

Providing dignity to Kiwis in their time of need

AMP customers received \$233m in claims

\$25m
trauma



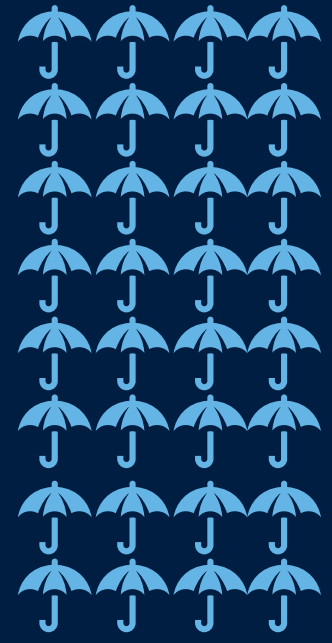
\$29m
income protection



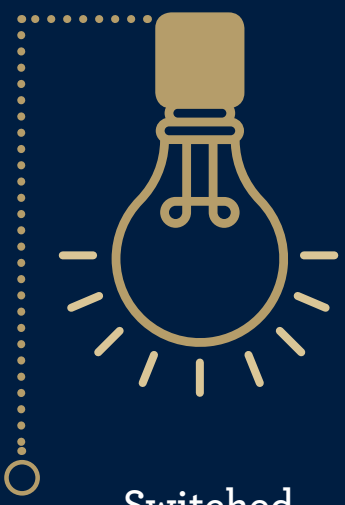
\$72m
general insurance



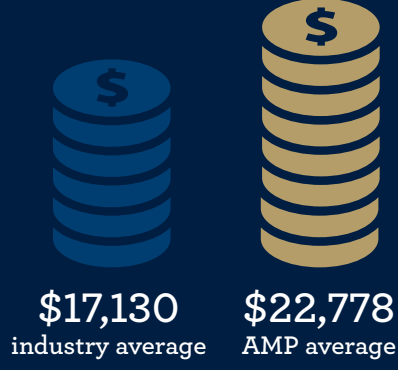
\$107m
life insurance



Helping more Kiwis achieve an aspirational retirement



Switched
2,978
AMP KiwiSaver
Scheme customers to
a fund better suited
to their needs



\$22,778
Average
AMP KiwiSaver
Scheme member
balance

Helped **2,270**
AMP KiwiSaver Scheme
members buy their first home



4,009
AMP KiwiSaver Scheme
members withdrew
\$108m
to help fund their
retirement

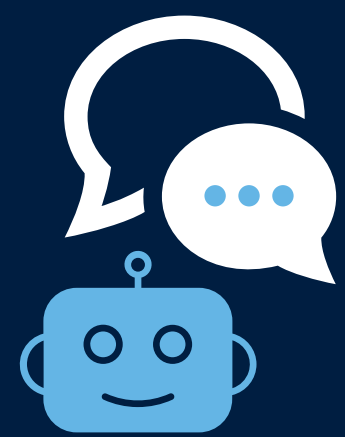
Creating more great experiences for our customers



We have a
relationship with
1 in 3
households

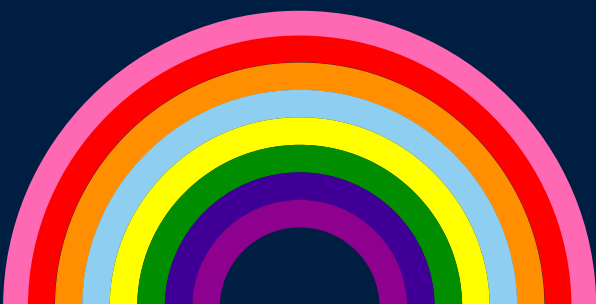


50,690
customers gave us feedback
to help improve our
products and services

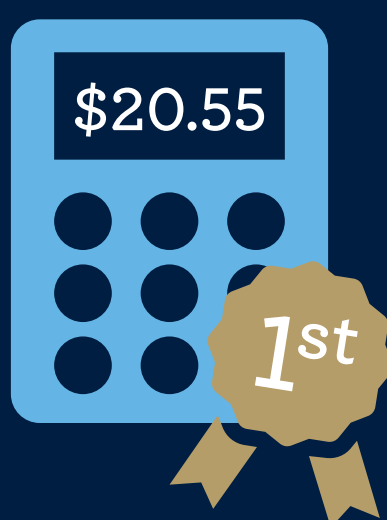


Alex the chatbot
answered questions from
5,520
customers

Caring for our community



Received the Rainbow
Tick in recognition of our
commitment to diversity
and inclusion



First financial services
provider to receive
the Living Wage
accreditation



Proud partner of the
Key to Life Trust,
including getting behind
the I AM HOPE tour