

MMS Group
**Annual General
Meeting 2020**

McMillanShakespeareGroup



Online Attendees – Question Process

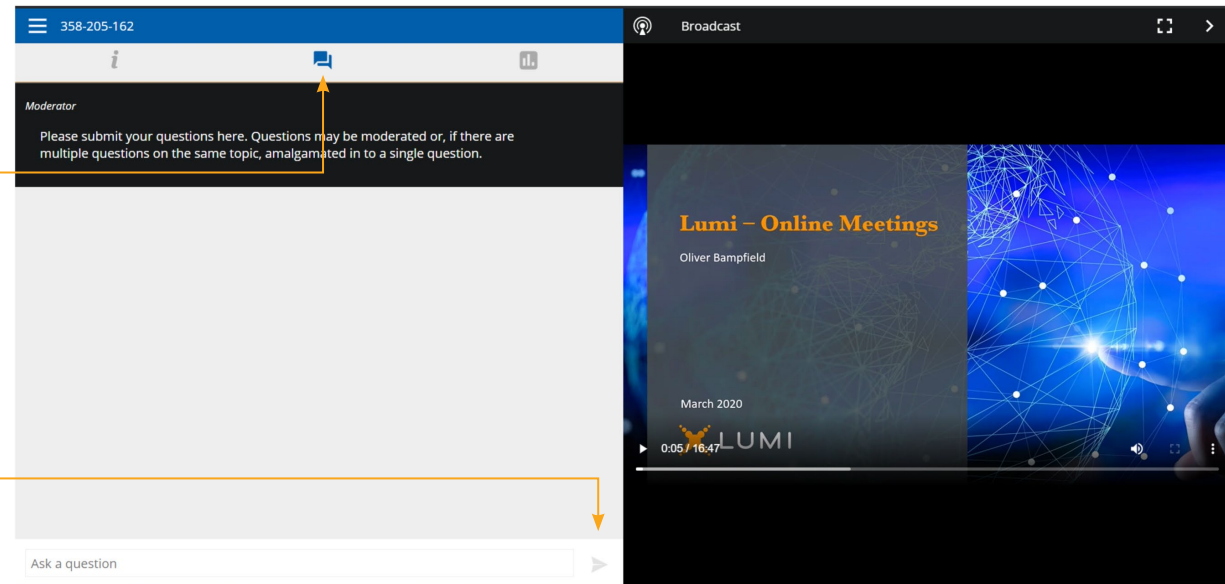
- > When the Question function is available, the Q&A icon will appear at the top of the app.



- > To send in a question, simply click in the 'Ask a question' box, type your question and then press the send arrow



- > Your question will be sent immediately for review

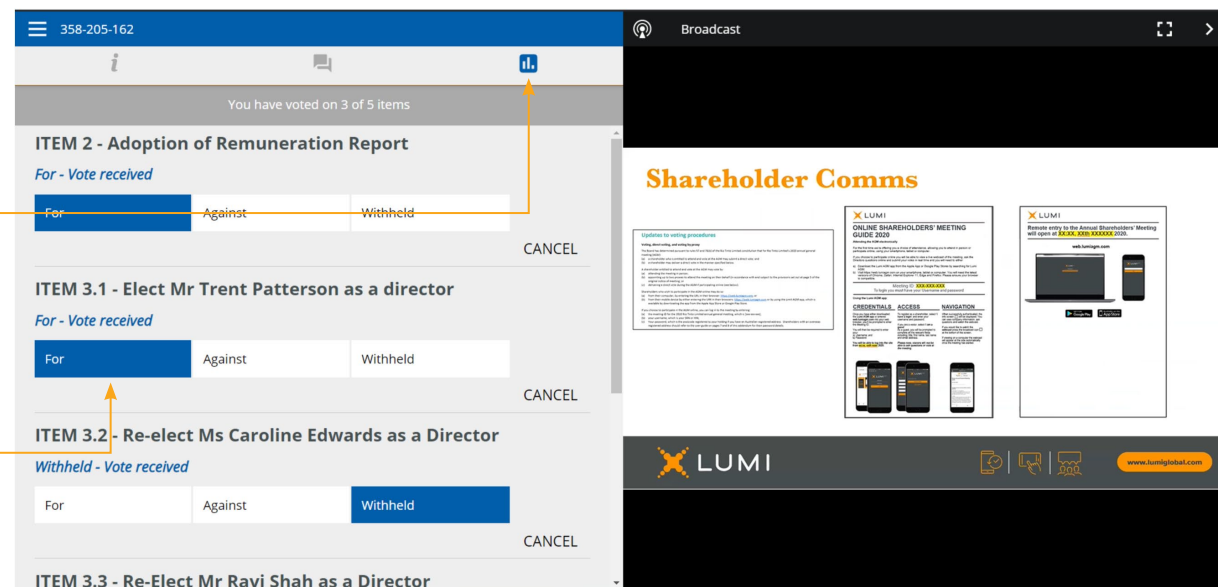


Online Attendees – Voting Process

- > When the poll is open, the vote will be accessible by selecting the voting icon at the top of the screen



- > To vote simply select the direction in which you would like to cast your vote, the selected option will change colour.
- > There is no submit or send button, your selection is automatically recorded.



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Overview

Financial

- > Revenue of \$494m down 10%, with UNPATA down 22% at \$69m
- > Cautious approach to pay no final dividend due to uncertainty of COVID-19 impacts, plan to resume dividends in FY21
- > Extension of all revolving debt facilities beyond 12 months
- > Net cash position of \$66.7m at 30 June 2020, excluding fleet funded debt
- > Free cash flow of \$103.3m

Customer

- > Net Promoter Score of 52.0
- > Salary packaging up 17,900 or 5.2% on pcp
- > Novated leases up 5.6% to 71,800
- > Customer & earnings growth in Plan Partners

People

- > Responsible cost control and access to JobKeeper support
- > Employee sustainable engagement score of 87%
- > Focus on future ways of working
 - Remote & flexible
 - Redesigning products, service & delivery

Process

- > Accelerating digital investments
 - Driving improved customer experience
 - Lower cost to serve
- > Purchase of 25% of Plan Partners for \$8m at 30 June 2020
- > Commenced UK restructure
 - Organic growth, lower cost, capital light
- > Establishing a revolving warehouse as an additional source of funding for novated leasing

Key operational metrics



361,000

Salary packages

↑ 5.2%



71,800

Novated leases

↑ 5.6%



39,600

Asset pool
(Units)

↓ (12.0%)



\$444m

Assets managed
(WDV)¹

↓ (10.8%)



\$2,617m

Net amount financed

↓ (11.6%)



\$669m

Plan Partners client funds
under administration

↑ more than 100%



1,304

Average
Employees

↓ (1.0%)



52

Net Promoter Score²

Retained strong monthly
Customer Satisfaction for FY20

Strategic imperatives



Suzanne Shepherd
Chief Human Resources Officer



Julia Edwards-Smith
Chief Customer Officer



Sean Dempsey
Chief Executive Officer – Plan Partners

People

COVID-19 was a sharp and severe impact

- > Qualified for JobKeeper in April

Focus on our people

- > Retained 100% of our workforce
- > Sustainable engagement of 87% measured May 2020
- > Able to stand our people back up quickly as growth returned
- > Moved to a fully remote work environment
- > Continued to deliver high service levels to customers

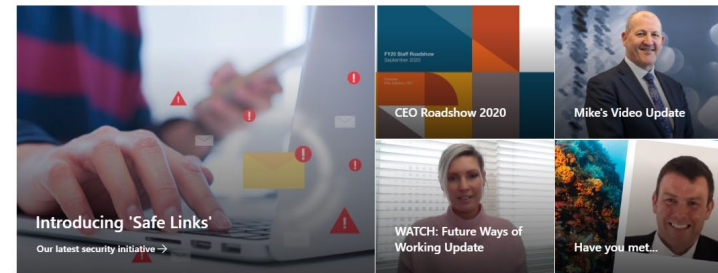
Proactive measures taken to reduce costs

- > Stand downs
- > Board and Executive salary reductions
- > Non essential spend restricted

Continued progress on strategic initiatives

- > Beyond 2020, Warehouse, Digital, IT strategy

MMS MMSG Intranet



Digital and data transformation

FY20 program

- > Built core CX, EX and data science capabilities
- > Accelerated digital transformation to respond to COVID-19

Key Achievements

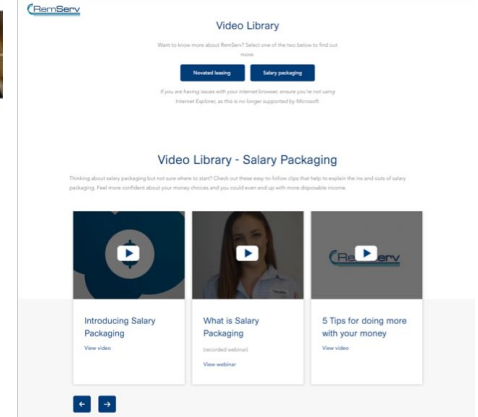
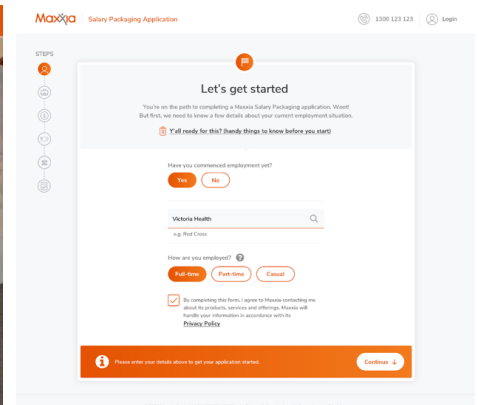
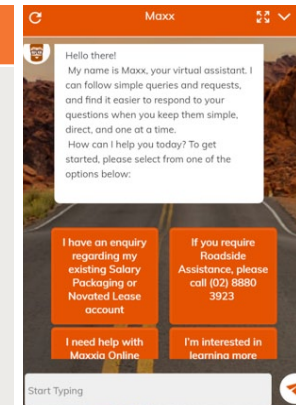
- > Redesigned the role of Live Chat
- > Enhanced the AI chat bot
- > Transformed customer portal
- > Online education for customers
- > Created online set up for new salary packaging

FY21 and beyond

Adopt automation technologies and agile delivery practices to improve productivity, capability of employees and support growth opportunities

Digital roadmap includes

- > Develop and launch new products and services
- > Enhance Salary Package setup through automation and new distribution channels
- > Use technology to enhance customers overall experience through seamless and self-service interactions
- > Create a digitally enabled customer experience



Plan Partners

- > NDIS rollout approximately 73%¹ complete (circa 365,000² people)
- > Same day reimbursements to customers, and next day payments to service providers through our online Dashboard
- > Service delivery, activity levels and performance were not impacted by COVID-19
- > NDIA improved delivery and roll out of plans supporting growth
- > 95% customer satisfaction score, customers who are very happy with our services
- > Purchase of 25% share for \$8m completed, now 100% owned
- > Investment in digital self-service tools in FY21, as scale increases
- > Well positioned for customer and earnings growth in FY21

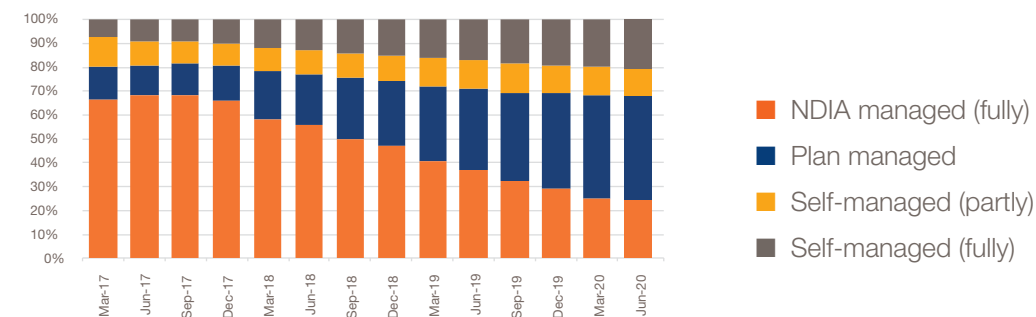
¹ Market changed from 460,000 participants to 500,000 people during FY20

² COAG Disability Reform Council Quarterly Annual Report – 30 June 2020

Key Plan Partners statistics

21,650	Unique service providers on our platform at 30 June 2020 (up from 10,200 at 30 June 2019)
486,500	Total number of invoices processed in FY20 (187k for FY19)
\$669m	Clients funds under administration at 30 June 2020 (\$269m at 30 June 2019)
91	FTE's at 30 June 2020 (60 at 30 June 2019)

Plan management type and quarter of entry²



FY21 update

COVID-19 was a sharp and severe impact

- > Recovery continues, increasing activity across all segments
- > Stage 4 restrictions in Victoria
- > Continued uncertainty

Continued progress on strategic initiatives

- > Digital transformation
- > Warehouse

Novated performance Q1

- > New sales up despite new car sales down 21% on PCP
- > Yield returning to pre COVID-19 levels as percentage of refinanced leases reduce

Customer & earnings growth in Plan Partners continues

Warranty

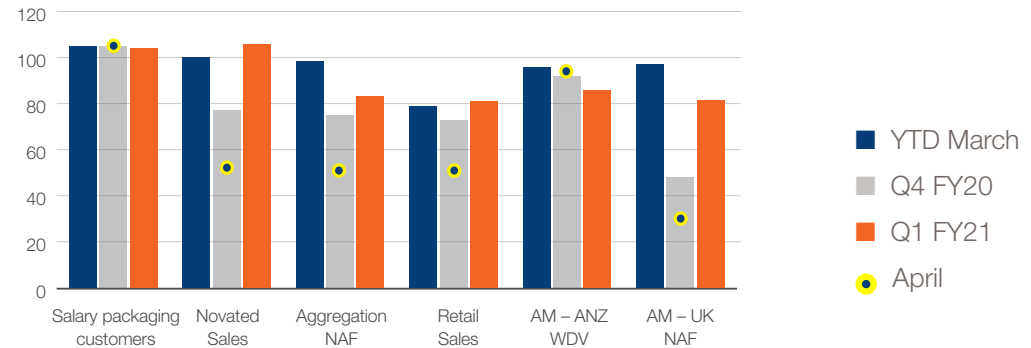
- > Class action settled, subject to Federal Court approval

UK restructure being progressed, complete by end 2020

Regulatory environment continues to undergo change

- > Credit availability
- > Deferred sales for add on insurances

Activity levels versus pcg



Investor highlights

High quality recurring revenue

- > Market leading SP & NL provider

Broad & diversified customer base

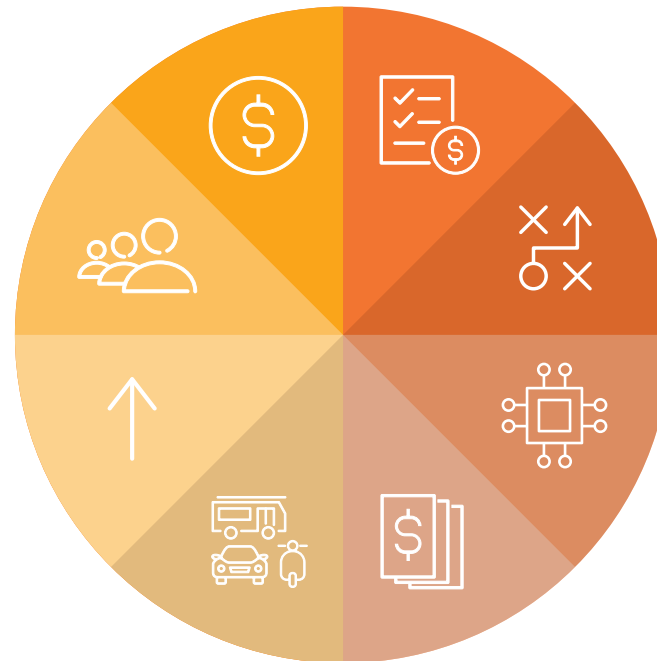
- > High retention levels

Growth

- > Leveraging skills into new adjacencies

Recovery potential

- > NL originations outperform new car sales



Capital light funding model

- > Generates attractive returns on equity

Streamlining model

- > To reduce risk & focus on the core

Digitisation

- > Driving improved customer offerings & efficiencies

Free cash flow generation

- > Dividends to resume in FY21

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Adoption of the Remuneration Report

For	47,767,930	94.60%
Against	2,497,533	4.94%
Open-Usable	231,088	0.46%
Abstain	465,459	N/A
Excluded	9,474,746	N/A

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Re-election of Mr John Bennetts as a Director

For	54,835,178	96.86%
Against	1,540,516	2.72%
Open-Usable	236,188	0.42%
Abstain	3,824,874	N/A
Excluded	0	N/A

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Re-election of Ms Helen Kurincic as a Director

For	59,354,912	99.03%
Against	348,507	0.58%
Open-Usable	232,288	0.39%
Abstain	501,049	N/A
Excluded	0	N/A

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Election of Ms Kathy Parsons as a Director

For	59,576,215	99.38%
Against	135,004	0.23%
Open-Usable	233,788	0.39%
Abstain	491,749	N/A
Excluded	0	N/A

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Issue of Indeterminate Rights to Managing Director

For	57,584,512	96.13%
Against	2,081,190	3.47%
Open-Usable	236,466	0.40%
Abstain	534,588	N/A
Excluded	0	N/A

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Amendment of the Company Constitution

For	52,732,618	87.95%
Against	6,988,808	11.66%
Open-Usable	231,408	0.39%
Abstain	483,922	N/A
Excluded	0	N/A

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Financial data

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

Effect of rounding

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