

ANZ Corporate & Commercial Banking Australia

UBS Australian Financial Services Conference

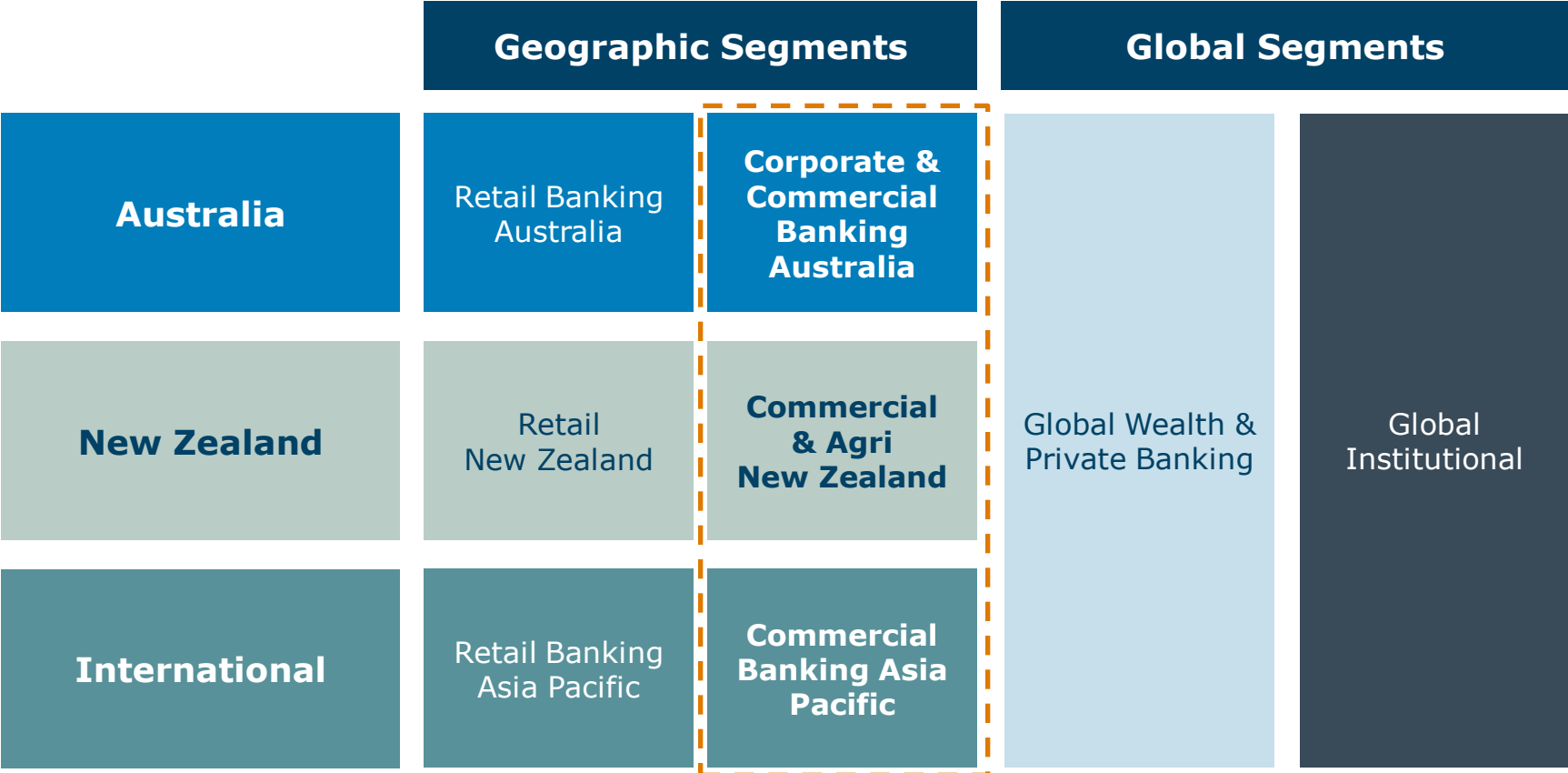
**AUSTRALIA AND NEW ZEALAND BANKING
GROUP LIMITED**

21 June 2012

**Mark Whelan
Managing Director
Corporate & Commercial Banking Australia**



Corporate & Commercial – a domestic and regional focus



Our priorities are market leadership in Australia and leveraging our regional network

Become a leading commercial bank in Australia

- Grow customer base and share of wallet, by
- Delivering 'easy and empowering' banking through simplification
- While, maintaining disciplined risk management practices



Capitalise on our regional presence and capability

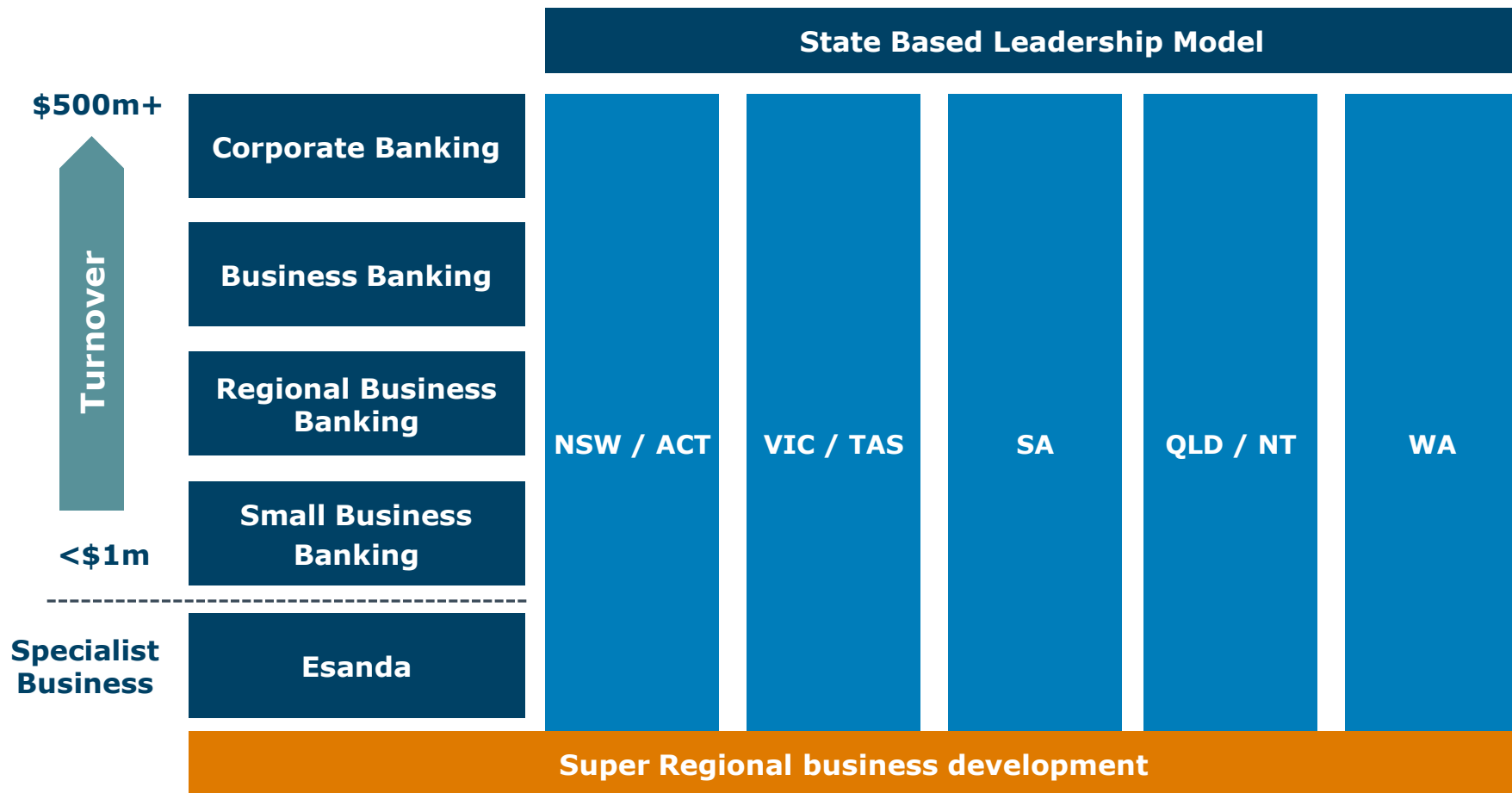
- 23% of ANZ Business Banking clients transact through Foreign Exchange accounts, up 15%¹
- Additionally 74% of Australian businesses indicate an interest in starting or expanding their business into Asia²
- ANZ has ~3,000 frontline Commercial staff in 22 markets



1. Mar 2012 vs Sep 2011

2. Asialink and Australian Industry Group Survey 'Engaging Asia: Getting it right for Australian business' March 2011

Aligned approach across segments while catering for differing geographic requirements



Pursuing initiatives focussed on our customers and strengthening our franchise

Strengthening the Australian Commercial business

- Constant and consistent acquisition focus coupled with a streamlined customer on boarding program (OneSwitch)
- Facilitating customer needs analysis via tablet technology (iPads and Apps)
- Investing in bankers, sales, credit and risk management skills
- Engaging with new customers and their networks through social media platforms (Twitter, LinkedIn and the Small Business Hub)
- Leveraging our existing industry expertise in Natural Resources, Infrastructure, Agriculture and linking this to downstream business
- Extending Markets and Trade product capability to our medium and small business clients

Capitalising on our regional presence and capability

- Client and staff education
 - Renminbi (RMB) roadshows across Australia
 - 'Entering Asian Markets through Singapore' seminars
 - Super Regional development program for ANZ staff
- Cross border credit standardisation
- Global client referral program
- Strong relationships with key industry and government bodies
- Cash Management platform build out – "ANZ Transactive" cross border cash management capability

How super regional works for our Australian clients

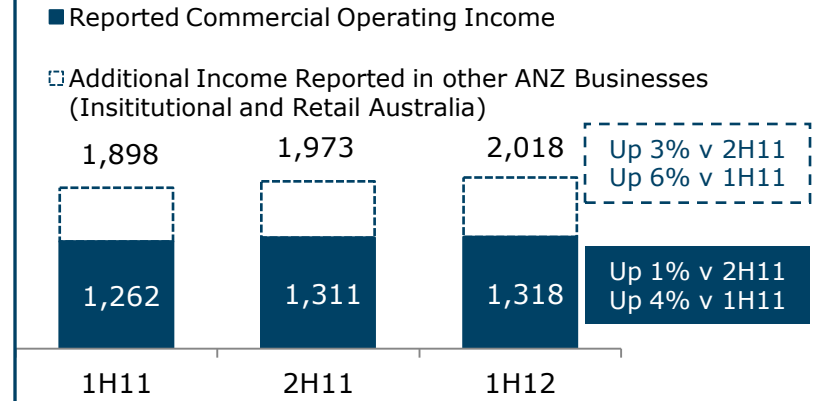
| Customer Example | Key Requirements | ANZ's Solution |
|---|--|--|
| <p>Lighting company</p> <ul style="list-style-type: none"> • Supplying to customers in Asia | <ul style="list-style-type: none"> • Reliant on a 3rd party to remit payments to Australia • Sought greater control of receivables management | <p>ANZ Small Business Banking</p> <ul style="list-style-type: none"> • Opened business accounts in Hong Kong to receive payments resulting in improved transaction capability with it's customers |
| <p>Manufacturing company</p> <ul style="list-style-type: none"> • Imports materials from China | <ul style="list-style-type: none"> • Required an in-country banking relationship offering trade and FX facilities along with advice on dealing in RMB | <p>ANZ Business Banking</p> <ul style="list-style-type: none"> • Cross-border banking team (AU/China) set up trade and FX facilities and delivered RMB currency hedging strategy |
| <p>Technology company</p> <ul style="list-style-type: none"> • Global provider of operational management solutions | <ul style="list-style-type: none"> • Centralised control of lending and cash management facilities across six markets | <p>ANZ Corporate Banking</p> <ul style="list-style-type: none"> • Established banking relationships for each subsidiary across six markets • Provided access to ANZ Transactive, an online cash management platform that enabled centralised management of liquidity position |

Good progress on key metrics

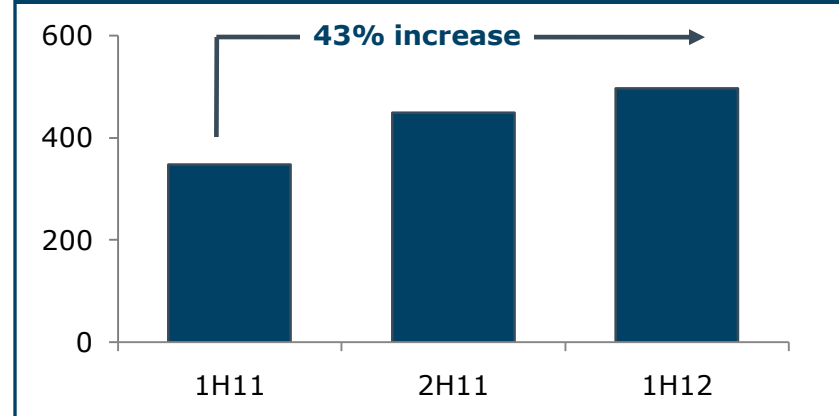
Significant momentum in a challenging environment

- Acquired 22,600 net customers (up 5.5%)¹
- Increased share of wallet by 0.6%²
- Increased market share by 1% to 14.3%²
- Trade finance revenue generated by Commercial clients up 14% HOH, up 20% PCP
- Global Markets revenues generated by Commercial clients up 18% HOH, up 54% PCP
- Improved Loan to Deposit ratio to 121%

Commercial Banking Australia Operating Income (\$m)



Cross-border referrals



1. Mar 12 vs Mar 11
 2. DBM Business Financial Services Monitor. 12-month rolling average
 Base for Market Share: Mar 11 n=17,443 and Mar 12 n=17,128

Investing locally and globally to meet client needs

- A long history as a Commercial bank in Australia and New Zealand
- Super Regional differentiation built on strong domestic franchises in Australia and New Zealand with superior links into and within the Asia Pacific region
- Commercial as a 'regional' business - we aim to service both ends of the transaction
- Investing to build a more efficient, regionally scalable operating model

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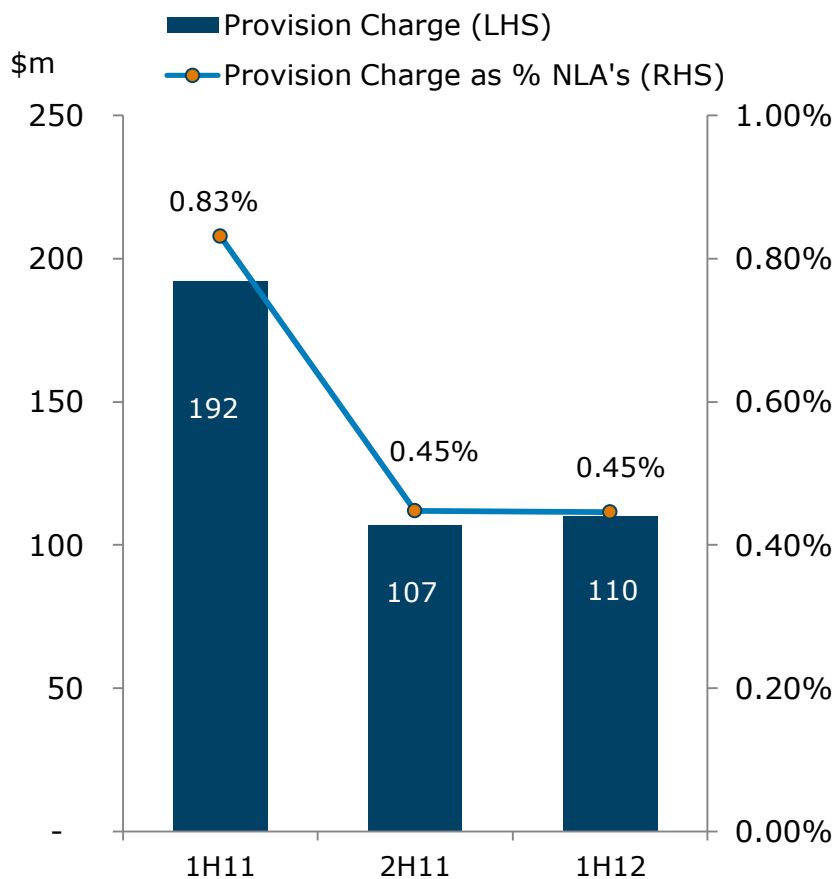
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Appendix

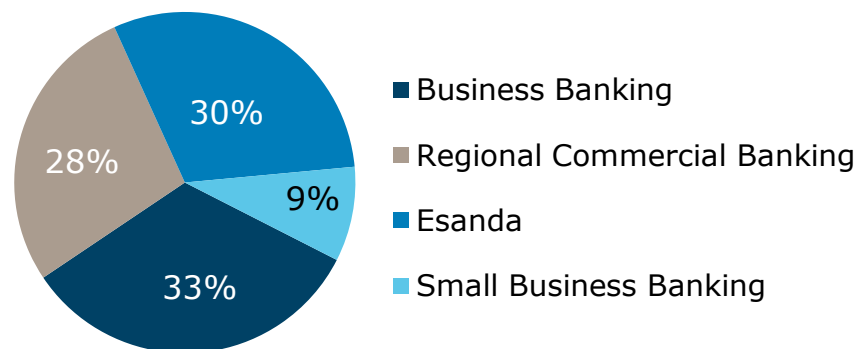


Commercial Banking Australia – Credit Quality

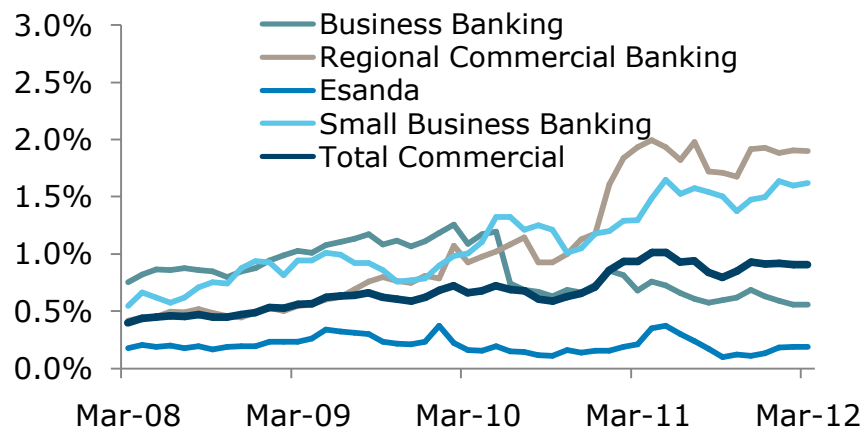
Commercial Australia Provision Charge



Commercial Australia Lending Mix



Commercial Australia 90+ day delinquencies



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