

Quilter Group 2023 strategic priorities

Quilter



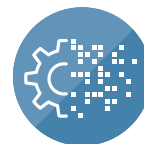
Grow with our customers and advisers

We will offer our customers and advisers an integrated, high-quality experience by aligning our expertise and resources around their needs. We will provide good customer outcomes, regardless of channel, through our strong range of investment solutions.



Enhance Efficiency

To be a resilient business and give our customers better value we will continually seek ways to streamline our business to reduce our complexity, simplify our IT estate and increase our productivity and operational efficiency.



Embrace Digital

To engage our customers of today and tomorrow and support our advisers across all digital touchpoints, we will continue to enhance and modernise our digital service experience.



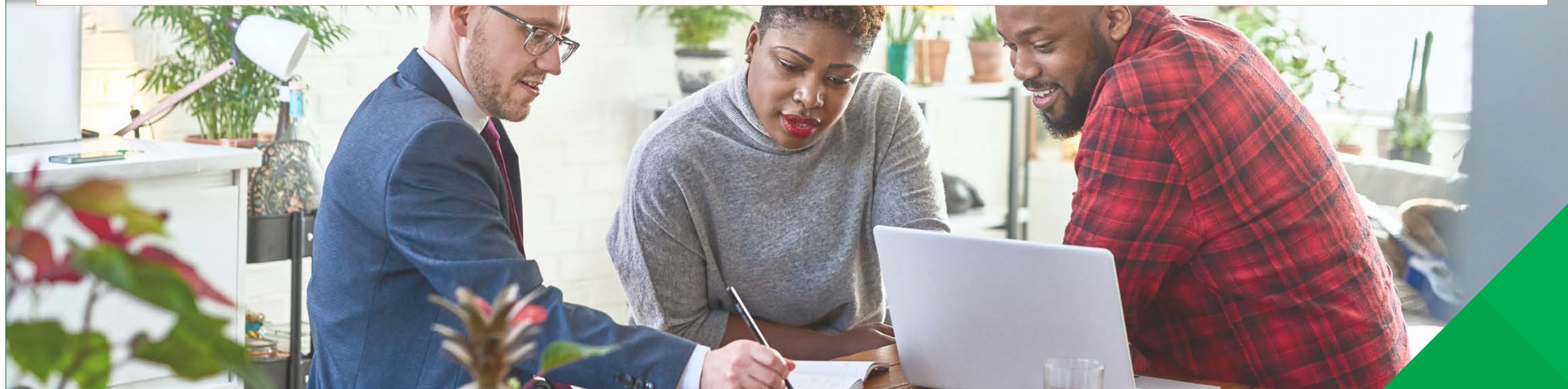
Be a responsible wealth manager

To reflect the needs of our customers, communities and colleagues we will act and invest responsibly, considering our climate impact; and be a responsible and inclusive employer with a modern culture to attract, develop and retain great talent.



Deliver good customer outcomes

We are already a customer centric business and, in line with the new consumer duty rules, we will build on this to ensure we develop our products and services to drive and demonstrate good customer outcomes.



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