

Annual General Meeting

12 December 2002

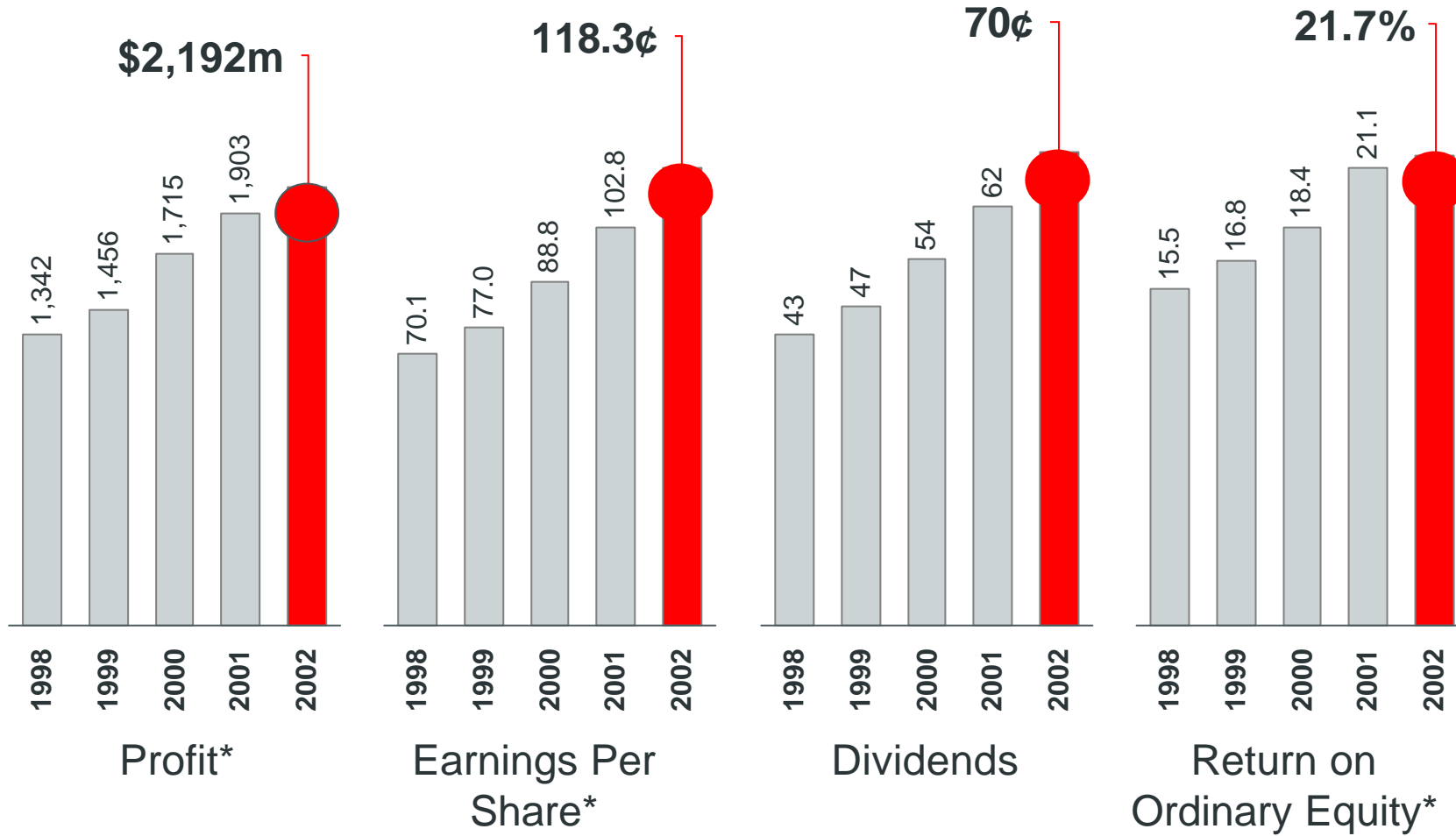
In a great service organisation
the customer only has to **ask once**.



Mr Leon Davis

Chairman
Westpac Banking Corporation

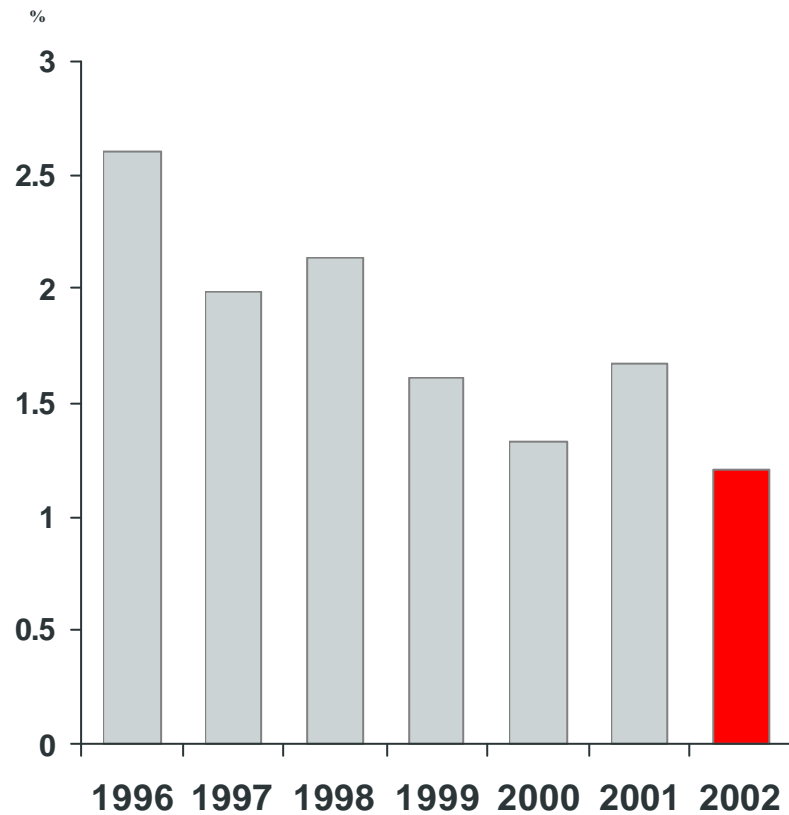
Financial Highlights



*All figures stated pre abnormals

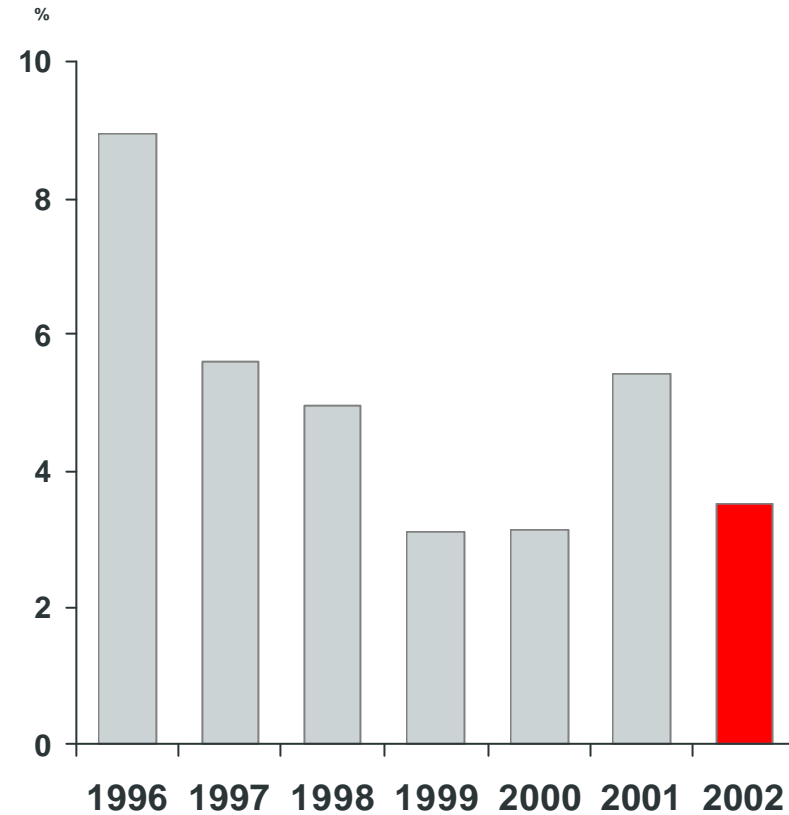
Stressed loans and net impaired assets

Stressed loans ¹



Note 1: As a percentage of total commitments

Net impaired assets ²



Note 2: As a percentage of equity & general provisions

Enhanced sustainability - governance and reputation



Number 1 bank globally in Dow Jones Sustainability Index 2002/03

**THE GOOD
REPUTATION
INDEX**

Number 1 *Sydney Morning Herald / The Age* Good Reputation Index 2002

First Social Impact Report



David Morgan

Chief Executive Officer
Westpac Banking Corporation

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Wentzen 2002 Client Annual Report

One call, one contact, one solution



“Only having to ask once is a nice promise to make to customers, but I need to be able to deliver on this. Having the right backup and support will be the key.”

The branch is back



“It’s great that we’re not closing any more branches, but our customers want to know what we’re doing to make the ones we’ve got work a lot better.”

Taking the initiative



“Anticipation is the key to our relationship with business customers. When we’re on the ball, we get to them with a solution before they even ask once.”

Putting 25,000 people into the frontline



“I don’t deal directly with customers in my role, but I can see the benefit of going to our Service Academy. At the end of the day I’m serving the people who are serving our customers.”

Share price performance

Total Shareholder Return on \$1,000
invested on 1 October 1997

