

Customer Factpac

Customers

Group business lending profile

	2014	2013	Consolidated		2010
	\$m	\$m	2012	2011	\$m
			\$m	\$m	
Australia					
Accommodation, cafes and restaurants	7,447	7,108	7,106	7,121	7,195
Agriculture, forestry and fishing	7,224	7,304	7,549	7,790	7,797
Construction	6,416	6,049	6,313	6,084	5,968
Finance and insurance	14,644	13,259	13,101	15,925	13,643
Government, administration and defence	784	881	930	781	806
Manufacturing	9,269	9,415	10,663	11,339	10,958
Mining	3,293	2,339	1,836	1,488	1,337
Property, property services and business services	55,150	49,030	47,184	45,559	48,398
Services ¹	10,874	9,715	9,467	8,936	9,408
Trade ²	15,616	14,619	15,868	16,094	16,240
Transport and storage	9,330	8,868	9,351	6,677	7,351
Utilities ³	3,272	3,002	3,239	2,581	2,421
Retail lending	365,822	340,139	328,109	316,777	301,150
Other	2,114	2,416	2,298	1,330	1,282
Total Australia	511,255	474,144	463,014	448,482	433,954
Overseas					
Accommodation, cafes and restaurants	562	585	594	580	570
Agriculture, forestry and fishing	6,938	6,506	5,345	4,975	4,699
Construction	1,184	1,367	1,220	1,180	1,180
Finance and insurance	3,880	2,960	2,406	1,998	1,886
Government, administration and defence	389	639	533	464	474
Manufacturing	4,026	3,319	3,682	2,925	2,143
Mining	4,585	2,921	640	368	363
Property, property services and business services	12,448	11,225	9,620	9,659	9,156
Services ¹	2,486	2,651	2,174	2,149	2,026
Trade ²	4,617	5,014	4,411	4,047	3,289
Transport and storage	1,730	1,528	1,589	1,928	1,800
Utilities ³	1,764	1,476	1,212	1,010	1,104
Retail lending	27,462	25,363	21,766	20,723	19,574
Other	190	108	73	166	148
Total overseas	72,261	65,662	55,265	52,172	48,412
Total loans	583,516	539,806	518,279	500,654	482,366
Provisions on loans	(3,173)	(3,642)	(3,834)	(4,045)	(4,711)
Total net loans	580,343	536,164	514,445	496,609	477,655

¹ Services includes education, health and community services, cultural and recreational services and personal and other services.

² Trade includes wholesale trade and retail trade.

³ Utilities includes electricity, gas and water and communication services.

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Westpac Retail & Business Banking

	2014	2013	2012	2011	2010
Number of Customers (m) ¹	6.3	6.2	6.1	5.9	5.7
Branches	840	840	852	857	857
Business Banking Centres	70	70	71	70	69
Online banking customers (active registrations) (m) ²	2.6	2.5	2.3	2.2	2.0
ATMs	2,029	2,017	1,961	1,924	1,879
Talking ATMs	2,020	1,968	1,859	1,811	1,739
Net Promoter Score (NPS) ³ – affluent ⁴	(10)	(9)	(18)	(17)	(24)
Net Promoter Score (NPS) ³ – commercial ⁵	7	(1)	(4)	3	(7)
Net Promoter Score (NPS) ³ – SME ⁶	(2)	(5)	(17)	(10)	(21)
Complaints resolved within 5 days (%) ⁷	81	80	83	89	84
Mortgage accounts overdue ≥ 90 days (%)	0.39	0.41	0.37	0.39	0.31
Credit card accounts overdue ≥ 90 days (%)	0.22	0.23	0.30	0.36	0.39
Personal loan accounts overdue ≥ 90 days (%)	1.22	1.12	1.04	1.23	1.18
Accounts receiving pension or welfare payments (%)	12	13	13	14	14
Account fees as a percentage of age pension – single (%)	0.06	0.06	0.06	0.07	0.06
Account fees as a percentage of age pension – couple (%)	0.04	0.04	0.04	0.04	0.04
SME lending as % of total business lending (%)	18	18	15	14	11
Lending to business with outstandings < \$5 million (%)	62	63	50	n/a	57
Social Sector Banking Footings (\$m) ⁸	13,726	12,819	11,490	8,210	7,101
Complaints types (%)					
Product, commercial and business Information and advice ⁹	14	9	7	5	4
Fees, charges and interest rates	15	13	11	10	8
Process and procedure	21	32	41	47	53
Staff service quality	27	27	26	25	24
Other	23	19	15	12	9
	-	-	-	1	2
Financial Ombudsman Service (FOS) dispute resolution (%)¹⁰					
Resolved with customer	70	76	78	86	90
FOS investigation but resolved with customer	15	17	14	11	8
Required a FOS recommendation	15	7	8	3	2
Business lending profile (% of business lending)					
Transport	6	6	5	5	6
Travel and tourism	6	6	6	6	6
Forestry and agriculture	11	11	10	10	10
Finance	12	11	10	10	9
Housing, education, welfare and leisure	7	7	7	7	6
Construction	8	8	7	7	6
Retail	9	9	8	8	16
Wholesale	6	6	7	7	6
Chemical, minerals and machinery	8	9	9	9	1
Professional services	1	1	2	2	2
Real estate	22	22	27	27	30
Other	3	4	2	2	2

¹ Number of customers data has been restated from 2010 onwards to reflect a change to the calculation methodology.

² Online banking customers (active registration) data has been restated from 2010 onwards to reflect a change to the definition.

³ Net Promoter Score measures the net likelihood of recommendation to others of the customer's main financial institution for retail or business banking. Net Promoter ScoreSM is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld. For retail banking, using a scale of 1 to 10 (1 means 'extremely unlikely' and 10 means 'extremely likely'), the 1-6 raters (detractors) are deducted from the 9-10 raters (promoters). For business banking, using a scale of 0 to 10 (0 means 'extremely unlikely' and 10 means 'extremely likely'), the 0-6 raters (detractors) are deducted from the 9-10 raters (promoters).

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⁴ Source: Roy Morgan Research, September 2010-2014, 6MMA. Main Financial Institution (as defined by the customer). Affluent segment includes Banking and Finance (excl. Work Based Superannuation) customers aged 25 or over with a Household Income above \$100,000 or customers aged 60 or over with Household Income above \$50,000 and/or customers with financial footings above \$400,000 (anywhere or at institution).

⁵ Source: DBM Consultants Business Financial Services Monitor, September 2010-2014, 6MMA. MFI customers, Commercial businesses. Commercial businesses are those organisations with annual turnover over \$5 million and under \$100 million (excluding Agricultural business).

⁶ Source: DBM Consultants Business Financial Services Monitor, September 2010-2014, 6MMA. MFI customers, SME businesses. SME businesses are those organisations with annual turnover under \$5 million (excluding Agricultural business).

⁷ 2013 result calculated with new methodology using twelve months data rather than an average of monthly results to align with internal reporting.

⁸ 2010 restated to include footings as at 30 September 2010. 2011 data as at 31 August 2011. 2012 data calculated to reflect a change to the calculation methodology following changes to the Group management structure.

⁹ Includes complaints relating to product, information and advice.

¹⁰ 2010 data refers to the reporting period 1 Oct – 30 June. Changes in 2010 are due to changes in the FOS reporting process.

Customer Factpac

St.George Banking Group¹

	2014	2013	2012	2011	2010
Number of customers (m)	3.6	3.3	3.2	3.0	3.0
Branches	451	442	429	417	405
Online banking customers (active registrations) (m)	1.4	1.3	1.0	0.9	0.9
ATMs	1,076	1,034	988	960	1,148
Talking ATMs – St.George	1,045	947	877	803	730
Net Promoter Score (NPS) ² – consumer ³	8	4	-	(2)	(4)
Net Promoter Score (NPS) ² – business ⁴	4	(6)	1	(5)	3
Complaints resolved within 5 days (%)	70	65	67	86	83
Mortgage accounts overdue ≥ 90 days (%)	0.32	0.35	0.31	0.27	0.21
Credit card accounts overdue ≥ 90 days (%)	0.41	0.49	0.53	0.47	0.43
Personal loan accounts overdue ≥ 90 days (%)	1.00	1.01	1.22	1.14	1.24
Accounts receiving pension or welfare payments (%)	10	11	12	12	13
Account fees as a percentage of age pension – single (%)	0.04	0.04	0.04	0.04	0.04
Account fees as a percentage of age pension – couple (%)	0.02	0.03	0.03	0.03	0.03
SME lending as % of total business lending (%)	15	15	15	19	18
Lending to business with outstandings < \$5 million (%)	36	36	34	n/a	33
Complaints types (%)					
Fees/charges	8	11	11	11	14
General service related	44	41	40	16	15
Account/Transaction specific	3	3	7	14	17
Employee training/competence	9	10	10	3	7
Collections	6	8	25	10	8
Policies/Business decision	20	13	4	6	5
Poor employee attitude	4	5	3	2	3
Electronic banking ⁵ (incl. phone and internet)	1	3	-	2	4
Cards ⁵	5	5	-	4	2
Other ⁵	-	1	-	32	25
Financial Ombudsman Service (FOS) dispute resolution (%)					
Resolved with customer	65	72	82	83	93
FOS investigation but resolved with customer	21	19	15	14	6
Required a FOS recommendation	14	9	3	3	1
Business lending profile (% of business lending)					
Transport	3	3	3	3	3
Travel and Tourism	8	8	8	8	7
Forestry and agriculture	4	4	4	4	4
Finance ⁶	10	10	11	10	3
Housing, education, welfare and leisure	5	5	5	5	3
Construction	2	5	6	6	6
Retail	11	11	12	12	11
Wholesale	4	5	4	4	4
Chemical, minerals and machinery	6	7	7	7	5
Professional services	2	2	2	2	6
Real estate	39	37	37	37	38
Other ⁶	6	2	1	2	10

¹ St.George Bank, Bank SA, Bank of Melbourne and RAMS data reflected in this table.

² Net Promoter Score measures the net likelihood of recommendation to others of the customer's main financial institution for retail or business banking. Net Promoter ScoreSM is a trademark of Bain & Co Inc., Satmetrix Systems, Inc., and Mr Frederick Reichheld.

³ For retail banking, using a scale of 1 to 10 (1 means 'extremely unlikely' and 10 means 'extremely likely'), the 1-6 raters (detractors) are deducted from the 9-10 raters (promoters).

⁴ For business banking, using a scale of 0 to 10 (0 means 'extremely unlikely' and 10 means 'extremely likely'), the 0-6 raters (detractors) are deducted from the 9-10 raters (promoters).

⁵ 'Electronic banking', 'Cards' and 'Other' are considered in other categories in 2012.

⁶ 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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BT Financial Group

	2014	2013	2012	2011	2010
Number of customers (m) ¹	0.98	1	0.95		
Responsible Investment (\$m)	1,693	1,376	981	644	891
General Insurance complaints					
Number of claims	47,593	47,444	50,344	54,662	47,937
Number of complaints ¹	781	940	1,214	898	878
% of complaints	1.6	2.0	2.4	1.6	1.8
Life and risk insurance complaints²					
Number of policies	465,415	426,313	409,264	399,019	381,246
Number of complaints	1,099	1,303	2,028	1,857	2,242
% of complaints	0.2	0.3	0.5	0.5	0.6

¹ Customer numbers restated in FY14 for 2014, 2013 and 2012 due to change in methodology, these numbers are prepared for the purpose of contributing to the aggregate Group customer count and remove known double counts i.e. BT customers who also have a banking relationship.

² Previously reported based on customer complaints relating to claims only, figures from 2012 include other areas of General Insurance including sales, customer support and products to align with The General Insurance Code of Practice definition.

³ In 2014, Life Insurance Complaint numbers have decreased due to process improvements and quality checks being performed within Life Insurance. These figures include Internal Dispute Resolution claims complaints.

BT Investment Management Proxy Voting Pattern¹

	2014		2013	
	Number	%	Number	%
Number of voted resolutions				
For	1,365	89.0	1,555	89.7
Against	82	5.3	91	5.3
Abstain	63	4.1	48	2.8
Do Not Vote	24	1.6	39	2.2
Total number of voted resolutions	1,534	100.0	1,733	100.0
Number of meetings participated	285		308	

¹ Data is at 30 June.

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Westpac Institutional Bank

	2014	2013	2012	2011	2010
Relationship Strength Index Ranking¹					
Relationship Banking	1	1	1	2	1
Transactional Banking	1	1	1	1	1
Country profile of institutional banking activities					
(Country income classification)²					
Low (% of total customers)	-	-	-	-	-
Low-middle (% of total customers)	0.87	0.74	2.18	0.69	1.61
Middle-upper (% of total customers)	2.54	2.30	3.67	2.75	0.92
High (% of total customers)	96.59	96.96	94.15	96.56	97.47
Low (% of total exposures)	-	-	-	-	-
Low-middle (% of total exposures)	1.31	0.72	1.17	0.35	1.12
Middle-upper (% of total exposures)	4.71	3.65	2.84	3.98	0.49
High (% of total exposures)	93.97	95.63	95.99	95.66	98.39
Infrastructure and utilities financing – Australia & NZ					
Total attributable financing (\$m)	3,197	3,097	2,727	2,565	2,467
Renewable (%)	28.4	24.0	24.5	20.5	17.4
Brown coal (%)	4.0	4.5	5.2	11.9	12.0
Black coal (%)	15.6	16.2	20.8	22.3	16.7
Gas (%)	20.4	23.6	21.6	20.4	19.6
Liquid fuel (%)	1.4	0.8	0.7	0.2	0.2
Hydro (%)	30.2	30.9	27.2	24.7	34.2
Infrastructure and utilities portfolio emissions intensity (tCO₂e/MWh)					
Westpac financed ³	0.41	0.44			
Benchmark NEM ⁴	0.87	0.87			
Lending to mining – Australia & NZ⁵					
Total lending to mining (\$m)	5,019	3,972			
Total natural resources lending (\$m)	7,578	6,160			
Coal mining (%)	7.6	9.6			
Oil and Gas extraction (%)	26.0	26.0			
Metal Ore Mining (%)	32.5	29.0			
Exploration (%) ⁶	-	-			
Other activities (%) ⁷	33.8	35.5			
CleanTech and environmental services financing – Australia & NZ⁸					
Total attributable financing (\$m)	7,978	6,438	3,140		
Energy Efficiency (%)	0.6	0.6	0.8		
Green Buildings (%)	66.2	62.9	27.6		
Green Businesses (%)	0.9	1.0	1.8		
Renewable Energy Projects (%)	24.7	26.3	49.1		
Waste (%)	3.5	3.6	7.0		
Water (%)	0.2	0.2	0.2		
Forestry (%)	3.5	3.5	7.5		
Land Remediation (%)	0.1	1.7	-		
Other ⁹ (%)	0.2	0.3	6.0		

¹ Data as at 30 June.

² Zero figures (-) denote exposure too small to register.

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³ The average financed carbon intensity is calculated by weighting each loan by the carbon intensity of each company (AUD lending only). The carbon intensity of a company is calculated as the average carbon intensity of their generation fleet, weighted by the most recently available generation data. Where a facility is controlled by one company, but owned and financed by an SPV, the facility is attributed to the SPV and excluded from the controlling company. Some companies are excluded where lending is general corporate debt and power forms a small part of their business. Where NGERs carbon intensity for a facility is not available, an average carbon intensity of similar facilities is used. Some facilities are excluded where carbon intensity data is not available. For 2013, 75% of the AUD I&U loan book was able to be covered by this methodology. For 2014, 89% of the AUD I&U loan book was able to be covered by this methodology.

⁴ NEM refers to the Australian National Electricity Market.

⁵ FY14 data is as at 31 August 2014, percentages calculated over total natural resources lending.

⁶ No lending was provided to pure exploration companies, noting that some companies may have exploration activities as part of their portfolio of activities.

⁷ Other activities may include services to the resources sector, resources related lending and companies engaged in mining where it is not a significant contributor to its total portfolio.

⁸ FY13 data has been restated to reflect improved data capture across the property sector.

⁹ Other includes unclassified projects determined on a case by case basis. For the full CleanTech definition please see the Glossary.

Application of Equator Principles

	2014	2013 ²	2012 ³
Loan value (\$m) ¹	851.2	267.5	1,140.0
Transactions Closed			
Number of Category A transactions	-	-	1
Number of Category B transactions	5	4	5
Number of Category C transactions	-	-	3
Total transactions closed	5	4	9
Equator Principles – loan value by sector (%)			
Infrastructure	62	10	49
Power ⁴	-	90	6
Natural resources	38	-	45
Equator Principles – loan value by geography (%)			
Pacific	10	-	5
Australia	90	100	95
Equator Principles – loan value by category (%)			
Category A	-	-	25
Category B	100	100	44
Category C	-	-	31

¹ Exchange rates assumed as 30 September of each respective year.

² One Category B project disclosed above is an expansion of existing project to which an Equator Principles assessment has been applied. Total related loan exposure of this project was \$31.5 million.

³ Three Category B projects disclosed above are an expansion of existing projects to which an Equator Principles assessment has been applied. Total related loan exposure to these three projects was \$431 0 million.

⁴ Sector renamed in 2012 from 'Wind farm' and 'Other power' in 2011 to 'Power' in 2012.

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Westpac New Zealand

	2014	2013	2012	2011	2010
Number of Customers (m)	1.3	1.3	1.3	1.3	1.2
Branches	195	208	206	207	204
Online banking customers (m)	0.7	0.6	0.6	0.6	0.5
ATMs (Westpac branded)	628	613	579	554	515
Talking ATMs	628	613	579	154	144
Complaints resolved within 5 days (%)	92	92	91	88	85
Number of disputes with the Ombudsman	44	71	51	49	66
Mortgage accounts overdue ≥ 90 days (%)	0.15	0.17	0.21	0.30	0.37
Credit card accounts overdue ≥ 90 days (%)	0.36	0.39	0.41	0.39	0.45
Personal loan accounts overdue ≥ 90 days (%)	1.49	1.68	1.74	1.95	5.30
Complaints types (%)¹					
Bank error	42	44	47	n/a	n/a
Commercial/business decision	-	1	1	n/a	n/a
Fees, charges and interest	18	19	18	n/a	n/a
Financial advisor service	-	-	-	n/a	n/a
Process and procedure	10	10	11	n/a	n/a
Product features	4	4	4	n/a	n/a
Service	20	17	15	n/a	n/a
System and equipment	5	5	4	n/a	n/a
Complaints types (%)					
Business decisions	n/a	n/a	n/a	3	3
Communication/information	n/a	n/a	n/a	8	10
Fees, charges and interest	n/a	n/a	n/a	55	44
Process, procedure errors	n/a	n/a	n/a	17	22
Employee, service complaints	n/a	n/a	n/a	13	15
Fraud	n/a	n/a	n/a	1	1
Product failure	n/a	n/a	n/a	4	5
Life, disability and loan insurance complaints					
Number of policies	303,359	318,042	254,654	240,317	236,750
Number of claims reported over the period	3,171	3,374	3,470	3,433	2,492
Number of claims settled (closed and paid) over the period	798	n/a	n/a	n/a	n/a
Complaints to ombudsman ²	4	8	-	3	3
% of complaints/claims ²	0.13	0.24	-	0.09	0.12
Home, contents and vehicle insurance complaints					
Number of policies	240,844	242,128	237,485	234,621	248,471
Number of claims reported over the period ³	31,037	n/a	n/a	n/a	n/a
Number of claims settled during the year ⁴	34,852	33,068	29,722	34,074	33,607
Number of complaints to ombudsman ³	1				
% of complaints/claims settled ³	0.002				
Business lending profile (% of business lending)					
Agriculture, forestry and fishing	20	19	18	25	25
Manufacturing	9	8	8	6	6
Construction	5	2	5	6	6
Wholesale trade	4	4	4	5	4
Retail trade	7	4	7	7	7
Accommodation, cafes and restaurants	1	1	1	2	2
Transport	4	4	5	4	4
Finance and insurance	8	14	8	3	3
Property and business services	24	21	25	30	31
Health and community services	2	1	3	3	3
Cultural and recreational services	1	1	1	1	1
Personal and other services	1	-	-	-	-
Other	14	21	15	8	8

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¹ New complaint type classifications were implemented as part of our 2011 review of customer complaints, to enable better insight into complaint causes.

² 2013 Life, disability and loan insurance, presented as % of complaints to ombudsman, however it was actual number of complaints.

³ 2014 Results included for completeness.

⁴ 2014 Claims settled includes claims opened in previous reporting period and excludes one insurance partner as not reported .

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Pacific Banking

	2014	2013	2012	2011	2010
Number of customers (m)	0.5	0.5	0.4	0.3	0.2
Branches ¹	49	50	52	51	51
ATMs	157	151	111	106	85
Net Promoter Score (NPS) – consumers ²	40.2	59	53	47	45
Net Promoter Score (NPS) – relationship managed ³	42	57	57	53	44
Mortgage accounts overdue ≥ 90 days (%)	3.54	3.66	4.84	2.49	2.40
Personal loan accounts overdue ≥ 90 days (%)	1.70	2.01	1.81	2.16	2.14
Credit card accounts overdue ≥ 90 days (%)	0.75	0.67	2.73	4.83	3.77
SME lending as % of total business lending (%)	99	98	94	76	81
Business lending profile (% of business lending)					
Agriculture	0.32	0.60	1.53	1.16	1.76
Mining ⁴	0.73	1.07	3.70	4.53	0.49
Manufacturing	4.31	6.42	5.10	5.68	7.54
Electricity	0.95	2.42	1.06	1.95	2.10
Construction	2.53	2.34	1.88	1.86	2.86
Wholesale trade	6.81	8.77	6.91	5.17	7.92
Retail trade	7.55	9.91	7.69	6.93	7.56
Accommodation	4.39	5.27	3.85	4.89	8.29
Transport and storage	6.57	6.39	4.86	4.16	5.51
Communication services	0.85	0.58	0.47	0.50	0.97
Finance and insurance	1.15	0.18	2.47	0.21	1.60
Property and business services	13.65	13.84	11.78	12.08	17.44
Government admin and defence	30.18	34.71	31.04	0.56	0.87
Education	0.46	0.50	0.47	0.31	0.47
Health and community services	0.43	0.13	0.08	0.06	0.10
Cultural and recreational services	0.82	0.58	0.57	0.59	0.96
Personal and other services	0.63	0.66	11.85	0.46	0.62
Other/unknown ⁵	17.64	2.95	4.69	48.90	32.95

¹ Branches include Westpac-staffed agencies and exclude non-Westpac staffed agencies.

² Refers to consumer rating of branch performance. Source: Tebutt Research Annual Customer Survey.

³ Refers to relationship managed customer's rating of their relationship manager. Source: Tebutt Research Annual Customer Survey.

⁴ 2011 Data includes PNG leasing numbers.

⁵ Other/Unknown comprises of invalid ANZSIC codes, Midas ANZSIC (Fiji & PNG only), Contingent Liability, ASCO Total Personal Consumers and Invalid ASCO Code). Government Exposures are included in Gov't Admin and Defence in FY14.