



**PRIVATE & CONFIDENTIAL**

30 March 2026

Julia Angrisano  
National Secretary  
Finance Sector Union of Australia

**Sent via email:** [REDACTED]

Dear Julia,

**Re: Suspension of office attendance requirements**

We refer to your letter dated 23 March 2026 regarding office attendance requirements.

IAG acknowledges the cost of living pressures impacting all Australians, including our employees. External events such as the conflict in the Middle East, uncertainty around fuel and interest rates is on everyone's mind, and is likely to exacerbate cost of living pressures worldwide.

**Financial Benefits and Support Provided by IAG**

As a reminder, IAG provides for a range of financial benefits to our employees including boosted superannuation contributions (13% of an employee's base salary), salary sacrificing options, and staff discounts.

IAG also provides resources to assist employees manage any financial or cost of living pressure they may experience, such as access to financial counselling programs and webinars, and contact with mental health professionals through Sonder, IAG's Employee Assistance Provider.

IAG also supports workplace flexibility to assist our employees, including the ability to request alternate arrangements, which are considered on an individual basis in line with business requirements.

Given the range of benefits and support currently available to our employees, IAG will not be making any changes to the office attendance requirements. IAG will continue to require employees to adhere to the hybrid working arrangements currently in place across its divisions, unless an individual workplace flexibility arrangement is in place.

**Benefits of Hybrid Working**

As you would be aware from our previous communications with you, IAG considers that physical presence in an IAG office is important because it promotes collaboration, in-person connection, and professional growth and development. These benefits continue to be important to our culture and in our workplaces, even with cost of living pressures and global uncertainty.

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IAG remains committed to supporting our people in a climate of global conflict and uncertainty. We will continue to monitor and assess the impact of external events on our employees and respond appropriately.

We appreciate your engagement on this matter and trust this response provides clarity regarding IAG's position.

Kind regards,

A handwritten signature in black ink, appearing to read 'Jodie'.

**Jodie-Leigh Smith**  
**Executive Manager, Employee Relations**