## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND

BANKING GROUP LIMITED

2 May 2012

**Results Presentation & Investor Discussion Pack** 



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## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND

BANKING GROUP LIMITED

2 May 2012

Mike Smith Chief Executive Officer



## **Overview of financial performance**

	1H12 AUDm	Growth vs 2H11	Growth vs 1H11
Underlying Profit	2,973	5%	6%
Operating Income	8,704	4%	3%
Expenses	4,020	3%	5%
Provisions	565	3%	-14%
Statutory Net Profit After Tax	2,919	8%	10%
EPS (cents)	112.2	3%	2%
Dividend per Share (cents)	66	n/a	3%
Net Interest Margin	2.38%	-6bps	-9bps
Customer deposits (AUDb)	308.3	4%	15%
Net loans and advances <sup>1</sup> (AUDb)	412.6	4%	9%

All figures other than Statutory Net Profit after Tax and Dividend are presented on an underlying basis. 1. Including acceptances



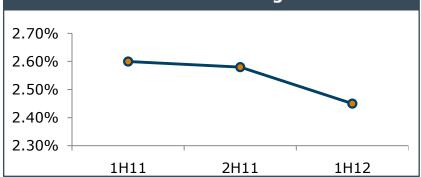
## **Our Super-Regional Strategy is built on three pillars**

Diversificat	ion	Conne	Connectivity						
1. Revenue		1. Trade & Capital Flow	/S						
a. Focus Markets		Trade	+25% 🗸						
<ul> <li>Indonesia</li> </ul>	+17% 🖌	Cash Management	: +19% <b>√</b>						
<ul> <li>Singapore</li> </ul>	+5% <b>x</b>	• FX	+23% 🗸						
• India	+71% 🖌	Capital Markets	+12% 🗸						
<ul> <li>Greater China</li> </ul>	+24% ✓								
<ul> <li>Greater Mekong</li> </ul>	+13% 🗸	2. Cross Border (Catch	& Throw)						
5		% of Group Reven							
b. Focus Sectors		· · · ·							
<ul> <li>Natural Resources</li> </ul>	+31% 🖌	3. Migrant Banking	$\checkmark$						
<ul> <li>Agribusiness</li> </ul>	-3% <b>x</b>	Added 28 International Banking Services							
<ul> <li>Infrastructure</li> </ul>	+14% 🗸	branches in Australia							
FIG	+26% 🗸	<ul> <li>Added additional language specialists</li> </ul>							
<ul> <li>2. Funding (Term Debt Outstate</li> <li>Domestic</li> <li>Asia</li> <li>Europe &amp; America</li> </ul>	anding) ✓ 34% 14% 52%								
	Shared Co	re Infrastructure							
	rations	Risk	People						
	Hubs	<ul> <li>Markets and Credit</li> </ul>	Leadership						
<ul> <li>FX</li> <li>Retail RMB</li> <li>Go Money</li> </ul>	Finnacle	Risk Engines	development and training						



## **Australia Division**





Net Loans & Advances<sup>1</sup>

231.2

Sep 11

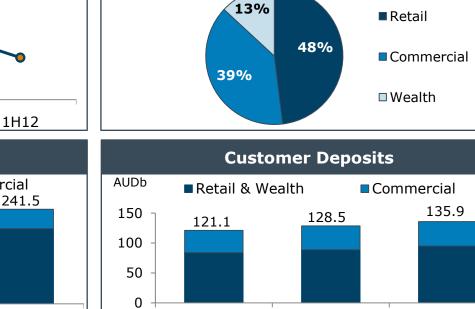
Commercial

Mar 12

Retail & Wealth

224.9

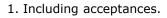
Mar 11



Mar 11

**NPAT Contribution (AUDm)** 

Sep 11



AUDb

250

200

150 100

50

0



Mar 12

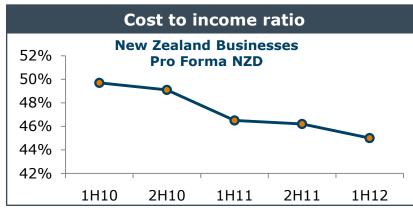
### **New Zealand Businesses**

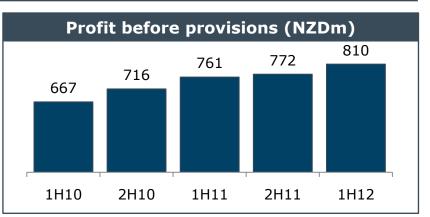
#### Underlying profit growth (NZDm)

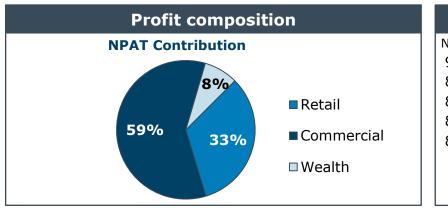
#### 1H12 v 2H11

#### **New Zealand Businesses**

11%











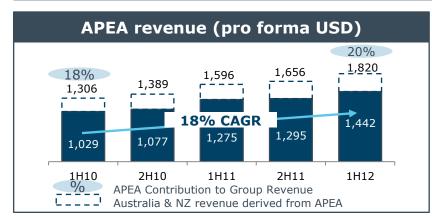
## Asia Pacific, Europe & America (APEA) Division

#### Underlying profit growth (USDm)

#### 1H12 v 2H11

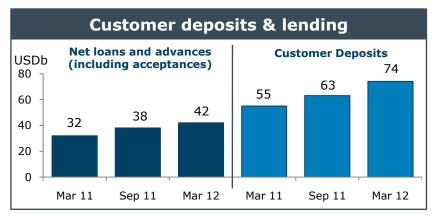
#### **APEA Division**



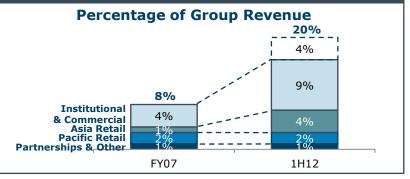


#### **APEA client revenue**





#### Increasing diversification





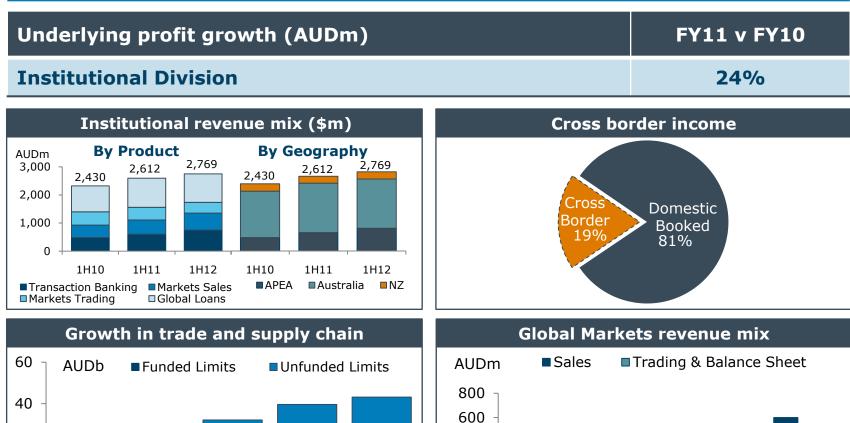
## **Institutional Division**

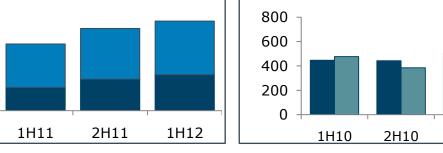
20

0

1H10

2H10





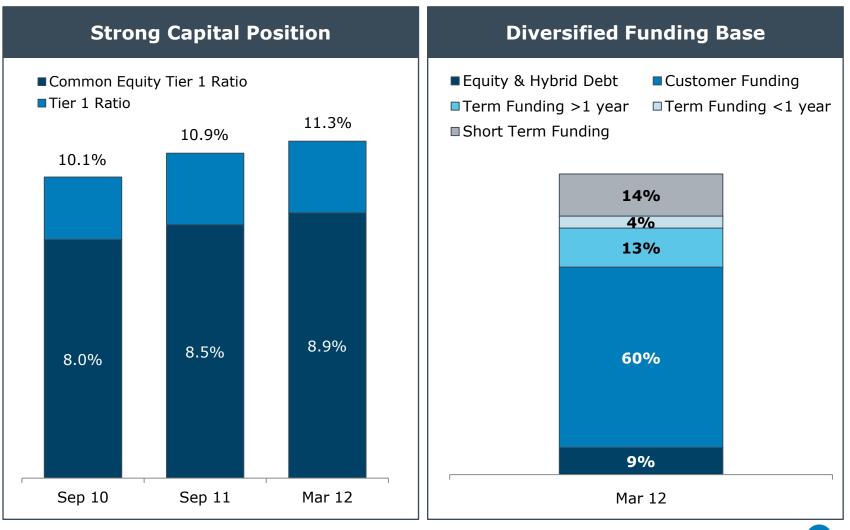


2H11

1H11

1H12

# **Strengthened capital position, well diversified funding base**





## **Key points**

- Competitive advantages emerging from connectivity and from diversification into higher growth geographies
- Australian and New Zealand environment challenging opportunities remain but need to reshape business for future
- Balance sheet management distinctive lower structural funding task



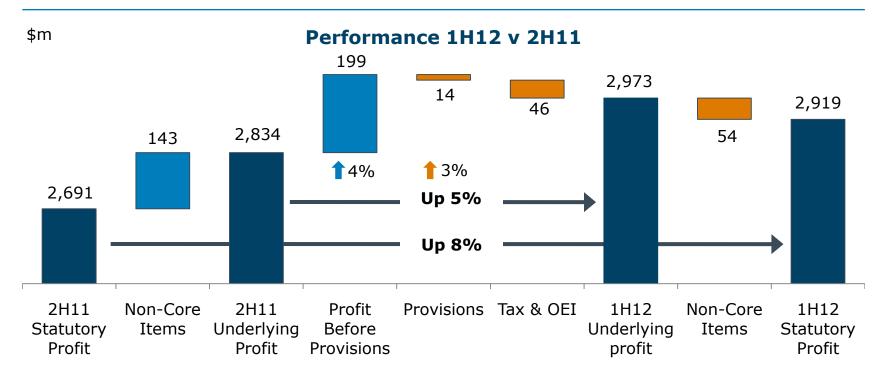
## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND BANKING GROUP LIMITED

2 May 2012

Peter Marriott Chief Financial Officer



## First Half 2012



#### Performance 1H12 v 1H11

1H11 Statutory Profit	Non-Core Items	1H11 Underlying Profit	Profit Before Provisions	Provisions	Tax & OEI	1H12 Underlying Profit	Non-Core Items	1H12 Statutory Profit
2,664	154	2,818	75	95	(15)	2,973	54	2,919
			Up 2%	Down 14%		Up 6%		Up 10%



# **Group income growth strong assisted by Markets trading income recovery offset by Australia margin pressure**

#### Pro Forma Income growth 1H12 v 2H11

Total Income Growth	Institutional Ex-Trading <sup>1</sup>	APEA Ex-Trading <sup>1</sup>	New Zealand	Australia
4.1% Global Markets Trading & [ 2.6% Balance Sheet [ 2.6% Other - [ 1.5%	7.1%	5.0%	2.7%	
	<ul> <li>Global Markets Sales Income</li> <li>Transaction Banking</li> </ul>	<ul> <li>Partnerships - SSI write-down impact</li> </ul>	• Margin improvement	-1.8% • 13 bps margin decline

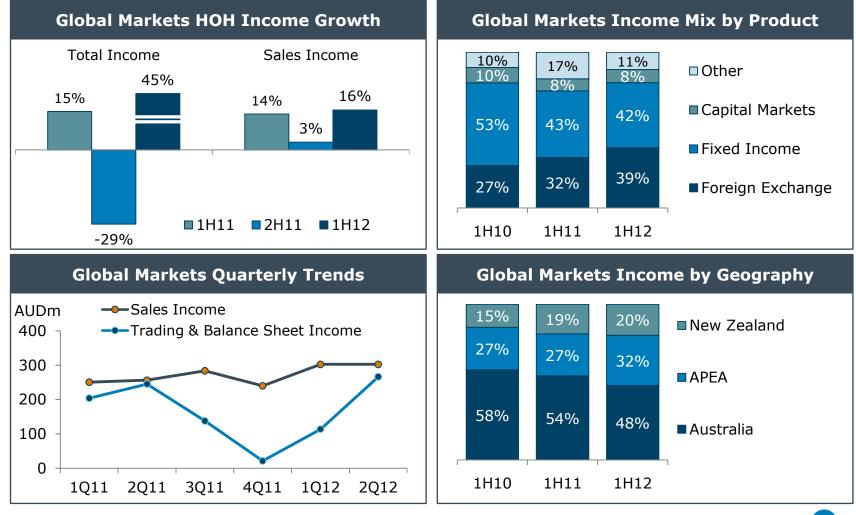
#### **Pro Forma Income growth 1H12 v 1H11**

	Total	Total Ex-Trading <sup>1</sup>	Institutional Ex-Trading <sup>1</sup>	APEA Ex-Trading <sup>1</sup>	New Zealand	Australia
Income Growth	3.4%	4.4%	10.4%	9.4%	3.6%	-0.7%

ANZ

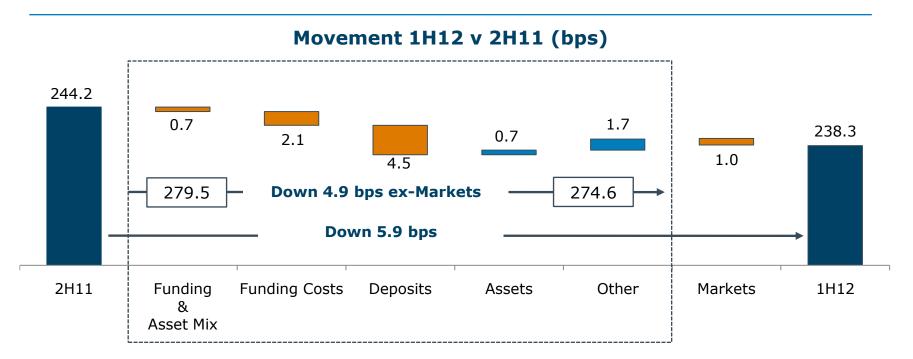
1. Excludes Global Markets trading and balance sheet income.

# Global Markets income recovered with continued growth in sales and normalisation of trading income





## **Net Interest Margin – First Half 2012**



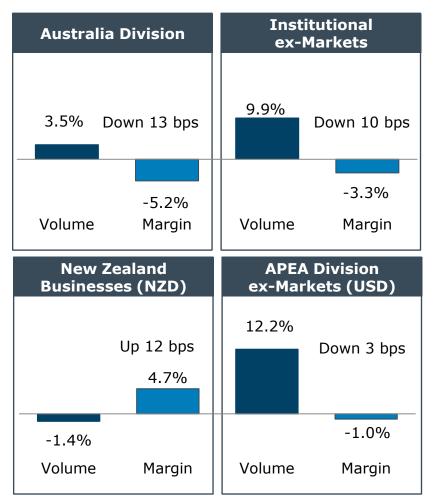
#### Movement 1H12 v 1H11 (bps)

1H11	Funding & Asset Mix	Funding Costs	Deposits	Assets	Other	Markets	1H12	
247.2	2.6	(6.6)	(7.9)	3.8	2.4	(3.2)	238.3	
280.3 <b>— Down 5.7 bps ex-Markets</b> → 274.6 <b>— Down 8.9 bps</b>								

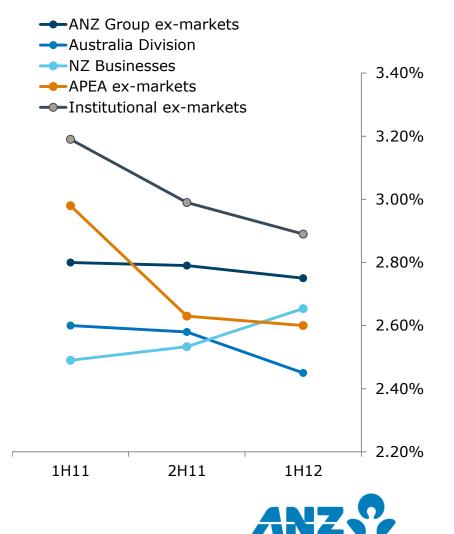


## **Net Interest Margin – Divisional Trends**

#### Net Interest Margin 1H12 v 2H11

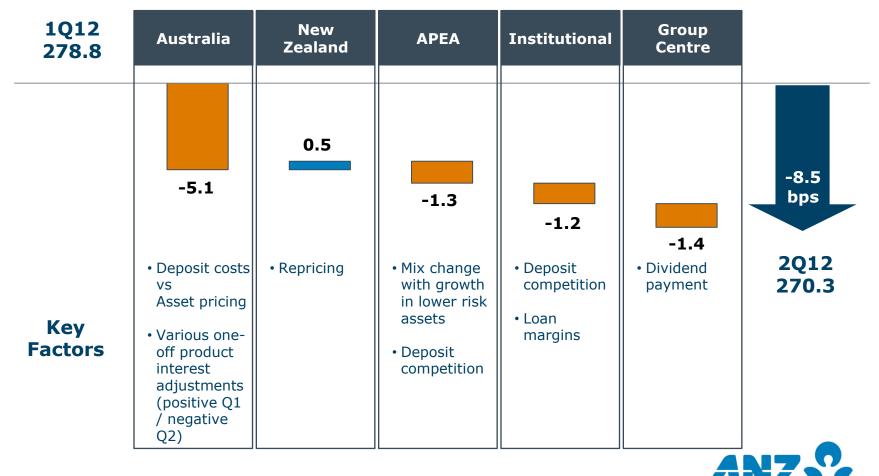


#### **Net Interest Margin**

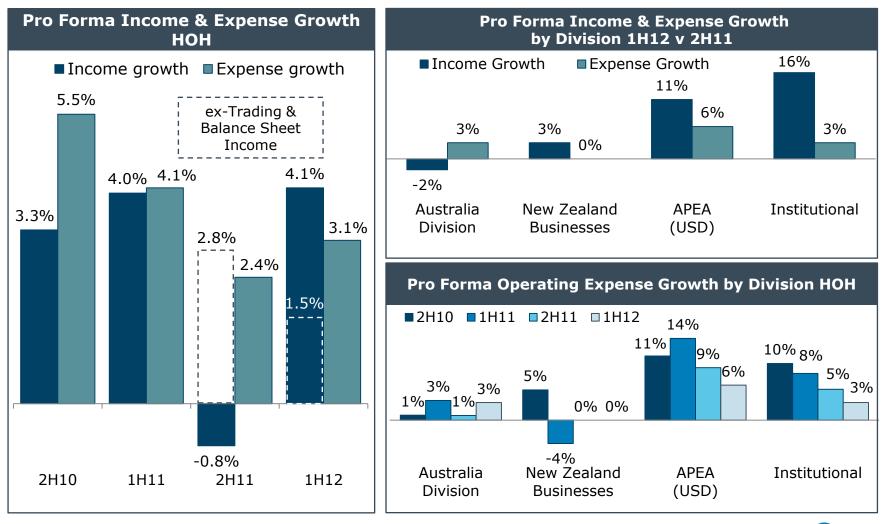


## NIM declined in Q2 partly due to one off's

#### Contribution to Net Interest Margin ex-Markets Movement 2Q12 v 1Q12

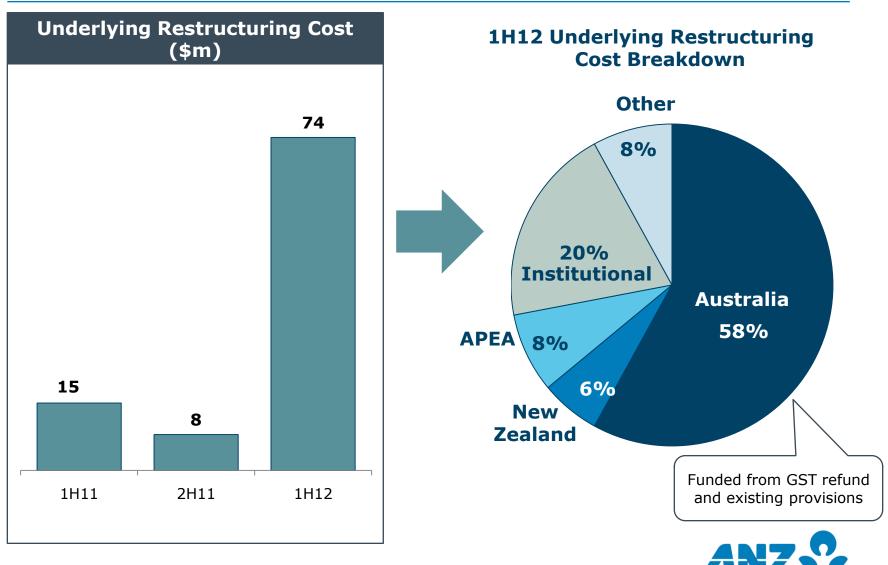


# **Positive 'JAWS' in most divisions; action underway on costs in Australia**

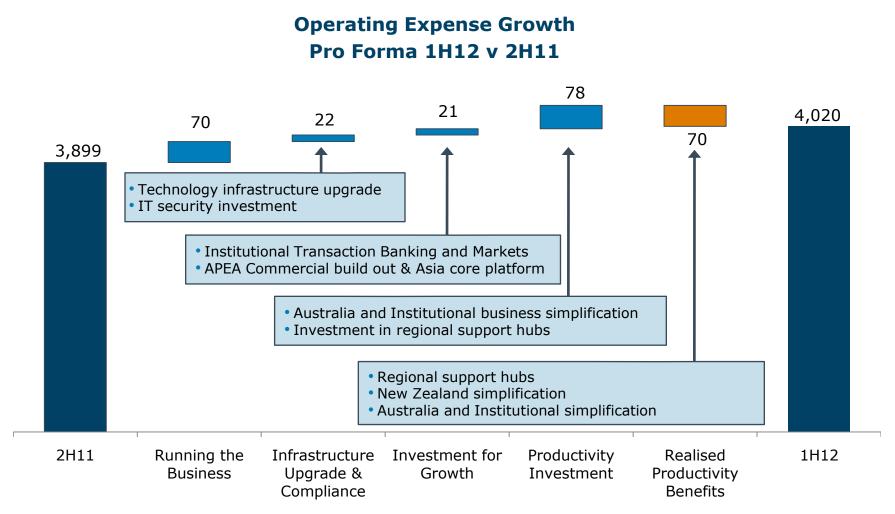




## There has been a ramp up in restructuring activity

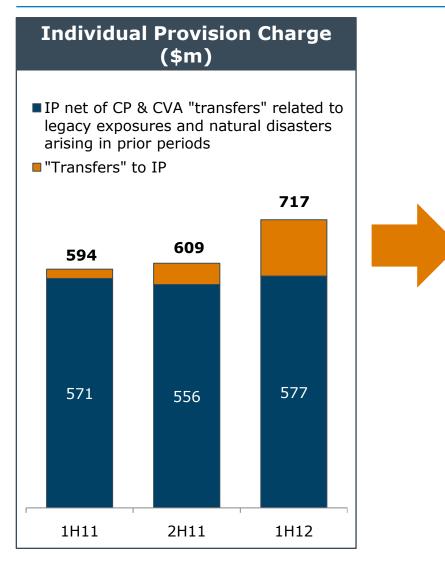


## A greater focus on simplification and productivity whilst continuing to invest for growth





## Individual Provision Charge lifted by "transfers"



"Transfers" to Individual Provision (\$m)							
In	stitutional	121					
	Management overlay	53					
	Other Single name	35					
	Credit Valuation Adjustment on derivatives	33					
New Zealand management overlay							
Australia management overlay							
Тс	otal	140					



# Individual Provision Charge – underlying trends reasonably stable

#### Individual Provision Charge by Division (\$m)

■ IP Charge net of CP Transfers ■ CP & CVA "transfers" related to legacy exposures and natural disasters

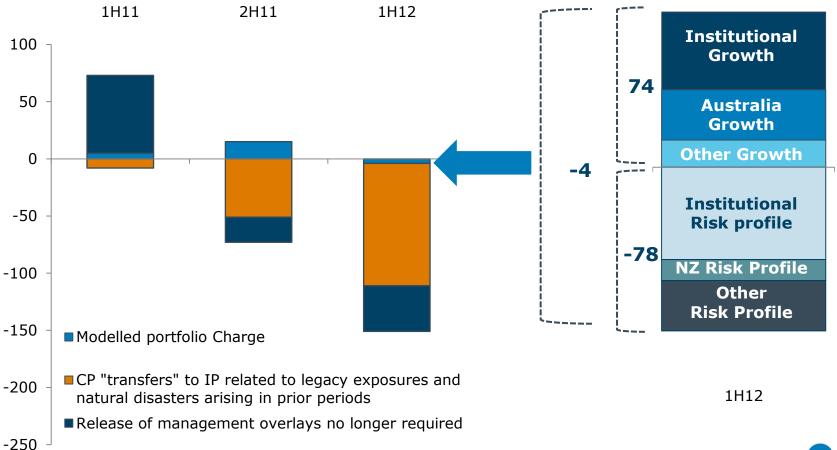




# **Collective Provision release principally due to exposures being crystallised**

#### Collective Provision Charge Composition (\$m)

Modelled Collective Provision Charge Drivers 1H12 (\$m)

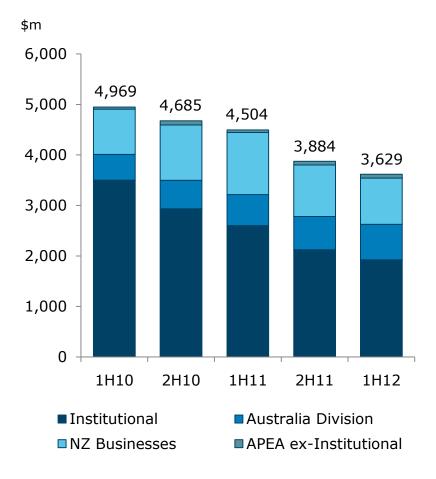


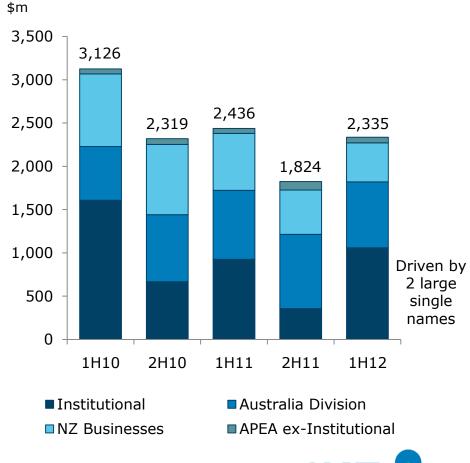
ANZ 😯

# Net impaired assets continue to reduce, increase in new impaired driven by two single names in Institutional

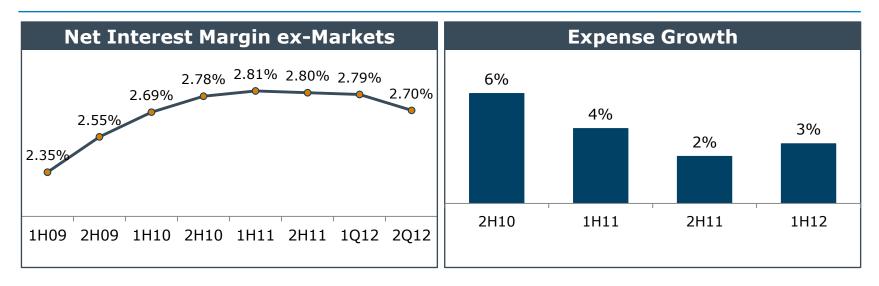
#### Net Impaired Assets by Division

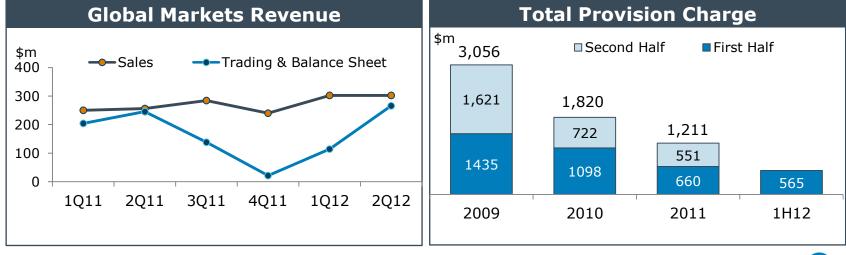
New Impaired Assets by Division





## Outlook







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BANKING GROUP LIMITED

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**Investor Discussion Pack Additional Financial Information** 



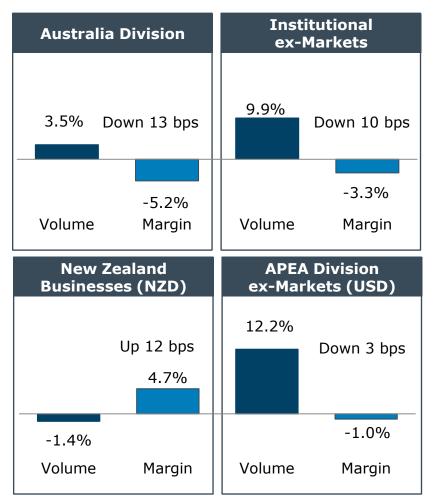
### **NIM movement summary**

Basis points (bps)	Gro	up		Regions			Divisions							
			Aust	ralia	N	z	ΑΡΕΑ	Australia	Division	NZ Busi	nesses	APEA	Global Inst	titutional
	нон	РСР	нон	РСР	нон	РСР	нон	нон	РСР	нон	РСР	нон	нон	РСР
Starting NIM	244.2	247.2	261.4	259.4	240.0	235.4	139.1	258.4	260.3	253.3	249.0	155.1	189.4	202.9
Funding & Asset Mix	-0.7	2.6	-0.6	5.3	0.5	2.5	-0.9	-1.6	-1.4	0.7	2.7	-4.5	-4.8	-5.0
Funding Costs	-2.1	-6.6	-2.5	-6.4	0.4	-4.2	0.4	-3.9	-5.2	-1.6	-9.3	-3.6	0.9	-7.1
Deposits	-4.5	-7.9	-5.4	-9.1	3.8	0.9	-8.0	-6.7	-10.5	4.1	0.3	-9.2	-3.7	-6.1
Assets	0.7	3.8	-1.9	0.4	3.9	16.8	11.9	-0.9	3.7	4.4	18.1	12.4	-0.2	-8.9
Other	1.7	2.4	0.4	1.1	3.8	4.8	2.7	-0.3	-1.9	4.3	4.4	2.3	-2.2	-3.0
Movement excl. Global Markets	-4.9	-5.7	-9.9	-8.6	12.4	20.8	6.1	-13.4	-15.3	12.0	16.3	-2.6	-10.0	-30.0
Markets	-0.9	-3.2	0.2	0.9	-2.3	-6.1	0.6	0.0	0.0	0.0	0.0	5.3	4.1	10.6
Total Movement	-5.8	-8.9	-9.7	-7.7	10.0	14.7	6.7	-13.4	-15.3	12.0	16.3	2.7	-5.9	-19.4
Ending NIM	238.3	238.3	251.7	251.7	250.0	250.0	145.8	245.0	245.0	265.3	265.3	157.8	183.5	183.5

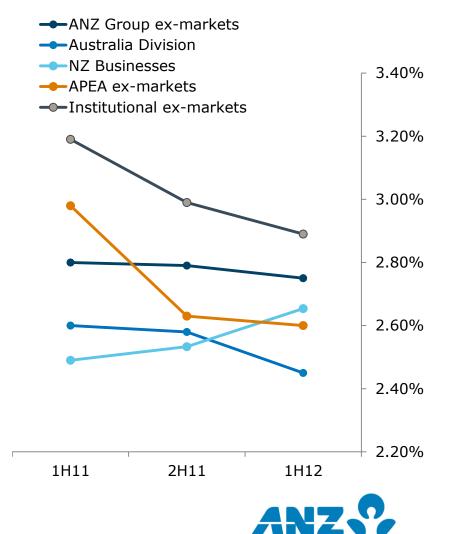


## **Net Interest Margin – Divisional Trends**

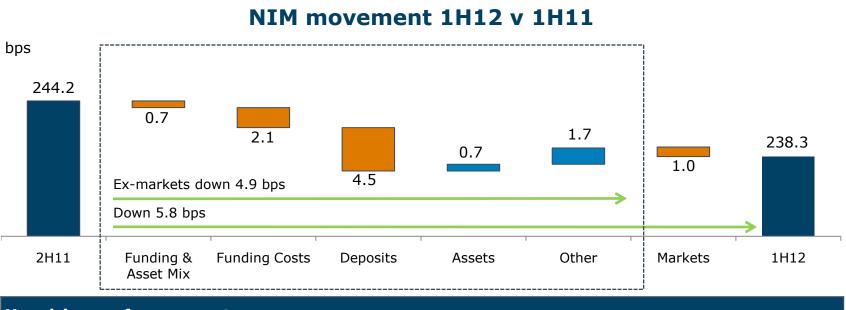
#### Net Interest Margin 1H12 v 2H11



#### **Net Interest Margin**



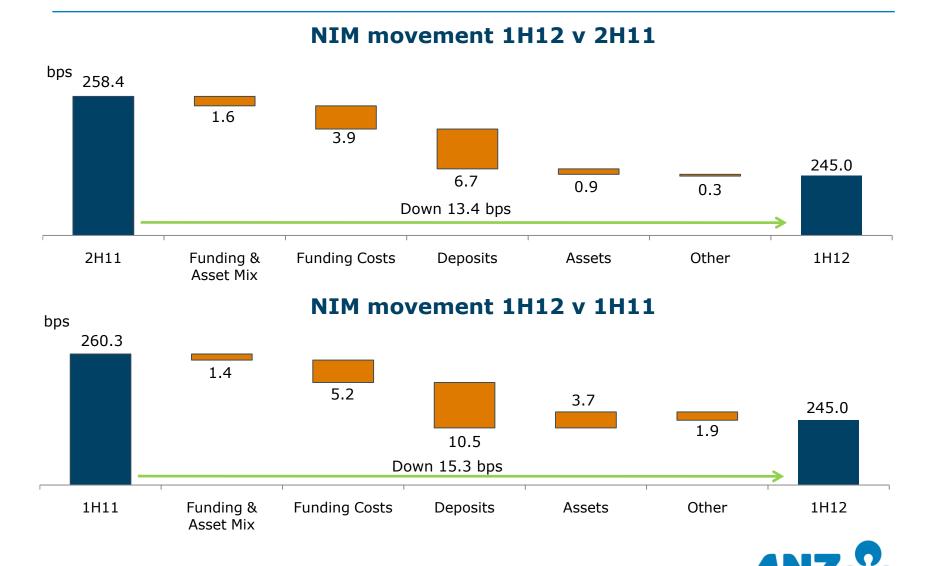
### **Net Interest Margin - Group**



Key drivers of movement							
Funding & Asset Mix	Negative asset mix impacts with an increase in lower margin Institutional trade loans and greater growth in the lower spread APEA region (partly offset by funding mix benefits from reduced reliance on wholesale funding)						
Funding Costs	Impact of higher wholesale funding costs						
Deposits	Effects of strong competition on retail deposits in Australia business						
Assets	Repricing actions on Institutional trade loans and NZ Businesses lending partly offset by continued margin compression in Australia housing loans						

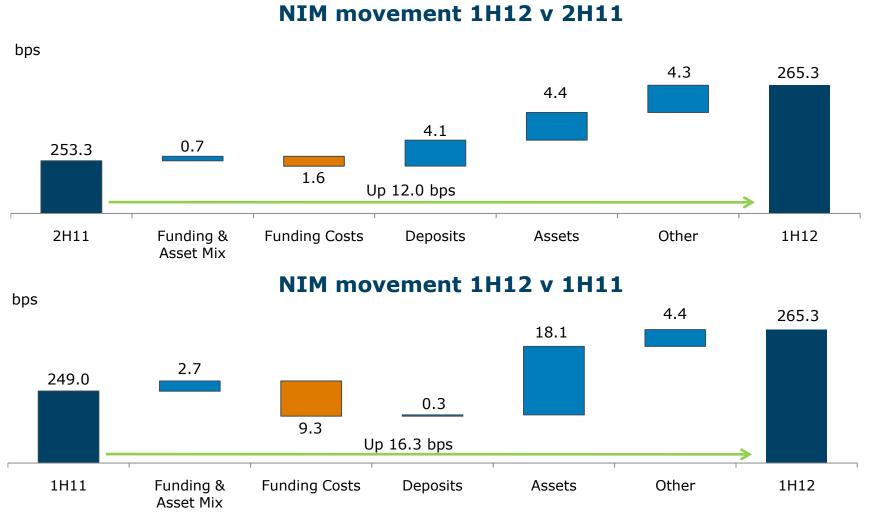


## **NIM - Australia Division**



31

### **NIM – New Zealand Businesses**

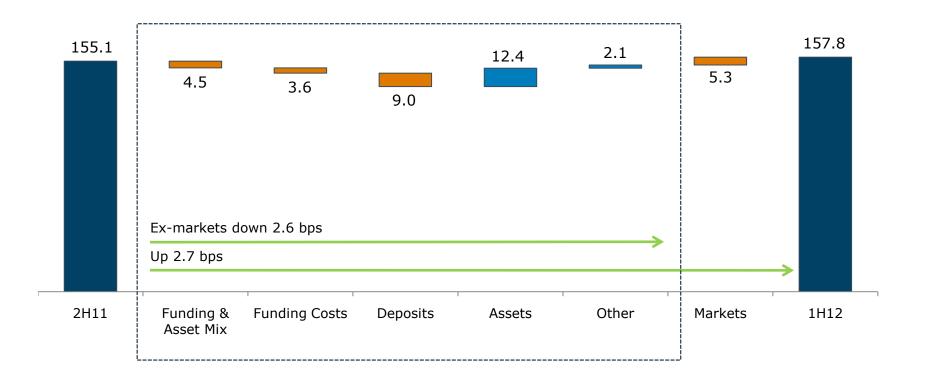




## **NIM – APEA Division**

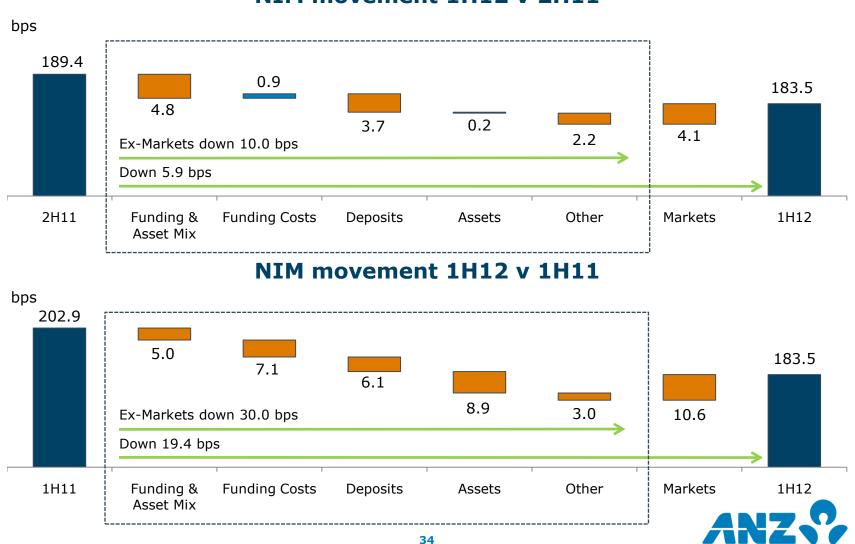
bps

#### NIM movement 1H12 v 2H11



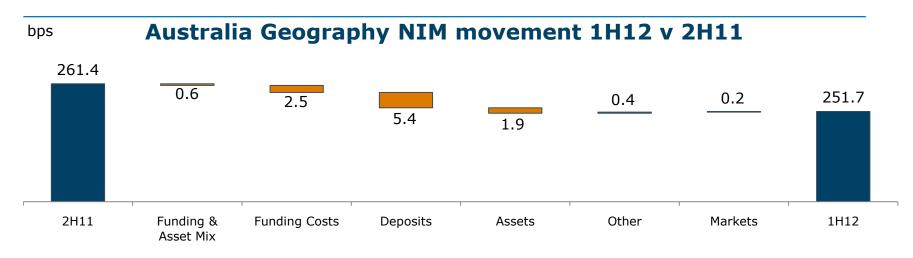


## **NIM – Institutional Division**

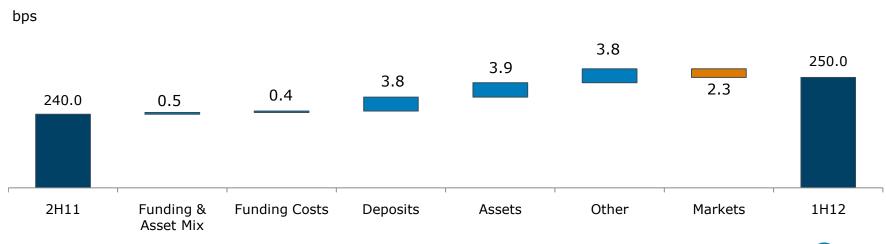


#### NIM movement 1H12 v 2H11

## **Net Interest Margin - Geography**

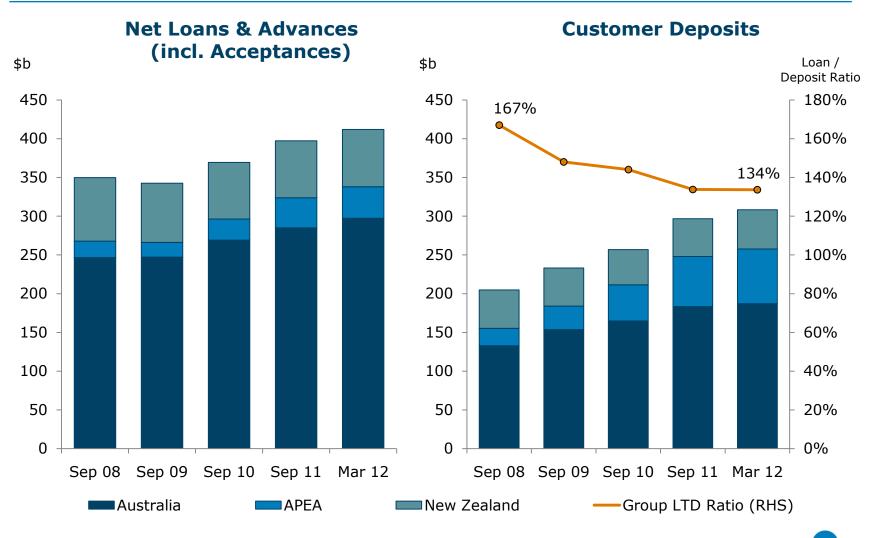


#### New Zealand Geography NIM movement 1H12 v 2H11



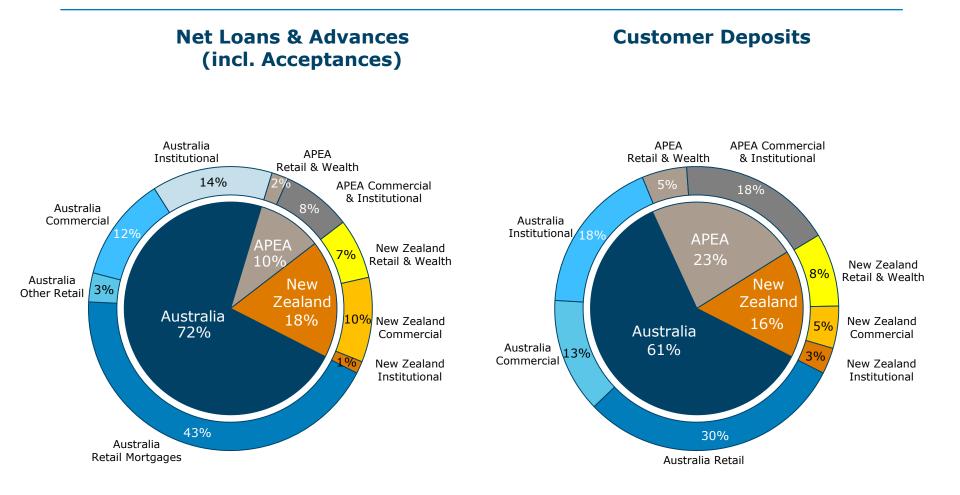


### **Balance Sheet – Customer Lending & Deposits**



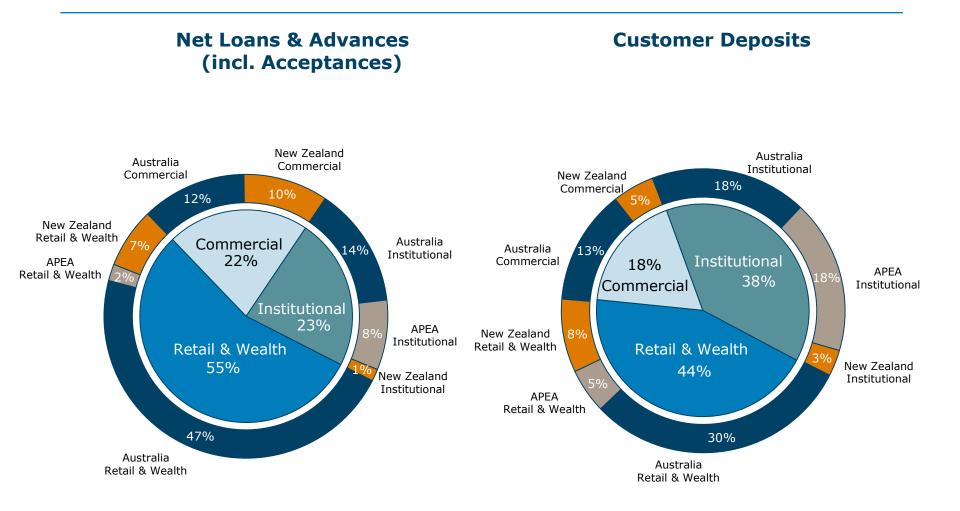


### **Balance Sheet - Composition by Geography**



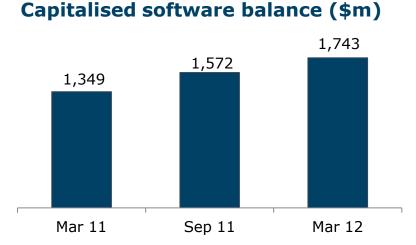


### **Balance Sheet - Composition by Segment**

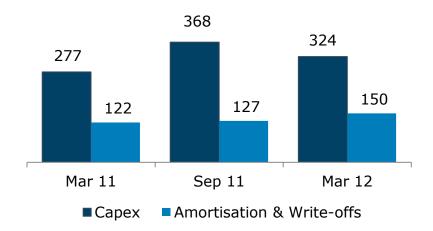




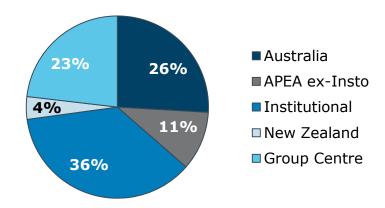
## **Software capitalisation**



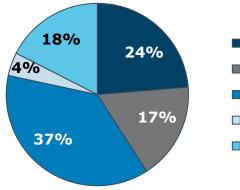
### Software capex v Amortisation (\$m)



### Capitalised costs – by division



Net book value – by division



Australia
APEA ex-Insto
Institutional
New Zealand
Group Centre



## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND

BANKING GROUP LIMITED

2 May 2012

Divisional Performance Australia Division



#### 5% 5%

• New retirement savings products for 50+ customers.

## innovation initiatives

- Enhanced functionality of goMoney for iPhone and iPad (registered users to date surpassing 600k)
- Launch of Smart Choice Super online
- Improved user experience online, including enhanced security online statement access
- Expanded scope and functionality of integrated mortgage origination platform
- Pilot utilisation of iPads by frontline bankers, A-Z Review application.

## Australia Division – Consistent customer focus and wellestablished market positioning

\$m

2,500

2,000

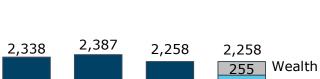
#### 1. Driving customer growth and improving productivity and efficiency

- Delivering on the transformation agenda for the distribution network, reducing network costs and aligning capability and capacity with customer demand
- Delivered improved mortgages sales capabilities and simplified processes to drive proprietary growth
- Provided expanded ability for customers to address simple service requests online
- Introduced ANZ OneSwitch to on-board Commercial customers quickly and easily.

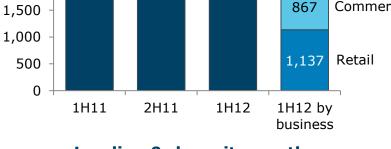
#### 2. Delivered customer propositions targeted at key segments aligned to Super Regional Strategy

- Expanded multi-lingual capabilities across a range of products and services, including Wealth products
- Launched pre-arrival concierge service for customers migrating to Australia, onboarded ~1,500 customers since October 2011
- Mortgage products targeted to new residents as well as nonresident customers
- Acquired new-to-bank Commercial customers by accessing distribution networks of Retail, OnePath and Esanda and leveraging ANZ Super Regional capabilities.

## 3. Successful implementation of technology and

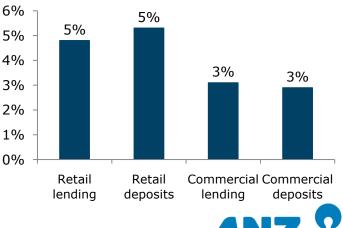


**Underlying PBP** 



Commercial

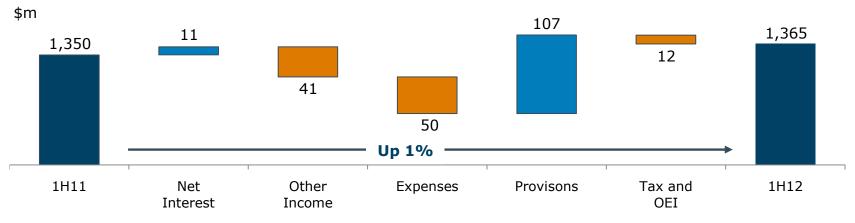
Lending & deposit growth (HOH)



## **Australia Division – Financial performance**

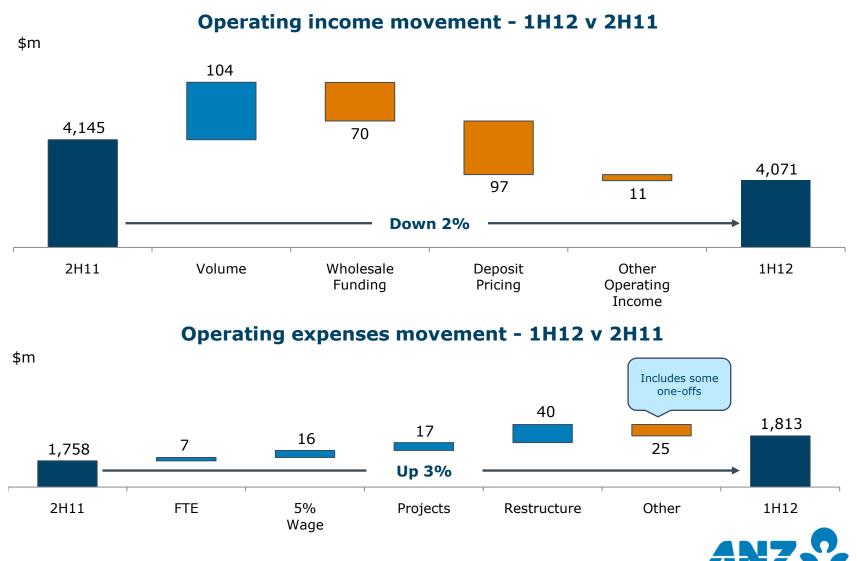
**Underlying NPAT movement – 1H12 v 2H11** \$m 1,464 63 41 1,365 11 55 11 Down 7% 2H11 Net Other Provisons Tax and 1H12 Expenses Interest Income OEI

### **Underlying NPAT movement – 1H12 v 1H11**

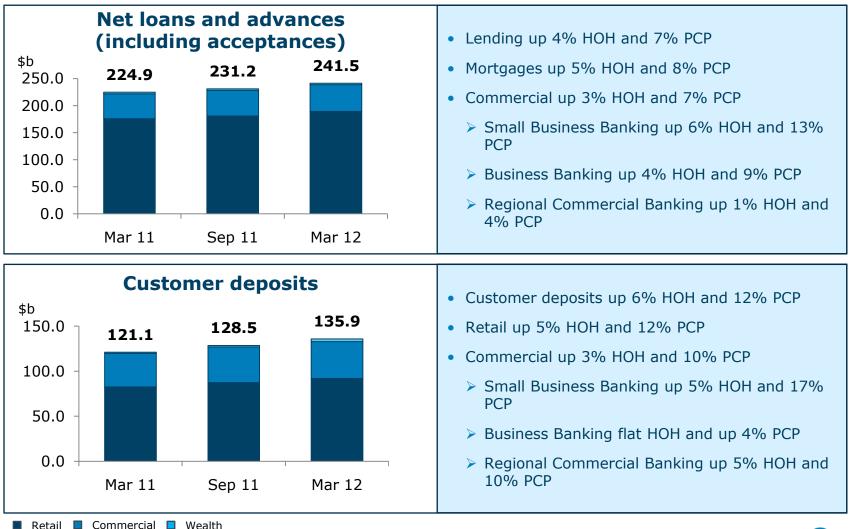




### **Australia Division – Operating Income and Expenses**



### **Australia Division – loans and deposits**





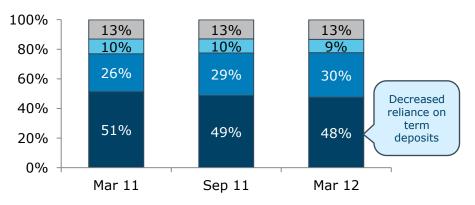
### **Australia Division – Deposits**

**Customer deposit composition** 

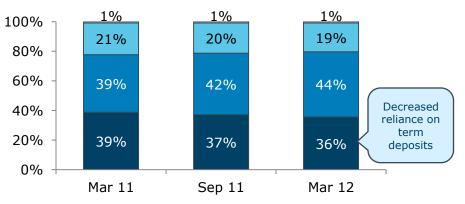
100% 9% 9% 10% 13% 12% 13% 80% 30% 33% 36% 60% 40% 47% 45% 43% 20% 0% Mar 11 Sep 11 Mar 12

■Term Deposits ■Savings ■Transaction ■Offset Account

### **Retail deposit composition**



### **Commercial deposit composition**





## **Retail – Strengthening the franchise**

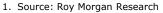
Movement	1H12 v 2H11	1H12 v 1H11
Income	-4%	-1%
Expenses	2%	4%
Profit Before Provisions	-8%	-6%
Net loans & advances incl. acceptances	5%	8%
Customer deposits	5%	11%

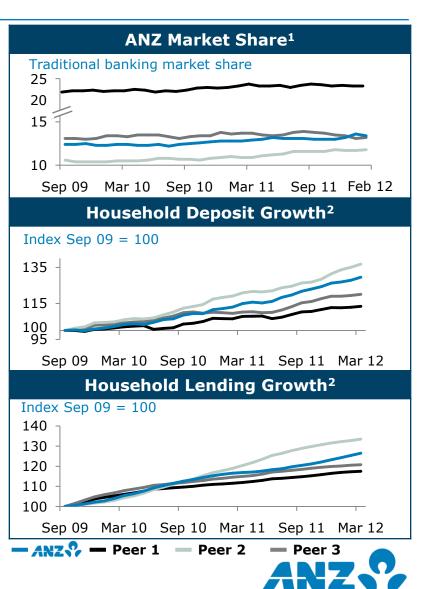
## Clearly defined strategic priorities to drive growth

- Deepening customer relationships and growing share of wallet amongst high value customers
- Decreasing the cost of doing business
- Strong growth in mortgages and deposits
- Improving funding position through management of deposit mix and less reliance on term deposits
- Leveraging our super regional strength, locally

### Outcome

- Achieved #2 in market share by brand<sup>1</sup>
- Strongest growth in customer share of wallet<sup>1</sup>
- Peer leading MFI customer satisfaction
- Implemented productivity initiatives, including further automation, enhanced functionality of goMoney (over 600k users<sup>3</sup>) and expense reduction intiatives
- Strong deposit growth up 5% HOH and 11% PCP
- Mortgages FUM up 5% HOH and 8% PCP.

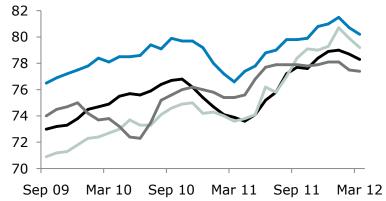




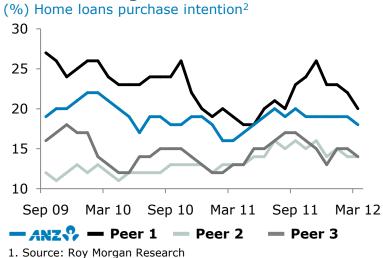
## **Retail - Focused on growth by building deep relationships with customers**

### MFI Customer Satisfaction remains highest amongst peers, exceeding 80% ...

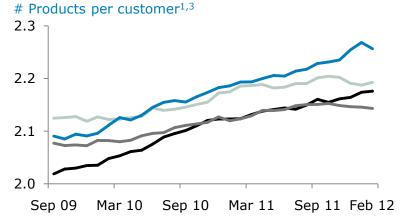




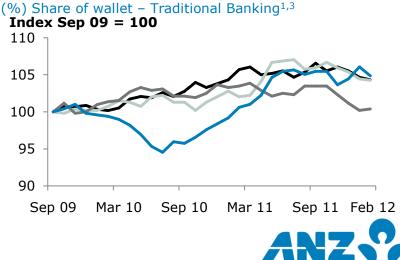
## **Purchase intention for ANZ home loans remains strong...**



## ...supporting leading performance in numbers of products per customer



## ...and growth in share of wallet outperforms domestic peers



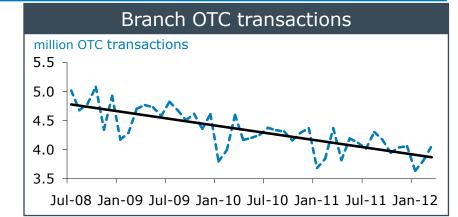
2. Source: Australian Retail Brand Monitor

3. Source: Roy Morgan Research: Traditional Banking - 12 month moving average

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## **Retail - We are focusing on digital and online channels to meet customer expectations**

- Online now the channel of choice for an increasing number of customers
- Branch transactions are declining at the rate of  ${\sim}4\%$  5% per annum
- Branch space is under-utilised and not set up for more complex higher value activities, fit-out costs primarily driven by security
- Focus on reshaping the distribution network, (branches, contact centre and digital banking platforms) to meet customer needs creating a multi-channel network.



### Branch reconfiguration



- Transformed branch network aligned to customer demand reshaped as a critical sales and service channel
- Open plan branch design focusing on complex, higher value sales
- Smaller branch footprint, lower cost fit-out.

### goMoney



- More than 600k registered users<sup>1</sup> since release in August 2010
- Over 20 million transactions executed in the last year totalling more than \$12 billion.<sup>2</sup>

### Internet banking

	- Apply for - Update Detail	a SecureMail		6	- Safetshi
View Accounts					
Account Name	Account Number	Carrant Balance	Available Funds	SecureHall	
Access Cheque Account	012405 519043234	\$1.112.98	\$1,112,91		
Progress Baver	212105 547071234	#187.32 #1.026.32 -	#187.82		
Credit Card Personal Long	4272201012341234	#1,#34.33 -	\$9,103.07 *		Loturs
Personal Loan V2 PLUS Account	C12141 198242224	\$9,124,47	\$2,560.47	🔁 2 cas actos bits	
Descripted Transaction Million	Decrete is over 20 Charmer	Became and constants		2 failed	
Analysis and says	I and the set And Taking *	Contain an armyday	Your last logon was		
		Int. Zal.ma.man.			

- Over 5.6m registered users<sup>2</sup>
- Approximately 146 million transactions totaling more than \$216 billion executed over the last 12 months (up 4% and 8% on the prior year respectively).



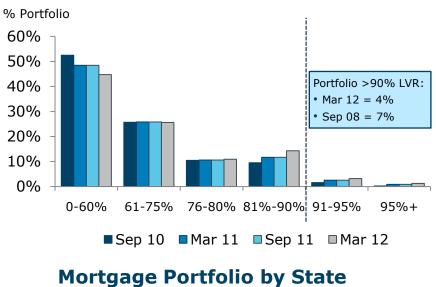
1. As at April 2012 2. As at March 2012

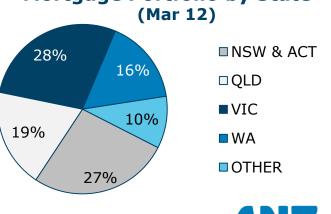
## **Retail – Mortgages**

### **Portfolio Statistics**

	-
Total Number of Mortgage Accounts	851k
Total Mortgage FUM	\$178b
% of Total Group Lending	43%
Owner Occupied Loans - % of Portfolio	63%
Average Loan Size at Origination	\$258k
Average LVR at Origination	64%
Average Dynamic LVR of Portfolio	50%
% of Portfolio Ahead on Repayments <sup>1</sup>	48%
First Home Owners - % of Portfolio	9%
First Home Owners - % of New Lending	7%
90+ Day Delinquencies	0.51%

**Dynamic Loan to Valuation Ratio** 

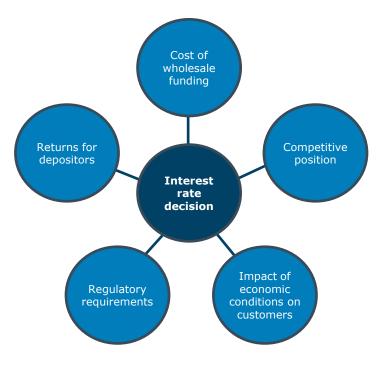




1. One month or more ahead of repayments. Excludes funds in offset accounts.

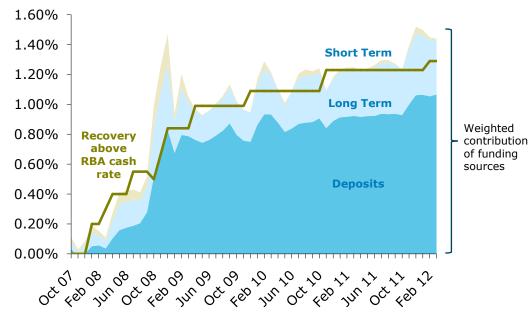
### **Retail - Mortgage pricing**

### Criteria used to assess Interest Rates



### Change in cost of funds over the RBA Cash Rate since the Global Financial Crisis

ANZ's average cost for term wholesale funding between 1 October 2011 to 31 March 2012 increased by 15 bps from 116 basis points above the three month bank bill swap rate to 131 bps<sup>1</sup>



1. ANZ, 23 April 2012, 'Integrity and transparency on bank funding costs'. Represents Australian geography portfolio.

2. Pre-crisis levels represents the average change in cost of funding relative to the cash rate over the 12 month period ending September 2007



Mvmt in funding costs vs. Cash

Rate relative to pre-crisis levels<sup>2</sup>

## **Commercial – Executing to a clearly articulated strategy**

## Targeting sectors where we have deep industry specialisation

- Natural Resources & Infrastructure downstream business growth in WA and QLD
- Agriculture sector growth prospects in key Asian markets with rising food demand
- Trading companies with complex funding requirements and cross-border needs (cross-border referrals up 43% PCP).

### Continued leadership in super regional capability

 Maintained lead brand position in being 'able to service my business needs across Australia, New Zealand and Asia.'<sup>1,2</sup>

### Diversifying sales activity, increased bank cross-sell

- Trade finance revenue up 14% HOH, up 20% PCP
- Markets revenues up 18% HOH, 54% PCP
- Mortgages revenue down 1% HOH, up 8% PCP.

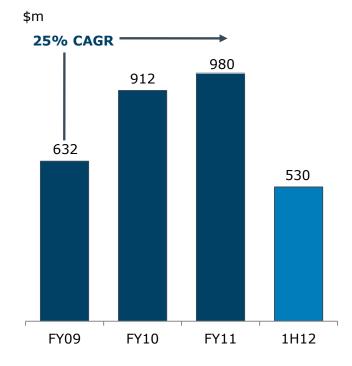
### Growing customer base and deepening relationships

- Acquired 12,400 net new customers (predominantly smallmedium businesses) in the first half (up 3%)
- Increased share of wallet by 1.7% pts from Sep 11 to Mar  $12^{1,3,4}$
- Increased customer quality by 3.4% from Mar 11 to Mar  $12^{1,3,5}\,$

### **Risk profile of business stable**

• Net impaired assets flat YTD.

### **Commercial Banking Underlying Net profit after tax**



#### Notes:

- 1. DBM Business Financial Services Monitor, 12-month rolling average.
- 2. 31% of all businesses in Commercial associate ANZ with 'able to service my business needs across Australia, New Zealand and Asia in Mar12 n=17,372; 31.7% in Sep-11 n=17,696.
- 3. Commercial includes most small and medium sized businesses
- 4. Base: Sep11 n=4,462; Mar12 n=4,493
- 5. Base: Mar11 n=17,954; Mar-12 n=17,224



### **Commercial overview**

Movement	1H12 v 2H11	1H12 v 1H11
Income	1%	4%
Expenses	4%	3%
Profit Before Provisions	-1%	5%
Net loans & advances incl. acceptances	3%	7%
Customer deposits	3%	10%

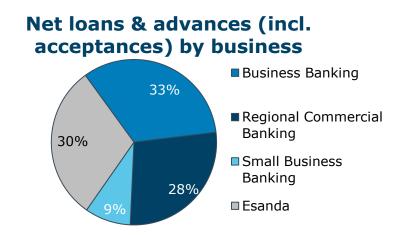
### **Strategic focus**

- Continued drive for customer growth through leveraging:
  - Super Regional capabilities and footprint
  - Strengths in Markets, Trade Finance and Cash Management and Agriculture, Natural Resources & Infrastructure sector expertise
  - > Retail, OnePath and Esanda's distribution network
- Continued improvement in efficiency and productivity through centralising and standardising administration functions and enhanced use of offshore Centres of Excellence.

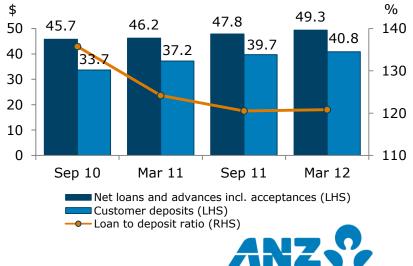
### Outcome

- Increased market share (up 110 bps since Jun 11, up 70 bps YTD Mar 12)<sup>1</sup> through growth in the share and size of customers and enhanced share of wallet
- Customer acquisition up 3% (Feb 12 YTD) across all segments

   Small Business ('SME'), Regional Commercial and Business Banking
- Lending up 3% HOH reflecting investment in training and productivity initiatives
- Deposit growth of 3% HOH.
- DBM Business Financial Services Monitor. 12-month rolling average Commercial includes most small and medium sized businesses Base: Jun11 n=17,305; Sep11 n=17,296 and Mar12 n=17,128



## Net loans and advances (incl. acceptances) & Customer deposits



52

## **Commercial – Super regional advantage**

### Our super regional platform and core capabilities are driving cross-sell and new-to-bank acquisition

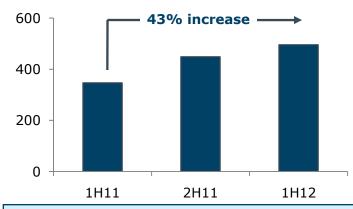
### Super regional platform

- ANZ is the only bank able to connect Commercial customers across Asia, New Zealand and Australia via a network that spans:
  - > 1,200+ branches
  - > ~270 business centres
  - > ~3,000 Commercial frontline staff
- The value of this connectivity is evidenced by a 43% growth in cross-border referrals PCP.

### **ANZ strengths**

- To further enhance our super regional offering we're leveraging ANZ's market leading capabilities in:
  - Trade finance: Best Trade Finance in Australasia (2009, 2010, 2011)<sup>1</sup>
  - Markets: 'Best FX Product Corporate & Business Bank'<sup>2</sup>
  - Cash Management: ANZ Transactive cross-border cash capability.

**Cross-border referrals** 



### **ANZ RMB Capability:**

- Make and receive RMB trade & services payments to your Chinese counterparts
- Integrated RMB online capability FX Online & ANZ Transactive
- Offshore RMB Foreign Currency Account (Australia, New Zealand, Hong Kong) solutions
- Trade Finance solutions (Letter of credit / Trade finance, etc.) available to support RMB denominated trade transactions

1. Trade Finance Magazine – Awards of Excellence. 2. 2011 Australian Banking & Finance Corporate and Business Bank Award.



### **Commercial - Small Business banking**

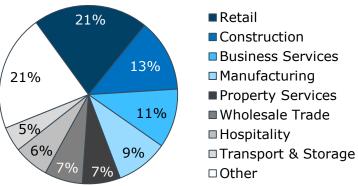
## Leveraging ANZ distribution networks and enhancing customer experience

- Acquiring new-to-Commercial customers by tapping into the OnePath and Esanda distribution networks, Retail's affluent segment, ANZ mobile lenders and through the in-branch A-Z Review campaign
- Enhancing our innovation offering via the Small Business HUB, LinkedIN, the ANZInnovyzStart program, Small Business Sales Trends, our partnership with Xero and our "Business Insights" program
- Inception of the Commercial Sales and Services Centre as a support contact point for Commercial Banking customers and frontline staff
- A greater focus on cross sell, margin management and customer retention.

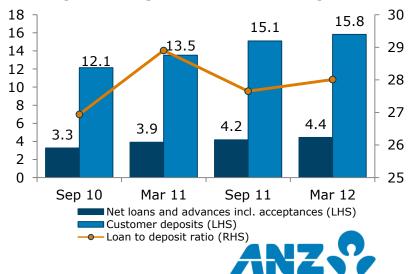
### Outcome

- Net Customer growth up 4% Mar 12 YTD
- Market Share continues to grow (Mar 12 YTD +1% pts<sup>1</sup>)
- Deposits up 5% HOH and 17% PCP
- Lending up 6% HOH and 13% PCP.
- DBM Business Financial Services Monitor. 12-month rolling average Small Business Banking includes most small businesses in metro areas excl Agribusinesses Base: Sep11 n=8,306 and Mar12 n=8,811

## 1H12 lending book composition by key segments



### Net loans and advances (incl. sacceptances) & Customer deposits %



### **Commercial - Business banking**

### Leverage capability and create capacity to drive growth and control costs

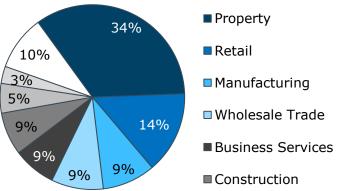
- Growing the balance sheet by focusing on winning newto-bank Trading companies with higher, more complex funding requirements
- Prospecting for larger deals alongside Corporate Banking to drive additional flows with same input
- Creating capacity to grow without additional costs through sales productivity
- Leveraging super regional connectivity and offering new services to customers (e.g. trade finance in RMB)
- Enhanced frontline skills and capabilities via sales leadership and coaching initiatives.

### Outcome

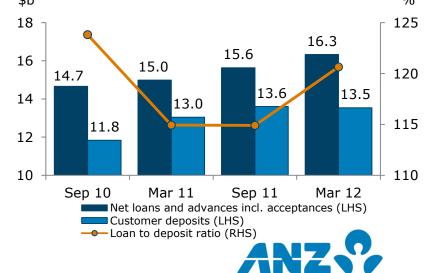
- Lending up 4% HOH (+9% PCP), with 50% of 1H12 new-to-bank deal sizes with higher, more sophisticated trading companies
- Deposits flat HOH (+4% PCP), impacted by pricing competition
- New-to-bank approvals up 14.5% HOH (26% PCP)
- Market share continues to improve from 11.7% in Mar 11 to 13.3% in Mar  $12^{1,3}$
- Customer Satisfaction for the same period up from 6.8 to  $7.3.^{2,3}$
- 1. DBM Business Financial Services Monitor. 12-month rolling average Base: Mar11 n=3,007 and Mar12 n=2,718
- DBM Business Financial Services Monitor, 6-month rolling average score using an 11-pt scale where 0 is Extremely Dissatisfied and 10 is Extremely Satisfied Base: Mar11 n=1,872 and Mar12 n=1,336
- 3. Business Banking includes most medium sized businesses in metro areas excl Agribusinesses

55

## 1H12 lending book composition by key segments



## Net loans and advances (incl. $_{\rm sb}$ acceptances) & Customer deposits $_{\rm \%}$



### **Commercial - Regional Commercial banking**

### Capitalising on opportunities for growth and supporting customers in need

#### **Regional Commercial<sup>1</sup>**

- Leveraging bank-wide sector expertise in Resources and Infrastructure to identify and capture Commercial opportunities within major projects, e.g. contractors and suppliers
- Capitalising on the opportunities to connect Regional Commercial customers across the value chain to our Asia Pacific Network.

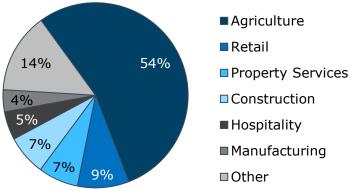
#### **Agribusiness**<sup>2</sup>

- Leveraging bank-wide Agribusiness expertise to capture Farmgate business
- Continued investment in Agribusiness capability to further grow existing market share
- Strategic positioning of Agribusiness segment within Super Regional Strategy given rising food demand in key Asian destination markets.

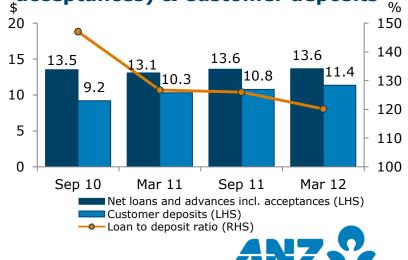
### Outcome

- 1H12 NPAT grew 5% HOH
- Lending FUM stable amidst seasonal harvest pay-downs
- Continued solid deposit growth HOH 5% and 10% PCP
- Improved lending to deposits mix from 126% in 2H11 to 120% at 1H12
- Market share continues to improve from 15.0% in Mar 11 to 16.2% in Mar 12.3  $\,$
- 1. Non-metro Small Business and Business Banking customers.
- 2. Farmgate customers
- DBM Business Financial Services Monitor. 12-month rolling average Regional Commercial Banking includes most small and medium sized non-metro businesses and Agribusinesses Base: Mar11 n=6,987; Mar12 n=5,599

## 1H12 lending book composition by key segments



### Net loans and advances (incl. acceptances) & Customer deposits



### **Commercial - Esanda**

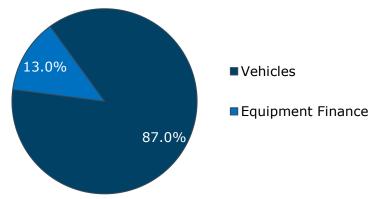
## Market leader in vehicle finance and asset finance

- Largest provider of auto finance to the automotive dealer network and market leading Commercial Broker in asset finance in Australia
- Strong new business volumes and improved margin management despite the softer car market, reflecting good market share gains:
  - > New business writings<sup>1</sup> up 9.6% HOH and 18.9% PCP
- Dealer satisfaction up from 7.2 to 7.8
- Solid momentum in Internet and phone based sales (sales up 23% HOH and PCP)
- Capability build out of Bangalore and Manilla processing hubs have improved speed to market on decisioning and loan settlements
- Significant source of new-to-bank customers:
  - ~ 4,500 new business customers introduced to the ANZ Group from Esanda cross sell initiatives in the past 18 months
  - Cross sell to Broker asset finance clients via premium partner proposition remains the market leading strategy.

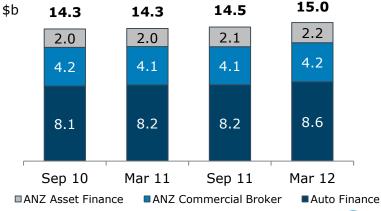
### Outcome

- Strong Revenue growth of +4% HOH and +10% PCP
- Positive Lending momentum up 3% HOH and 4% PCP.

### Esanda Group lending composition by assets (Mar 12)



## Net loans and advances by lines of business (Mar 12)





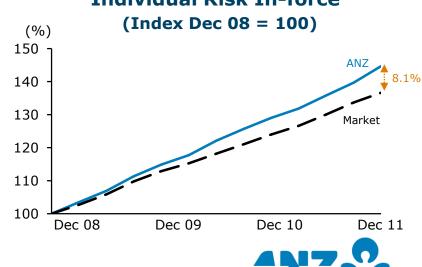
1. Writings covering Auto Finance, Broker and Asset Finance

# Wealth (OnePath superannuation, Investments & Insurance and ANZ Private)

### **Business Performance<sup>1</sup>**

- NPAT down 9% reflecting higher funding costs, reduced trading volumes in E\*Trade and increased operating expenses
- Net funds management and insurance income up 4% driven by trends in the individual in-force book and realisation of project benefits from investment management and custodial arrangements, partially offset by adverse claims and life lapse rate experience
- Expense growth +5% reflects continued investment in growth initiatives as well as seasonality
- FUM up 4%. Volumes negatively impacted by adverse equity investor market sentiment
- Annual in-force premiums down 3% (up 4% PCP)
- Improved ANZ channels penetration
  - Launched simple super and life insurance product on anz.com and simple insurance offerings via the branch network, which are gaining sales momentum
  - Improved productivity and sales momentum in ANZFP, sales revenue up 12% to end February (FYTD)
- Well prepared for new regulatory environment New 'Fee For Service' adviser offering exceeds \$1bn FUM pre FoFA
- Strong retail life insurance sales (#1 in IFA sales for 8 consecutive quarters), growth in individual risk in-force ahead of system
- Strengthened investment management capability and platform functionality (e.g. ANZ term deposits on platform nearing \$1bn since Sep 11 launch).





1. All comparisons HOH unless otherwise indicated

## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND

BANKING GROUP LIMITED

2 May 2011

Divisional Performance Asia Pacific, Europe & America (APEA) Division



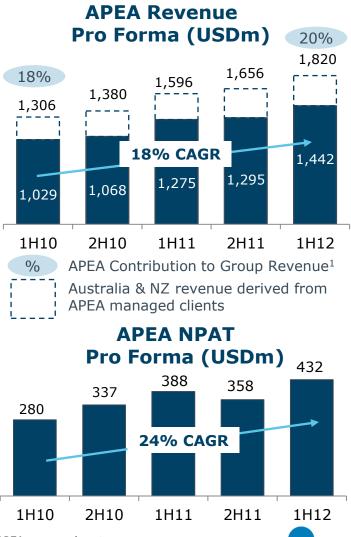
### APEA an increasing contributor to group revenue through continued execution of Super Regional strategy

### APEA contributed 20%<sup>1</sup> of Group revenue in 1H12...

- NPAT arowth of 21% HoH (11% PCP)
- Jaws were +5% with income up 11% and expenses increasing 6%
- Customer deposits grew by 17% (USD11b) and lending increased by 12% (USD5b).

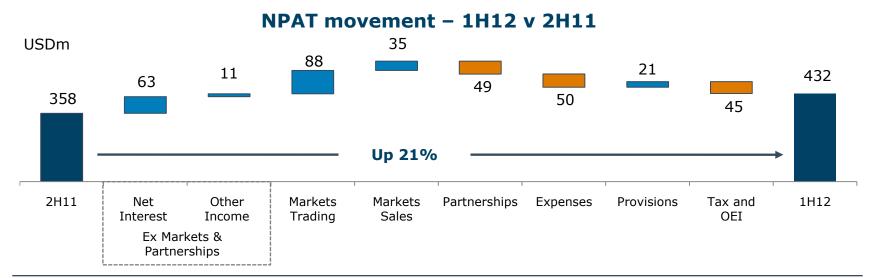
### ... as we continue to execute on our long term Superregional strategy ...

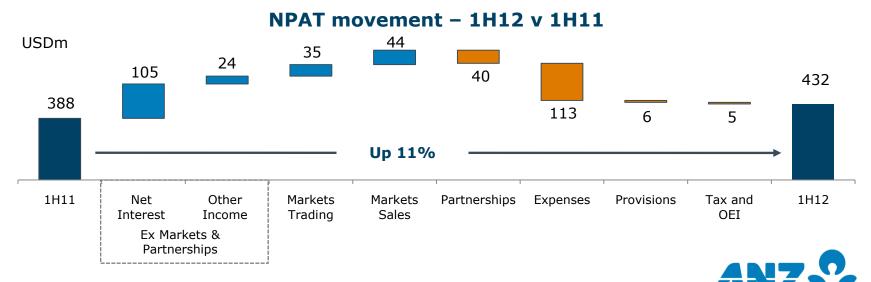
- Connectivity is a key competitive differentiator for ANZ
  - 4% of Group revenue was booked in Australia and New Zealand but derived from APEA
  - > 46% CAGR growth in Intra-APEA cross border income since 1H10
- Balance sheet strength improving deposit base and credit quality
- Prioritised investment, with USD54 million increased spend largely focused on technology and infrastructure
- Growth and competiveness in our target segments
  - > Recognised as a Top 5 corporate bank in Asia by the Greenwich Large Corporate Banking Survey 2012
  - Active customers in Asia Institutional grew by 9% HOH
  - > Awards for retail deposit offering in Indonesia<sup>2</sup> and Hong Kong<sup>3</sup>



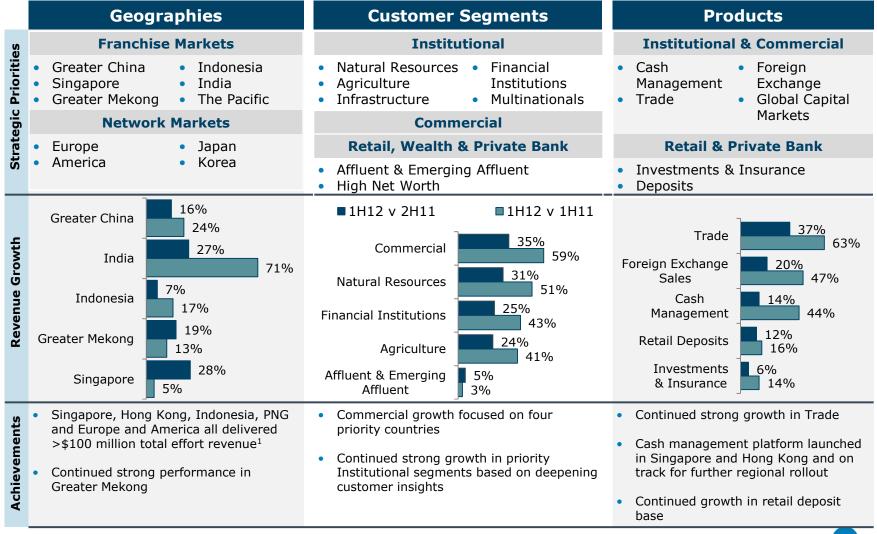
1. Includes an additional proportion of Group revenue reported in Australia and New Zealand from APEA managed customers. 2. ANZ Super Savings Account won the "Service to Care Award 2012" 3. ANZ Hong Kong was named the Best Deposits Service Bank at the 12th 'Capital' Outstanding Enterprise Awards 60

# **APEA** performance a result of strong income momentum and effective cost management





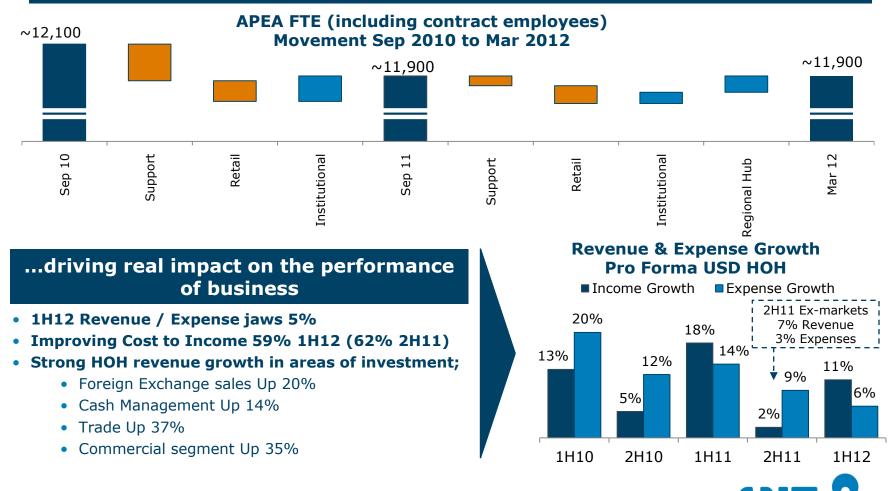
# Revenue growth is driven by focus on our priority geographies, customer segments and products





# We utilise strong expense discipline in order to fund deployment of revenue generating headcount

A focus on reducing back-office costs while continuing to invest in revenue-generating capabilities...



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## In addition, we are continuing to optimise our footprint in order to fund growth investments

## **Continuing to rationalise sub-scale businesses...**

- Sold Wing, our Cambodia mobile payments platform, to focus on our ANZ Royal joint venture in the country
- Sold our stake in Vietnam's Sacombank, to focus on our own business in the country

## ... and optimise footprint to serve customers most efficiently...

- Rationalising our branch network in Taiwan to best serve affluent and emerging affluent customers
- Rationalising our branch network in the Pacific (Solomon Islands, Samoa, Tonga & Vanuatu)
- Rationalised Regional offices in Hong Kong & Singapore and premises in Taiwan and Indonesia

### 1. Incremental 1H12 v 2H11 investment spend, inclusive of capitalised project expenditure associated with ANZ Transactive Asia and Asian Core Engine

## ...in order to fund additional growth investment

### Additional investment 1H12<sup>1</sup>

### USD54m



1H12

### Branding

- Launched global brand campaign in Asia
- Capabilities
- Build out of Commercial footprint
- New Mongkok branch in Hong Kong
- New Singapore and Hong Kong head offices
- Compliance
- Anti-Money Laundering Program
- Risk and Security Program

### Systems

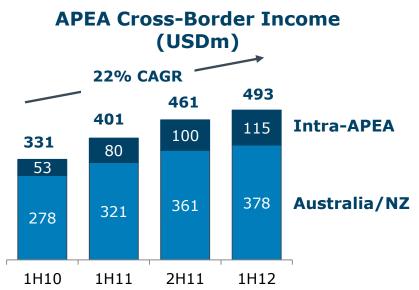
- ANZ Transactive Asia
- Asian Core Engine
- Global Markets platform
- Global Cards Platform
- Singapore Data Centre

ANZ

# **Connectivity is a key differentiator for ANZ, driving cross-border revenue growth across the network**

### Intra APEA connectivity becoming increasingly important

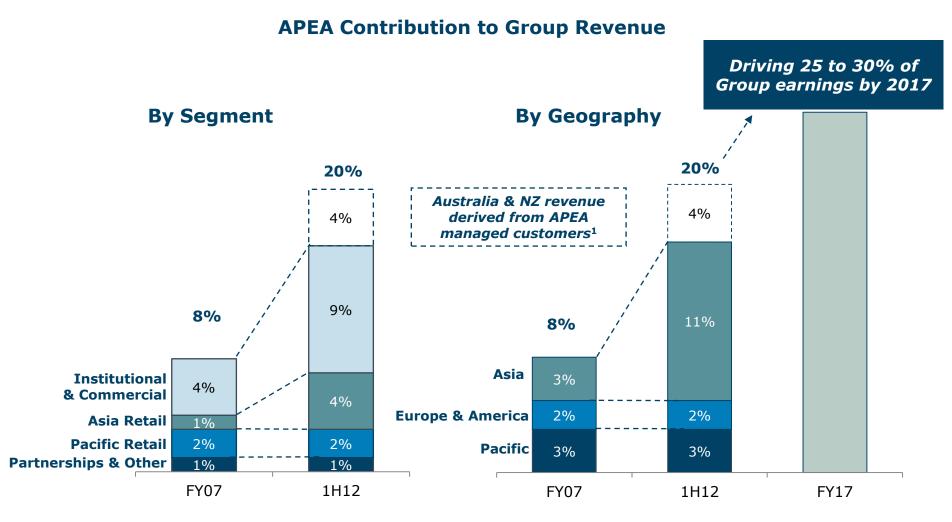
- ANZ's APEA business intra region cross-border revenues have achieved CAGR of 46% from 1H10 to 1H12 (Up 15% HOH / 43% PCP)
- Trade transaction volume increased 34% PCP
- Offshore customers represent 33% of our Retail Banking customer base in Singapore and Hong Kong
- 532 Asian Institutional clients have an active relationship with ANZ in 3 or more jurisdictions



Institutional	<ul> <li>Continue to develop connectivity in key markets of Singapore, Hong Kong, India, China and Indonesia</li> <li>Ramping up Europe &amp; America 'throw' into Asian network off strong base of 'throw' into Australia and New Zealand</li> <li>Focus on simplifying on-boarding processes across borders to ensure seamless customer interactions across the network</li> </ul>
Retail & Wealth	• Initiatives implemented to capture Retail connectivity in the region have resulted in a 5 fold increase in cross-border referrals HoH
Partnerships	<ul> <li>Partners leverage ANZ's core capabilities in Australia and other markets for customer referrals and connectivity</li> <li>e.g. SRCB and AMMB customers moving to Australia can open ANZ Australia accounts prior to arriving in Australia</li> </ul>



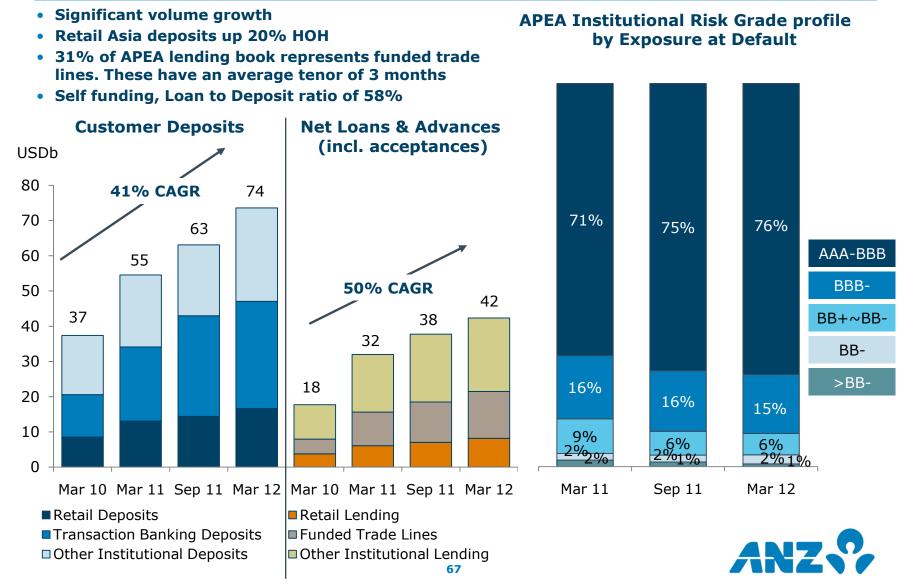
# Focus on Asia has grown APEA's contribution to 20% of ANZ Group revenue, on our way to 25-30% by 2017



1. Australia & NZ revenue derived from APEA not available for FY07



# APEA continues to grow its deposit base, with strong credit quality in the loan book



# APEA Institutional revenue up 26% on continued client acquisition and deepening wallet share

### Revenue up 26% on prior comparative period

• Growth across all products and sectors, in particular Trade, Cash Management and Foreign Exchange

### Continuing momentum on client acquisition

- ANZ recognised as a top 5 Corporate Bank in Asia. Five years ago, ANZ was outside the Top 20<sup>1</sup>
- ANZ market penetration has grown to 28% in 2011<sup>1</sup>
- 20% growth in client numbers on 1H11 focus on multinationals, financial institutions and local corporates
- Deepening industry specialisation model to improve customer insight

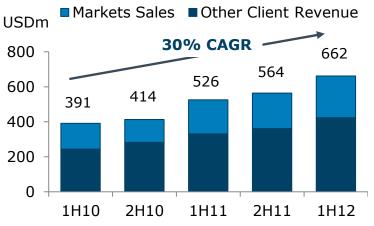
### Deepening wallet share as product capability grows

- Increasing cross-sell across products and geographies to improve revenue quality and diversification. Top 50 client revenue has grown 15% pcp, whilst customer concentration reduced
- Delivery of regional transaction banking cash platform remains on track
- Global Markets product expansion and platform development
- Ongoing investment in priority products and markets

### Improving efficiency and productivity

- CTI of 44% improved 1.0% on 1H11
- Improving customer onboarding processes
- Hubbing key processes an ongoing focus on efficiency in all parts of the business
- 1. Greenwich Large Corporate Banking Survey, 2012

### APEA Institutional Client Revenue Pro Forma<sup>2</sup>





2. Includes APEA Commercial revenue

## We continue to build out the Commercial segment utilising Institutional product capabilities

### **Commercial segment revenues up 59% PCP as customer franchise strengthens**

#### **Country build out**

- Focused build-out in Hong Kong, Singapore, Taiwan and Indonesia
- Hired experienced Commercial Relationship Managers and right support staff to increase bench strength
- Re-organised regional and country teams to align to target segments

### Growing client base and deepening relationships

• Commercial clients grew 35% PCP

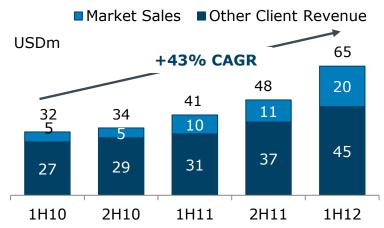
## Increase cross-sell, particularly of trade and markets products

- Number of products per customer increased from 1.69 to 2.03 in 1H12 across the portfolio
- Trade cross-sell to markets clients increased 14% in 1H12

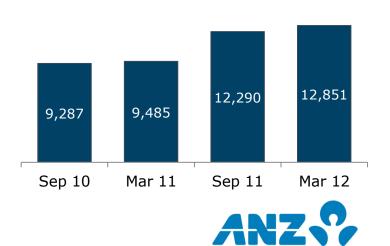
1. Pro Forma basis adjusted for RBS acquisition



### **Commercial Client revenue growing<sup>1</sup>**



#### **Client numbers continue to grow** Commercial Asia Client Numbers<sup>2</sup>



# APEA Retail – Continued focus on growing affluent and emerging affluent while repositioning the portfolio

### Delivering growth amidst portfolio reshaping

- Revenue up 4% HoH
- Fee income represents 38% of total revenue
- Investment & Insurance focus delivered 24% of total revenue

#### Robust customer acquisition and cross sell activity

- Continued to grow Affluent banking customer base acquisitions more than doubled compared to 1H11
- Product holdings per customer for affluent segment average 5.6

#### **Portfolio repositioning**

- De-risked credit card & unsecured loans in Taiwan, Indonesia and Hong Kong
- Out-segment portfolio balance declined by A\$100m over the last 18 months, resulting in improved credit quality

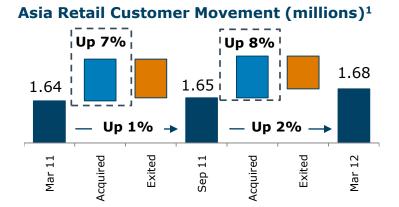
## Strong Balance Sheet Growth contributing funds to the overall business

• Continue to grow our funding base with 16% deposit growth overall HoH (24% growth in Asia)

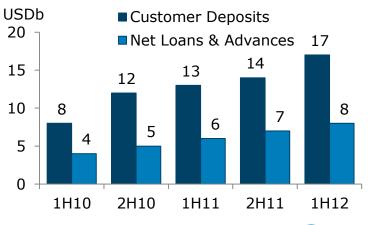
### Investments continue to support further growth

- Continued investment in people, product, brand and infrastructure
- Asia Retail CTI improved by 2% HOH

## Underlying growth in core customers through period of portfolio repositioning



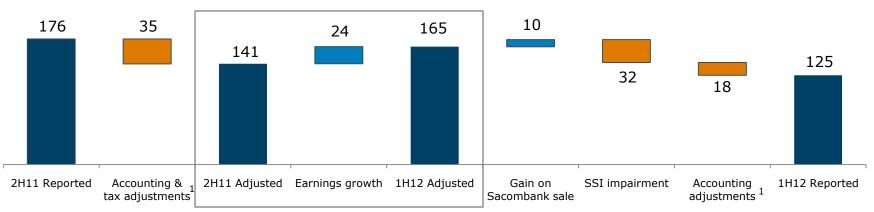
### **A Growing Funding Base**



1. Client movement across Deposits, Cards, Mortgages, Personal Loans and Investments & Insurance product categories.

## Accounting charges impacted partnership performance which is led by four significant contributors

### Partnerships NPAT 1H12 v 2H11 (USDm)



### Four partnerships delivering largest contribution...

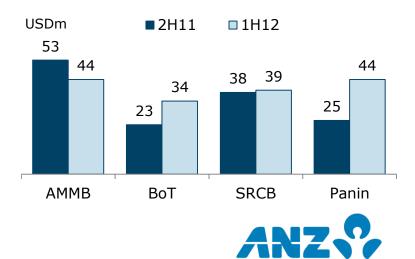
- AMMB, BoT, Panin and SRCB all delivered more than USD 25 million revenue in 1H12
- Gain on sale of Sacombank stake of USD 10 million
- Partnerships also deliver referral and other revenue across the ANZ network

## ...impacted by accounting adjustments and SSI impairment

- USD35 million of positive accounting impacts in 2H11 and negative USD18 million accounting impacts in 1H12
- 1H12 SSI impairment charge of USD 32 million

1. Earnings recognised by ANZ differ from published results of partnerships due to application of IFRS, Group accounting policies and acquisition adjustments.

### Adjusted NPAT contribution by Partnership



# 12 HALF YEAR RESULTS

AUSTRALIA AND NEW ZEALAND BANKING GROUP LIMITED

2 May 2012

Divisional Performance Institutional Division



## Institutional is growing NPAT by diversifying into nonlending revenue streams

\$m

## Diversifying revenue streams to reduce reliance on lending

- Trade & Supply Chain revenue up 22%<sup>1</sup> HOH
- Cash management revenue up 9%
- Markets sales revenue up 16% HOH
- Transaction banking represented 27% of Institutional revenue (23% 1H11)

#### Increasing geographic diversification

 APEA 29% of Institutional revenue 1H12 (20% FY10, 25% FY11)

## Focus on sectors with existing strength and potential for ANZ to differentiate

- Natural Resources Revenue up 20% HOH, up 31% PCP
- Financial Institutions Revenue up 15% HOH, up 26% PCP
- Infrastructure Revenue down 15% HOH, up 14% PCP
- Agriculture Revenue down 2% HOH, down 3% PCP

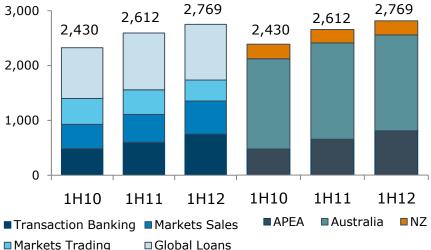
#### Improving cost efficiency

 Positive JAWS (Operating Income growth - Expense growth) +13% HOH

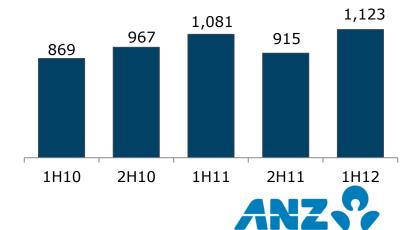
#### Improving risk profile of business

- Weighted average credit scores within the loan portfolio have continued to improve with 84% of the book now rated higher than BBB-
- Net impaired assets down 9%



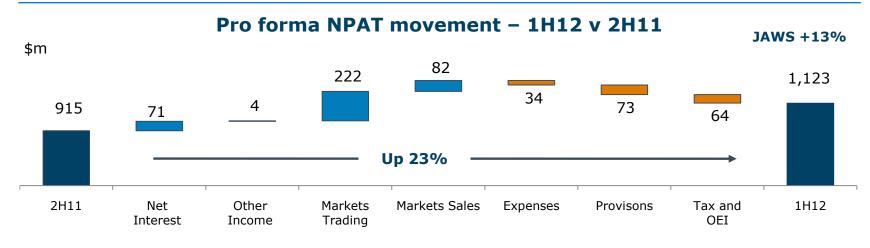


#### Institutional Division Pro Forma NPAT (\$m)



1. Excludes non-trade related guarantees

## **Institutional NPAT up 23% HoH as a result of improved Markets revenue and effective expense control**

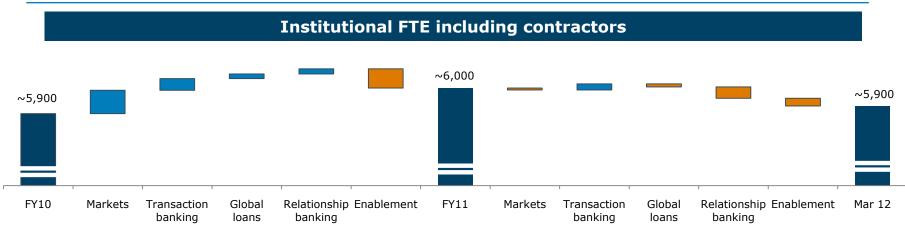


Pro forma NPAT movement – 1H12 v 1H11

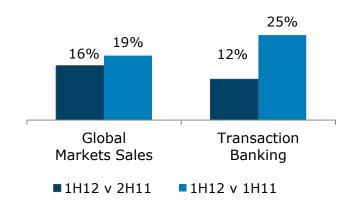




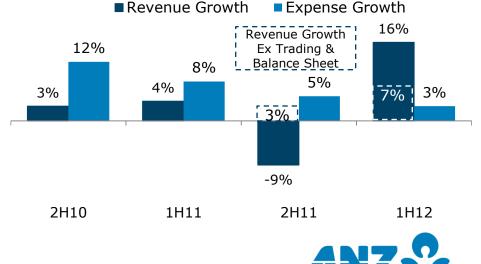
# Focus on efficiency enabling Institutional to invest in targeted front-line areas, delivering revenue growth



#### Growing revenue in areas of investment...

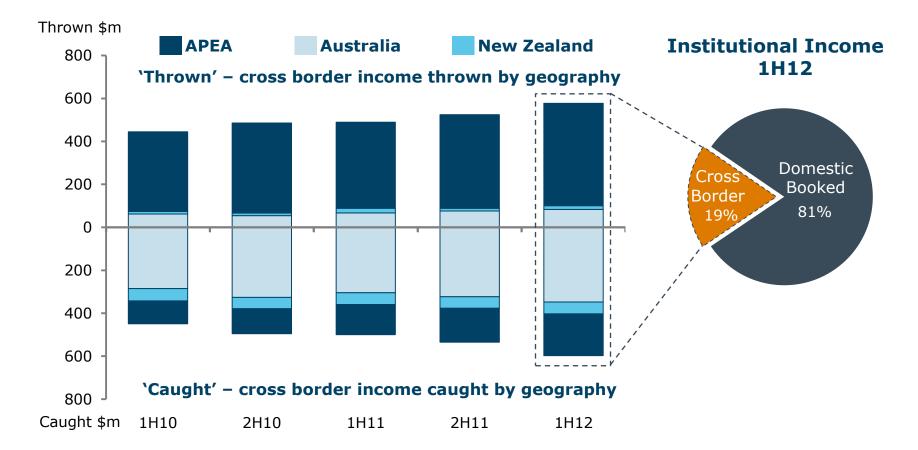


## ...Delivering improved JAWS



## **Continuing to capture greater share of international flows into Australia and fast growing intra Asian trade**

#### **Institutional Cross Border Income**





## **Continued focus on APEA, target customer segments and products that drive revenue growth**

	Geographies		Customer	Segments	Products		
	APEA growth dr diversi			itions and Natural ulture impacted by ng and Infrastructure arger deals booked	Reducing reliance on balance sheet lending revenues and trading volatility		
Key Achievements	<ul> <li>APEA revenues grew 29% HOH and now represent 29% of Institutional revenue</li> <li>Australia revenue up 13% HOH recovering from a particularly challenging market conditions in the prior half</li> <li>New Zealand revenue up 1% HOH</li> </ul>		<ul> <li>FIG Asia now accounts for 30% of our global FIG revenues, up from 25% in 1H10, driven mainly by a deepening of our franchise across the region</li> <li>Agriculture revenue growth of -2% HOH largely driven by repositioning of Agri</li> </ul>		<ul> <li>Markets sales up 16%, with FX sales revenues now representing 51% of total Global Markets revenue</li> <li>ANZ Transactive driving customer</li> </ul>		
chieve					acquisition (up 5%) and improved cross-sell		
Key A			<ul> <li>portfolio</li> <li>Infrastructure reverence</li> <li>HOH the result of la 2H11</li> </ul>	nue growth of -15% arger one-off deals in	<ul> <li>TSC sales capability strengthened across Asia with revenue up 45% and now representing 58% of TSC global revenue<sup>1</sup></li> </ul>		
	APEA	29%	Natural Resources	20% 31%	Global Markets	45%	
vth		24%	Financial Institutions	18% 	Trade & Supply Chain	22%	
Revenue Growth	Australia	13%	Agriculture	-2% -3%		47%	
	New Zealand	-1% New Zealand	Infrastructure	-15%	Cash Management	9% 19%	
			Global Diversified	9% 2%	Global Loans	-1% -2%	
	■1H12 v 2H11	■1H12 v 1H11	■1H12 v 2H11	■1H12 v 1H11	■1H12 v 2H11	■1H12 v 1H11	



### **Priority Customer Segments – capture trade flows** to/from Asia while maintaining domestic position

#### **Natural Resources**

- Our focus is on capturing Australia/NZ - Asia/Pacific trade flows and remaining the lead bank to sector in Australia
- Built an experienced regional leadership team
- APEA booked revenue up 32% HOH and now represents 52% of global segment revenue

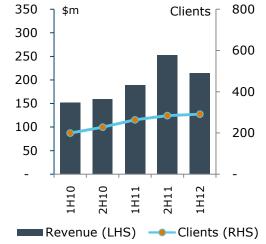
#### Infrastructure

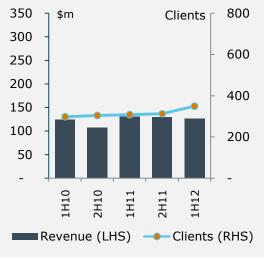
- Dominant infrastructure specialist in Australia and New Zealand with focus on supporting customers in the Asia Pacific region
- APEA booked revenue now represents 18% of global segment revenue

#### Agriculture

- A primary focus on Agri customers linked into trade across the Asia Pacific region
- An emphasis on providing markets, working capital and trade and supply chain solutions
- A focus on positioning Australia / New Zealand franchise towards growing Asia Pacific trade linkages
- A growing Asian franchise with APEA booked revenue up 24% HOH









# Financial Institutions – building Super Regional platform to capture growing investor demand

#### We are building markets and transactional banking capabilities to capture investor shift to diversify investment portfolios

## A focus on continued growth

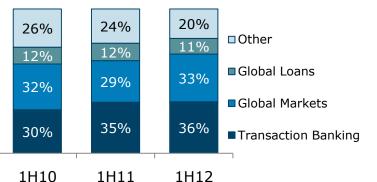
- Build out Transaction Banking and GCM business based on Clearing leadership position
  Cautiously expand Trade FI business in Asia
  - Expand customer base, with a focus on Asian insurers
- **Insurers** • Focus on building share of Transaction Banking wallet

#### A targeted strategy to achieve strong growth

Funds	<ul> <li>Leverage new FX and Transactive platforms to deepen relevance with global Real Money Funds and Australian Super Funds</li> <li>Selective lending to quality names</li> </ul>
Public Sector	<ul> <li>Grow base globally, taking advantage of sovereign appetite for super regional assets</li> <li>Target deposits, FX, Fixed Income &amp; Commodity sales</li> </ul>

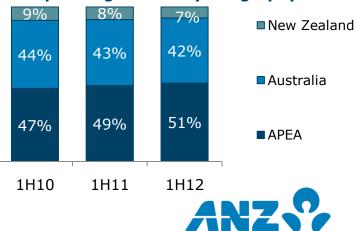
#### Greater Transaction Banking & Markets contribution Financial Institutions

#### Operating income by Product



#### Revenue mix shifting towards Asia

Financial Institutions Operating income by Geography



## **Transaction Banking – delivering superior client connectivity central to Super Regional strategy**

#### **Payments & Cash Management**

#### Continuing to deliver enhanced connectivity to clients

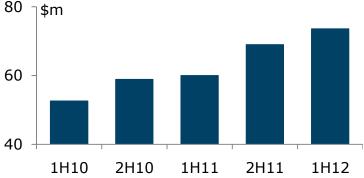
- Transactive full functionality now embedded in Australia, New Zealand, Singapore, Hong Kong & the Pacific with remaining Asian markets on line by the end of 2012
- Introducing onshore and offshore CNY payment and account capabilities enabling clients to transact in RMB
- CashActive now on-line delivering web based liquidity solutions

#### **Trade & Supply Chain**

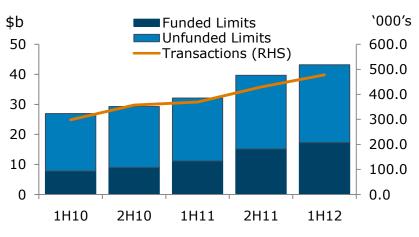
#### **Capturing growing regional trade flows central to Super Regional strategy**

- TSC delivered \$231m revenue<sup>1</sup>, with 47% growth PCP and Asia growing at 69% PCP
- Targeted investment in Asia is delivering strong growth APEA TSC<sup>1</sup> revenue growth 35% HOH
- ANZ built further on its already market leading positions in Australia and New Zealand – ANZ is now the lead trade bank for over 28% of 'Institutional' customers in Australia<sup>2</sup>
- A regional trade network of over 500 trade specialists, utilising a common platform and dedicated processing 'hubs'

#### Payments & Cash Management Average Deposit Volumes



#### Trade & Supply Chain Total Limits and Monthly Transaction volumes



1. Excludes non-trade related guarantees. 2. 'East & Partners' Australian Trade Finance Markets report, 2012.

# **Global Markets - continued focus on diversification and growing client driven revenue**

Since 2010, we have been executing on our strategy to diversify our business increasing our product offering and global footprint

## Our strategy has delivered revenue growth of 45% over 2H11 and 3% over 1H11

## We have focused on growing non-trading revenue by differentiating our sources of revenue...

- Sales has performed strongly (up 16% from 2H11) across all geographies and products
- APEA region has grown by 42% over 2H11 reflecting the our investment in regional capabilities
- FX business benefited from its 2011 expansion with revenue up 14% from 2H11
- Fixed Income revenue grew by 91%, rebounding from the challenging trading conditions in 2H11

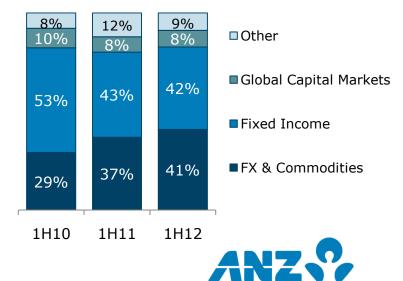
## ...and have remained resilient despite difficult market conditions

- Trading and Balance Sheet revenues have improved following the difficult macroeconomic conditions experienced in 2H11
- Australian revenues were up 67% from 2H11 benefiting from the rebound in the domestic Fixed Income business

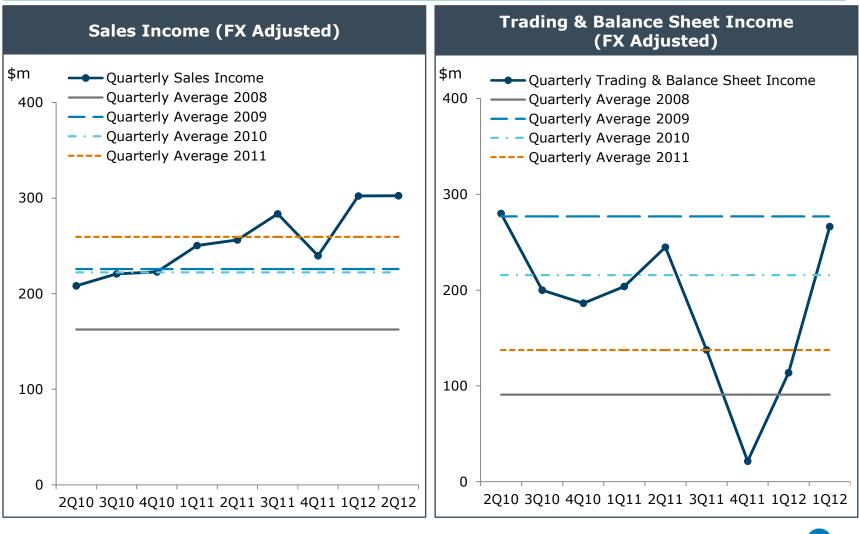
#### Global Markets Revenue pro forma FX adjusted



#### **Global Markets Revenue by Product**



## **Global Markets customer sales income at record highs**





## **Global Capital Markets – continue to build distribution capabilities and strengthen market position**

#### Extended leading position in domestic bond markets

- No. 1 bond issuer in Australia with 21.7% market share and led on 41% of trades 1Q12
- No. 1 bond issuer in New Zealand with 48% market share and led 64% of trades 1Q12

#### Deepened our presence in Asia

- Improved our position in Asian Syndicated Loans from 10th in 2011 to 7th in 1Q12
- Significant increase in Dim Sum (China offshore) Bond league tables from 29<sup>th</sup> in 2011 to 8<sup>th</sup> in 1Q12, doubling full year volume

#### Asia-Pacific (ex-Japan) Markets

- Dramatic progress up the Asia-Pacific (ex-Japan) Bond league tables from 20<sup>th</sup> in 2009 to 4<sup>th</sup> in 1Q12
- No.1 Mandated Lead Arranger in Asia-Pacific (ex-Japan) Syndicated Loans
- Syndicated Loan market volumes increased by 27% to US\$342bn (largest ever volumes) in 2011. ANZ increased MLA market share to 8.7% from 6.0%
- Bond market volumes have significantly increased by 52% on an annualised basis in 1Q12. ANZ increased market share to 3.6% from 2.9%

#### Corporate and frequent issuer bonds league table rankings

Category	2011	Q1 2012			
	Rank	Rank	# Deals	Amount Arranged	
Australia (ex-self led)	1	1	29	AUD5.5b	
New Zealand (ex-self led)	1	1	7	NZD0.9b	
China offshore (Dim Sum)	29	8	6	CNY2.1b	
Asia Pacific ex-Japan	9	4	44	USD9.0b	

Source - Bloomberg

#### Loan syndications mandated arranger league table rankings

Category	2011	Q1 2012		
	Rank	Rank	# Deals	Amount Arranged USD
Asia-Pac ex-Japan	1	1	28	\$3.0b
Australia	1	2	12	\$1.4b
Asia	10	7	9	\$1.0b

Source – Thomson Reuters LPC

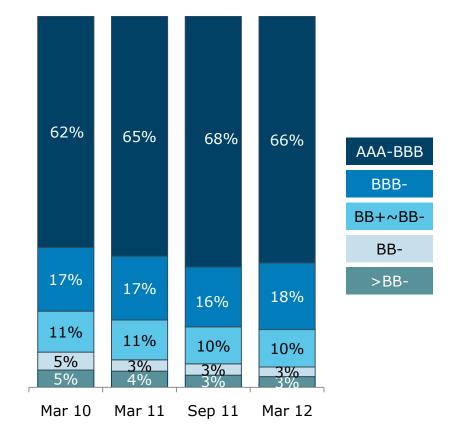


### **Continued lending growth with stable credit quality and margin contraction**

#### & Net Interest Margin Australia New Zealand \$b –•–NIM ex-Mkts (RHS) 100 96 3.50% 91 84 90 80 3.00% 73 71 70 60 2.50% 50 40 2.00% 30 20 1.50% 10 1.00% 0 Mar 10 Sep 10 Mar 11 Sep 11 Mar 12

**Institutional Lending Volumes** 

#### Institutional Risk Grade Profile by Exposure at Default



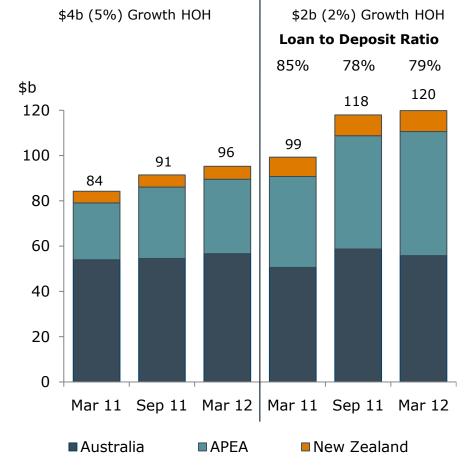


### **Balance Sheet strengthening as LDR improves, with Asia Trade Finance a key driver of lending growth**

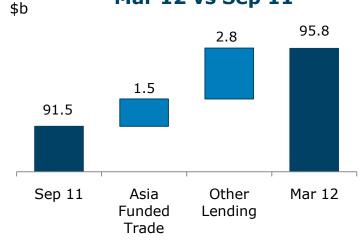
**Customer Deposits** 

#### **Institutional Lending and Deposits**

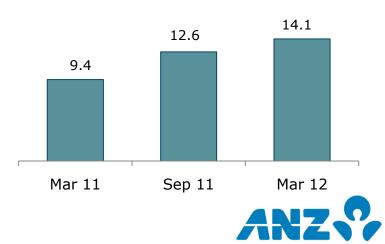
#### Net Loans & Advances (incl. acceptances)



#### Institutional Lending Growth Mar 12 vs Sep 11



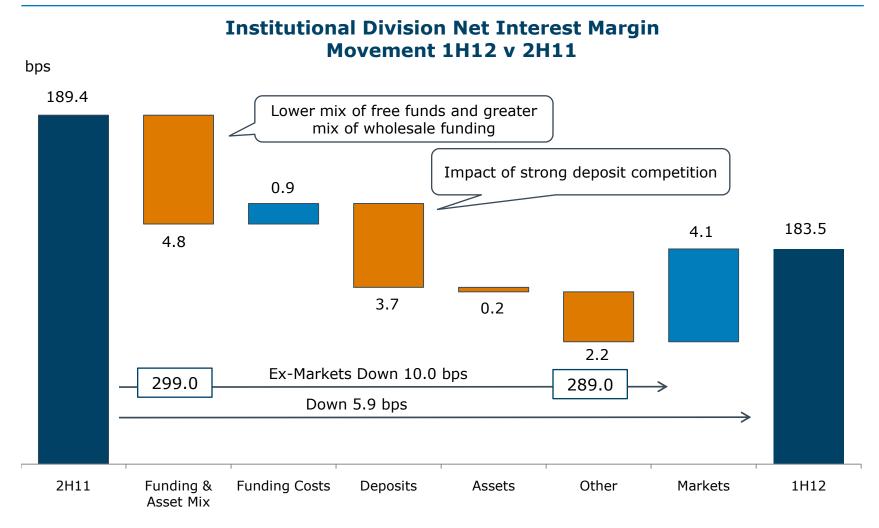
#### **\$b** Asia Funded Trade Lines



### Institutional maintaining strong credit quality as impaired assets decline

#### **Institutional Total Provision Charge Institutional Net Impaired Assets** As % GLA As % GLA \$m \$m 0.60% 4,000 500 5.0% 434 3,561 4.5% 450 3,500 0.50% 3,010 4.0% 400 3,000 310 2,669 3.5% 350 0.40% Increase impacted by 2,500 2,189 3.0% 300 a lower level of 1,996 recoveries in 1H12 250 0.30% 2,000 2.5% 185 154 200 2.0% 1,500 0.20% 150 112 1.5% 1,000 100 1.0% 0.10% 500 50 0.5% 0.00% 0 0.0% 0 Mar 10 Sep 10 Mar 11 Sep 11 Mar 12 Mar 10 Sep 10 Mar 11 Sep 11 Mar 12 ■Institutional Provision Charge → % GLA (RHS)

## **NIM – Institutional Division**





## **Recognised as a leading Institutional bank in the Asia Pacific region**





## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND

BANKING GROUP LIMITED

2 May 2012

**Divisional Performance New Zealand Businesses** 



## **New Zealand Businesses - Simplification & Efficiency**

#### Simplifying the business

- Continuing to simplify the management structure
- Progressing with process and product simplification
- Moving to one IT system

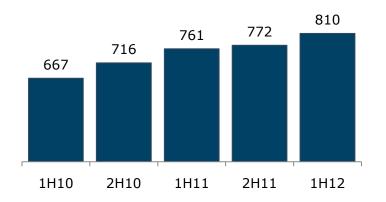
#### Improving customer and staff engagement – becoming the bank of choice of New Zealanders

- Simplifying our business processes
- CANSTAR Best Agribusiness Bank (April 2012) to complement Canstar Cannex Bank of the Year 2011
- Awarded the Morningstar Fund Manager of the Year and Morningstar KiwiSaver Manager of the Year

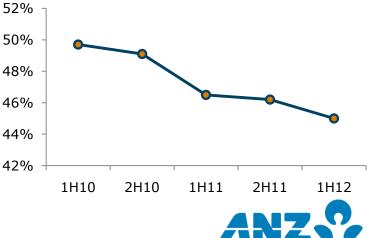
#### Managing for changed conditions

- Cost focus aiming to be the most efficient bank in New Zealand with lowest CTI
- Return focus profitable growth, improved ROE, margin management
- Risk focus manage to the changed economic settings

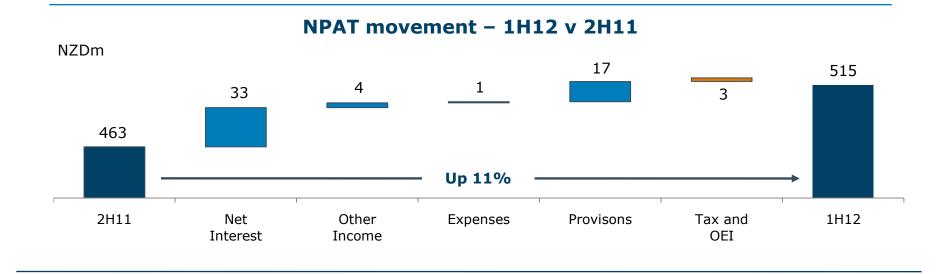
#### Profit before Provisions NZDm



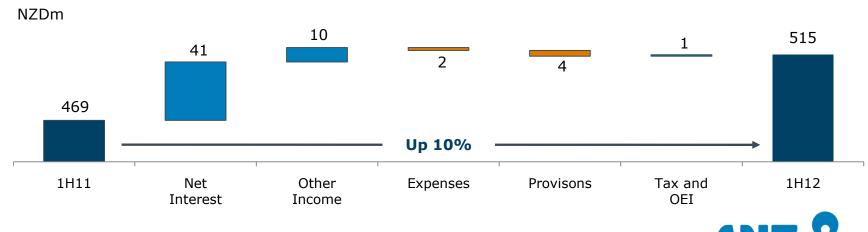




### **New Zealand Businesses – Financial Performance**



NPAT movement – 1H12 v 1H11



### **New Zealand Businesses - Balance sheet management**

#### Funding

 Funding gap has reduced by \$1.9b YTD, largely driven by an increase in customer deposits – at call and savings accounts up 14%

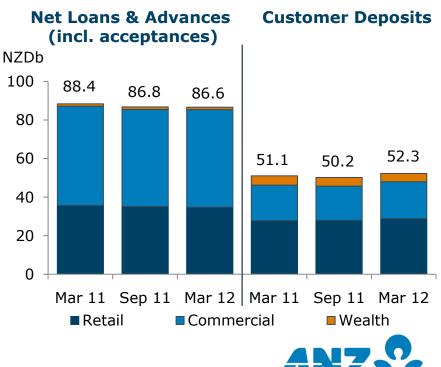
#### Retail

- Mortgages market growth subdued at +0.9% YTD in part due to the drag created by Earthquake Commission payments
- Strong focus on mortgages has meant return to system growth
- Credit card balances grew at system
- Continued margin management from disciplined approach to deposits pricing and mix

#### Commercial

- Ongoing higher Dairy sector pay-outs driving deleveraging in the Agri sector
- Lending volumes up driven by strong growth in Business Banking (5% HOH)
- A focus on credit quality has seen a reduction in Commercial and Agri impaired assets of ~4% YTD

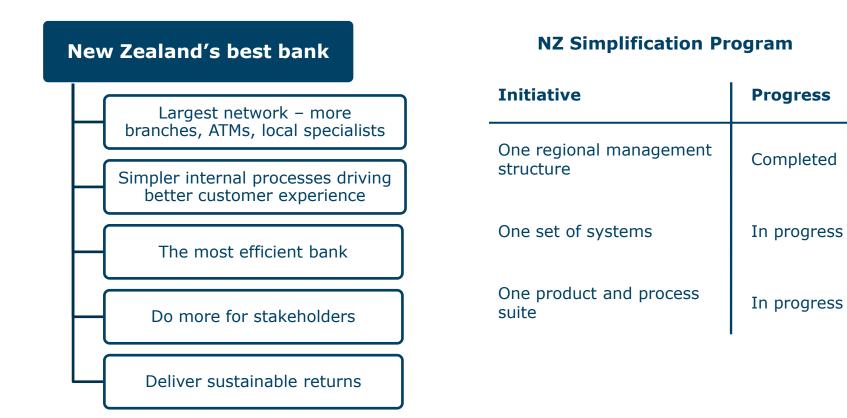




## Simplification program central to ANZ becoming New Zealand's best bank

#### **STRATEGIC FOCUS**

Deliver on our simplification agenda so we are easy to do business with and the most convenient and supportive bank for NZ and New Zealanders





## Super Regional capabilities provide real differentiation

#### Leveraging our Super Regional capabilities

- Strong growth in migrant banking customer segment with  $\sim$ 5,000 new customers added through this channel
- Australian retail accounts can now be opened from New Zealand within 20 minutes
- Customers now have online access to ANZ accounts in India, China and Hong Kong through Transactive Asia

#### Investing to further strengthen capabilities

- Launched a dual currency investment product for our Wealth & Private Banking customers
- Asian specialist team now in place within our Commercial & Agri business
- Involved customers in workshops to upgrade functionality for ANZ Transactive, our trans-Tasman internet banking platform for Institutional and Commercial customers

#### Providing leadership on New Zealand's growing opportunities with Asia

- Customer workshops are held in Mandarin and Cantonese for migrant Business Banking customers
- Multi-lingual workshops are held for migrants as part of partnership with Education New Zealand and Office of Ethnic Affairs
- Hosted trans-Tasman and China forums for Commercial business owners with plans to expand into Australia or China



# Retail & Wealth - simplifying our business to make banking easier for customers and staff

## Simplification initiatives undertaken across business

- Focus on sales management disciplines mortgage pipeline management, conversion rates, A-Z customer needs reviews
- Simpler credit decision processes, short form applications for home loan top-ups
- BERT branch scheduling tool puts more service in branches in the right places, at the right times

#### **Programme already yielding results**

- Productivity gains from simplification continue to drive flat costs
- Share of mortgage registrations at highest level since 2008 and GLA volumes are increasing
- 5 new branches opened in growth locations and 4 branches co-located for ANZ and NBNZ customers

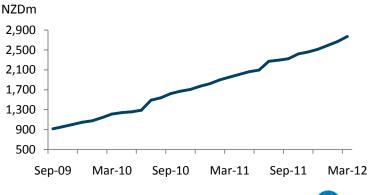
#### Wealth position continues to strengthen

- ANZ Wealth #1 in the Retail Managed Funds market
- Awarded the Morningstar Fund Manager of the Year and Morningstar KiwiSaver<sup>2</sup> Manager of the Year
- Key focus on bank distribution sales, with 3 core products: KiwiSaver, life insurance, general insurance

## Share of Mortgage registrations growing steadily since Sep 2011<sup>1</sup>



#### **OnePath KiwiSaver FUM**





1. Source: Terralink

2. KiwiSaver is NZ's primary retirement savings vehicle

### **Commercial – driving greater segment connectivity** to unlock value

#### **Key highlights**

- Maintained #1 market share in the small business banking sector
- Awarded CANSTAR Best Agribusiness Bank

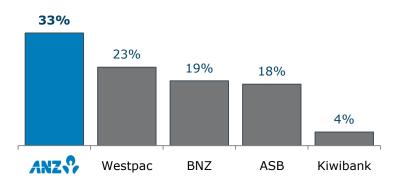
#### **Enhanced customer focus**

- Strong focus on significant Small Business sector (increased coverage, segment specialisation, A-Z reviews, Small Business workshops) is paying dividends
- Investing in New Zealand's farming future \$120m Young Farmers start-up package supported by free Future Farmers education
- Dairy payout price levels continue to drive agribusiness deleveraging although production levels at record highs

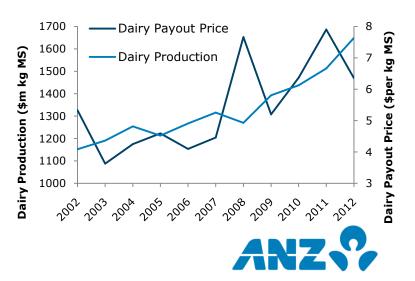
#### **Connecting customers to super-regional network**

- Connected technology client to Transaction Banking and Markets capabilities across their target NZ, Australian and South-East Asian geographies
- Enabled clients to conduct seamless Trans-Tasman banking via Transactive cash management platform
- Held China Business Forum for Commercial customers

## ANZ has a strong market share in small business banking sector<sup>1</sup>

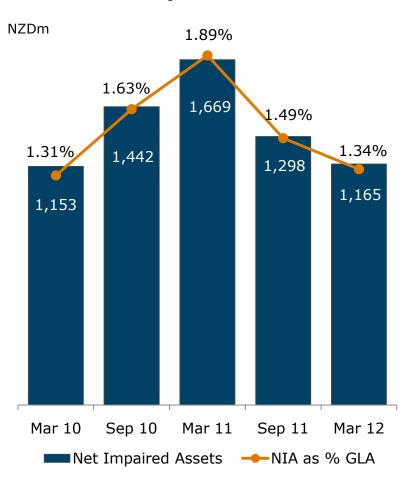


#### Dairy payout and production<sup>2</sup>



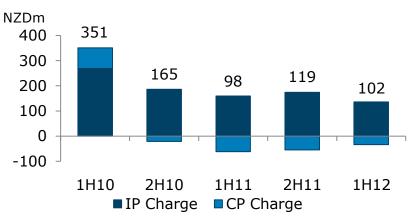
1. TNS: Business Finance Monitor Mar 2012

### **New Zealand Businesses - credit quality**



#### **Net impaired assets**

**Total provision charge** 



#### **90+ Days arrears**



## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND

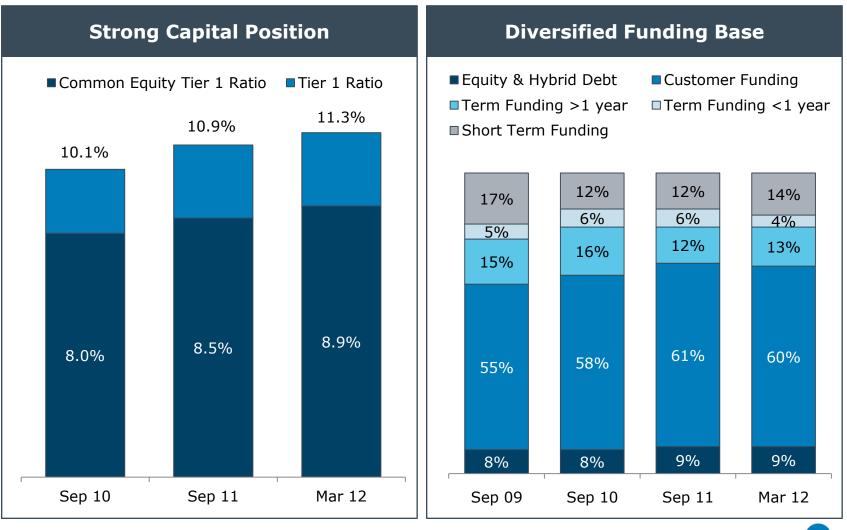
BANKING GROUP LIMITED

2 May 2012

Investor Discussion Pack Treasury



## **Strengthened capital position; well diversified funding** base

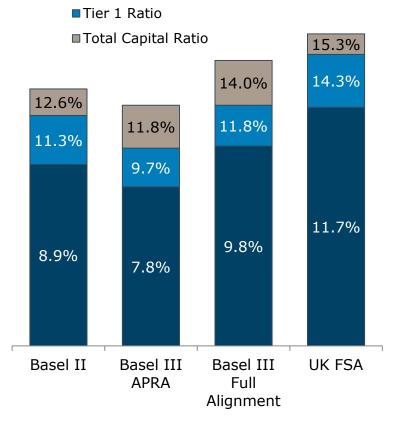




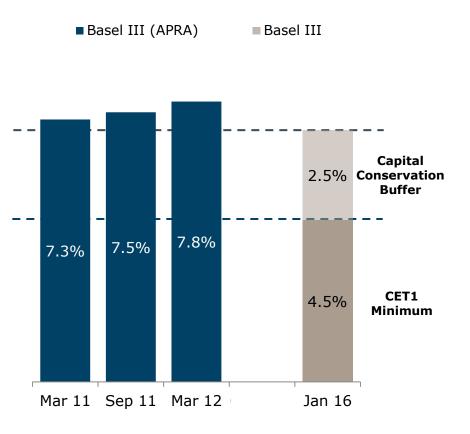
## **Continued strengthening of capital levels places ANZ in a strong position for upcoming Basel III implementation**

#### Current capital levels are strong (Mar-12)

Common Equity Tier 1 Ratio (CET1)



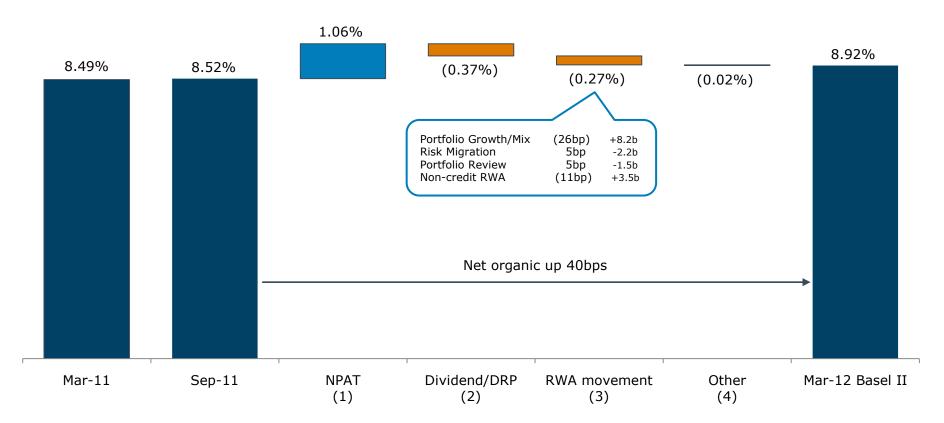
#### Well placed to meet Basel III CET1 target under APRA's draft capital standards





# Solid organic capital generation underpins strong CET1 position

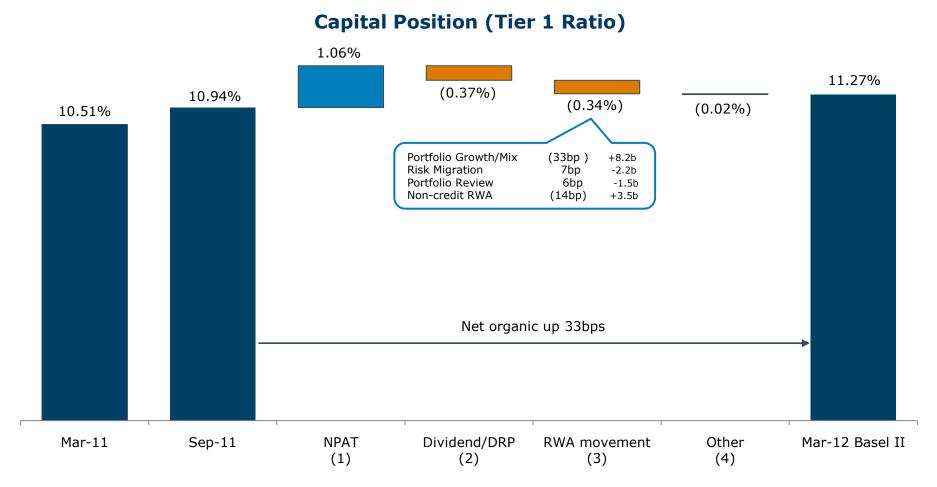
**Capital Position (Common Equity Tier 1 Ratio)** 



1. Underlying NPAT. 2. Includes prior period under-accrual of DRP. 3. Includes impact of movement in Expected Loss versus Eligible Provision shortfall. 4. Includes OnePath Insurance Business' capital retention, Asian Banking Associates' retained earnings, Non-Core NPAT items, Capitalised Costs and Software, FX, Net Deferred Tax Assets, Pensions, MTM gains on own name included in profit



# Tier 1 position strengthened through organic capital generation



1. Underlying NPAT. 2. Includes prior period under-accrual of DRP. 3. Includes impact of movement in Expected Loss versus Eligible Provision shortfall. 4. Includes OnePath Insurance Business' capital retention, Asian Banking Associates' retained earnings, Non-Core NPAT items, Capitalised Costs and Software, FX, Net Deferred Tax Assets, Pensions, MTM gains on own name included in profit



## **Reconciliation of ANZ's capital position under Basel III**

#### ANZ capital ratios : Basel II to Basel III

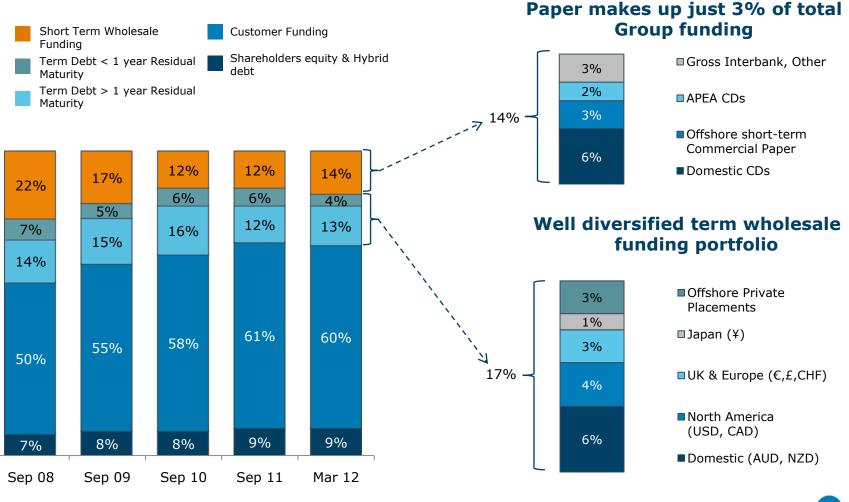
	CET1	Tier-1	Total Capital
APRA Mar-12 Basel II	8.9%	11.3%	12.6%
Dividend not provided for (net of DRP)	0.4%	0.4%	0.4%
Investments in ADI and overseas equivalents	-0.4%	-0.4%	0.0%
Investments in ANZ insurance subs including OnePath	-0.4%	-0.4%	0.0%
Expected losses in excess of eligible provisions	-0.1%	-0.1%	0.1%
Other	-0.1%	-0.3%	-0.2%
10% reduction of existing hybrids and sub debt securities	0.0%	-0.2%	-0.4%
Estimated increase in RWA <sup>1</sup>	-0.5%	-0.6%	-0.7%
APRA Mar-12 Basel III proposed	7.8%	9.7%	11.8%
10% allowance for investments in insurance subs and ADIs	0.8%	0.7%	0.7%
up to 5% allowance for deferred tax asset	0.2%	0.2%	0.2%
other capital items	0.2%	0.3%	0.2%
Mortgage 20% LGD floor and other measures	0.5%	0.6%	0.7%
IRRBB RWA (APRA Pillar 1 approach)	0.3%	0.3%	0.4%
Mar-12 Basel III fully aligned	9.8%	11.8%	14.0%



1. Includes credit counterparty but excludes any Basel III liquidity changes.

# ANZ has a well diversified funding profile with an increasing weighting to customer funding

#### **Strong Funding Composition**



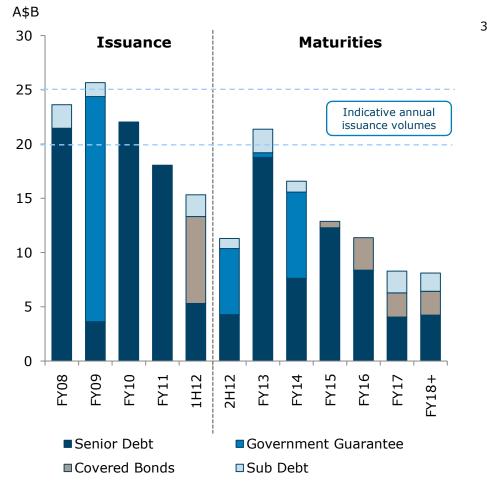


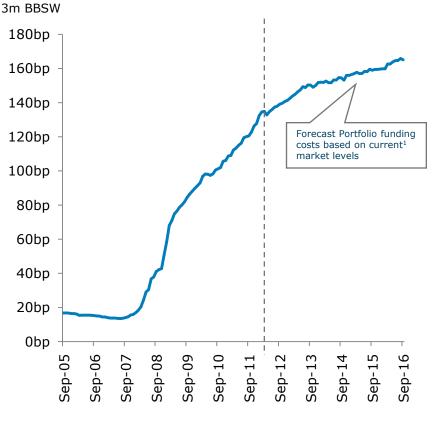
**Offshore short-term Commercial** 

# FY12 debt issuance is well ahead of plan; portfolio costs continue to increase

## ~80% FY12 term wholesale debt issuance completed

## Portfolio term funding costs will continue to increase





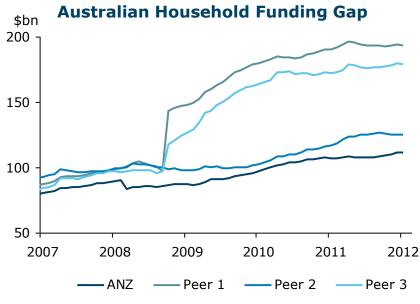
1. As at 31 March 2012



# Lower structural funding gap - a growing competitive advantage

	ANZ	Peer 1	Peer 2	Peer 3
Loan – Deposit Ratio (%)	134	160	153	141
Loan – Deposit Gap (\$bn)	104	186	164	153
Australia Household Funding Gap (\$bn)	111	193	125	179

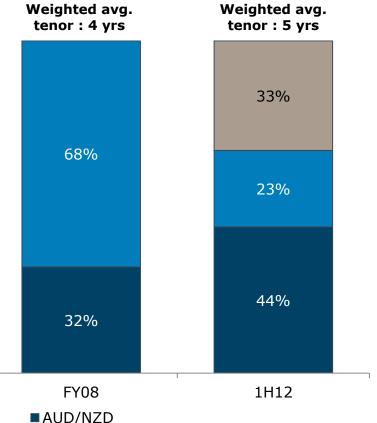
- ANZ is building an increasingly sustainable balance sheet
- Lower and more stable wholesale funding requirement relative to peers
- Lower reliance on offshore wholesale markets
- Better positioned to take advantage of any uptick in credit growth
- Mitigates Rating Agency pressures and improves capacity to manage through periods of market dislocation





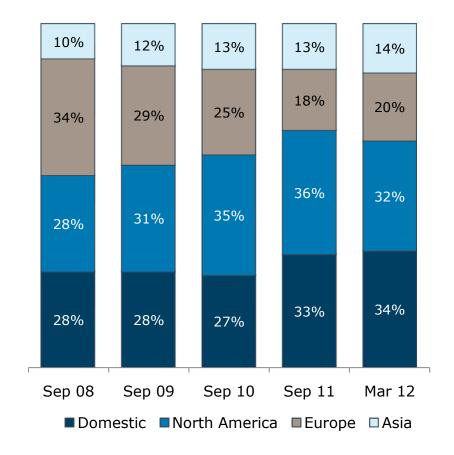
## **ANZ's term funding portfolio is increasingly diversified** with a declining reliance on offshore funding

#### Term Debt Issuance



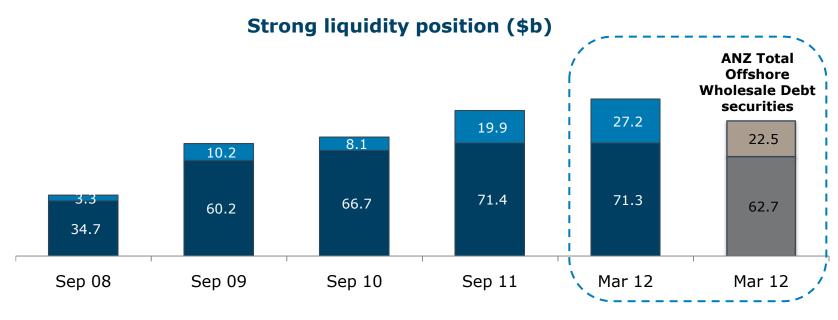
- AUD/NZD
- Foreign Currency Senior Unsecured
- Foreign Currency Covered Bonds

#### Term Debt <u>Outstandings</u>





## Liquid assets of \$99b exceed total offshore wholesale debt of \$85b



Prime Liquidity Portfolio

Other Eligible & Highly Liquid Securities
 Long-term

Short-term

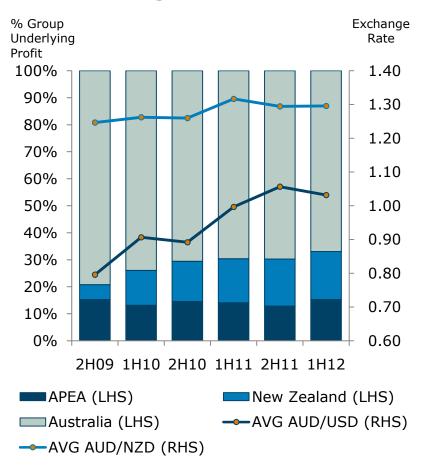
#### Composition of liquid assets (\$98.5b)

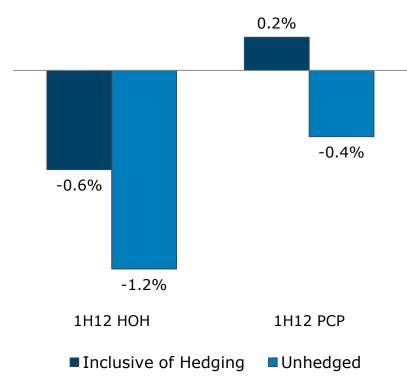




### Hedging has lessened the impact on earnings of the stronger \$A

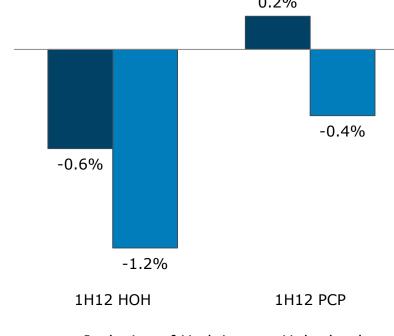
#### **Earnings Composition by Region** & Average Translation Rates





**EPS Impact** 





## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND

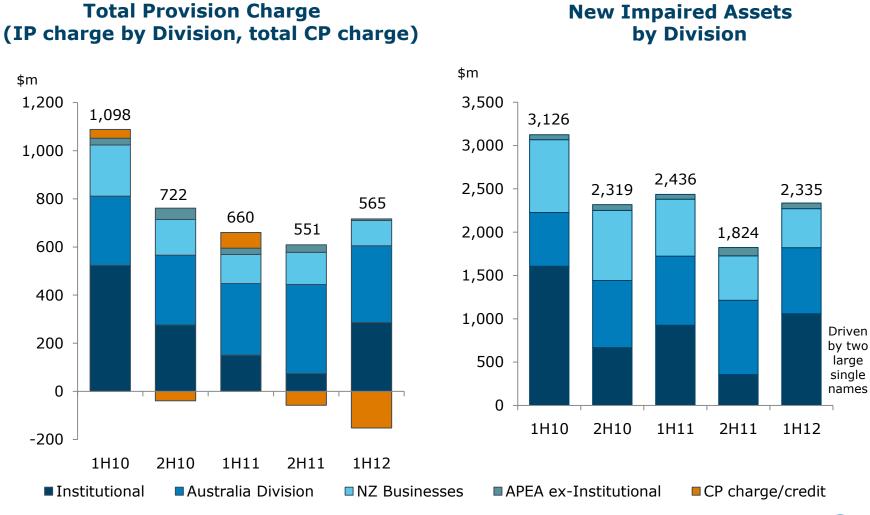
BANKING GROUP LIMITED

2 May 2012

Investor Discussion Pack Risk Management

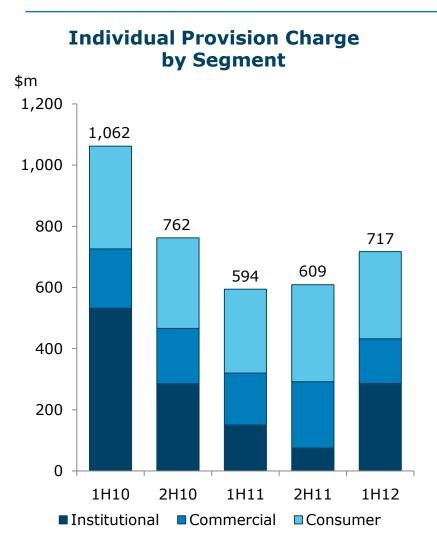


## **Provision Charge and Impaired Assets**

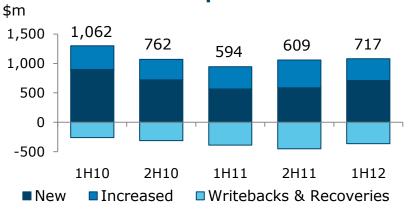




## **Individual Provision Charge**



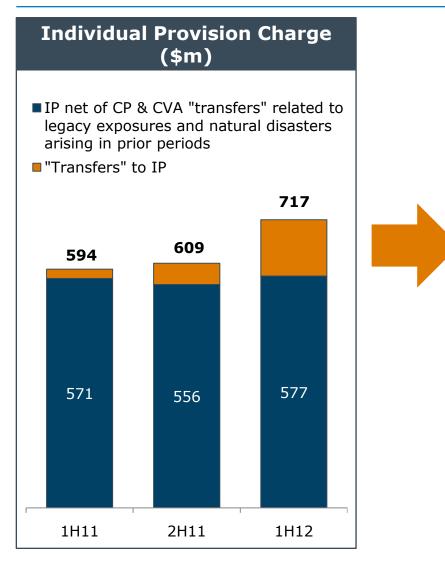
Individual Provision Charge composition



Individual Provision Charge by Region



## Individual Provision Charge lifted by "transfers"



	"Transfers" to Individual Provision								
In	stitutional	121							
	Management overlay	53							
	Other Single name	35							
	Credit Valuation Adjustment on derivatives	33							
N	ew Zealand management overlay	14							
Australia management overlay									
Тс	otal	140							



# Individual Provision Charge – underlying trends reasonably stable

### Individual Provision Charge by Division (\$m)

■ IP Charge net of CP Transfers ■ CP & CVA "transfers" related to legacy exposures and natural disasters

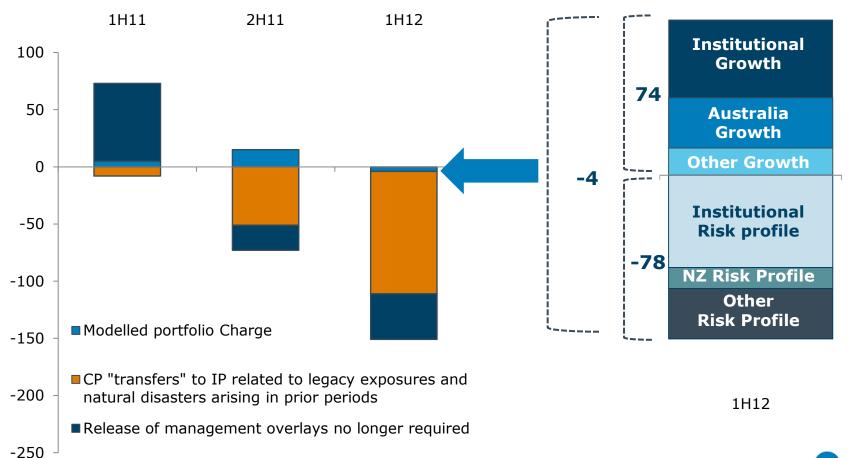




# **Collective Provision release principally due to exposures being crystallised**

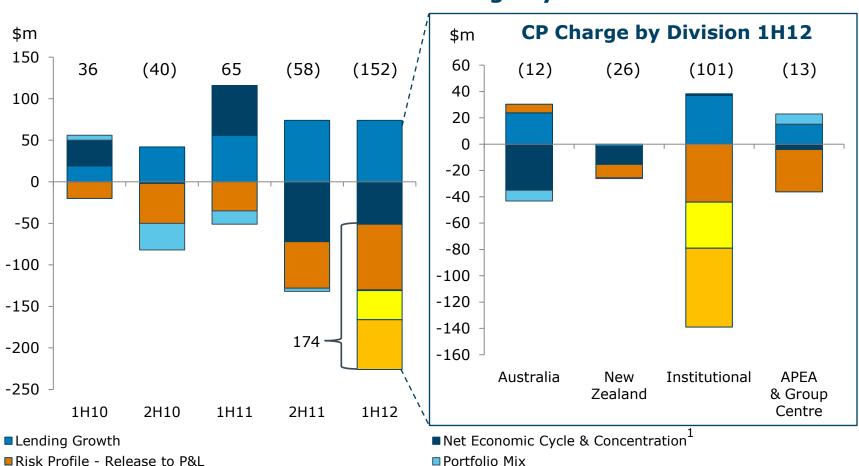
### Collective Provision Charge Composition (\$m)

Modelled Collective Provision Charge Drivers 1H12 (\$m)





## **Collective Provision Charge**



**Collective Provision Charge by Source** 

Risk Profile - Release to P&L

■ Risk Profile - Large Single Name "transferred" to IP

Risk Profile - Transferred to Economic Cycle & Concentration



1. Includes \$60m transferred to concentration risk in 1H12.

## **Collective Provision Charge**

### **Collective Provision Charge by Source**

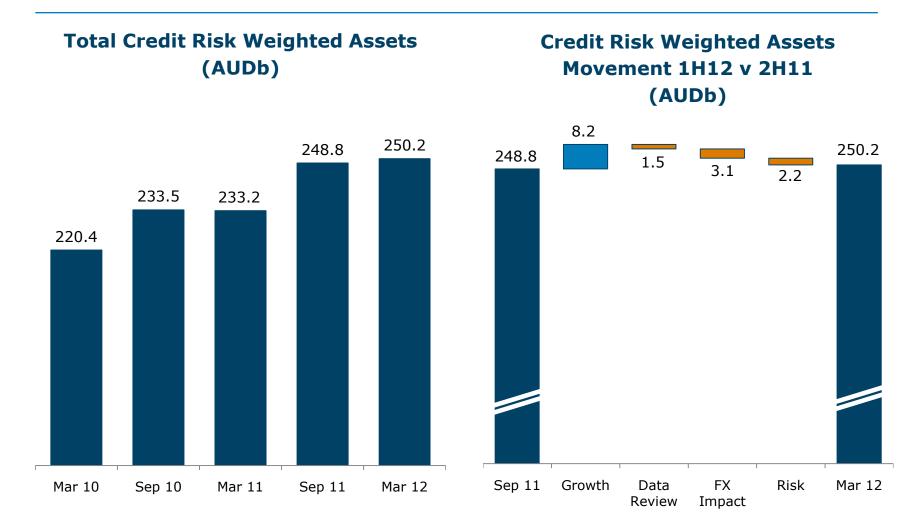
1H12	Risk Impact	Lending Growth	Portfolio Mix	Economic Cycle & Concentration	Total
Australia Division	7	24	(8)	(35)	(12)
Institutional	$(139)^1$	37	0	1 <sup>1</sup>	(101)
New Zealand	(10)	(2)	(1)	(13)	(26)
<b>APEA &amp; Group Centre</b>	(32)	15	8	(4)	(13)
Total	(174)	74	(1)	(51)	(152)

2H11	Risk Impact	Lending Growth	Portfolio Mix	Economic Cycle & Concentration	Total
Australia Division	(1)	26	(6)	(93)	(74)
Institutional	(20)	36	1	12	29
New Zealand	(8)	(5)	(1)	(28)	(42)
<b>APEA &amp; Group Centre</b>	(27)	17	2	37	29
Total	(56)	74	(4)	(72)	(58)



1. Includes transfer of \$60m in Collective Provision from Risk impact to Economic Cycle & Concentration

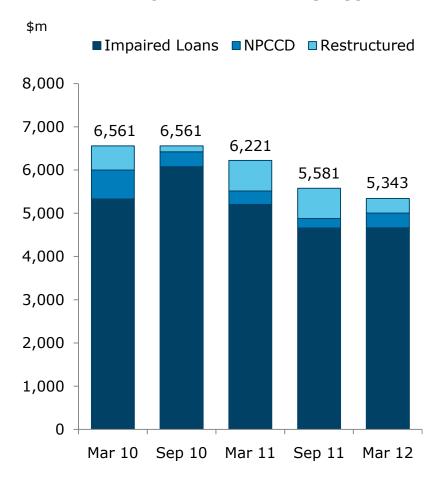
## **Credit Risk Weighted Assets**





## **Impaired Assets**

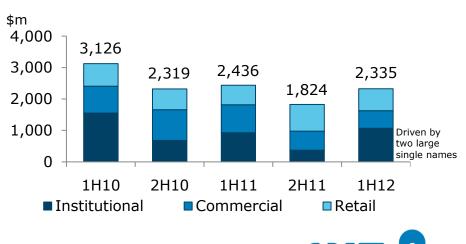
**Gross Impaired Assets by Type** 



Gross Impaired Assets by Size of Exposure



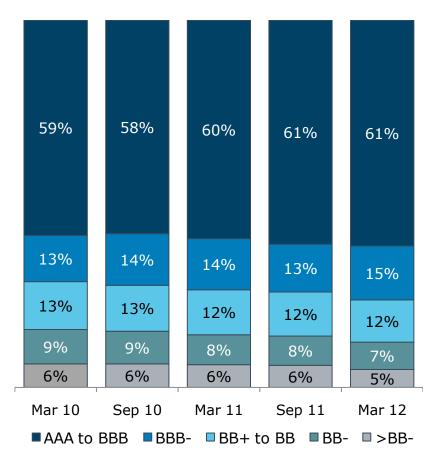
#### **New Impaired Assets by Segment**



## Watch & Control Lists and Risk Grade Profiles

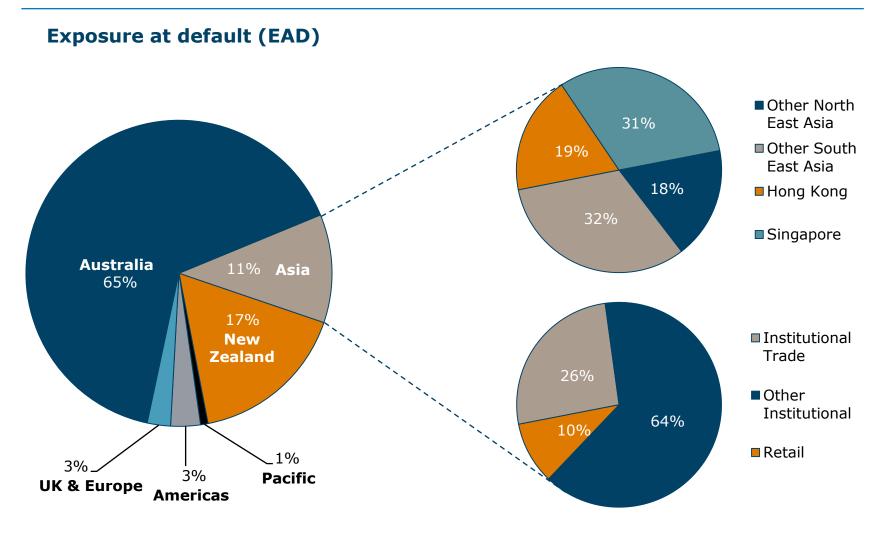
### Watch & Control List Index Mar 2009 -Watch List by No. Groups = 100----Control List by Limits ---- Control List by No. Groups 180 160 140 120 100 80 60 40 20 0 Mar 09 Sep 09 Mar 10 Sep 10 Mar 11 Sep 11 Mar 12

### Group Risk Grade profile by Exposure at Default





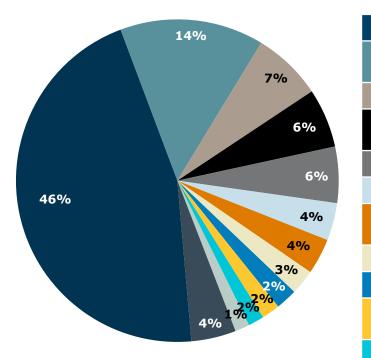
## **Total lending exposures – by Geography**





## **Total lending exposures – by Sector**

## Exposure at default (EAD) as a % of group total

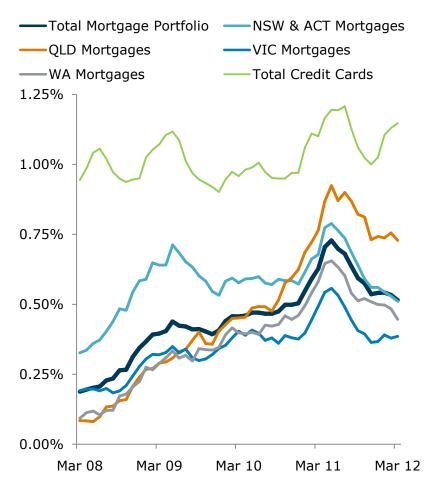


Category	E/	D		n Non orming	
	Sep-11	Mar-12	Sep-11	Mar-12	
Consumer Lending	45.2%	45.7%	0.4%	0.3%	
Finance, Investment & Insurance	14.4%	14.4%	0.3%	0.2%	
Property Services	6.9%	7.0%	2.5%	2.1%	
Agriculture, Forestry, Fishing & Mining	6.0%	5.9%	3.1%	3.0%	
Manufacturing	5.8%	5.6%	2.2%	0.9%	
Wholesale Trade	3.2%	3.8%	1.5%	1.1%	
Government & Official Institutions	4.4%	3.6%	0.0%	0.0%	
Retail Trade	2.5%	2.5%	0.7%	0.5%	
Transport & Storage	2.1%	2.1%	0.7%	0.6%	
Entertainment, Leisure & Tourism	1.8%	1.8%	1.8%	2.1%	
Business Services	1.6%	1.6%	3.1%	2.7%	
Construction	1.5%	1.5%	1.1%	5.3%	
Other	4.6%	4.5%	0.9%	1.4%	



### **Australia 90+ Day Delinquencies**

#### Australia Retail 90+ day delinquencies



Australia Division 90+ day Delinquency Balance (\$m)



### Mortgages have low loss rates

Individual Provision Loss Rates										
1H10 2H10 1H11 2H11 1H12										
Group	0.62%	0.42%	0.32%	0.31%	0.36%					
Australia Mortgages	0.02%	0.01%	0.01%	0.03%	0.03%					

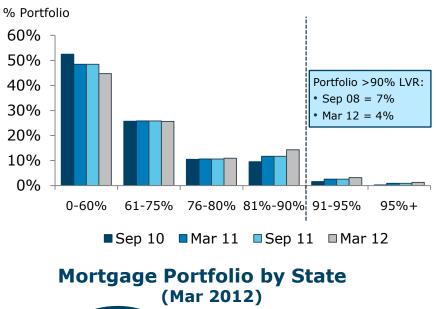


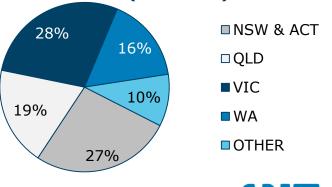
## Australia – Mortgages

### **Portfolio Statistics**

Total Number of Mortgage Accounts	851k
Total Mortgage FUM	\$178b
% of Total Australia Region Lending	60%
% of Total Group Lending	43%
Owner Occupied Loans - % of Portfolio	63%
Average Loan Size at Origination	\$258k
Average LVR at Origination	64%
Average Dynamic LVR of Portfolio	50%
% of Portfolio Ahead on Repayments <sup>1</sup>	48%
First Home Owners - % of Portfolio	9%
First Home Owners - % of New Lending	7%

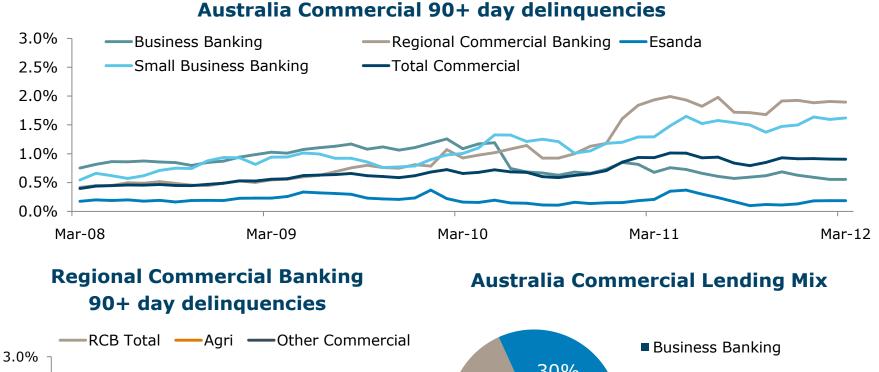
### **Dynamic Loan to Valuation Ratio**

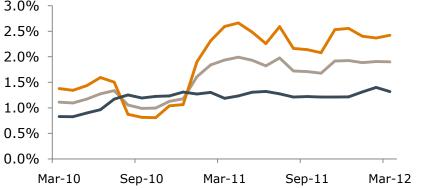




1. One month or more ahead of repayments. Excludes funds in offset accounts.

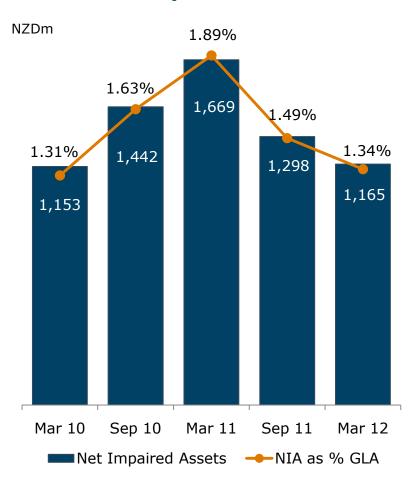
## **Australia Commercial**





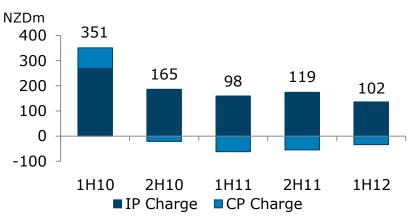


## **New Zealand Businesses**

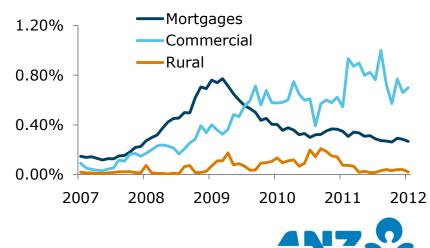


Net impaired assets

**Total provision charge** 



### **90+ Days arrears**



## **Credit Intermediation Trades**

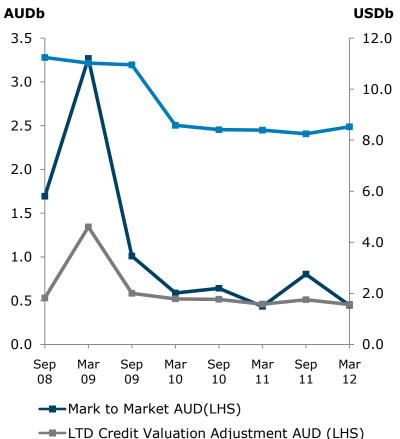
Position as at 31 March 2012 Counterparty Rating	No.	Notional Purchased Protection Principal Amount (USDm)	Mark to Market (USDm)	Life to Credit Risk on Derivatives (USDm)	o Date Credit Risk on Derivatives (AUDm)	Notional Principal Amount on Corresponding Sold Protection (USDm)
AA-/Aa3	2	1,693	208	56	54	1,214
BB/Ba1	1	3,100	82	39	38	3,100
Withdrawn Rating / No rating	3	3,737	175	50	47	3,737
Other costs <sup>1</sup>	-	-	-	297	320	-
Position 31 March 2012	6	8,530	465	442	459	8,052
Position 30 September 2011	6	8,740	782	495	511	8,252

1. Other costs are cumulative life to date costs which include realised losses relating to restructuring trades to reduce risks which were unhedged due to default by the purchased protection counterparty and realised losses on termination of sold protection trades. It also includes foreign exchange hedging losses.



## **Credit Intermediation Trade Portfolio**

### **Credit Intermediation Trades**



- Cumulative Credit Risk on Derivative expense for the Credit Intermediation Trade portfolio as at 31/3/2012 was AUD 459m (down AUD 52m from 30/9/2011)
- Credit markets have been quite volatile since mid 2011, having been materially impacted by the ongoing European sovereign crisis, US credit rating downgrade, and general concerns about global economic growth. However, since early 2012 credit markets have rallied primarily as a result of the reduction in Greece's debt burden, the ECB's Long-Term Refinancing Operation (LTRO), and strengthening in the US economy. The significant tightening of credit markets has lead to a decrease in MtM and CVA compared to 30 September 2011.
- The Credit Intermediation Trade Portfolio's European sovereign debt exposure to the PIIGS is zero, with minimal exposure (< 1%) to financial institutions in these countries.
- The total notional value of the sold protection outstanding was USD 8,052m (30/9/11: USD 8,252m).
- There have been no trade maturities, or unwinds during the first half 2012. Notional value reductions are attributable to the early redemption of one CLO, CLO amortisations for trades that are past their respective reinvestment periods, and exchange rate movements.
- The CDO portfolio has experienced 2 credit events in the underlying reference entities in the last 6 months.
- ANZ has strong levels of protection under the sold protection trades with weighted average attachment points of:
  - ightarrow ~ 15% for the 12 CDO's
  - > ~ 33% for the 5 CLO's
- ANZ has USD 8,530m in bought protection outstanding including USD 479m of bought protection for which ANZ has no remaining underlying sold protection exposure.



## 12 HALF YEAR RESULTS AUSTRALIA AND NEW ZEALAND BANKING GROUP LIMITED

2 May 2012

Investor Discussion Pack Economic Updates



## **Economic updates**

		Australia				New Ze	ealand	
	2011	2012	2013	2014	2011	2012	2013	2014
GDP	2.0	3.0	3.1	3.2	1.2	1.9	3.0	2.9
Inflation	3.5	2.2	3.2	3.0	4.6 <sup>1</sup>	1.6	2.5	2.7
Unemployment	5.2	5.4	4.9	4.8	6.6	6.2	6.0	5.7
Cash rate	4.75	3.75	3.75	3.75	2.50	2.50	3.50	4.25
AUD/USD	0.97	1.10	1.10	0.98	N/A	N/A	N/A	N/A
Credit	3.4	3.9	4.0	4.0	1.9	2.1	3.3	4.2
- Housing	5.8	4.7	4.1	4.8	1.6	1.8	2.6	3.4
- Business <sup>2</sup>	0.3	2.9	4.0	3.3	2.5	2.6	4.1	5.2
- Other	-0.6	1.4	2.9	1.1	0.6	1.5	2.7	3.5

Source - ANZ economics team estimates. Based on 30 September bank year. Growth rates in through the year terms.

1. Impacted by an increase in the Goods and Services tax rate from 12.5% to 15% effective 1 October 2010

2. NZ Business includes Rural lending



## **Growth Forecasts – Asia**

	2007	2008	2009	2010	2011	2012	2013	
China	13.1	9.6	9.1	10.1	9.2	9.0	9.3	
India	9.5	7.4	7.0	8.8	7.1	7.3	8.5	
NIEs								
Hong Kong	6.4	2.4	-2.7	7.0	5.0	4.4	5.1	
Korea	5.1	1.5	0.2	6.2	3.9	3.4	4.9	
Singapore	8.6	2.3	-0.8	14.5	5.0	3.0	6.7	
Taiwan	5.9	1.1	-1.9	10.9	4.0	4.0	5.1	
ASEAN								
Indonesia	6.3	6.0	4.6	6.1	6.5	6.4	6.9	
Malaysia	6.5	4.7	-1.7	7.2	5.1	4.6	6.1	
Philippines	7.1	3.7	1.1	7.3	3.7	5.0	5.3	
Thailand	4.9	2.5	-2.3	7.8	0.1	5.5	6.0	
Vietnam	8.4	6.3	5.3	6.8	6.1	5.5	7.0	
Total	10.3	7.3	6.1	9.1	7.3	7.4	8.1	
Total (ex. China & India)	6.1	3.1	0.4	7.6	4.3	4.6	5.7	
Sources: CEIC, ANZ Economics.								

### **Emerging Asia GDP Growth Forecasts**

Note: Based on calendar year.



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