

Summary and outlook

David Morgan

Chief Executive Officer

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Priorities for 2003

- Maintain momentum in ongoing businesses
 - Program reviews
 - BCB and NZ (Redpower)
 - WIB (Transformation)
 - Complete end-to-end re-engineering of lending process (Pinnacle)
 - Enhance customer experience and relationship management (Reach)
 - Performance culture (Align)
- Deliver value from recent acquisitions
 - Complete wealth integration and deliver synergies
 - Capture value from Wrap and Corporate Super

Points of differentiation

- Focused Strategy
 - Customer focus built on the service – profit chain
 - Focused on core markets - Australia, New Zealand & near Pacific
- Customer franchise
 - Large, high quality customer base with untapped potential
- Low risk
 - De-risked income streams
 - Leading asset quality and strong provisioning coverage
- Wealth
 - Size of investment
 - Composition : new wealth
 - Control
 - Price / valuation
- Leader in sustainability

Economic environment

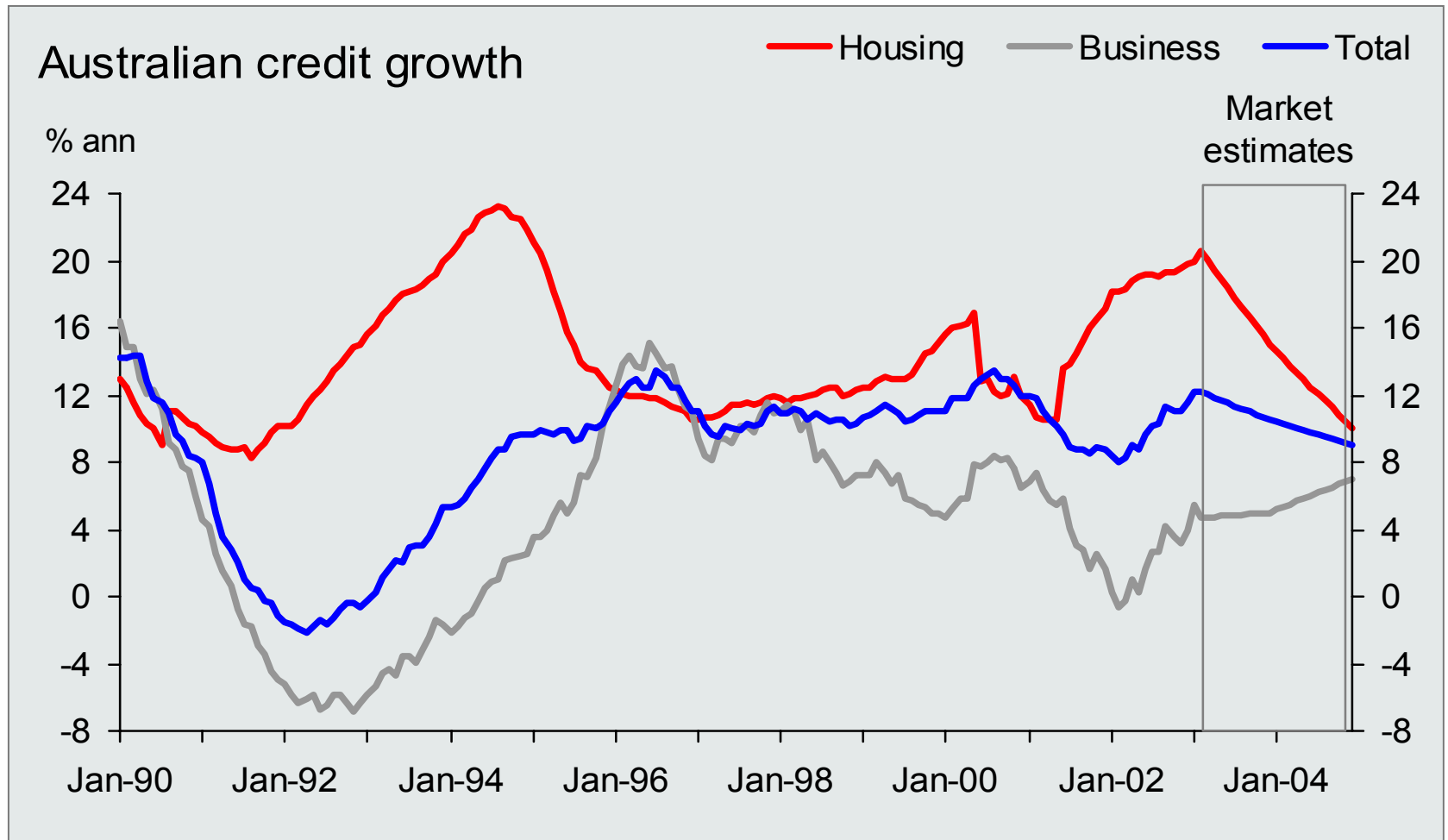
- Tentative signs of an improvement in global growth
- Australia and New Zealand economic fundamentals sound
- Interest rates expected to remain on hold

Key economic indicators¹

	Jun 03	Jun 04
World growth	2.9%	3.9%
Aust GDP	3.0%	3.0%
Unemployment	6.1%	6.4%
CPI	2.9%	2.5%
Cash rate	4.75%	4.75%

1. Westpac Economics estimates

Credit growth



Source: APRA

Significant momentum across the group

Key Messages

BCB	<ul style="list-style-type: none">• Quick wins achieved, traction on customer experience• Strategies in place to capture value across profit pools
New Zealand	<ul style="list-style-type: none">• Transformation program delivering• Leveraging off the Australian business model
BTSS	<ul style="list-style-type: none">• Projects delivering improved customer experience• Efficiencies supporting cost targets
BT Financial Group	<ul style="list-style-type: none">• Integration on plan and ahead of budget• Group-wide benefits beginning to be tapped
WIB	<ul style="list-style-type: none">• Performance sustainably enhanced• Structured investments adding value across the group
Capital & Dividends	<ul style="list-style-type: none">• Strong pay-out ratio set to continue• Sound capital structure with opportunities to further enhance



Sustainable
Financial
Performance

Westpac outlook remains positive

Short term

- Previous cash earnings per share guidance of 7 – 9% stands

Medium term

- Solid revenue momentum across all businesses
- All businesses in good shape
- Low risk profile
- Recent strategic initiatives delivering value

Questions

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