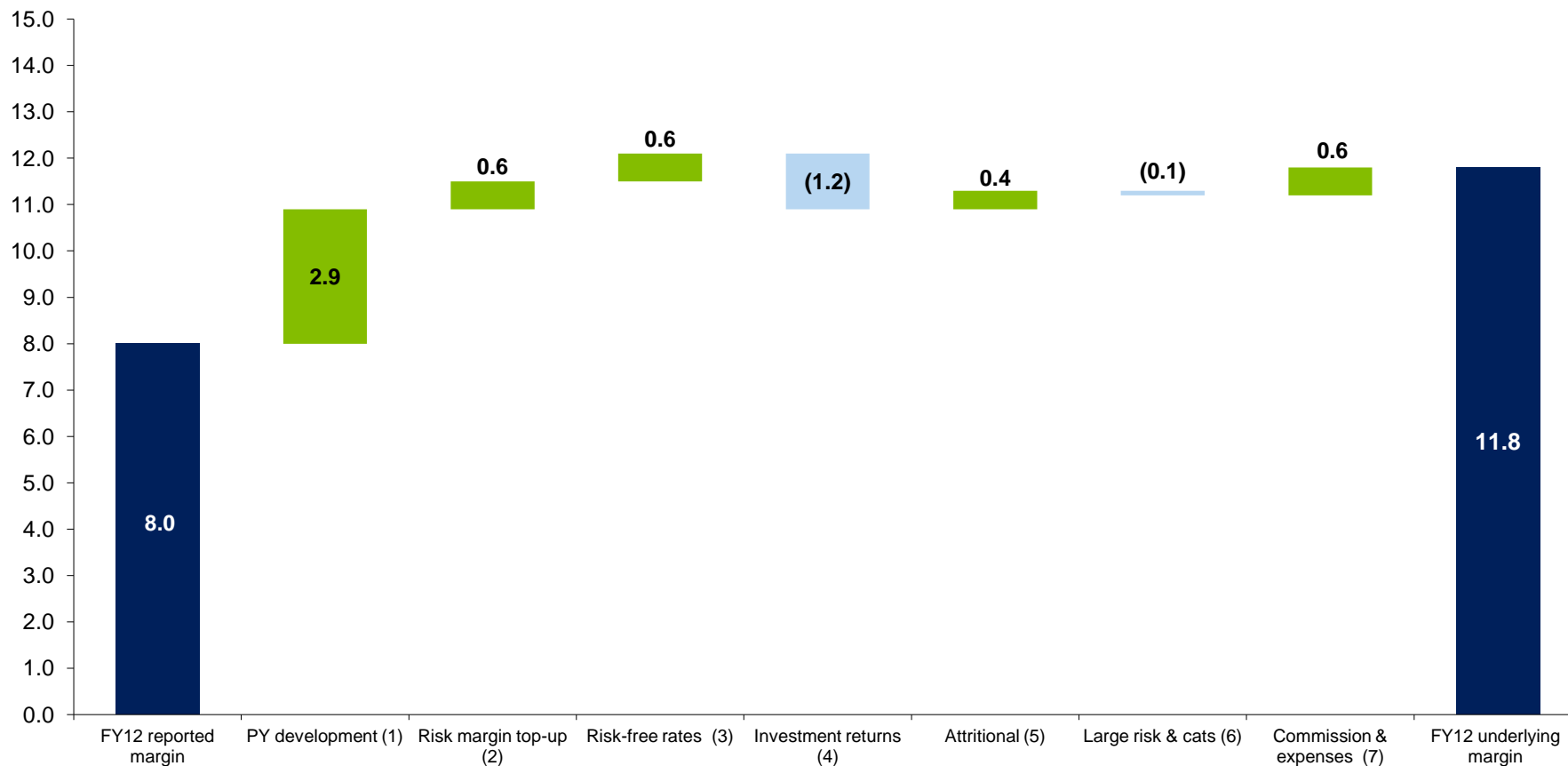
Claims provisions supported by external actuarial review

- \$22.8 billion gross claims provision reviewed by in-house divisional and head-office actuaries
- Additional global review co-ordinated by a single firm of independent actuaries provided further support

2012 performance by division

FY12	Group	North America	Latin America	Europe	Australia & New Zealand	Asia Pacific	Equator Re
GWP (\$M)	18,434	6,569	1,223	5,077	4,987	578	3,710
GEP (\$M)	18,341	6,978	1,170	4,854	4,794	545	3,712
NEP (\$M)	15,798	3,501	1,018	3,331	4,123	415	3,410
Claims ratio (%)	66.0	77.6	55.7	62.4	60.3	42.4	70.5
Commission ratio (%)	16.2	6.3	22.2	17.0	13.5	22.7	26.2
Expense ratio (%)	14.9	22.9	16.8	15.2	16.8	20.7	3.0
COR (%)	97.1	106.8	94.7	94.6	90.6	85.8	99.7
Insurance profit margin (%)	8.0	(4.9)	11.9	9.8	18.9	15.9	4.1

2012 underlying insurance profit margin analysis



(1) Prior accident year development \$464M

(2) Risk margin adjustment \$88M

(3) Discount rate impact \$102M

(4) Investment margin 5.1% actual vs 3.9% (budget 3.0% x 1.3 years)

(5) Attritional claims ratio 49.4% vs 49.0% underlying

(6) Large individual risk & catastrophe claims 10.4% vs 10.5% allowance

(7) Combined commission and expense ratio 31.1% actual vs 30.5% underlying

2013 targets

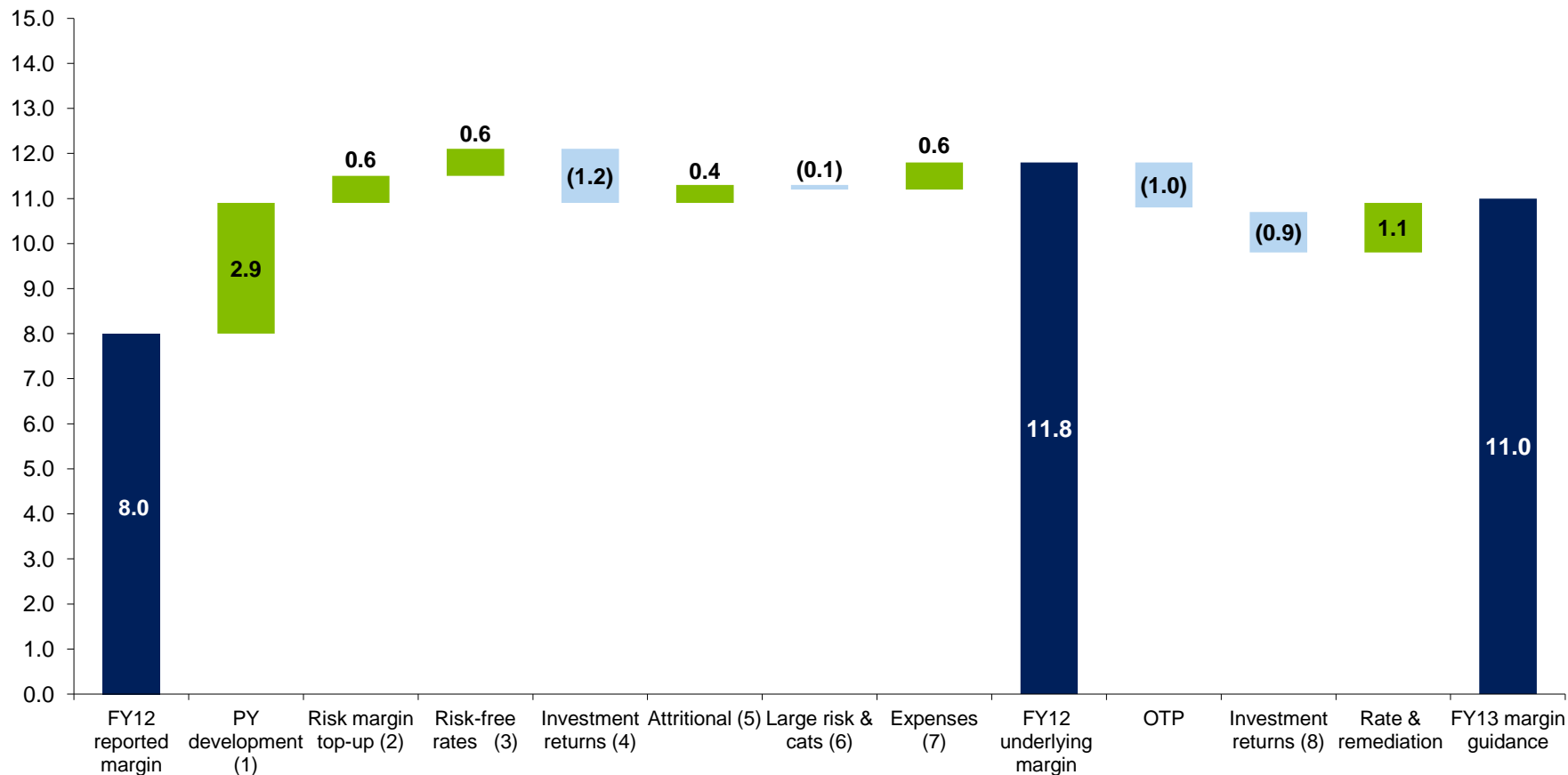
Gross written premium • US\$**18.5-19.0**billion

Net earned premium • US\$**15.5-16.0**billion

Combined operating ratio • **92%**

Insurance profit margin • **11%** of net earned premium

2013 insurance profit margin guidance analysis



(1) Prior accident year development \$464M

(2) Risk margin top-up \$88M

(3) Discount rate impact \$102M

(4) Investment margin 5.1% actual vs 3.9% (budget 3.0% x 1.3 years)

(5) Attritional claims ratio 49.4% vs 49.0% underlying

(6) Large individual risk & catastrophe claims 10.4% vs 10.5% allowance

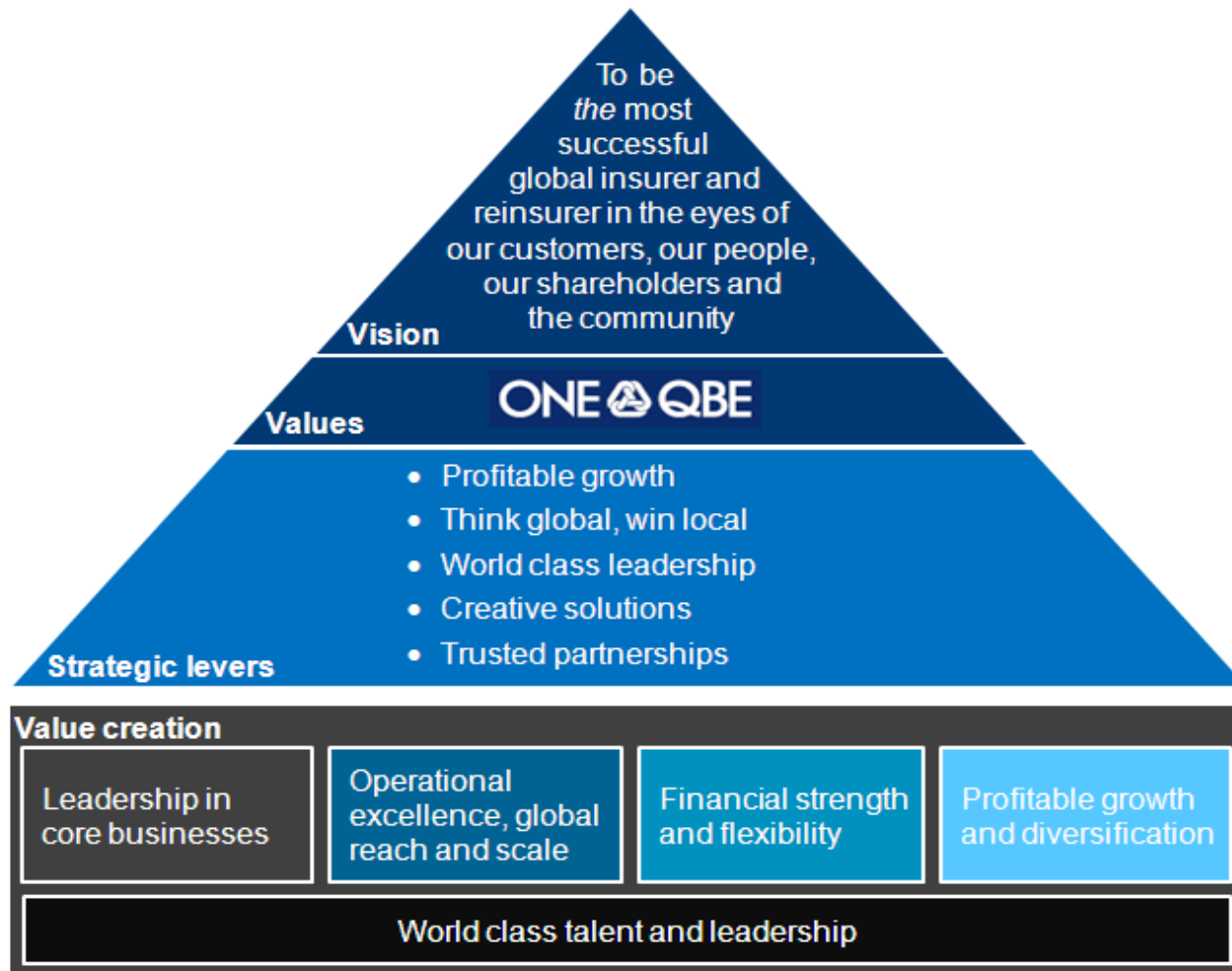
(7) Combined commission and expense ratio 31.1% actual vs 30.5% underlying

(8) 3.9% underlying versus 3.0% forecast (2.25% x 1.3 years)

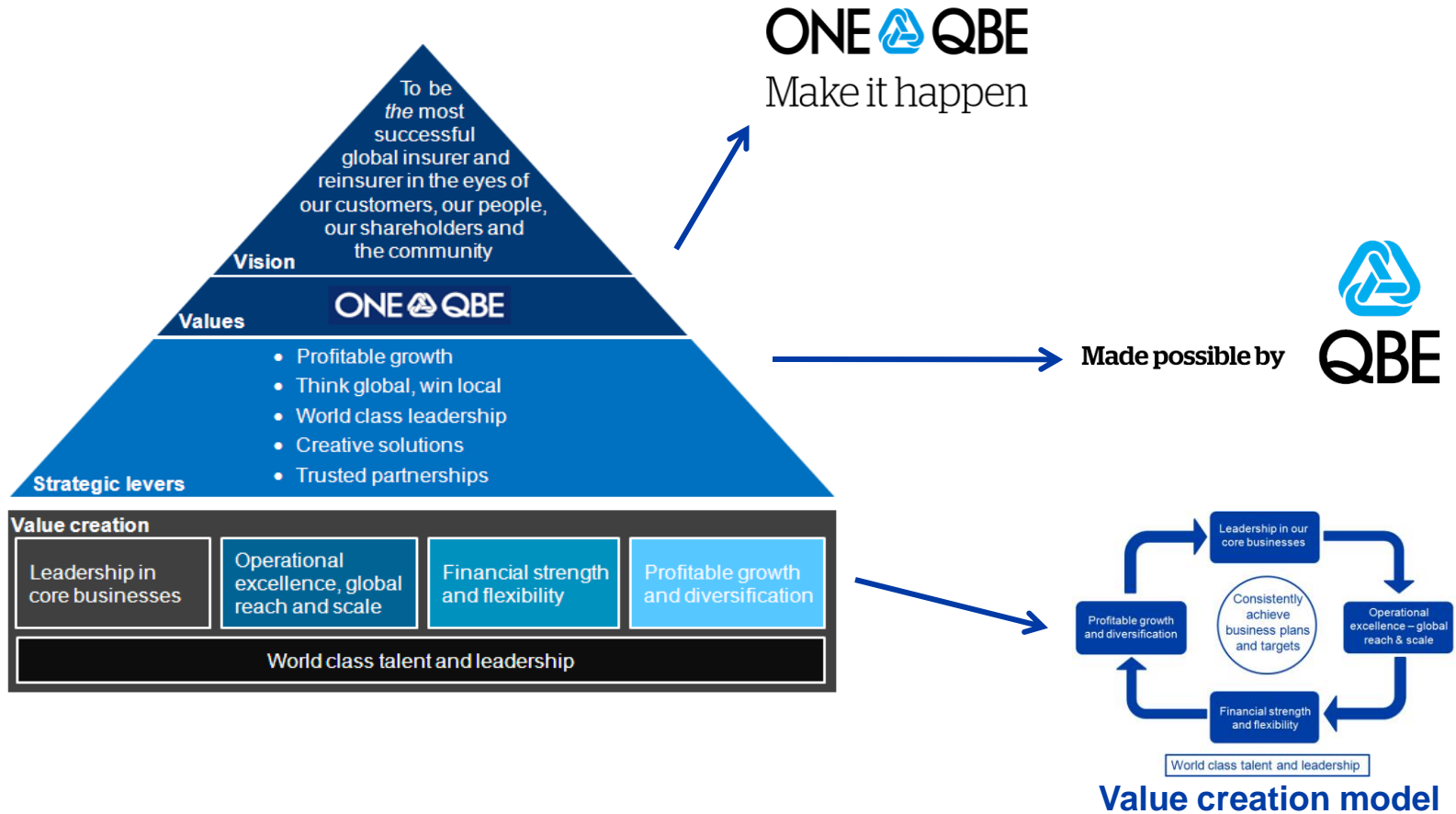
Last year we rolled out our vision

QBE has a vision to be *the* most successful global insurer and reinsurer in the eyes of our customers, our people, our shareholders and the community

Building the new QBE



Building the new QBE



QBE's Value Creation Model



Forthcoming Group Executive leadership changes

- **Neil Drabsch**
Our Group CFO retires February 2014
- **Richard Pryce**
Currently Deputy CEO of European Operations takes over as CEO Europe November 2013
- **Steven Burns**
Our current CEO of European Operations moves to Sydney as Group CFO February 2014
- **David Fried**
Formerly Regional CEO Allianz APAC takes over as CEO Asia Pacific April 2013
- **John Rumpler**
Our current CEO North American Operations steps down April 2013
- **David Duclos**
Formerly COO & CEO of insurance operations at XL Group joins as CEO North America April 2013

Closing remarks

- The challenges of 2011 and 2012 have provided valuable lessons
- 2012 result was disappointing but we move into 2013 in a strong position
- We will act with renewed focus on three areas
 - **PERFORMANCE**
 - **EVOLUTION**
 - **PEOPLE**

Formal Business

Belinda Hutchinson



Item 1:

- To receive and consider the annual financial report and the reports of the directors and of the auditors of the Company for the year ended 31 December 2012

Item 2:

- To adopt the remuneration report

Results of proxy voting for item 2

Resolution	For	Open	Against	Abstain
2	672,254,724	4,065,598	62,397,659	9,072,926

Item 3:

- To approve the grant of conditional rights over the Company's ordinary shares under the 2011 and 2012 QBE Long Term Incentive plans to the former Group Chief Executive Officer

LTI AWARD AS A % OF FIXED REMUNERATION			2011 LTI AWARD CONDITIONAL RIGHTS	
Diluted EPS hurdle	ROE and combined operating ratio hurdle	Maximum award	Pro-rata award	Initial number of shares
25.0%	25.0%	50%	\$1,125,000	95,501

LTI AWARD AS A % OF FIXED REMUNERATION			2012 LTI AWARD CONDITIONAL RIGHTS	
Diluted EPS hurdle	ROE and combined operating ratio hurdle	Maximum award	Pro-rata award	Initial number of shares
25.0%	25.0%	50%	\$770,410	58,453

Results of proxy voting for item 3

Resolution	For	Open	Against	Abstain
3	478,638,714	4,021,116	247,468,638	18,342,881

Item 4:

- To pay the former Group Chief Executive Officer a retirement allowance

Results of proxy voting for item 4

Resolution	For	Open	Against	Abstain
4	437,474,732	3,944,741	281,991,680	25,060,246

Item 5:

- To approve the grant of conditional rights over the Company's ordinary shares as an appointment performance incentive to the Group Chief Executive Officer

Results of proxy voting for items 5

Resolution	For	Open	Against	Abstain
5	708,808,755	3,999,484	31,639,261	4,400,100

Item 6:

- To approve the grant of conditional rights over the Company's ordinary shares under the 2012 QBE Long Term Incentive plan to the Group Chief Executive Officer

LTI AWARD AS A % OF FIXED REMUNERATION			2012 LTI AWARD CONDITIONAL RIGHTS	
Diluted EPS hurdle	ROE and combined operating ratio hurdle	Maximum award	Maximum reward	Initial number of shares
25.0%	25.0%	50%	\$783,459	59,443

Results of proxy voting for items 6

Resolution	For	Open	Against	Abstain
6	674,683,680	2,510,251	53,746,927	16,452,312

Item 7:

- To increase the maximum aggregate fees payable to non-executive directors

Results of proxy voting for items 7

Resolution	For	Open	Against	Abstain
7	719,807,883	2,500,280	15,310,074	9,566,911

Item 8:

- To elect a director Mr J A Graf

Results of proxy voting for items 8

Resolution	For	Open	Against	Abstain
8	715,888,026	4,344,973	24,485,921	4,258,225

Item 9a:

- To re- elect Mr D M Boyle as a director

Results of proxy voting for items 9a

Resolution	For	Open	Against	Abstain
9a	717,201,907	4,254,531	23,316,324	4,212,733

Item 9b:

- To re- elect Mr J M Green as a director

Results of proxy voting for items 9b

Resolution	For	Open	Against	Abstain
9b	718,552,065	4,264,605	21,961,754	4,207,271

Important disclaimer

This presentation should be read in conjunction with all information which QBE has lodged with the Australian Securities Exchange (“ASX”). Copies of those lodgements are available from either the ASX website www.asx.com.au or QBE’s website www.qbe.com.

Prior to making a decision in relation to QBE’s securities, products or services, investors, potential investors and customers must undertake their own due diligence as to the merits and risks associated with that decision, which includes obtaining independent financial, legal and tax advice on their personal circumstances.

This presentation contains certain “forward-looking statements” for the purposes of the U.S. Private Securities Litigation Reform Act of 1995. The words “anticipate”, “believe”, “expect”, “project”, “forecast”, “estimate”, “likely”, “intend”, “should”, “could”, “may”, “target”, “plan” and other similar expressions are intended to identify forward-looking statements. Indications of, and guidance on, future earnings and financial position and performance are also forward-looking statements.

Such forward-looking statements are not guarantees of future performance and involve known and unknown risks, uncertainties and other factors, many of which are beyond the control of QBE that may cause actual results to differ materially from those expressed or implied in such statements. There can be no assurance that actual outcomes will not differ materially from these statements. You are cautioned not to place undue reliance on forward-looking statements. Such forward-looking statements only speak as of the date of this presentation and QBE assumes no obligation to update such information.

Any forward-looking statements assume large individual risk and catastrophe claims do not exceed the significant allowance in our business plans; no overall reduction in premium rates; no significant fall in equity markets and interest rates; no major movement in budgeted foreign exchange rates; no material change to key inflation and economic growth forecasts; recoveries from our strong reinsurance panel; and no substantial change in regulation. Should one or more of these assumptions prove incorrect, actual results may differ materially from the expectations described in this presentation.

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