

Customer Factpac

## Westpac Retail & Business Banking

	2011	2010	2009	2008	2007
Number of Customers (m)	5.2	5.1	4.9	5.5	5.4
Branches <sup>1</sup>	857	857	848	840	825
Business Banking Centres	70	69	58	n/a	n/a
Online banking customers (active registrations) (m)	3.9	3.3	3.0	2.8	2.5
ATMS	1,924	1,879	1,820	1,704	1,666
Talking ATMs	1,811	1,739	1,263	744	n/a
Net Promoter Score (NPS) – affluent	(17)	(24)	(16)	n/a	n/a
Net Promoter Score (NPS) – commercial	3	(7)	(5)	n/a	n/a
Net Promoter Score (NPS) – SME	(10)	(21)	(24)	n/a	n/a
Complaints resolved within 5 days (%)	89	84	88	86	81
Mortgage accounts overdue ≥ 90 days (%)	0.39	0.31	0.22	0.29	0.28
Credit card accounts overdue ≥ 90 days (%)	0.36	0.39	0.33	0.33	0.37
Personal loan accounts overdue ≥ 90 days (%)	1.23	1.18	n/a	n/a	n/a
Accounts receiving pension or welfare payments (%) <sup>2, 3</sup>	14	14	15	15	15
Account fees as a percentage of age pension – single (%)	0.07	0.06	0.07	0.08	0.08
Account fees as a percentage of age pension – couple (%)	0.04	0.04	0.05	0.05	0.05
SME lending as % of total business lending (%) <sup>4</sup>	14	11	11	11	12
Lending to business with outstandings < \$5 million (%)	n/a	57	55	57	61
Social Sector Banking Footings (\$m) <sup>5</sup>	8,210	7,101	6,072	n/a	n/a
<b>Complaints types (%)</b>					
Product, commercial and business Information and advice <sup>6</sup>	5	4	5	5	6
Fees, charges and interest rates	10	8	7	7	9
Process and procedure	47	53	64	60	54
Staff service quality	25	24	17	19	21
Other	12	9	6	9	10
Other	1	2	1	2	-
<b>Financial Ombudsman Service (FOS) dispute resolution (%)<sup>7</sup></b>					
Resolved with customer	86	90	96	96	95
FOS investigation but resolved with customer	11	8	3	3	3
Required a FOS recommendation	3	2	1	1	2
<b>Business lending profile (% of business lending)</b>					
Transport	5	6	5	5	4
Travel and tourism	6	6	6	6	5
Forestry and agriculture	10	10	9	8	9
Finance	10	9	9	10	10
Housing, education, welfare and leisure	7	6	6	5	5
Construction	7	6	6	6	5
Retail	8	16	15	15	15
Wholesale	7	6	6	6	6
Chemical, minerals and machinery	9	1	1	1	1
Professional services	2	2	2	2	6
Real estate	27	30	33	34	29
Other	2	2	2	2	6

<sup>1</sup> From 2009 branch figures also include in stores and advisory centres.

<sup>2</sup> 2008 Estimation based on previous years.

<sup>3</sup> 2009 Restated to remove double counting for accounts receiving multiple welfare payments.

<sup>4</sup> Previously titled 'Business lending with high social benefit'.

<sup>5</sup> 2010 restated to include footings as at 30 September 2010.

<sup>6</sup> Includes complaints relating to product, information and advice.

<sup>7</sup> 2009 and 2010 data refers to the reporting period 1 Oct 2008 – 30 June 2009. Changes in 2010 are due to changes in the FOS reporting process.

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**St.George Banking Group<sup>1</sup>**

	2011	2010	2009
Number of customers (m)	2.7	2.7	2.6
Branches	417	405	396
Business Banking Centres	47	52	55
Online banking customers (active registrations) (m)	0.9	0.9	0.8
ATMs	960	1,148	1,130
Talking ATMs – St.George	803	730	688
Net Promoter Score (NPS) – consumer	(2)	(4)	(9)
Net Promoter Score (NPS) – business <sup>2</sup>	(5)	3	(21)
Complaints resolved within 5 days (%)	86	83	82
Mortgage accounts overdue ≥ 90 days (%)	0.27	0.21	0.19
Credit card accounts overdue ≥ 90 days (%)	0.47	0.43	0.31
Personal loan accounts overdue ≥ 90 days (%)	1.14	1.24	n/a
Accounts receiving pension or welfare payments (%)	12	13	19
Account fees as a percentage of age pension – single (%)	0.04	0.04	n/a
Account fees as a percentage of age pension – couple (%) <sup>3</sup>	0.03	0.03	n/a
SME lending as % of total business lending (%)	19	18	14
Lending to business with outstandings < \$5 million (%)	n/a	33	29
<b>Complaints types (%)</b>			
Fees/charges	11	14	28
General service related	16	15	23
Account/Transaction specific	14	17	16
Employee training/competence	3	7	6
Collections	10	8	6
Policies/Business decision	6	5	5
Poor employee attitude	2	3	4
Electronic banking (incl phone and internet)	2	4	3
Cards	4	2	2
Other	32	25	7
<b>Financial Ombudsman Service (FOS) dispute resolution (%)</b>			
Resolved with customer	83	93	95
FOS investigation but resolved with customer	14	6	4
Required a FOS recommendation	3	1	1
<b>Business lending profile (% of business lending)</b>			
Transport	3	3	3
Travel and Tourism	8	7	7
Forestry and agriculture	4	4	4
Finance <sup>4</sup>	10	3	8
Housing, education, welfare and leisure	5	3	5
Construction	6	6	5
Retail	12	11	14
Wholesale	4	4	3
Chemical, minerals and machinery	7	5	1
Professional services	2	6	3
Real estate	37	38	45
Other <sup>4</sup>	2	10	2

<sup>1</sup> St.George Bank and Bank SA data reflected in this table.

<sup>2</sup> 2010 restated from TNS Business Finance Monitor to DBM Business Financial Services Monitor in order to align with metrics reported by WRBB.

<sup>3</sup> 2010 restated due to a rounding error.

<sup>4</sup> ANZSIC 'Business Services' division has been reclassified from 'Other' in 2010 to 'Finance' in 2011 to align St. George and Westpac.

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## Westpac Institutional Bank

	2011	2010	2009	2008	2007
<b>Relationship Strength Index</b>					
Relationship Banking	2	1	1	n/a	n/a
Transactional Banking	1	1	1	n/a	n/a
<b>Country profile of institutional banking activities (Country income classification)<sup>1</sup></b>					
Low (% of total customers)	-	-	0.24	0.12	0.12
Low-middle (% of total customers)	0.69	1.61	0.12	1.04	0.35
Middle-upper (% of total customers)	2.75	0.92	0.85	1.04	0.81
High (% of total customers)	96.56	97.47	98.79	96.29	98.73
Low (% of total exposures)	-	-	0.07	-	-
Low-middle (% of total exposures)	0.35	1.12	-	0.71	-
Middle-upper (% of total exposures)	3.98	0.49	0.04	0.18	0.03
High (% of total exposures)	95.66	98.39	99.89	96.10	99.97
<b>Infrastructure and utilities financing – Australia &amp; NZ</b>					
Total financing (\$m)	2,565	2,467	2,220	1,592	n/a
Renewable (%)	20.5	17.4	13.4	7.1	n/a
Brown coal (%)	11.9	12.0	13.3	10.9	n/a
Black coal (%)	22.3	16.7	19.0	12.7	n/a
Gas (%)	20.4	19.6	16.8	20.7	n/a
Liquid gas (%)	0.2	0.2	-	0.1	n/a
Hydro (%)	24.7	34.2	37.5	48.5	n/a

<sup>1</sup> Zero figures (-) denote exposure too small to register.

### Application of Equator Principles

	2011
Loan value (\$m) <sup>1</sup>	383.3
<b>Transactions Closed</b>	
Number of Category A transactions	1
Number of Category B transactions	4
Number of Category C transactions	-
<b>Total transactions closed</b>	5
<b>Equator Principles – loan value by sector (%)</b>	
Infrastructure	26.4
Wind farm	32.2
Other Power	41.3
<b>Equator Principles – loan value by geography (%)</b>	
Pacific	-
Australia	100
<b>Equator Principles – loan value by category (%)</b>	
Category A	20.9
Category B	79.1
Category C	-

<sup>1</sup> One Category A and one Category B project disclosed above are re-financing of existing funding to which an Equator Principles assessment has been applied. Total related loan exposure of these two projects was \$158.3M.

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**Pacific Banking**

	2011	2010	2009	2008	2007
Number of customers (m)	0.3	0.2	0.2	0.2	0.2
Branches	51	51	51	52	48
Online banking customers ('000)	51	35	25	18	n/a
ATMs	106	85	80	73	65
Net Promoter Score (NPS) – consumers <sup>1</sup>	47	45	53	n/a	n/a
Net Promoter Score (NPS) – relationship managed <sup>2</sup>	53	44	44	n/a	n/a
Mortgage accounts overdue ≥ 90 days (%) <sup>3</sup>	2.49	2.40	1.73	2.58	n/a
Personal loan accounts overdue ≥ 90 days (%) <sup>4</sup>	2.16	2.14	3.38	3.99	n/a
Credit card accounts overdue ≥ 90 days (%) <sup>5</sup>	4.83	3.77	3.63	3.25	n/a
SME lending as % of total business lending (%)	76	81	84	85	n/a
<b>Business lending profile (% of business lending)</b>					n/a
Agriculture	1.16	1.76	1.64	2.50	n/a
Mining <sup>6</sup>	4.53	0.49	0.38	0.33	n/a
Manufacturing	5.68	7.54	7.58	8.60	n/a
Electricity	1.95	2.10	0.92	1.11	n/a
Construction	1.86	2.86	2.60	2.21	n/a
Wholesale trade	5.17	7.92	5.79	7.72	n/a
Retail trade	6.93	7.56	6.59	8.64	n/a
Accommodation	4.89	8.29	7.90	11.13	n/a
Transport and storage	4.16	5.51	3.35	4.09	n/a
Communication services	0.5	0.97	0.88	1.07	n/a
Finance and insurance	0.21	1.60	1.28	2.76	n/a
Property and business services	12.08	17.44	10.92	14.16	n/a
Government admin and defence	0.56	0.87	0.63	0.76	n/a
Education	0.31	0.47	0.42	0.50	n/a
Health and community services	0.06	0.10	0.09	0.12	n/a
Cultural and recreational services	0.59	0.96	0.75	0.78	n/a
Personal and other services	0.46	0.62	0.60	0.90	n/a
Other/unknown <sup>7</sup>	48.9	32.95	31.85	32.63	n/a

<sup>1</sup> Refers to consumer rating of branch performance. Source: Tebutt Research Annual Customer Survey.

<sup>2</sup> Refers to relationship managed customer's rating of their relationship manager. Source: Tebutt Research Annual Customer Survey. Improved performance in 2011 due to aggressive sales and marketing initiatives.

<sup>3</sup> 2009, 2008 data restated to reflect consistent methodology applied.

<sup>4</sup> 2010 - 2008 data restated to reflect consistent methodology applied.

<sup>5</sup> All data retrospectively added in 2011.

<sup>6</sup> 2011 Data includes PNG leasing numbers.

<sup>7</sup> High due to system issues in PNG reporting ANZSIC codes. 2011 data includes government exposures non government transactions.

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**BT Financial Group**

	2011	2010	2009	2008	2007
Number of customers (m)	2.7	2.6	2.4	n/a	n/a
Responsible Investment (\$m) <sup>1</sup>	644	891	720	581	552
<b>General Insurance complaints</b>					
Number of claims	54,662	47,937	39,148	33,190	31,173
Number of complaints <sup>2</sup>	898	878	1,135	281	240
% of complaints	1.6	1.8	2.8	0.8	0.8
<b>Life and risk insurance complaints</b>					
Number of policies <sup>3</sup>	399,019	381,246	380,025	341,269	345,946
Number of complaints	1,857	2,242	1,455	2,393	1,851
% of complaints <sup>3</sup>	0.5	0.6	0.4	0.7	0.5

<sup>1</sup>Previously reported as Socially Responsible Investment, figures for 2008 and 2009 have been revised.

<sup>2</sup>In 2009, general insurance complaints increased due to improvements in reporting and tracking systems, as well as processing delays resulting following major events.

<sup>3</sup>2009 and 2010 figures have been restated to reflect consistent methodology across the 5 years.

**BT Investment Management Proxy Voting Pattern<sup>1</sup>**

	Number	%
<b>Number of resolutions</b>		
For	1,665	89.4
Against	94	5.0
Abstain	91	4.9
No Action	12	0.7
<b>Total number of resolutions</b>	<b>1,862</b>	<b>100.0</b>
Number of meetings participated	343	

<sup>1</sup>Data is at 30 June 2011.

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**Westpac New Zealand**

	2011	2010	2009	2008	2007
Number of Customers (m)	1.3	1.2	1.2	1.2	1.1
Branches	207	204	196	197	197
Online banking customers (m)	0.6	0.5	0.5	0.5	0.4
ATMs (Westpac branded)	554	515	508	508	476
Talking ATMs	154	144	111	105	n/a
Net Promoter Score (NPS) – consumer <sup>1</sup>	(9)	(14)	(17)	(19)	n/a
Net Promoter Score (NPS) – business <sup>2</sup>	(29)	(28)	(38)	(28)	n/a
Complaints resolved within 5 days (%)	88	85	n/a	n/a	n/a
Number of disputes with the Ombudsman <sup>3</sup>	49	66	136	57	51
Mortgage accounts overdue ≥ 90 days (%) <sup>4</sup>	0.3	0.37	0.36	0.24	0.12
Credit card accounts overdue ≥ 90 days (%) <sup>4</sup>	0.39	0.45	0.51	0.62	0.49
Personal loan accounts overdue ≥ 90 days (%)	1.95	5.3	n/a	n/a	n/a
<b>Complaints types (%)</b>					
Business decisions	3	3	4	4	3
Communication/information	7.5	10	10	9	10
Fees, charges and interest	55	44	44	47	49
Process, procedure errors	17	22	25	26	24
Employee, service complaints	13	15	17	14	14
Fraud	0.5	1	n/a	n/a	n/a
Product failure	4	5	n/a	n/a	n/a
<b>Life, disability and loan insurance complaints</b>					
Number of policies	240,317	236,750	178,440	175,506	156,846
Number of claims reported over the period	3,433	2,492	2,729	1,816	1,439
Complaints to ombudsman	3	3	2	3	3
% of complaints/claims	0.09	0.12	0.07	0.17	0.20
<b>Home, contents and vehicle insurance complaints</b>					
Number of policies	234,621	248,471	245,438	244,079	232,351
Number of claims settled during the year	34,074	33,607	30,577	36,309	35,413
Number of complaints to ombudsman	-	-	4	3	3
% of complaints/claims settled	-	-	0.01	0.01	0.01
<b>Business lending profile (% of business lending)</b>					
Agriculture, forestry and fishing	25	25	22	24	22
Manufacturing	6	6	9	8	8
Construction	6	6	4	4	4
Wholesale trade	5	4	5	4	5
Retail trade	7	7	6	6	7
Accommodation, cafes and restaurants	2	2	2	2	2
Transport	4	4	3	3	3
Finance and insurance	3	3	3	3	3
Property and business services	30	31	35	36	36
Health and community services	3	3	2	2	2
Cultural and recreational services	1	1	1	1	1
Personal and other services	-	-	4	4	5
Other	8	8	4	3	2

<sup>1</sup> Nielsen Consumer Finance Monitor Toplines (September 2011). The data provided shows the six months rolling average.

<sup>2</sup> TNS New Zealand Business Finance Monitor (September 2011). The data provided shows the four quarter rolling average.

<sup>3</sup> The 2009 increase can be attributed to an increase in complaints on fixed rate mortgage payouts, bad debt collection procedures and frozen investment portfolios which increased as a result of the global financial crisis.

<sup>4</sup> 2008 and 2007 figures have been revised as previously reported as proportion of balances ≥ 90 days.