

MMS Group
**Annual General
Meeting 2019**

McMillanShakespeareGroup



Overview

Financial

- > Revenue growth of 0.8% to \$549.7m, with UNPATA down 5.1% to \$88.7m
- > Full year dividend of 74 cents per share fully franked, 1.4% increase over the prior year
- > Capital management strategy delivering improved returns

Customer

- > Net Promoter Score of 52.9
- > Continued new business and organic customer growth across all segments
- > Plan Partners completed national expansion with WA licence

People

- > Employee sustainable engagement score of 79 (May 2019)
- > Workforce at 30 June increased by 4.0% to 1,334 (FY19 average 1,312)

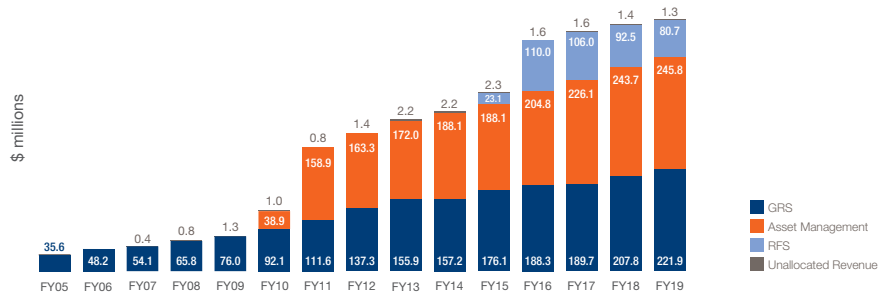
Process

- > Continued investment in the Beyond 2020 program resulting in:
 - Conversion improvement via automated sales activity systems and improved customer communication
 - Digital and AI delivering service and efficiency improvements
- > Core technology platform upgrade enabling enhanced operational performance

Key financial metrics

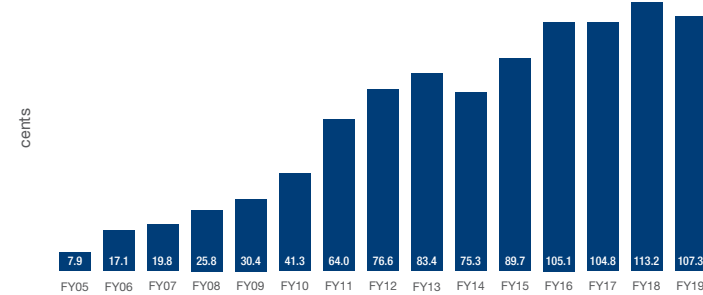
Revenue (\$m)

14 year CAGR: 21.6%



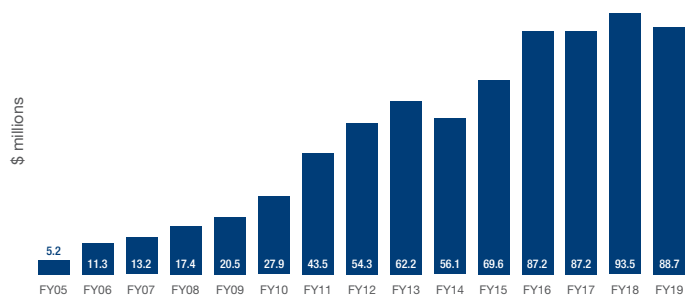
Earnings per share (cents)

14 year CAGR: 20.5%



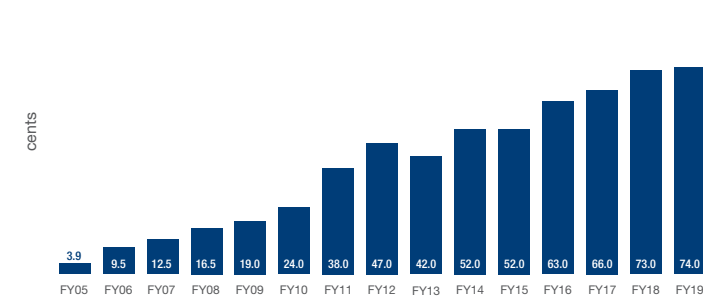
UNPATA performance (\$m)

14 year CAGR: 22.5%



Dividends per share (cents)

14 year CAGR: 23.4%



Key operational metrics



343,100

Salary packages

↑ 2.5%



68,000

Novated leases

↑ 7.4%



45,100

Asset pool
(Units)

↑ 5.4 %



\$500m

Assets managed
(WDV)¹

↓ 3.9%



\$2,950m

Net amount financed

↑ 3.5%



\$269m

Plan Partners client funds
under administration

↑ more than 100%



1,312

Average
Employees

↑ 3.8%



52.9

Net Promoter Score

Average monthly score for FY19

FY20 Update

Growth	Beyond 2020	Maxxia UK	Regulatory	Capital management
<ul style="list-style-type: none">> Market conditions continue to be challenging> New car sales for Sept. quarter down 6.7% on PCP and having some impact on novated growth> Some pressure on yields due to credit availability and insurance repricing> Successful transition of Melbourne Health> Continued new business wins> Plan Partners growth continues	<ul style="list-style-type: none">> New Sales CRM implementation completed> Telephony platform upgrade> Digital enhancements increasing capability> Wave 3 robotics delivered> Customer insights and new product development	<ul style="list-style-type: none">> Strategic review continues	<ul style="list-style-type: none">> Regulatory environment continues to undergo change<ul style="list-style-type: none">– Credit availability– Review of sales model for ‘add on’ products	<ul style="list-style-type: none">> Expanded off balance sheet funding facility to facilitate achievement of 30% target> Successfully completed \$80m share buy-back<ul style="list-style-type: none">– Completed at \$13.74 being a 14% discount to market price

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Financial data

All dollar values are in Australian dollars (\$) unless stated otherwise.

Effect of rounding

A number of figures, amounts, percentages, estimates, calculations of value and fractions in this presentation are subject to the effect of rounding. Accordingly, the actual calculation of these figures may differ from the figures set out in this presentation.

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Adoption of the Remuneration Report

For	49,853,549	97.10%
Against	1,202,380	2.34%
Open-Usable	285,618	0.56%
Abstain	516,599	N/A
Excluded	9,425,220	N/A

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Re-election of Mr Tim Poole as a Director

For	56,456,875	92.89%
Against	4,032,615	6.64%
Open-Usable	284,700	0.47%
Abstain	509,176	N/A
Excluded	Nil	N/A

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Re-election of Mr Ross Chessari as a Director

For	49,852,040	82.03%
Against	10,636,755	17.50%
Open-Usable	284,618	0.47%
Abstain	509,953	N/A
Excluded	Nil	N/A

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Issue of Performance Rights to the Managing Director

For	58,779,418	96.74%
Against	1,694,440	2.79%
Open-Usable	283,918	0.47%
Abstain	525,590	N/A
Excluded	Nil	N/A

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Renewal of Proportional Takeover Provisions of the Constitution

For	56,929,919	93.68%
Against	3,558,329	5.85%
Open-Usable	287,618	0.47
Abstain	507,500	N/A

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