

WESTPAC GENERAL INSURANCE LIMITED

ABN 99 003 719 319

Annual Report

For the year ended 30 September 2018

WESTPAC GENERAL INSURANCE LIMITED

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This financial report covers Westpac General Insurance Limited (the Company) as an individual entity. The financial report is presented in Australian dollars.

Westpac General Insurance Limited is a company limited by shares, incorporated and domiciled in Australia.

The financial report was authorised for issue by the Directors of the Company on 12 December 2018. The Directors have the power to amend and reissue the financial report. The Company's registered office is:

Level 18, Westpac Place
275 Kent Street
Sydney NSW 2000

WESTPAC GENERAL INSURANCE LIMITED

DIRECTORS' REPORT

The Directors of Westpac General Insurance Limited (the Company) present their report together with the financial statements of the Company for the year ended 30 September 2018.

Directors

The following persons were Directors of the Company during the period since 1 October 2017 and up to the date of this report unless otherwise stated:

Justin Breheny
Helen Conway
Allan Griffiths
Susan Houghton
Yvonne Le Bas
Lindsay Smartt

Principal activities

The principal activities of the Company during the financial year ended 30 September 2018 were underwriting consumer credit and home and contents insurance.

There have been no significant changes in the nature of the principal activities of the Company during 2018.

Operating and financial review

The net profit after tax attributable to equity holders of the Company for the financial year ended 30 September 2018 was \$60,987 thousand (2017: \$47,892 thousand).

The increase in profit is predominantly as a result of an 11% decrease in net claims incurred to \$226,146 thousand (2017: \$254,420 thousand) which reflects lower claims experience, notably in respect of catastrophic events, during the year, partly offset by an increase in other expenses to \$13,191 thousand (2017: \$1,072 thousand).

Dividends

Details of dividends paid in respect of the Company for the current financial year are disclosed in Note 25.

Significant changes in state of affairs and events during and since the end of the 2018 financial year

There were no significant changes in the state of affairs of the Company during the year.

The Directors are not aware of any matter or circumstance that has occurred since the end of the financial year that has significantly affected or may significantly affect the operations of the Company, the results of its operations or the state of affairs of the Company in subsequent financial years.

Developments and expected results

Information on likely developments in the operations and the expected results of the operations have not been included in this report because the Directors believe it would be likely to result in unreasonable prejudice to the Company.

Shares or interests

No shares or options were issued or granted by the Company to the Directors during the financial year ended 30 September 2018.

Indemnities and insurance

Under the Constitution, the ultimate parent entity, Westpac Banking Corporation (Westpac), unless prohibited by statute, indemnifies each of the Directors and Company Secretaries of Westpac and of each of its related bodies corporate (except related bodies corporate listed on a recognised stock exchange), each employee of Westpac or its subsidiaries (except subsidiaries listed on a recognised stock exchange), and each person acting as a responsible manager under an Australian Financial Services Licence of any of Westpac's wholly-owned subsidiaries against every liability (other than a liability for legal costs) incurred by each such person in their capacity as director, company secretary, employee or responsible manager, as the case may be; and all legal costs incurred in defending or resisting (or otherwise in connection with) proceedings, whether civil or criminal or of an administrative or investigatory nature, in which the person becomes involved because of that capacity.

Each of the Directors named in this Directors' report and each of the Company Secretaries has the benefit of this indemnity.

Westpac also executed a deed poll in September 2009 providing indemnification equivalent to that provided under the Westpac Constitution to individuals acting as directors and other statutory officers of wholly-owned subsidiaries of Westpac (including the Company).

Under the September 2009 deed poll, Westpac also agrees to provide directors' and officers' insurance to Directors of Westpac and Directors of Westpac's wholly-owned subsidiaries.

For the year ended 30 September 2018, Westpac and the entities it controls (Westpac Group) has insurance cover which, in certain circumstances, will provide reimbursement for amounts which the Westpac Group or the Company has to pay under the indemnities set out above. That cover is subject to the terms and conditions of the relevant insurance, including but not limited to the limit of the indemnity provided by the insurance. The insurance policies prohibit disclosure of the premium payable and the nature of the liabilities covered.

WESTPAC GENERAL INSURANCE LIMITED

DIRECTORS' REPORT (CONTINUED)

Proceedings on behalf of the Company

No application has been made and no proceedings have been brought or intervened in on behalf of the Company under section 237 of the Corporations Act 2001.

Environmental disclosure

The operations of the Company are not subject to any significant environmental regulation under any law of the Commonwealth of Australia or of any state or territory of Australia. The Company has not incurred any liability (including for rectification costs) under any environmental legislation.

Rounding of amounts

The Company is an entity to which ASIC Corporations Instrument 2016/191 dated 24 March 2016, relating to the rounding of amounts in directors' reports and financial reports, applies.

Pursuant to this Instrument, amounts in this Directors' report and the accompanying financial report have been rounded to the nearest thousand dollars, unless indicated to the contrary.

Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 4 and forms part of this report.

Signed in accordance with a resolution of the Board.



Director



Director

Sydney 12 / 12 /2018



Auditor's Independence Declaration

As lead auditor for the audit of Westpac General Insurance Limited for the year ended 30 September 2018, I declare that to the best of my knowledge and belief, there have been:

- (a) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- (b) no contraventions of any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink, appearing to read 'RB', followed by a long, sweeping horizontal line that ends in a small loop.

R Balding
Partner
PricewaterhouseCoopers

Sydney
12 December 2018

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Liability limited by a scheme approved under Professional Standards Legislation.

WESTPAC GENERAL INSURANCE LIMITED

Statement of profit or loss and other comprehensive income for the year ended 30 September 2018

	Note	2018 \$'000	2017 \$'000
Premium revenue		527,563	521,726
Outwards reinsurance premium expense		(51,690)	(50,921)
Net premium revenue		475,873	470,805
Claims expense	5	(236,699)	(257,297)
Reinsurance and other recoveries revenue	5	10,553	2,877
Net claims incurred		(226,146)	(254,420)
Acquisition costs	14	(109,665)	(111,731)
Other underwriting expenses	6	(52,176)	(48,414)
Underwriting expenses		(161,841)	(160,145)
Underwriting result		87,886	56,240
Investment and other income	7	12,429	13,249
Other expenses	8	(13,191)	(1,072)
Profit before income tax		87,124	68,417
Income tax expense	9	(26,137)	(20,525)
Net profit for the year		60,987	47,892
Other comprehensive income		-	-
Total comprehensive income for the year attributable to owners of Westpac General Insurance Limited		60,987	47,892

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes.

WESTPAC GENERAL INSURANCE LIMITED

Balance sheet as at 30 September 2018

	Note	2018 \$'000	2017 \$'000
Assets			
Cash and cash equivalents	30(a)	11,550	12,622
Financial assets at fair value through profit or loss	10	260,431	272,356
Trade and other receivables	11	325,858	312,321
Reinsurance and other recoveries receivables	12	41,048	36,123
Deferred levies and charges	13	13,428	10,314
Deferred acquisition costs	14	59,326	64,213
Deferred tax assets	15	3,750	1,230
Other assets		147	149
Intangible assets	16	11,671	13,276
Total assets		727,209	722,604
Liabilities			
Trade and other payables	17	73,416	70,015
Reinsurance premium payables		4,768	4,848
Unearned premium liability	18	332,548	330,455
Outstanding claims liability	19	152,515	165,986
Provisions	20	10,675	-
Total liabilities		573,922	571,304
Net assets		153,287	151,300
Shareholders' equity			
Share capital	23	31,500	31,500
Retained profits	24	121,787	119,800
Total shareholders' equity		153,287	151,300

The above balance sheet should be read in conjunction with the accompanying notes.

WESTPAC GENERAL INSURANCE LIMITED

Statement of changes in equity for the year ended 30 September 2018

	Note	Share capital \$'000	Retained profits \$'000	Total \$'000
Balance at 1 October 2016		31,500	111,908	143,408
Net profit for the year		-	47,892	47,892
Net other comprehensive income for the year		-	-	-
Total comprehensive income for the year		-	47,892	47,892
Transaction in capacity as equity holders				
Dividends on ordinary shares	25	-	(40,000)	(40,000)
Balance at 30 September 2017		31,500	119,800	151,300
Net profit for the year		-	60,987	60,987
Net other comprehensive income for the year		-	-	-
Total comprehensive income for the year		-	60,987	60,987
Transaction in capacity as equity holders		-	-	-
Dividends on ordinary shares	25	-	(59,000)	(59,000)
Balance at 30 September 2018		31,500	121,787	153,287

The above statement of changes in equity should be read in conjunction with the accompanying notes.

WESTPAC GENERAL INSURANCE LIMITED

Cash flow statement for the year ended 30 September 2018

	Note	2018 \$'000	2017 \$'000
Cash flows from operating activities			
Premiums received		516,083	520,152
Reinsurance and other recoveries received		5,628	8,989
Claims paid		(250,170)	(260,982)
Outward reinsurance premiums paid		(51,770)	(51,840)
Interest received	7	157	145
Fee income and other income received		6,234	5,762
Expenses paid		(156,037)	(157,776)
Payments to head entity under tax funding agreement		(30,197)	(18,813)
Net cash provided by/(used in) operating activities	30(b)	39,928	45,637
Cash flows from investing activities			
Proceeds from financial assets at fair value through profit or loss	10	276,200	270,900
Payments for financial assets at fair value through profit or loss	10	(258,200)	(277,020)
Net cash provided by/(used in) investing activities		18,000	(6,120)
Cash flows from financing activities			
Payment of dividends	25	(59,000)	(40,000)
Net cash provided by/(used in) financing activities		(59,000)	(40,000)
Net decrease in cash and cash equivalents		(1,072)	(483)
Cash and cash equivalents as at beginning of the year		12,622	13,105
Cash and cash equivalents as at end of the year	30(a)	11,550	12,622

The above cash flow statement should be read in conjunction with the accompanying notes. Details of the reconciliation of net cash provided by/(used in) operating activities to net profit are provided in Note 30.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

Note 1. Financial statements preparation

a. Basis of accounting

(i) General

Westpac General Insurance Limited (the Company) is a for-profit entity for the purpose of preparing this financial report.

This general purpose financial report has been prepared in accordance with Australian Accounting Standards (AAS) and Interpretations as issued by the Australian Accounting Standards Board (AASB), and the Corporations Act 2001.

The principal accounting policies adopted in the preparation of the financial report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

This financial report also complies with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB).

(ii) Historical cost convention

The financial report has been prepared under the historical cost convention, as modified by applying fair value accounting to financial assets and liabilities (including derivative instruments) measured at fair value through profit or loss.

(iii) Comparative revisions

Comparative information has been revised where appropriate to conform to changes in presentation in the current year and to enhance comparability.

(iv) Standards adopted during the year ended 30 September 2018

The Company adopted the requirements of AASB 2016-2-Amendments to Australian Accounting Standards – Disclosure Initiative: Amendments to AASB 107 which require additional disclosures regarding both cash and non-cash changes in liabilities arising from financing activities. These disclosures have been made in the notes to the cash flow statement. As permitted by the standard, comparatives are not required on first application.

There were no other new standards applied in 2018.

(v) Functional and presentational currency

The financial statements are presented in Australian dollars which is the Company's functional and presentation currency. The functional currency is the main currency of the economy it operates in.

(vi) Insurance contracts

All of the insurance products offered or utilised by the Company meet the definition of insurance contracts under AASB 1023 General Insurance Contracts (AASB 1023), and are accounted for and reported in accordance with this standard. These products do not contain embedded derivatives or deposits that are required to be unbundled.

Insurance contracts that meet the definition of financial guarantee products are accounted for as insurance contracts under AASB 1023, rather than as financial instruments under AASB 139 Financial Instruments: Recognition and Measurement.

b. Revenue recognition

(i) Premium

Premium revenue comprises premiums from direct general insurance business which includes amounts charged to the policyholder excluding amounts collected on behalf of third parties, principally indirect taxes.

The earned portion of premiums received and receivable, including unclosed business, is recognised as revenue. Premiums are treated as earned from the date of attachment of risk. The pattern of recognition over the policy or indemnity periods is based on the incidence of risk attaching to the policies underwritten.

Where time does not approximate the pattern of risk, previous claims experience is used to derive the incidence of risk.

The proportion of premium received or receivable not earned in the income statement at the reporting date is recognised in the balance sheet as an unearned premium liability.

Premiums on unclosed business are brought to account using estimates based on the previous year's actual unclosed business with due allowance made for any changes in the pattern of new business and renewals.

(ii) Investment income

Dividends, trust distributions and interest income are recognised as they accrue or are receivable. The profit or loss on disposal of investments is brought to account at the date of the contract for sale. Unrealised gains or losses on investments revalued at year end are taken to the statement of profit or loss and other comprehensive income at that date.

Interest income from bank accounts is recognised on an accrual basis using the effective interest rate method.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 1. Financial statements preparation (continued)

b. Revenue recognition (continued)

(iii) Unexpired risk liability

At each reporting date the Company assesses whether the unearned premium liability is sufficient to cover all expected future cash flows relating to future claims against current insurance contracts. This assessment is referred to as the liability adequacy test (LAT). Although there is more than one class of business, for the purposes of conducting the LAT, all policies within the Company are treated as a single group of contracts subject to broadly similar risks as these are managed together as a single portfolio.

If the present value of the expected future cash flows relating to future claims and expenses plus the additional risk margin to reflect the inherent uncertainty in the central estimate exceeds the unearned premium liability less related deferred acquisition costs then the unearned premium liability is deemed to be deficient.

Being a test of adequacy, the LAT uses a probability of sufficiency that is set to highlight deficiencies in product pricing following an analysis of the Company's profit margins that equate to the Company's cost of capital.

The probability of sufficiency for outstanding claims liabilities is set at a level that the Company considers to be appropriate to cover the Company's claims obligations having regard to the prevailing market environment and prudent industry practice.

Results of the LAT are outlined at Note 18(d).

(iv) Reinsurance claim recoveries

Reinsurance claim recoveries are recognised as revenue for claims incurred, reported claims not yet paid, claims incurred but not reported, claims incurred but not enough reported and unexpired risk liabilities. Recoveries receivables are measured as the present value of the expected future receipts, calculated on the same basis as the liability for outstanding claims.

c. Expense recognition

(i) Claims

Claims incurred expense and liabilities for outstanding claims are recognised in respect of direct insurance business. The liability covers claims incurred but not yet paid, incurred but not reported, claims incurred but not enough reported and the anticipated direct and indirect costs of settling those claims.

Claims handling costs include costs that can be associated directly with individual claims, such as legal and other professional fees, and costs that can only be indirectly associated with individual claims, such as claims administration costs.

Claims outstanding are assessed by reviewing individual claim files and estimating un-notified claims and settlement costs using statistics based on past experience and trends. The liability for outstanding claims is measured as the present value of the expected future payments, reflecting the fact that all the claims may not be paid in the immediate future. The expected future payments are estimated on the basis of the ultimate cost of settling claims, which is affected by factors arising during the period of settlement such as normal inflation and "superimposed inflation". Superimposed inflation arises from non-economic factors such as developments of legal precedent. The expected future payments are then discounted to a present value at the reporting date using risk free rates. A risk margin is applied to the outstanding claims liability, net of reinsurance and other recoveries to reflect the inherent uncertainty in the central estimate of the outstanding claims liability.

The details of rates applied are included in Note 4(a).

(ii) Outwards reinsurance premium

Premium ceded to reinsurers is recognised as an expense in the statement of profit or loss and other comprehensive income from the attachment date over the period of indemnity of the reinsurance contract in accordance with the expected pattern of incidence of risk ceded. Accordingly, a portion of outward reinsurance premium is treated as a prepayment and presented as deferred reinsurance expense on the balance sheet at the reporting date.

(iii) Levies and charges

Levies and charges such as fire service levies are expensed on the same basis as the recognition of premium revenue. The portion relating to unearned premium is recorded as a prepayment and presented as deferred levies and charges on the balance sheet.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 1. Financial statements preparation (continued)

d. Income tax

The Company is part of a tax consolidated group, of which Westpac Banking Corporation (Westpac) is the head entity. As a consequence of tax consolidation accounting, the Company does not recognise any current tax payable balances in its own financial statements, unless the head entity is in default of its obligations, or a default is probable under the tax consolidation legislation, or the tax amounts relate to taxable income incurred prior to the implementation of the tax consolidation regime. Amounts payable or receivable under a tax funding agreement with the head entity are recognised in accordance with the terms and conditions of the agreement as tax-related amounts receivable or payable. Expenses and revenues arising under this agreement are recognised as income tax (expense)/revenue.

The Company has entered into tax funding and tax sharing arrangements with Westpac. Under the terms of the tax funding agreement, the Company reimburses Westpac for any current tax payable by Westpac in respect of the Company's activities. The Company will also be reimbursed by Westpac for any reduction in current tax payable by Westpac in respect of the Company's activities. The reimbursements are payable at the same time as the associated income tax liability falls due and have therefore been recognised as a current tax-related payable by the Company. In the opinion of management, the tax sharing agreement is a valid agreement under the tax consolidation legislation and limits the joint and several liability of the Company in the case of a default by Westpac.

The tax expense for the year comprises current and deferred tax. Tax is recognised in the statement of profit or loss and other comprehensive income. Current tax is the tax payable for the year using enacted or substantively enacted tax rates and laws for each jurisdiction. Current tax also includes adjustments to tax payable for previous years.

Deferred tax accounts for temporary differences between the carrying amounts of assets and liabilities in the financial statements and their values for taxation purposes. Deferred tax is determined using the enacted or substantively enacted tax rates and laws for each jurisdiction which are expected to apply when the assets will be realised or the liabilities settled. Deferred tax assets and liabilities have been offset where they relate to the same taxation authority, and where there is a legal right and intention to settle on a net basis. Deferred tax assets are recognised to the extent that it is probable that future taxable profits will be available to utilise the assets.

Deferred tax is not recognised for temporary differences where the initial recognition of assets or liabilities in a transaction that is not a business combination and that affects neither the accounting nor taxable profit or loss.

e. Assets

(i) Financial assets

Recognition

Purchases and sales of financial assets are recognised on trade-date; the date on which the Company commits to purchase or sell the asset.

Classification and measurement

The Company classifies its financial assets into the following categories: cash and cash equivalents, financial assets at fair value through profit or loss, trade and other receivables, reinsurance and other recoveries receivable and other assets. Financial assets are recognised initially at fair value plus directly attributable transaction costs.

Financial assets backing insurance liabilities

The Company has determined that financial assets held to back insurance liabilities are designated at fair value through profit or loss. As part of its investment strategy, the Company actively manages its investment portfolio to ensure that investments mature in accordance with the expected pattern of future cash flows arising from insurance liabilities.

Financial assets not backing insurance liabilities

The Company has determined that financial assets held to back the shareholders' funds are designated at fair value through profit or loss.

The accounting policy for each category of financial asset mentioned above and the determination of its fair value is set out below in the note for the relevant item.

Derecognition

Financial assets are derecognised when the rights to receive cash flows from the asset have expired, or when the Company has either transferred its rights to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full under a 'pass through' arrangement and transferred substantially all the risks and rewards of ownership.

(a) Cash and cash equivalents

For the purpose of presentation in the cash flow statement, cash and cash equivalents includes deposits at call and managed cash which are readily convertible to cash on hand and are subject to an insignificant risk of changes in value.

For the current and previous financial years, the cash and cash equivalents of the Company consists solely of cash on deposit with banks and other financial institutions.

(b) Financial assets at fair value through profit or loss

Financial assets at fair value through profit or loss are composed of:

- Financial assets held for trading or those acquired principally for the purpose of selling in the short term with the intention of making a profit; and
- Financial assets designated at fair value through profit or loss at inception are those that are not held for trading purposes but may be sold when the need arises. These include investments in unlisted unit trusts which are managed and their performance evaluated on a fair value basis in accordance with the Company's investment strategy.

Financial assets at fair value through profit or loss are subsequently carried at fair value. Gains and losses arising from changes in the fair value of financial assets at fair value through profit or loss, including interest and dividend income, are included in the statement of profit or loss and other comprehensive income in the period in which they arise.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 1. Financial statements preparation (continued)

e. Assets (continued)

(i) Financial assets (continued)

(c) Trade and other receivables

Receivables (including amounts due from related entities) are recognised initially at fair value and subsequently measured at amortised cost, less provision for impairment losses. Trade and other receivables are presented as current assets unless payment is not due within 12 months from the reporting date. A receivable is impaired when there is objective evidence that receivables may not be recoverable. An impairment charge is recognised when the financial impact of the non-recoverable receivables can be reliably measured. At each balance sheet date, the Company assesses whether any receivables are impaired, recognising an impairment charge if required.

The impairment charge is recognised in the statement of profit or loss and other comprehensive income with a corresponding reduction of the carrying value of the receivables through an offsetting provision account.

In subsequent periods, objective evidence may indicate that an impairment charge should be reversed. The impairment charge is reversed in the statement of profit or loss and other comprehensive income of that future period and the related provision for impairment is reduced.

(ii) Non-financial assets

Impairment of non-financial assets

The carrying amount of the Company's non-financial assets, other than deferred tax assets, are reviewed as at each balance sheet date to determine whether there is any indication of impairment. If such an indication exists, the asset's recoverable amount is estimated. An impairment loss is recognised whenever the carrying amount of an asset or the cash generating unit to which it is allocated exceeds its recoverable amount. With the exception of goodwill, for which impairment losses cannot be reversed, where an impairment loss subsequently reverses, the carrying amount of the asset (or cash generating unit) is increased to the revised estimate of its recoverable amount, such that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (or cash generating unit) in prior years. Impairment losses and reversals of impairment losses are recognised in profit or loss.

The recoverable amount of an asset is the greater of its fair value less costs to sell and value-in-use. In assessing value-in-use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash generating unit to which the asset belongs.

(a) Deferred acquisition costs

Acquisition costs incurred in obtaining general insurance contracts are deferred and recognised as assets where they can be reliably measured and where it is probable that they will give rise to premium revenue that will be recognised in the statement of profit or loss and other comprehensive income in subsequent reporting periods.

Deferred acquisition costs are amortised systematically in accordance with the expected pattern of the incidence of risk under the general insurance contracts to which they relate.

(b) Finite life intangible assets

Finite life intangibles including computer software are recognised initially at cost and subsequently at amortised cost less any impairment.

Intangible assets relating to program development costs for the Allianz arrangement, are stated at cost less accumulated amortisation and impairment. These costs are being amortised over 10 years which reflects the 10 year contractual arrangement with Allianz.

f. Liabilities

(i) Financial liabilities

Recognition

Financial liabilities are recognised when an obligation arises.

Classification and measurement

The Company classifies financial liabilities into the following categories: trade and other payables, reinsurance premiums payable and outstanding claims liability. Financial liabilities are recognised initially at fair value plus directly attributable transaction costs.

The accounting policy for each category of financial liability mentioned above and the determination of its fair value is set out below in the note for the relevant item.

Derecognition

Financial liabilities are derecognised when the obligation is discharged, cancelled or expires.

(a) Trade and other payables

Trade and other payables (including amounts due to related entities) represent liabilities for goods and services provided to the Company prior to the end of the financial year which are unpaid. The amounts are unsecured and are usually paid within normal credit terms. Trade and other payables are presented as current liabilities unless payment is not due within 12 months from the reporting date.

(b) Provisions

(i) Provision for dividend

Provision is made for the amount of any dividend declared and approved by the Directors on or before the end of the financial year but not distributed at balance date.

(ii) Other provisions

Provisions are recognised for present obligations arising from past events where a payment (or other economic transfer) is likely to be necessary to settle the obligation and can be reliably estimated.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 1. Financial statements preparation (continued)

g. Shareholders' equity

Shareholders' equity consists of share capital and reserves. Ordinary shares are recognised at the amount paid up per ordinary share net of directly attributable issue costs. Reserves consist of retained earnings and other reserves.

h. Goods and Services Tax (GST)

The Company is part of a GST consolidated group, of which Westpac is the head entity. Any GST payable or recoverable is presented on the balance sheet as a net payable to or receivable from Westpac.

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not deemed recoverable from the Australian Taxation Office (ATO). In this case it is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are recognised inclusive of GST.

Cash flows are presented on a net basis. The GST components of cash flows arising from investing or financing activities which are ultimately recoverable from, or payable to the ATO, are presented as operating cash flows.

Commitments are disclosed net of the amount of GST ultimately recoverable from, or payable to, the ATO.

i. Offsetting

Financial assets and liabilities are presented net in the balance sheet when the Company has a legally enforceable right to offset them in all circumstances and there is an intention to settle the asset and liability on a net basis, or to realise the asset and settle the liability simultaneously.

j. Rounding of amounts

All amounts have been rounded in accordance with ASIC Corporation (Rounding in Financial/Directors' Reports) Instrument 2016/191, to the nearest thousand dollars, unless otherwise stated.

k. Future developments in accounting standards

The following new standards and interpretations which may have a material impact on the Company have been issued but are not yet effective, and unless otherwise stated, have not been early adopted by the Company:

(i) AASB 9 Financial Instruments

AASB 9 Financial Instruments (December 2014) (AASB 9) will replace AASB 139 Financial Instruments: Recognition and Measurement (AASB 139). It includes a forward looking 'expected credit loss' impairment model, revised classification and measurement model and modifies the approach to hedge accounting. The standard is effective from 1 October 2018.

The major changes under the standard are outlined below:

Impairment

AASB 9 introduces a revised impairment model which requires entities to recognise expected credit losses based on unbiased forward looking information, replacing the existing incurred loss model in AASB 139 which only recognises impairment if there is objective evidence that a loss has been incurred. The revised impairment model applies to all financial assets at amortised cost, lease receivables, debt securities measured at fair value through other comprehensive income, loans commitments and financial guarantee contracts.

Key elements of the new impairment model are:

- requires more timely recognition of expected credit losses using a three stage approach. For financial assets where there has been no significant increase in credit risk since origination a provision for 12 months expected credit losses is required (stage 1). For financial assets where there has been a significant increase in credit risk or where the asset is credit impaired a provision for full lifetime expected losses is required (stages 2 and 3 respectively);
- expected credit losses are probability-weighted amounts determined by evaluating a range of possible outcomes and taking into account the time value of money, past events, current conditions and forecasts of future economic conditions. This will involve a greater use of judgement than the existing impairment model; and
- interest is calculated on the gross carrying amount of a financial asset, except where the asset is credit impaired (i.e. stage 3).

Implementation

There will be a change in the impairment methodology for amounts due from related entities. It will not have a material impact on the Company.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 1. Financial statements preparation (continued)

k. Future developments in accounting standards (continued)

(i) AASB 9 Financial Instruments (continued)

Classification and measurement

AASB 9 replaces the classification and measurement model in AASB 139 with a new model that categorises financial assets based on a) the business model within which the assets are managed, and b) whether the contractual cash flows under the instrument solely represent the payment of principal and interest. Financial assets will be measured at:

- amortised cost where the business model is to hold the financial assets in order to collect contractual cash flows and those cash flows represent solely payments of principal and interest;
- fair value through other comprehensive income where the business model is to both collect contractual cash flows and sell financial assets and the cash flows represent solely payments of principal and interest. Non-traded equity instruments can also be measured at fair value through other comprehensive income; or
- fair value through profit or loss if they are held for trading or if the cash flows on the asset do not solely represent payments of principal and interest. An entity can also elect to measure a financial asset at fair value through profit or loss if it eliminates or reduces an accounting mismatch.

The accounting for financial liabilities is largely unchanged.

Implementation

The investments held by the Company will continue to be measured at fair value through profit or loss under AASB 9.

(ii) AASB 15 Revenue from Contracts with Customers

AASB 15 Revenue from Contracts with Customers (AASB 15) was issued on 28 May 2014 and will be effective from 1 October 2018. The standard replaces AASB 118 Revenue and related interpretations, and applies to all contracts with customers, except leases, financial instruments and insurance contracts. The standard provides a more systematic approach to revenue recognition by introducing a five-step model governing revenue measurement and recognition. This includes (1) identifying the contract with customer, (2) identifying each of the performance obligations included in the contract, (3) determining the amount of consideration in the contract, (4) allocating the consideration to each of the identified performance obligations and (5) recognising revenue as each performance obligation is satisfied.

The assessment of revenue streams existing at transition has concluded. Based on this assessment, the application of AASB15 will not have a material impact on the Company.

(iii) AASB 17 Insurance Contracts

AASB 17 Insurance Contracts was issued on 18 July 2017 and will be effective for the 30 September 2022 financial year unless early adopted. This will replace AASB 4 Insurance Contracts, AASB 1023 General Insurance Contracts and AASB 1038 Life Insurance Contracts. The International Accounting Standards Board (IASB) has tentatively agreed on a one year deferral of the IFRS17 effective date and would result in the standard being effective for the 30 September 2023 financial year. Although this is subject to a public consultation, this deferral is expected to be confirmed next year. The main changes under the standard are:

- the scope of the standard may result in some contracts that are currently "unbundled", i.e. accounted for separately as insurance and investment contracts being required to be "bundled" and accounted for as an insurance contract;
- portfolios of contracts (with similar risks which are managed together) will be required to be disaggregated to a more granular level by both the age of a contract and the likelihood of the contract being onerous in order to determine the recognition of profit over the contract period (i.e. the contractual service margin);
- the contract boundary, which is the period over which profit is recognised, differs and is determined based on the ability to compel the policyholder to pay premiums or the substantive obligation to provide coverage/services. For some general insurance contracts this may result in the contract boundary being longer impacting profit recognition compared to the current standards;
- a narrower definition of what acquisition costs may be deferred;
- an election to recognise changes in assumptions regarding discount rate in other comprehensive income rather than in profit and loss;
- an election to recognise changes in the fair value of assets supporting policy liabilities in other comprehensive income rather than through profit and loss;
- reinsurance contracts and the associated liability is to be determined separately to the gross contract liability and may have different contract boundaries; and
- additional disclosure requirements.

The standard is expected to result in a reduction in the level of deferred acquisition costs, however the quantum of this and the profit and loss impacts to the Company are not yet practicable to determine.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 2. Critical accounting assumptions and estimates

Applying the Company's accounting policies require the use of judgement, assumptions, and estimates which impact the financial information.

The significant assumptions and estimates used are actuarial derived liabilities, which are described in Note 3 and Note 4. Estimates and assumptions have also been made in relation to unclosed business, unearned premium liability, intangible asset, deferred acquisition costs (DAC) and the LAT in Note 18(d). This includes amortisation period, upfront costs and fees to be included and products over which the DAC applies. The amortisation period was determined by considering the earning pattern of premium income.

Note 3. Actuarial methods

(a) *The ultimate liability arising from claims made under insurance contracts*

The Company writes two classes of general insurance business; home and contents and consumer credit. For the purposes of claims assumptions, the majority of business is considered as being of a short tail nature. Provision is made at the year end for the estimated cost of claims incurred but not settled at the balance sheet date, including the cost of claims incurred but not yet reported to the Company. The estimated cost of claims includes direct expenses to be incurred in the settling of claims, gross of the expected value of salvage and other recoveries. The outstanding claims provision comprises the central estimate and a risk margin which is added to the central estimate to achieve a desired probability of sufficiency. The outstanding claim provision is discounted to reflect the time value of money. A central estimate is an estimate of the level of claims provision that is intended to contain no intentional under or over estimation. A risk margin is added to the central estimate of outstanding claims in order to increase the probability that estimates will be adequate.

(b) *Central estimates*

Central estimates for each class of business are derived from analysis of the results of several different actuarial models. These include projection of:

- ultimate numbers of claims;
- payments per claim incurred;
- case estimates;
- reporting patterns; and
- loss ratios.

Projections are based on both historical experience and external benchmarks where relevant.

Other considerations include:

- changes in the Company's process which might accelerate or slow down the development and/or recording of paid or incurred claims, compared with the statistics from previous periods;
- changes in the product benefits;
- changes in the legal environment;
- the effects of inflation;
- changes in the mix of business; and
- the impact of large losses.

Claims inflation is incorporated into the resulting projected payments, to allow for both general economic inflation as well as any superimposed inflation detected in the modelling of payments experience. Superimposed inflation arises from non-economic factors such as developments of legal precedent.

Central estimates are calculated gross of any reinsurance recoveries. A separate estimate is made of the amounts recoverable from reinsurers.

Projected payments are discounted to allow for the time value of money.

(c) *Risk margin*

The determination of the appropriate level of risk margin takes into account each class of business and the uncertainty or variability of the future claim payments.

There is more than one class of business and therefore the overall risk margin is lower than the sum of the margins for each class. This reduction is called the diversification benefit. It arises from the understanding that conditions or events which result in higher claims for one class do not always result in similarly high claims for all classes.

The measurement of variability uses techniques similar to those used in determining the central estimate. These techniques determine a range of possible outcomes of ultimate payments and assign likelihood to outcomes at different levels. The use of a range of outcomes allows a determination of the risk margin required to provide an estimate at a given probability of sufficiency.

(d) *Assets arising from reinsurance contracts*

Assets arising from reinsurance contracts are also computed using the above methods. In addition, the recoverability of these assets is assessed on a periodic basis to ensure that the balance is reflective of the amounts that will ultimately be received, taking into consideration factors such as counterparty and credit risk. Impairment is recognised where there is objective evidence that the Company may not receive amounts due to it and these amounts can be reliably measured.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 4. Actuarial assumptions

(a) Actuarial assumptions

The following assumptions have been made in determining the outstanding claims liabilities:

	2018 Home and contents	2018 Consumer credit insurance	2017 Home and contents	2017 Consumer credit insurance
Inflation rate	2.5% p.a.	N/A	2.5% p.a.	N/A
Superimposed inflation rate	2.9% p.a.	N/A	2.9% p.a.	N/A
Discount rate	1.9% p.a.	2.0% p.a.	1.8% p.a.	2.0% p.a.
Claim handling expense rate	7.0%	7.0%	6.9%	6.9%
Risk margin	8.2%	11.3%	8.1%	12.3%
Average weighted term to settlement from reporting date (years)	0.75	0.73	0.61	0.70

(b) Process used to determine assumptions

A description of the processes used to determine these assumptions is provided below:

(i) Inflation rate

Insurance costs are subject to inflationary pressures over time.

For the home and contents class, claim costs are related to the inflationary pressures of the materials and goods insured as well as labour costs to effect repairs. It is therefore expected that these costs will increase at a level between appropriate Consumer Price Index indices and wages inflation. The property class uses a combination of actuarial methods. One method applies explicit inflation assumptions whilst the other method implicitly includes inflation at historical levels.

For the consumer credit classes, while inflation rate is not applicable, claims costs are related to the movement in the average loan balance. Therefore, an adjustment is applied to these classes to inflate historical claims based on the movement in the average loan balance of the book.

(ii) Superimposed inflation rate

Superimposed inflation relates to claims inflation in excess of the general economic inflation due to external environment impacts. An allowance for superimposed inflation is applied based on historical levels of superimposed inflation in the portfolio.

(iii) Discount rate

The outstanding claims liability is discounted at a rate equivalent to that inherent in a portfolio of risk free Commonwealth Government fixed interest securities with coupon and redemption cash flows exactly matching the projected inflated claim cash flows.

(iv) Claims handling expense rate

An estimate of outstanding claims liabilities will typically incorporate an allowance for the future cost of administering the claims. This allowance is determined after analysing claim related expenses incurred by the classes of business and is expressed in proportion to the gross claim payments.

(v) Risk margin

The assumptions regarding uncertainty are applied to the net central estimates (including the expense allowance) in order to arrive at a net provision that is intended to provide a probability of sufficiency of 80% (2017: 80%).

(vi) Average weighted term to settlement

The average weighted term to payment is calculated separately by class of business and is based on historic settlement patterns.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 4. Actuarial assumptions (continued)

(c) Sensitivity analysis – insurance contracts

The Company conducts sensitivity analysis to quantify the exposure to the risk of changes in the underlying assumptions used in the financial statements. The table below describes how a change in each assumption will affect insurance liabilities:

Impact of change in assumptions		Profit/(loss)		Equity \$'000
30 September 2018	Movement in variable	Gross of reinsurance \$'000	Net of reinsurance \$'000	
Direct business				
Inflation rate	+100 basis points p.a.	(74)	(74)	(74)
	-100 basis points p.a.	74	74	74
Discount rate	+100 basis points p.a.	697	676	676
	-100 basis points p.a.	(724)	(702)	(702)
Claims handling expense rate	+100 basis points p.a.	(916)	(900)	(900)
	-100 basis points p.a.	916	900	900
Risk margin	+100 basis points p.a.	(879)	(740)	(740)
	-100 basis points p.a.	879	740	740
Average weighted term to settlement (years)	+0.5 years	(1,440)	(1,161)	(1,161)
	-0.5 years	1,414	1,140	1,140
<hr/>				
30 September 2017		Profit/(loss)		Equity \$'000
	Movement in variable	Gross of reinsurance \$'000	Net of reinsurance \$'000	
Direct business				
Inflation rate	+100 basis points p.a.	(73)	(73)	(73)
	-100 basis points p.a.	73	73	73
Discount rate	+100 basis points p.a.	583	562	562
	-100 basis points p.a.	(605)	(583)	(583)
Claims handling expense rate	+100 basis points p.a.	(1,003)	(985)	(985)
	-100 basis points p.a.	1,003	985	985
Risk margin	+100 basis points p.a.	(962)	(848)	(848)
	-100 basis points p.a.	962	848	848
Average weighted term to settlement (years)	+0.5 years	(1,654)	(1,408)	(1,408)
	-0.5 years	1,624	1,382	1,382

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 5. Net claims incurred

	2018 Current year \$'000	2018 Prior years \$'000	2018 Total \$'000	2017 Current year \$'000	2017 Prior years \$'000	2017 Total \$'000
Gross claims incurred and related expenses - undiscounted	239,604	(2,455)	237,149	291,774	(34,320)	257,454
Discount movement	(1,064)	614	(450)	(922)	765	(157)
Gross claims incurred and related expenses - discounted	238,540	(1,841)	236,699	290,852	(33,555)	257,297
Reinsurance and other recoveries						
Reinsurance and other recoveries - undiscounted	(11,630)	1,022	(10,608)	(13,428)	10,539	(2,889)
Discount movement	122	(67)	55	106	(94)	12
Reinsurance and other recoveries - discounted	(11,508)	955	(10,553)	(13,322)	10,445	(2,877)
Net claims incurred	227,032	(886)	226,146	277,530	(23,110)	254,420

Current year amounts relate to claims occurring in the current financial year. Prior period amounts relate to a reassessment of the claims occurring in all previous financial years.

Note 6. Other underwriting expenses

	2018 \$'000	2017 \$'000
Levies and charges	20,602	22,335
Amortisation of intangible assets	1,605	1,605
Administration expenses	29,969	24,474
Total other underwriting expenses	52,176	48,414

Note 7. Investment and other income

	2018 \$'000	2017 \$'000
Investment income		
Interest - third parties	2,154	2,310
Interest - ultimate parent entity	157	145
Distributions from financial assets at fair value through profit or loss	4,302	4,190
Net fair value gains on financial assets at fair value through profit or loss	(383)	358
Total investment income	6,230	7,003
Other income		
Third parties	4,340	3,586
Other related entities	1,859	2,660
Total other income	6,199	6,246
Total investment and other income	12,429	13,249

Other income includes earnings received from the distribution of third party products.

Note 8. Other expenses

	2018 \$'000	2017 \$'000
Remediation expenses	5,747	-
Sourced product expenses	6,315	-
Other	1,129	1,071
Total other expenses	13,191	1,071

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 9. Income tax

The income tax expense for the year reconciles to the profit before income tax as follows:

	2018	2017
	\$'000	\$'000
Profit before income tax	87,124	68,417
Tax at the Australian company tax rate of 30%	26,137	20,525
Total income tax expense	26,137	20,525

	Note	2018	2017
		\$'000	\$'000
Income tax analysis			
Income tax expense comprises:			
Current income tax		28,657	20,050
Deferred income tax	(i)	(2,520)	475
Total income tax expense		26,137	20,525

(i) Deferred income tax (credit)/expense included in income tax expense comprises:

(Increase)/decrease in deferred tax assets	15	(3,076)	68
Increase in deferred tax liabilities	21	556	407
Total deferred income tax (benefit)/expense		(2,520)	475

The effective tax rate was 30% in 30 September 2018 (2017: 30%).

Note 10. Financial assets at fair value through profit or loss

	2018	2017
	\$'000	\$'000
Balance at beginning of the year	272,356	259,431
Additions	258,200	277,020
Interest and distributions reinvested	6,458	6,447
Disposals	(276,200)	(270,900)
Unrealised (losses)/gains	(383)	358
Balance at end of the year	260,431	272,356
Held as investments in:		
FirstRate Evergreen Deposit Account	105,240	103,086
Pendal Short Term Income Fund	143,408	157,709
Pendal Managed Cash Fund	11,783	11,561

The Pendal Short Term Income Fund (formerly known as BT Short Term Income Fund) and the Pendal Managed Cash Fund (formally known as BT Managed Cash Fund), that the Company invests into, are considered to be structured entities for the purposes of AASB 12 Disclosure of Interests in Other Entities. A structured entity is one which has been designed such that voting or similar rights are not the dominant factor in determining who controls the entity (for example, when voting rights relate to administrative tasks only and the relevant activities are directed by means of contractual arrangements). Structured entities are generally created to achieve a specific and well defined objective with restrictions over their ongoing activities. The Company enters into transactions with unconsolidated structured entities to facilitate specific investment opportunities and its interest in the structured entity comprises of any form of contractual or non-contractual involvement which creates variability in returns arising from the performance of the entity. This includes the holding of units in unlisted funds.

The objective of the Pendal Short Term Income Fund is to seek near term gains and invests primarily in floating rate notes, discount securities and cash deposits. The objective of the Pendal Managed Cash Fund is to seek near term gains and invests primarily in cash and short term fixed interest securities. The funds issue units which are redeemable at the holder's option and entitles the holder to a proportional share of the funds' net assets.

The carrying value of the investment in the funds represents the Company's maximum exposure to loss and is approximately 16% (2017: 18%) of the total funds under management in the Pendal Short Term Income Fund and 0.3% (2017: 0.3%) of the total funds under management in the Pendal Managed Cash Fund. The Company does not provide any material financial or other support to the unconsolidated structured entity.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 11. Trade and other receivables

	2018	2017
	\$'000	\$'000
Gross premiums receivable	324,799	311,474
Provision for impairment	-	(248)
Net premium receivable	324,799	311,226
Trade receivables	687	703
Amounts due from:		
Other related entities	372	392
Total trade and other receivables	325,858	312,321

Note 12. Reinsurance and other recoveries receivables

	2018	2017
	\$'000	\$'000
Expected reinsurance and other recoveries - undiscounted		
Reinsurance recoveries on claims paid - undiscounted	3,808	1,448
Reinsurance recoveries on outstanding claims - undiscounted	24,033	20,284
Other recoveries on outstanding claims - undiscounted	13,430	14,559
	41,271	36,291
Discount to present value	(223)	(168)
Total reinsurance and other recoveries receivables	41,048	36,123
Reinsurance and other recoveries receivables on incurred claims - discounted	37,240	34,675
Reinsurance and other recoveries receivables on paid claims - discounted	3,808	1,448
Expected reinsurance and other recoveries – discounted	41,048	36,123
Reinsurance and other recoveries		
Current	32,354	32,134
Non-current	8,694	3,989
Total reinsurance and other recoveries receivables	41,048	36,123

The minimum rated reinsurer's Standard & Poor's credit rating relating to reinsurance treaties was A- or greater in the current year (2017: A-).

Note 13. Deferred levies and charges

	2018	2017
	\$'000	\$'000
Balance at beginning of the year	10,314	15,963
Deferral of levies and charges in the period	23,716	16,686
Amortisation charged to statement of profit or loss and other comprehensive income	(20,602)	(22,335)
Balance at end of the year	13,428	10,314

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 14. Deferred acquisition costs

	2018 \$'000	2017 \$'000
Balance at beginning of the year	64,213	68,107
Acquisition costs deferred	104,778	107,837
Amortisation charged to statement of profit or loss and other comprehensive income	(109,665)	(111,731)
Balance at end of the year	59,326	64,213
Deferred acquisition costs to be realised within 12 months	53,211	55,352
Deferred acquisition costs to be realised after more than 12 months	6,115	8,861
Total deferred acquisition costs	59,326	64,213

Note 15. Deferred tax assets

The balance comprises temporary differences attributable to:

	Note	2018 \$'000	2017 \$'000
Amounts recognised in the statement of profit or loss and other comprehensive income			
Provisions		5,326	2,250
Gross deferred tax assets		5,326	2,250
Set-off deferred tax assets and deferred tax liabilities	21	(1,576)	(1,020)
Net deferred tax assets		3,750	1,230
Movements			
Balance at 1 October 2016		2,318	2,318
Recognised in the statement of profit or loss and other comprehensive income		(68)	(68)
Balance at 30 September 2017		2,250	2,250
Recognised in the statement of profit or loss and other comprehensive income		3,076	3,076
Balance at 30 September 2018		5,326	5,326

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 16. Intangible assets

	2018	2017
	\$'000	\$'000
Program development costs	16,048	16,048
Less: Accumulated amortisation	(4,377)	(2,772)
Total intangible assets	11,671	13,276

A reconciliation of the carrying amount of intangible assets at the beginning and end of the year is set out below:

	Program development costs \$'000	Total \$'000
Balance at 1 October 2016	14,881	14,881
Amortisation	(1,605)	(1,605)
Balance at 30 September 2017	13,276	13,276
Amortisation	(1,605)	(1,605)
Balance at 30 September 2018	11,671	11,671

Note 17. Trade and other payables

	2018	2017
	\$'000	\$'000
Trade payables	16,623	14,318
Amounts due to:		
Ultimate parent entity - current tax liabilities	2,005	3,545
Ultimate parent entity - other	11,146	12,432
Other related entities	43,642	39,720
Total trade and other payables	73,416	70,015

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 18. Unearned premium liability

	2018	2017
	\$'000	\$'000
(a) Unearned premium		
Balance at beginning of the year	330,455	327,717
Deferral of premiums on contracts written in the current period	309,577	307,765
Earnings of premiums written in previous period	(307,484)	(305,027)
Balance at end of the year	332,548	330,455
Current	316,983	307,484
Non-current	15,565	22,971
Total unearned premium liability as at 30 September	332,548	330,455
(b) Net unearned premium liability		
Unearned premium (net of reinsurance)	332,548	330,455
Deferred acquisition costs	(59,326)	(64,213)
Net unearned premium liability as at 30 September	273,222	266,242
(c) Expected present value of future cash flows for future claims including risk margin		
Discounted central estimate (net of reinsurance)	158,891	155,431
Risk and expense margins	78,992	70,058
Expected present value of future cash flows for future claims including risk margin	237,883	225,489

(d) Liability adequacy test (LAT)

AASB 1023 requires the inclusion of a risk margin in insurance liabilities but, does not prescribe a minimum level of margin. Whilst there is established practice in the calculation of the probability of sufficiency of the claims provision, no such guidance exists in respect of the level of risk margin to be used in determining the sufficiency of net premium liabilities. The Company has adopted a risk margin for the purpose of the liability sufficiency test to produce a probability of sufficiency of 75% (2017: 75%), which is consistent with APRA requirements in respect of total insurance liabilities, while 80% (2017: 80%) probability of sufficiency is adopted in determining the outstanding claims liabilities.

The application of the LAT in respect of the net premium liabilities identified a surplus of \$35,339 thousand as at 30 September 2018 (2017: surplus of \$40,753 thousand).

(e) Risk margin

The process used to determine the risk margin is explained in Note 3(c). The risk margin in expected future cash flows for future claims as a percentage of the central estimate is 8.5% (2017: 8.3%). This is the risk margin required to give a probability of sufficiency of 75% (2017: 75%) for total insurance liabilities.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 19. Outstanding claims liability

(a) Outstanding claims

	2018 \$'000	2017 \$'000
Direct business		
Gross		
Central estimate	132,897	144,396
Discount to present value	(1,888)	(1,446)
Total gross claims - discounted	131,009	142,950
Claims handling costs - discounted	7,077	7,498
Gross risk margin - discounted	14,429	15,538
Total claims handling costs and risk margins	21,506	23,036
Total gross outstanding claims liability - discounted	152,515	165,986
Current - gross outstanding claims - discounted	120,529	140,555
Non-current - gross outstanding claims - discounted	31,986	25,431
Total gross outstanding claims liability - discounted	152,515	165,986

(b) Risk margin

The process used to determine the risk margin is explained in Note 3(c). The probability of sufficiency at 30 September 2018 is 80% (2017: 80%). The risk margin included in net outstanding claims is 8.5% of the net central estimate (2017: 8.4%).

	2018		2017	
	Home and contents	Consumer credit insurance	Home and contents	Consumer credit insurance
Risk margins applied				
Direct	8.2%	11.3%	8.1%	12.3%
Overall margin	8.2%	11.3%	8.1%	12.3%

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 19. Outstanding claims liability (continued)

(c) Reconciliation of movement in net discounted outstanding claims liability

		2018 \$'000		2017 \$'000
Direct business	Gross		Reinsurance and other recoveries	Net
Balance at beginning of the year	165,986		(34,675)	131,311
Increase in net claims incurred current accident year	238,540		(11,508)	227,032
Discount movement in prior accident years	614		(67)	547
Risk margin movement in prior accident years	(7,637)		601	(7,036)
Other movements in prior accident years	5,182		421	5,603
Incurred claims recognised in the statement of profit or loss and other comprehensive income	236,699		(10,553)	226,146
Net claim payments	(250,170)		7,988	(242,182)
Balance at end of the year	152,515		(37,240)	115,275

(d) Claims development table

The following table shows the development of net undiscounted outstanding claims relative to the current estimate of ultimate claims costs for the six most recent accident years.

	Accident year							Total \$'000
	Prior \$'000	2013 \$'000	2014 \$'000	2015 \$'000	2016 \$'000	2017 \$'000	2018 \$'000	
Ultimate claims cost estimate:								
At end of accident year		166,822	160,473	241,631	213,597	254,624	207,026	
One year later		155,486	153,027	241,351	196,068	254,906	-	
Two years later		155,283	153,862	241,189	195,715	-	-	
Three years later		155,951	154,536	242,870	-	-	-	
Four years later		155,982	155,267	-	-	-	-	
Five years later		156,282	-	-	-	-	-	
Current estimate of ultimate claims cost estimate:	1,217,825	156,282	155,267	242,870	195,715	254,906	207,026	2,429,891
Cumulative payments	1,215,581	155,916	153,583	239,651	192,039	242,413	129,895	2,329,078
Undiscounted central estimate	2,244	366	1,684	3,219	3,676	12,493	77,131	100,813
Discount to present value	73	10	45	295	83	216	942	1,664
Discounted central estimate	2,171	356	1,639	2,924	3,593	12,277	76,189	99,149
Claims handling expenses	240	37	126	186	270	947	5,271	7,077
Net risk margin	355	71	299	556	569	1,338	5,861	9,049
Net outstanding claims liabilities	2,766	464	2,064	3,666	4,432	14,562	87,321	115,275

The reconciliation of the movement in outstanding claims liabilities and the claims development table have been presented on a net of reinsurance and other recoveries basis to give the most meaningful insight into the impact on the statement of profit or loss and other comprehensive income.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 20. Provisions

	2018 \$'000	2017 \$'000
Provisions for:		
Remediation	5,747	-
Non-lending losses	4,928	-
Total provisions	10,675	-

Movement in provision during the financial year is set out below:

	Remediation \$'000	Non-lending losses \$'000	Total \$'000
Balance at 1 October 2016	-	-	-
Additions	-	-	-
Balance at 30 September 2017	-	-	-
Additions	5,747	4,928	10,675
Balance at 30 September 2018	5,747	4,928	10,675

Note 21. Deferred tax liabilities

The balance comprises temporary differences attributable to:

	Note	2018 \$'000	2017 \$'000
Amounts recognised in the statement of profit or loss and other comprehensive income			
Intangible assets		1,576	1,020
Gross deferred tax liabilities		1,576	1,020
Set-off deferred tax assets and deferred tax liabilities	15	(1,576)	(1,020)
Net deferred tax liabilities		-	-

	Intangible assets \$'000	Total \$'000
Movements		
Balance at 1 October 2016	613	613
Recognised in the statement of profit or loss and other comprehensive income	407	407
Balance at 30 September 2017	1,020	1,020
Recognised in the statement of profit or loss and other comprehensive income	556	556
Balance at 30 September 2018	1,576	1,576

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 22. Financial risk management

The Company operates within, and is governed in accordance with the Risk Management Framework (RMF) of the BT Financial Group (BTFG), a division of Westpac. BTFG operates under the Westpac Group risk management framework, and aligns with Westpac Group risk appetite, policies and frameworks that are designed to manage risk effectively and efficiently. Adherence to these frameworks is essential to BTFG's ongoing management of its risks.

The BTFG RMF has been adopted by the Board.

Governance Framework

The Company's governance framework overseeing effective risk management consists of:

- Defined roles and responsibilities for Board, its committees and various management committees and forums that oversee particular aspects of the business;
- Documents setting out the policies, practices and procedures adopted by the Company to ensure they operate in accordance with prudential requirements and good governance principles; and
- A dedicated risk management function that supports the BTFG RMF and execution of the Company's Risk Management Strategy, including its Risk Appetite Statement.

The Company has adopted the Westpac Group Delegated Authority Policy Framework. This framework enables management to make decisions which are not reserved for the Board. The Board has delegated certain risk management responsibilities to the following committees and personnel.

Board Committees

Board Audit Committee

The primary role of the Committee is to assist the Board by providing an objective, non-executive review of the effectiveness of the Board's financial reporting and financial risk management framework. Ultimate responsibility for the integrity of the Company's financial reporting and audit rests with the Board. The duties of the Committee include:

- Oversight of statutory reporting requirements, financial reporting requirements, professional accounting requirements and internal and external audit and make recommendations to the Board;
- Review and assess the integrity of the financial statements and the financial reporting framework;
- Review regular reports from management and external auditor regarding the Company's internal financial controls and compliance, disclosure, legal and regulatory requirements; and
- Consider advice from the Appointed Actuary in respect of the valuation of insurance liabilities, including an assessment of the overall financial condition of the Company.

Board Risk Committee

The primary role of the Committee is to assist the Board by providing an objective, non-executive oversight of the implementation and operation of the Board's risk and compliance management frameworks. Ultimate responsibility for the Company's risk and compliance process rests with the Board. The duties of the Committee include:

- Oversight of the risk and compliance management frameworks, and Risk Management Strategy, including its Reinsurance Management Strategy and make recommendations to the Board;
- Review the compliance processes that are in place to anticipate and effectively manage the impact of regulatory change on operations;
- Advising the Board on current and future risk appetite and capital strength and Risk Management Strategy;
- Oversight of senior management's implementation of the Risk Management Strategy;
- Review and oversight of performance, objectives, appointment and removal of the Chief Risk & Compliance Officer, BTFG; and
- Consider advice from the Appointed Actuary on the suitability and adequacy of the Risk Management Framework.

Westpac Board Remuneration Committee

The Board has delegated remuneration matters to the Westpac Board Remuneration Committee. The primary role of this Committee is to review and make recommendations to the Westpac Board that ensure coherent remuneration policies and practices that fairly and responsibly reward individuals having regard to performance, the Risk Management Framework, the law and the highest standards of governance. The Westpac Group remuneration policy outlines the mandatory requirements that must be reflected in the design and management of all reward arrangements across the Westpac Group.

The Appointed Actuary

The Appointed Actuary is responsible for providing a report on the financial condition of the Company to the Board. The report is considerate of current solvency and capital adequacy, together with consideration of a range of factors such as the premium rates, policy conditions, reinsurance arrangements, risks faced by the insurer and other related matters.

The Appointed Actuary also provides advice in respect of the value of the insurance liabilities calculated in accordance with prudential standards.

BTFG Risk Review Committee

The role of the Committee is to have management and oversight across all of the BTFG group categories of risk, and ensure that there is an integrated approach to managing risks across all of the BTFG Entities and the BTFG Business Units. It is a senior management committee which is accountable to the Westpac Risk Committee. The Committee determines, approves, reviews, monitors and oversees the policies and procedures, strategies, frameworks, controls and systems to manage risk, including emerging risks, across the enterprise as a whole as well for the Company.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 22. Financial risk management (continued)

Approach to risk management

The Company has adopted the Three Lines of Defence model for identifying and managing risk. This sets out how the Company is organised to ensure efficient and effective risk management.

1st Line of Defence – Risk identification, risk management and self-assurance

Divisional business units are responsible for identifying, evaluating and managing the risks that originate within approved risk appetite and policies. They are required to establish and maintain appropriate risk management controls, resources and self-assurance processes.

2nd Line of Defence – Establishment of risk management frameworks and policies and risk management oversight

The 2nd Line of Defence is a separate risk and compliance advisory, control, assurance and monitoring function which establish frameworks, policies, limits and processes for the management, monitoring and reporting of risk. The 2nd Line of Defence evaluates and provides assurance over the adequacy and effectiveness of 1st Line controls and application of frameworks and policies and monitors the 1st Line's progress toward remediation of identified deficiencies. The 2nd Line of Defence can also approve certain risks outside the authorities granted to the 1st Line. The 2nd line includes Westpac Risk and Compliance Centres of Excellence, BTFG Risk, which includes Core Risk and Business Unit Facing risk teams, and a designated BTFG Compliance function.

3rd Line of Defence – Independent assurance

Westpac Group Audit is an independent assurance function that evaluates and opines on the adequacy and effectiveness of both 1st and 2nd Line risk management approaches and tracks remediation progress, with the aim of providing the Board with comfort that the Company's governance, risk management and internal controls are operating effectively.

Financial Risks

(a) Insurance risk

Insurance risk is the risk in our licensed regulated insurance entities of claims costs being greater than expected, due to a failure in product design, underwriting, reinsurance arrangements or an increase in severity and frequency of insured events. This exposure is transferred to the Company through its underwriting process.

The primary insurance products underwritten by the Company are home and contents insurance and consumer credit insurance. These are regular or upfront premium products where benefits are payable under certain specified criteria including but not limited to, damage to property, redundancy, personal illness or injury.

All contracts are written within Australia.

Through its insurance contracts the Company is exposed to the possibility of loss due to uncertainty in the frequency of the occurrence of the insured event as well as the severity of the resulting claim. The Company also faces the risk of loss due to movements in financial markets such as investment returns and interest rate risk which are managed as part of market risk, refer Note 22(d).

The determination of the amounts that the Company will ultimately pay for claims arising under insurance contracts involves a number of critical assumptions. Some of the uncertainties impacting these assumptions are as follows:

- changes in patterns of claims incidence, reporting and payment;
- incidence of catastrophic events close to the balance sheet date;
- changes in the legal environment including the interpretation of liability laws and the quantum of damages; and
- social and economic trends, for example price and wage inflation and interest rates.

To mitigate its exposure to insurance risk the Company has embedded a number of key controls in its operations.

The design, development and distribution of products carrying insurance risk is managed so that policy wording and promotional materials are clear. The Company undertakes comprehensive market research to capture and understand potential risks associated with the insurance product. Product prices are set through a process of financial analysis, including a review of previous experience and specific product design features. All product design features and pricing are reviewed by the Company's legal, risk and actuarial functions.

The Company's underwriting strategy is to maximise opportunities for diversification of risks across the classes of business and geographical locations within which the Company operates. Underwriting is managed through a dedicated underwriting department, with formal underwriting limits and appropriate training and development of underwriting staff.

Claims are managed through a dedicated claims management team, with a formalised claims acceptance process, including claims acceptance limits and appropriate training of staff. Claims experience is regularly assessed and appropriate reserves are established to reflect up to date experience and any anticipated future events. The Appointed Actuary provides advice on the insurance liabilities inclusive of a risk margin which aligns the reserves held to the probability of sufficiency approved by management and the Board. The advice of the Appointed Actuary is subject to triennial external peer reviews and annual external audit.

In addition, the sufficiency of the outstanding claims provision and the unearned premium liability are subject to an actuarial review by the Appointed Actuary.

The Company also reinsures (cedes) insurance risk to manage its exposure to large claims which lie outside predetermined risk tolerance limits, and to reduce the Company's exposure to catastrophes. Reinsurance arrangements are regularly assessed to determine their ongoing effectiveness based on current exposures, historical losses and potential future losses.

The sensitivity of profit after tax and equity to insurance risk arising from changes in key outstanding claims variables before and after reinsurance is measured in Note 4(c).

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 22. Financial risk management (continued)

(a) Insurance risk (continued)

Concentration of insurance risk

The Company has exposure to insurance risk in the home and contents and consumer credit insurance markets within Australia.

The table below illustrates the Company's exposure to each class of business:

	2018 \$'000	2017 \$'000
Premium revenue		
Home and contents	488,750	476,276
Consumer credit insurance	38,813	45,450
	527,563	521,726

In addition to the specific risks insured, each line of business could expose the Company to losses that could arise from natural and man-made catastrophes. Policies and processes for monitoring exposure to catastrophe risk are as follows:

Risk	Source of concentration	Risk management measures
Natural catastrophes	Properties concentrated in regions that are subject to: <ul style="list-style-type: none"> - Earthquakes - Bushfires - Cyclones - Hail storms - Floods 	Aggregated risks are modelled by postcode using commercially available catastrophe models. Based on the probable maximum loss per the models, catastrophe reinsurance is purchased to limit exposure to any single event.
Economic downturn	Consumer Credit Insurance (CCI) <ul style="list-style-type: none"> - Unemployment claims 	An economic downturn for CCI is considered as part of the APRA Insurance Concentration Risk Charge (ICRC) calculation. The calculated probable maximum loss (PML) for such an event is less than the ICRC required under the natural peril vertical requirement. Hence, the Company manages this insurance concentration risk by holding sufficient capital against the PML in the event of a severe economic downturn.

Development of claims

There is a possibility that changes may occur in the estimate of the Company's obligations at the end of a contract period. The tables in Note 19(d) show the estimates of total claims outstanding for each accident year at successive year ends.

Asset liability management

The investments for the Company are governed by a Board approved investment policy. The investment objective of the Company is to optimise returns subject to there being sufficient liquidity for the business to meet its obligations to policyholders in a timely manner. The investment policy specifies the minimum counterparty ratings allowed and details the approach adopted by management for assets backing liabilities in the Company. This policy provides enough flexibility for the Company to manage liability mismatch risk through the purchase of assets that match, as closely as possible, the duration of the liabilities, with rebalancing occurring as required. This risk is limited by the short-tail nature of the company's liabilities.

(b) Credit risk

Credit risk is the risk of financial loss where a customer or counterparty fails to meet their financial obligations to the Company or the broader Westpac Group. The Company is subject to the Westpac Credit Risk Management Framework. This framework defines what constitutes credit risk for the Company. A key driver of credit risk is in the Company's reinsurance activities, particularly counterparty exposure and counterparty performance management.

The following policies and procedures established through the Risk Management Strategy, Credit Risk Management Framework and Reinsurance Management Strategy are used to mitigate the Company's exposure to credit risk.

- (i) Exposures to counterparties are monitored and controlled to ensure:
 - significant deterioration in credit quality is identified;
 - credit risk management information is accurate and complete; and
 - excessive concentrations of credit risk are identified and controlled.
- (ii) Credit risk limits, counterparty exposure limits and acceptable credit quality ratings for investment assets of the Company are defined within the Credit Risk Management Framework and managed for the Company by the appointed investment portfolio managers. Compliance with these limits is monitored.
- (iii) Credit risk in respect of customer balances is actively monitored and losses incurred on non-payment of premiums or contributions will only persist during the grace period specified in the policy document until expiry, when the policy is either paid up or terminated.
- (iv) As part of its overall risk management strategy the Company cedes a proportion of its insurance risk. While these cessions mitigate insurance risk, the recoverable from reinsurers expose the Company to credit risk. Exposure to reinsurance counterparties and the credit quality of those counterparties is actively monitored. Reinsurance is placed according to a pre-approved panel of reinsurers that have a strong credit rating.

Maximum credit risk exposure

The Company's maximum exposure to credit risk, in respect of its financial assets, without taking account of any collateral or other credit enhancements as of 30 September 2018 is \$638,887 thousand (2017: \$633,422 thousand).

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 22. Financial risk management (continued)

(b) Credit risk (continued)

Credit quality of financial assets that are neither past due nor impaired

The following table provides information regarding the credit risk exposure of the Company. The credit quality of those financial assets that are neither past due nor impaired is shown by classifying those assets according to Standard & Poor's counterparty credit ratings. AAA is the highest possible rating.

30 September 2018	Neither past due nor impaired				Total \$'000	Past due and impaired	
	AAA \$'000	AA \$'000	A \$'000	Not rated \$'000		impaired \$'000	Total \$'000
Cash and cash equivalents	-	11,550	-	-	11,550	-	11,550
Financial assets at fair value through profit or loss	-	105,240	-	155,191	260,431	-	260,431
Trade and other receivables							
Premiums receivable	-	-	-	324,799	324,799	-	324,799
Other receivables	-	-	687	-	687	-	687
Amounts due from other related entities	-	-	-	372	372	-	372
Reinsurance and other recoveries receivables	13,216	8,203	19,629	-	41,048	-	41,048
	13,216	124,993	20,316	480,362	638,887	-	638,887

30 September 2017	Neither past due nor impaired				Total \$'000	Past due and impaired	
	AAA \$'000	AA \$'000	A \$'000	Not rated \$'000		impaired \$'000	Total \$'000
Cash and cash equivalents	-	12,622	-	-	12,622	-	12,622
Financial assets at fair value through profit or loss	-	103,086	-	169,270	272,356	-	272,356
Trade and other receivables							
Premiums receivable	-	-	-	311,474	311,474	(248)	311,226
Other receivables	-	-	703	-	703	-	703
Amounts due from other related entities	-	-	-	392	392	-	392
Reinsurance and other recoveries receivables	14,391	6,477	15,255	-	36,123	-	36,123
	14,391	122,185	15,958	481,136	633,670	(248)	633,422

Past due but not impaired financial assets

None of the financial assets as at 30 September 2018 and 30 September 2017 are past due but not impaired.

There are no premium debtors that have been identified as overdue by over 12 months.

There has also been no material history of default with respect to the Company's trade receivables. Amounts due from related parties are covered by existing agreements and are settled on a regular basis.

(c) Liquidity risk

Liquidity risk is the risk of being unable to fund assets and meet obligations as they fall due under a wide range of operating circumstances including an inability to adequately fund liabilities due to lower than expected cash inflows from premiums, investment income, capital injections, dividends and loans; or cash outflows for claims and redemptions, debt service requirements, tax payments, dividends and expenses.

The Company is subject to the BTFG Liquidity Risk Management Framework, which operates alongside the Westpac Group Liquidity Risk Management Framework to provide coverage across all BTFG businesses. This framework defines what constitutes liquidity risk and provides the basis for managing this risk. Liquidity risk management focuses primarily on ensuring sufficient cash is available to meet liabilities arising from insurance and investment policies.

The primary means the Company uses to manage liquidity risk are:

- Ensuring the investment of assets that are backing insurance liabilities are held in liquid assets that closely match the maturity of liabilities;
- Ensuring the investment of assets backing capital are held in appropriately liquid assets;
- Defining the minimum level of liquid funds at call within 48 hours to be held by each insurance entity;
- Monitoring of liquid asset levels to ensure that holdings of liquid assets, together with other cash inflows, are sufficient to meet cash flow obligations to policyholders and other creditors; and
- Liquidity modelling is carried out which considers the Company's ability to fund under both normal conditions and during a catastrophe situation. Catastrophe event retention levels are set annually and appropriate reinsurance is placed.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 22. Financial risk management (continued)

(c) Liquidity risk (continued)

Maturity profiles

The following table summarises the maturity profile of the financial liabilities of the Company based on remaining undiscounted repayment obligations:

	Up to 1 year ⁽¹⁾	1 to 5 years	Over 5 years	Total
	\$'000	\$'000	\$'000	\$'000
At 30 September 2018				
Trade and other payables	73,416	-	-	73,416
Reinsurance premium payables	4,768	-	-	4,768
Outstanding claims liability	120,529	31,986	-	152,515
	198,713	31,986	-	230,699
At 30 September 2017				
Trade and other payables	70,015	-	-	70,015
Reinsurance premium payables	4,848	-	-	4,848
Outstanding claims liability	140,555	25,431	-	165,986
	215,418	25,431	-	240,849

⁽¹⁾ "Up to 1 year" are all commitments which are either contractually due within the timeframe or payable on demand. The estimated timing of associated cash flows is expected within the timeframe.

(d) Market risk

Market risk is the risk of an adverse impact on earnings resulting from changes in material factors such as foreign exchange rates (currency risk), interest rates (interest rate risk), commodity prices and equity prices. This includes interest rate risk – the risk to interest income from a mismatch between the duration of assets and liabilities that arises in the normal course of business activities. The main risks that the Company faces due to the nature of its investments and liabilities are interest rate and price risk.

The Company is subject to the Westpac Market Risk Management Framework. This framework defines what constitutes market risk for the Company and provides the Company with a framework for managing its market risk.

The following policies and procedures are established to mitigate the Company's exposure to market risk:

- Trading authorities and responsibilities are clearly delineated at all levels to ensure accountability;
- A structured system of limits and reporting of exposures against these exists for all trading activities; and
- Models are used to determine risk and profit/loss and are independently reviewed on a regular basis.

(i) Interest rate risk

Interest rate risk is the risk of loss resulting from changes in interest rates, including changes in the shapes of yield curves.

Financial instruments with floating rate interest expose the Company to cash flow interest rate risk, whereas financial instruments with fixed rate interest expose the Company to fair value interest rate risk. The Company has invested solely in floating rate financial instruments through its holdings in cash managed trusts.

The Company is also exposed to interest rate risk on obligations arising from its insurance contracts where a 'risk free' interest rate is applied in the calculation of the outstanding claims provision.

The Company's net exposure to interest rate risk is detailed below.

Interest rate risk sensitivity analysis

The table below shows the estimated impact on the Company's profit after tax and equity as at 30 September 2018 and 2017, of a 1% reasonably possible change in interest rates with all other variables held constant.

	30 September 2018		30 September 2017	
	\$'000 Impact on profit after tax	\$'000 Impact on equity	\$'000 Impact on profit after tax	\$'000 Impact on equity
Change in variable interest rate exposure				
+100 basis points	1,904	1,904	1,995	1,995
-100 basis points	(1,904)	(1,904)	(1,995)	(1,995)

The method used in deriving sensitivity information and significant variables did not change from the previous period.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 22. Financial risk management (continued)

(d) Market risk (continued)

(ii) Price risk

Price risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices (other than those arising from interest rate risk), whether those changes are caused by factors specific to the individual financial instrument or its issuer, or factors affecting all similar financial instruments traded in the market.

The Company is exposed to price risk as it holds investments in the Pental Short Term Income Fund and the Pental Managed Cash Fund.

The table below shows the estimated impact on the Company's profit after tax and equity as at 30 September 2018 and September 2017, of a 3% reasonably possible change in market prices within Pental Short Term Income Fund and Pental Managed Cash Fund, with all other variables held constant.

	30 September 2018		30 September 2017	
	\$'000 Impact on profit after tax	\$'000 Impact on equity	\$'000 Impact on profit after tax	\$'000 Impact on equity
Change in variable interest rate exposure				
+300 basis points	3,259	3,259	3,555	3,555
-300 basis points	(3,259)	(3,259)	(3,555)	(3,555)

(e) Fair value measurements

The fair value of financial assets and financial liabilities must be estimated for recognition and measurement or for disclosure purposes.

AASB 13 Fair Value Measurement requires disclosure of fair value measurements by level of the following fair value measurement hierarchy.

The Company has adopted the amendment to AASB 7 Financial Instruments: Disclosures which requires disclosure of fair value measurements by level of the following fair value measurement hierarchy:

- unadjusted quoted prices in active markets for identical assets and liabilities (level 1);
- inputs other than quoted prices included within level 1 that are observable for assets or liabilities, either directly (as prices) or indirectly (derived from prices) (level 2); and
- inputs for assets and liabilities that are not based on observable market data (unobservable inputs) (level 3).

Fair value is determined as follows:

- Cash assets at face value of the amounts deposited;
- Investments in unlisted unit trusts by reference to the prevailing redemption prices at the reporting date, which inherently includes transaction costs;
- Receivables at amortised cost, which is the best estimate of their fair value, as they are settled within a short time; and
- Payables at amortised cost, which is the best estimate of their fair value, as they are settled within a short time.

	30 September 2018		30 September 2017	
	Level 2 \$'000	Total \$'000	Level 2 \$'000	Total \$'000
Assets				
Financial assets at fair value through profit or loss				
FirstRate Evergreen Deposit Account	105,240	105,240	103,086	103,086
Pental Short Term Income Fund	143,408	143,408	157,709	157,709
Pental Managed Cash Fund	11,783	11,783	11,561	11,561
Total assets	260,431	260,431	272,356	272,356

Investments whose values are based on quoted market prices in active markets, and therefore classified within level 1, include active listed equities. The Company did not have any level 1 investments as at year end.

Financial instruments that trade in markets that are not considered to be active but are valued based on quoted market prices, dealer quotations or alternative pricing sources supported by observable inputs are classified within level 2. These include, investment-grade corporate bonds, certain unlisted unit trusts, and over-the-counter derivatives. As level 2 investments include positions that are not traded in active markets and/or are subject to transfer restrictions, valuations may be adjusted to reflect illiquidity and/or non-transferability, which are generally based on available market information.

Investments classified within level 3 have significant unobservable inputs, as they are infrequently traded. The Company did not have any level 3 investments as at year end. There were no transfers between levels during the financial year.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 22. Financial risk management (continued)

(f) Operational risk

Operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events. The Company is subject to the Westpac Operational Risk Management Framework. The framework establishes roles and responsibilities and the measurement, management, monitoring and reporting of operational risks, including risk and control management, and scenario analysis. The Company is also subject to Westpac Incident Management Policy and Westpac Issues Management Policy.

The key components of the Operational Risk Management Framework are:

- Governance, Projects, Capital, Data, Acceptance, Indicators and Reporting;
- Incident Management and Controls Assurance; and
- Scenario analysis and External Loss Events.

Consistent with the three lines of defence model, roles and responsibilities are documented for each line of defence.

Complementing this framework, the Company maintains a database of operational incidents. An analysis of the causes of operational incidents is used to enable the Company to implement measures to avoid or reduce future losses. The measures adopted may include revising processes, improving failed or inappropriate controls or strengthening emergency plans.

(g) Internal capital adequacy assessment process (ICAAP)

The ICAAP is the over-arching process through which the level of capital is determined and maintained to ensure it is adequate and commensurate with the Board's risk appetite and complies with all prudential requirements. The ICAAP is a key element of, and is governed by, the Risk Management Framework.

In the course of protecting policyholder interests, the Company seeks to manage capital to ensure it is adequate to provide for the risks that arise from operations conducted by the Company. The ICAAP is an important tool that assists the Company to achieve this and provides crucial insights into the Company's approach to managing capital.

The ICAAP uses regulatory capital requirements prescribed by the Australian Prudential Regulation Authority (APRA) as the foundation upon which a target capital structure is built. The ICAAP has been integrated into the existing Risk Management Framework. While the ICAAP is governed within the Risk Management Framework, other policies of the larger BTFG and Westpac risk management systems also support the ICAAP.

The Board is fundamentally responsible for the ICAAP of the Company and retains responsibility for approval and implementation of the process. The Board Risk Committee, BTFG Chief Executive Officer, Appointed Actuary, BTFG Chief Financial Officer, BTFG Chief Risk & Compliance Officer, the GM Insurance supported by Senior Management play key roles, assisting the Board in applying the ICAAP to the Company.

(h) Capital and regulatory risk

As an APRA authorised general insurance entity that conducts insurance business in Australia, the Company is subject to a risk-based approach for measuring and holding the required regulatory level of capital, referred to as the Prudential Capital Requirement (PCR). The PCR is the minimum level of capital that APRA deems must be held to meet policyowner obligations and consists of the Prescribed Capital Amount (PCA) and any supervisory adjustment determined by APRA. The Company uses APRA's standardised method for calculating the PCA in accordance with the relevant Prudential Standards and holds regulatory capital of the PCA plus a Target Surplus to ensure the Company has sufficient assets to maintain its PCA under adverse potential scenarios including prolonged periods of underwriting losses, catastrophe events and/or events involving business interruption.

The Company's capital position is monitored on a regular basis and reported to the Board quarterly.

Regulatory prescribed capital amount and compliance

The Company's capital base, PCA and PCA coverage is disclosed in the following table:

	2018	2017
	\$'000	\$'000
Capital adequacy		
Tier 1 capital		
Contributed equity	31,500	31,500
Dividends paid	(59,000)	(40,000)
Retained earnings at the beginning of the financial year	119,800	111,908
Profit attributable to shareholders	60,987	47,892
Technical provisions in excess of those required by GPS320	26,132	30,334
Regulatory adjustments in calculation of capital base	(15,426)	(14,511)
Total capital base	163,993	167,123
Prescribed capital amount (PCA)	108,841	99,887
Prescribed capital amount coverage	1.51	1.67

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 23. Share capital

	2018 \$'000	2017 \$'000
Share capital		
Ordinary share capital, fully paid	31,500	31,500
Total share capital	31,500	31,500
Movements in share capital	\$'000	\$'000
Opening balance	31,500	31,500
Closing balance	31,500	31,500
	2018 No.	2018 No.
Ordinary shares at beginning of the year	31,500,000	31,500,000
Ordinary shares at end of the year	31,500,000	31,500,000

Ordinary shares entitle the holder to participate in dividends and, in the event of the Company winding up, to a share of the proceeds in proportion to the number of and amount paid on the shares held.

Each ordinary share entitles the holder to one vote, either in person or by proxy, at a shareholder meeting.

The Company's capital management objectives are to:

- ensure sufficient capital resource to support the Company's business and operational requirements;
- safeguard the Company's ability to continue as a going concern; and
- maintain sufficient capital to exceed externally imposed capital requirements.

Periodic reviews of the Company's capital requirements are performed to ensure the Company is meeting its objectives. Capital is defined as share capital plus reserves.

Note 24. Retained profits

	Note	2018 \$'000	2017 \$'000
Balance at beginning of the year		119,800	111,908
Net profit for the year		60,987	47,892
Dividends paid	25	(59,000)	(40,000)
Retained profits at end of the year		121,787	119,800

Note 25. Dividends

	2018 \$'000	2017 \$'000
Ordinary dividend of \$1.65 per fully paid share paid in June 2018	52,000	-
Ordinary dividend of \$0.22 per fully paid share paid in December 2017	7,000	-
Ordinary dividend of \$0.48 per fully paid share paid in September 2017	-	15,000
Ordinary dividend of \$0.79 per fully paid share paid in March 2017	-	25,000
Total dividends	59,000	40,000

Note 26. Economic dependency

The normal trading activities of the Company depend significantly on the product sales generated by the distribution channels of the ultimate parent entity, Westpac and its controlled entities.

Note 27. Auditor's remuneration

The auditor's remuneration for audit of the financial statements of \$117,943 (2017: \$116,200) was paid by the ultimate parent entity, Westpac.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 28. Related party disclosures

(a) Parent entities

Westpac Financial Services Group Limited is the immediate parent entity. Westpac Banking Corporation is the ultimate parent entity.

(b) Key management personnel (KMP)

Key management personnel are those, who directly or indirectly, have authority and responsibility for planning, directing and controlling the activities of the Company. This includes all Executive and Non-Executive Directors.

	2018 \$	2017 \$
Remuneration of KMP		
Short-term benefits	720,331	640,218
Other long-term benefits	6,765	4,372
Post-employment benefits	41,384	36,048
Share-based payments	130,257	102,457
Total remuneration of KMP	898,737	783,095

Key management personnel remuneration was paid by the relevant employing entities within the Westpac Group, with the exception of share-based payments which consist of shares, options and other equity instruments issued by the ultimate parent entity. In addition to the remuneration disclosed above, the Directors of the Company also receive remuneration for their role as key management personnel of related responsible entities and trustee companies. This remuneration is separately disclosed in the financial statements of those responsible entities.

(c) Transactions with related parties

The following transactions occurred with related parties:

Type of transaction	Class of related party	Note	2018 \$	2017 \$
Interest income	Ultimate parent entity	7	157,242	145,218
Distribution from unit trust	Other related entities	7	4,302,479	4,190,300
Insurance commissions expense	Other related entities		62,341,951	64,045,477
Service and management fees revenue	Other related entities	7	1,859,369	2,660,318
Service and management fees expense	Ultimate parent entity		36,455,211	29,778,347
Service and management fees expense	Other related entities		43,752,923	40,341,369
Dividends paid	Parent entity	25	59,000,000	40,000,000

(d) Outstanding balances

The following balances are outstanding at the reporting date in relation to transactions with related parties.

Balance type	Class of related party	Note	2018 \$	2017 \$
Cash and cash equivalents	Ultimate parent entity	30(a)	11,550,197	12,621,644
Financial assets at fair value through profit or loss	Other related entities	9	155,190,389	169,269,158
Trade and other receivables	Other related entities	10	371,897	392,541
Trade and other payables	Ultimate parent entity	17	11,145,885	12,432,177
Trade and other payables	Other related entities	17	43,642,747	39,720,350
Current tax liabilities	Ultimate parent entity	17	2,004,989	3,544,809

(e) Terms and conditions

All transactions have been made on normal commercial terms and conditions.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 29. Offsetting financial assets and financial liabilities

Financial assets and liabilities are presented net in the balance sheet when the Company has a legally enforceable right to offset them in all circumstances and there is an intention to settle the asset and liability on a net basis, or to realise the asset and settle the liability simultaneously. The gross assets and liabilities behind the net amounts reported in the balance sheet are disclosed in the table below.

30 September 2018	Note	Effects of offsetting on balance sheet		Net amounts reported on the balance sheet \$'000
		Gross amounts \$'000	Amounts offset \$'000	
Financial assets:				
Trade and other receivables	10	325,975	117	325,858
Financial liabilities:				
Trade and other payables	17	73,533	117	73,416

30 September 2017	Note	Effects of offsetting on balance sheet		Net amounts reported on the balance sheet \$'000
		Gross amounts \$'000	Amounts offset \$'000	
Financial assets:				
Trade and other receivables	10	312,321	-	312,321
Financial liabilities:				
Trade and other payables	17	70,015	-	70,015

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 30. Notes to the cash flow statement

	2018	2017
	\$'000	\$'000
(a) Reconciliation of cash and cash equivalents		
Cash with ultimate parent entity	11,550	12,622
Cash and cash equivalents at end of the year	11,550	12,622
(b) Reconciliation of net cash provided by/(used in) operating activities to net profit for the year		
Net profit for the year	60,987	47,892
Adjustments		
Amortisation of intangible assets	1,605	1,605
Interest and distribution from financial assets at fair value through profit or loss reinvested	(6,458)	(6,500)
Fair value adjustment of financial assets at fair value through profit or loss	383	(358)
Changes in operating assets and liabilities:		
Decrease/(increase) in assets		
Trade and other receivables	(13,537)	(4,796)
Reinsurance and other recoveries receivable	(4,925)	6,112
Deferred levies and charges	(3,114)	5,649
Deferred acquisition costs	4,887	3,894
Deferred tax assets	(2,520)	475
Other assets	2	(3)
Increase/(decrease) in liabilities		
Trade and other payables	4,941	(7,704)
Current tax liabilities	(1,540)	1,237
Provisions	10,675	-
Reinsurance premium payables	(80)	(919)
Unearned premium liability	2,093	2,738
Outstanding claims liability	(13,471)	(3,685)
Net cash provided by/(used in) operating activities	39,928	45,637

(c) Reconciliation of liabilities arising from financing activities

There are no liabilities arising from financing activities.

WESTPAC GENERAL INSURANCE LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

Note 31. Contingent liabilities and commitments

The Royal Commission and regulatory action

Globally, regulators and other bodies continue to progress various reviews involving the financial services sector. The nature of these reviews can be wide ranging and, in Australia, currently include investigations into potential misconduct in credit and financial services. For example, the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry (the Royal Commission) is currently investigating conduct, practices, behaviour or business activities by financial services entities including the Westpac Group that may amount to potential misconduct or that may fall below community standards and expectations. The Royal Commission may make findings that the Westpac Group (including persons or entities acting on its behalf) has engaged in misconduct including breaches of law or conduct that falls below community standards and expectations.

Any findings made by the Royal Commission as it progresses, may result in litigation (including class action proceedings against the Westpac Group), fines, penalties, revocation, suspension or variation of conditions of relevant regulatory licences or other enforcement or administrative action being taken by regulators or other parties.

Regulators such as ASIC, APRA and the ACCC are also currently conducting reviews and inquiries (some of which are industry-wide) that currently involve or may involve the Westpac Group in the future. These reviews are separately considering a range of matters, including matters such as the availability of home insurance in Northern Australia, and consumer credit insurance.

The Company has received various notices and requests for information from the Royal Commission, as well as from regulators as part of both industry-wide and Westpac-specific reviews and inquiries.

These reviews and inquiries, which may be conducted by a regulator, and in some cases also an external third party assurance provider retained either by the regulator or by the Westpac Group (including where a matter has been self-identified by the Westpac Group), may result in litigation (including class action proceedings against the Company), fines, penalties, revocation, suspension or variation of conditions of relevant regulatory licences or other enforcement or administrative action being taken by regulators or other parties.

An assessment of the likely cost to the Company of these reviews and actions has been made on a case-by-case basis for the purpose of the financial statements but cannot always be reliably estimated. Where appropriate, specific provisions have been made.

As part of the alliance agreement with Allianz, commencing from the 2017 financial year, the Company and Allianz have a commitment to contribute \$3.0 million each, per contract year (or such other amount as may be agreed with Allianz), to the implementation of agreed system and product development and enhancement projects which will benefit both the Company and Allianz.

The Company does not have any other contingent liabilities or commitments.

Note 32. Subsequent events

No matters have arisen since the year ended 30 September 2018 which is not otherwise dealt with in this report, that has significantly affected or may significantly affect the operations of the Company, the results of its operations or the state of affairs of the Company in subsequent periods.

WESTPAC GENERAL INSURANCE LIMITED

DIRECTORS' DECLARATION

For the year ended 30 September 2018

In the Directors' opinion:

- a. the financial statements and notes for the year ended 30 September 2018 are in accordance with the Corporations Act 2001, including :
 - (i) complying with Australian Accounting Standards, the Corporations Regulations 2001 and other mandatory professional reporting requirements; and
 - (ii) giving a true and fair view of the Company's financial position as at 30 September 2018 and its performance for the financial year ended on that date; and
- b. there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Note 1(a) includes a statement that the financial statement also complies with International Financial Reporting Standards as issued by the International Accounting Standards Board.

This declaration is made in accordance with a resolution of the Directors.



Director



Director

Sydney 12 / 12 /2018



Independent auditor's report

To the members of Westpac General Insurance Limited

Our opinion

In our opinion:

The accompanying financial report of Westpac General Insurance Limited (the Company) is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the Company's financial position as at 30 September 2018 and of its financial performance for the year then ended
- (b) complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

What we have audited

The financial report comprises:

- the balance sheet as at 30 September 2018
- the statement of changes in equity for the year then ended
- the cash flow statement for the year then ended
- the statement of profit or loss and other comprehensive income for the year then ended
- the notes to the financial statements, which include a summary of significant accounting policies
- the directors' declaration.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial report* section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report for the year ended 30 September 2018, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the financial report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Corporations Act 2001* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Company to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.



A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf.

This description forms part of our auditor's report.

A handwritten signature in black ink that reads 'PricewaterhouseCoopers' in a cursive script.

PricewaterhouseCoopers

A handwritten signature in black ink that reads 'R Balding' in a cursive script, followed by a long horizontal flourish.

R Balding
Partner

Sydney
12 December 2018