

Remuneration and
Salary Packaging
Programs

Novated Leasing

Fleet Management

Meal Entertainment
Programs

McMillan Shakespeare

.....
Benefit From Our Experience

Take a closer look



**McMillan Shakespeare Limited
Results Presentation and Analyst Briefing
August 2004
Anthony Podesta, Chief Executive Officer**

Key Highlights for the period to 30th June 2004

- Acquisition of MSA completed on 10 March 2004
- ASX listed on 15 March 2005
- Excellent revenue performance
- NPAT (after goodwill write-off \$504K) \$651K
- Prospectus forecasts to 30 June 2004 comfortably met
- On target to meet 31 December prospectus forecasts

Key Highlights for the period to 30th June 2004

- Very strong operating cash flows
- Limited Capex to 30 June 2004 (\$398K)
- Debt reduced by \$2 million
- Strong sales work in progress
- Excellent retention of existing contracts
- Demonstrable improvement in customer service
- Improved operational quality and productivity levels

Business Expectations

- Deliver the prospectus forecast for the periods ending 30th June 2004 and 31st December 2004
- Increase the customer service experience
- Reduce business risks
- Aggressively grow sales
 - ⇒ Organic
 - ⇒ New
- Retain & extend existing contracts
- Identify business opportunities for growth



Chairman
Ron Pitcher



CEO/Director
Anthony Podesta



Director
John Bennetts



Director
Ross Chessari



Director
Graeme McMahon

Deliver the Prospectus Forecast for the Periods Ending

30th June 2004 and 31st December 2004

Results to 30 June 2004

Financial Summary	Actual \$'000	Prospectus \$'000	% Change
Operating revenues	8,271	7,254	14%
EBITDA	2,276	1,949	17%
NPAT	651	410	59%
NPAT adjusted for goodwill	1,155	869	33%

Revenue Breakdown	Actual \$'000	Prospectus \$'000	% Change
Administration fees	5,859	5,155	14%
Finance commissions	1,785	1,558	15%
Other operating income	623	530	18%
Other income	4	11	-64%
Non-operating interest	134	68	97%
Total revenues	8,405	7,322	15%

Consistent with the dividend policy outlined in the prospectus, no dividend has been declared with respect to the period to 30 June 2004.

Deliver the Prospectus Forecast for the Periods Ending 30th June 2004 and 31st December 2004

Prospectus Forecast to 31st December 2004

	\$'000
Operating revenues	13,490
EBITDA	4,546
NPAT	1,455
NPAT adjusted for goodwill	2,251

Subject to McMillan Shakespeare making a profit over the relevant period, it is anticipated that McMillan Shakespeare will commence paying dividends following the reporting of the financial results for the half-year ending 31 December 2004.

Increase the Customer Service Experience

Improvements identified

- Increase our quality, transparency & accountability
- Improve the performance and consistency in our call centre
- Enhance effective communication & teamwork (reduce processing gaps)
- Better planning & forecasting



Actions to Date....

- Track & trace InfraActive (workflow management and paperless scanning with bar-coding) implemented
- New senior arrivals
- Specialist business functions established
- Integrated back & front office functions into a more multi skilled, consolidated, confident customer operations centre (120 seat customer centre)
- Establish new aggressive KPI's for the call centre
- External advice and benchmarking
- Greater focus on quality (quality service index established and up and working)
- An increase in resources for training & development
- Improved performance management, reward programmes and staff feedback

Reduce Business Risks

Improvements identified

- Change in management structure
- Establishment of a project office
- Improve effective communication
- Increase the awareness of business risks
- Increase compliance & raise awareness
- ASX public listing enabled
- More detailed micro financial analysis

Actions to Date....

- Appointment of CFO
- Appointment of Group Legal Counsel
- Appointment of company secretary
- Compliance, taxation & risk management restructuring with an increase in resources
- Expenditure targeted to lower business risks (IT focused)
- Micro planning & forecasting
 - Manpower outputs/returns
 - Productivity measurement
 - Customer service measurement (quality, quantity and time)

Aggressively Grow Sales

Improvements identified

- Micro planning & forecasting
- Aggressively grow sales based on organic growth
- Greater visibility & marketplace activity
- Re-establish inactive relationships
- Strengthen and restructure 'new business' sales team

Actions to Date....

- Implementation of track and trace (InfraActive) to assist micro sales planning and forecasting
- New Marketing strategy and materials
- Internal sales resources increased
- New sales team being developed
- New BDM appointments across all markets to pursue organic growth

Retain and Extend Existing Contracts

- To date more than 14 existing contracts have been extended or renewed
- To date more than 23 new contracts have been won

We're Playing to Win.....

We're visioned
& focused



We're well
planned,
structured &
resourced



We're determined
& growing in
confidence



We're on target for
being a centre for
customer service
excellence



**We're
identifying
and assessing
opportunities
for growth**

McMillan Shakespeare

Benefit From Our Experience

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