

Data, Digital and AI Update

IT TAKES
A LITTLE 

15 September 2026

IMPORTANT: This presentation contains a number of 'forward looking statements' which are subject to assumptions, risks and other important information set out in the disclaimer at the back of this presentation.

Westpac Banking Corporation ABN 33 007 457 141

Andrew McMullan

Chief Data, Digital and AI Officer



Turning data into intelligence. AI for everyone. Accelerating delivery.



Data, Digital and AI – supporting delivery of our priorities



Accelerating the strategic agenda

Focus on proprietary lending

In Consumer and Business

Smart leads

Book a Banker

Strengthen deposits franchise

Grow transaction banking balances

Digital onboarding

Personalised offers

Deepen customer relationships

Deliver the whole bank to customers

Better insight

Better conversations

Digital as the primary experience

Improve service and support sales

80%

of sales originated digitally¹

99%

of service interactions completed digitally²

Simplify the bank

Faster and simpler customer outcomes

250k

Manual activities removed³

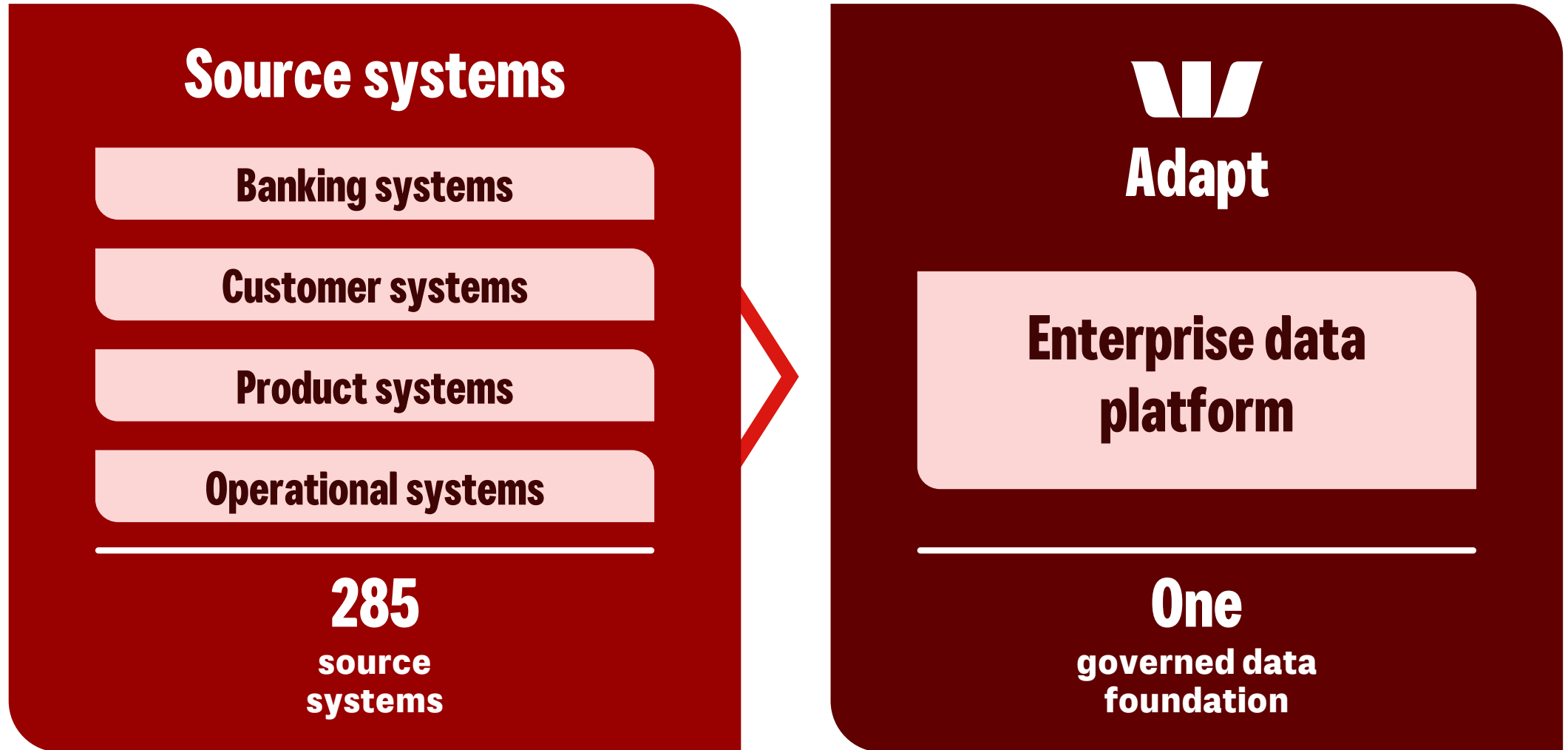
150k hrs

Banker capacity³

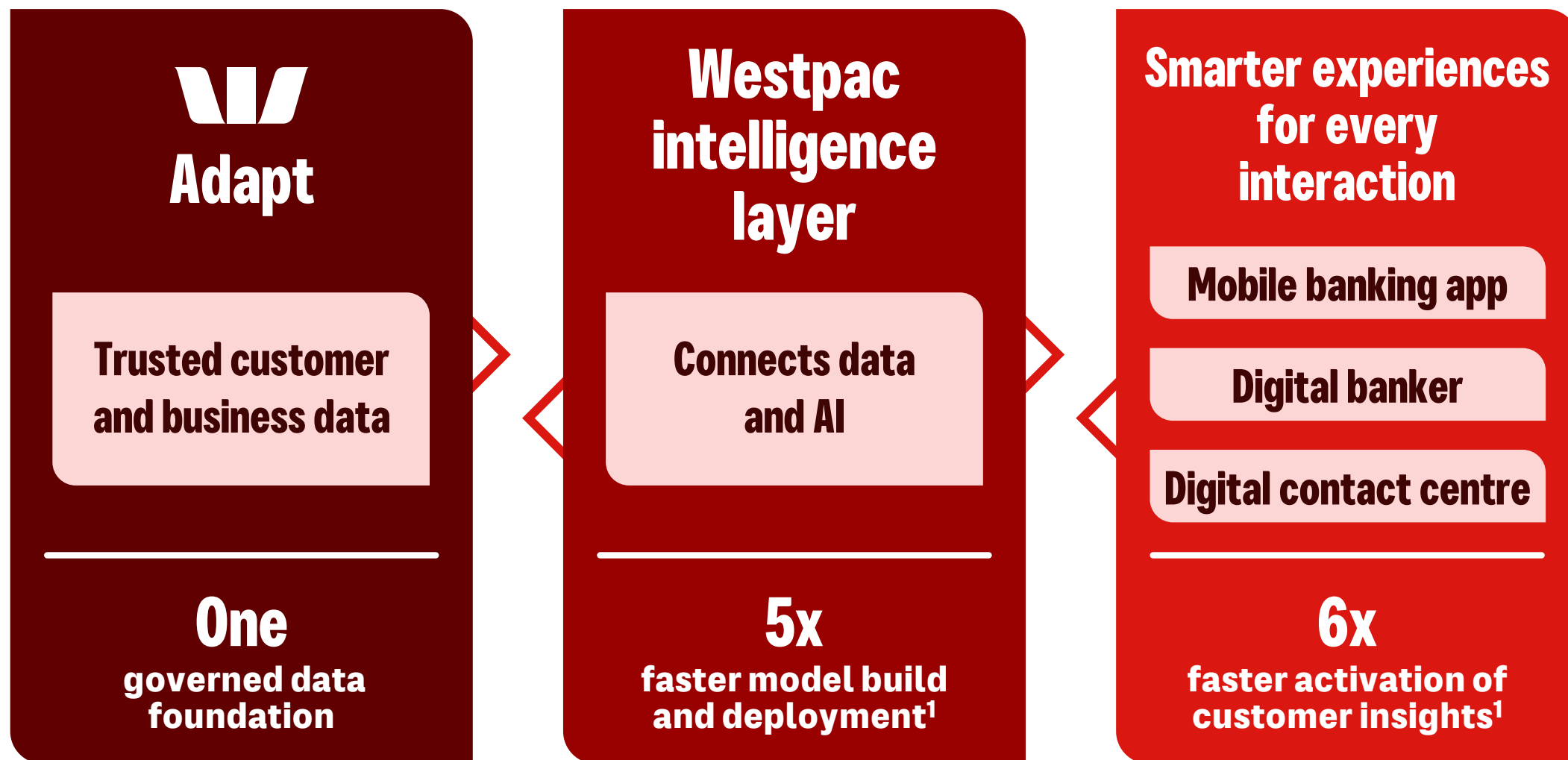
¹ Quality sales that were digitally originated as a percentage of total quality sales within the 12-week period to Aug-26. ² Digital volume as a percentage of total volume of service events within branches, virtual banking and digital channels measured between Oct-25 and Aug-26. ³ Estimated annual benefit from five operational AI agents across mortgages and consumer finance.



From fragmented data to one trusted data foundation



Personalising customer experiences



¹ Based on initial use cases.

Westpac Intelligence: Whole of the bank to the customer

Personalised deposit offers
to Consumer customers –
faster and at greater scale

500k

Customers reached in 2 weeks

>2x

Account uptake¹

Smart digital leads
identifies Business banking
opportunities

16k

Customer conversations

2.8x

Increase in settlements²

Personalised intelligence
surfaces insights for Business
and Institutional bankers

60

Bankers in the pilot

100%

Support pilot expansion

¹ Compared to the control group. ² Over the five months to Aug-26 compared to prior corresponding period.

Catalyst and AI: Accelerating change execution

Yearly funding

Persistent funding

Slow execution

Faster speed to market

Siloed teams

Teams closer to customers

¹ The Engineering Practice is led by Technology and works in partnership with Data, Digital and AI.

Data, Digital and AI platform delivery units

End-to-end accountability

Shared data and AI

Shared digital and contact centre

Data, Digital and AI practices

Support all delivery units with guidance, tools and coaching

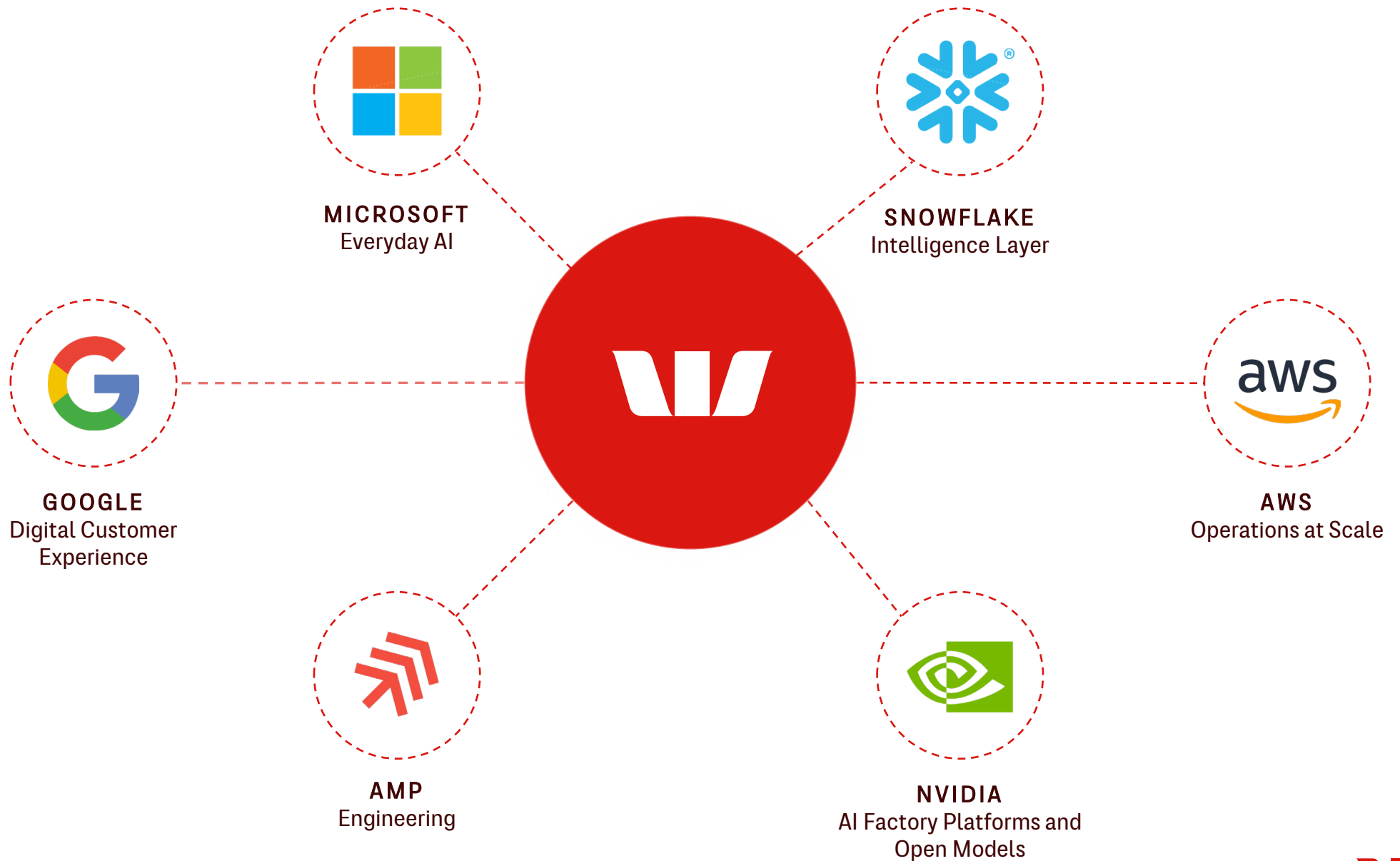
Data and AI

Engineering¹

Design

Product ownership

Bringing the global frontier to Australia



Dan Jermyn

Chief AI Officer

AI for Everyone

Capability

Building AI literacy and specialist expertise across the workforce

95%

of employees completed non-mandatory training

262

specialised AI education sessions¹

Adoption

Putting AI tools in the hands of all our people

35,000+

employees have access to AI tools

95%

of employees use AI tools monthly

Integration

Embedding AI into everyday workflows and ways of working

72%

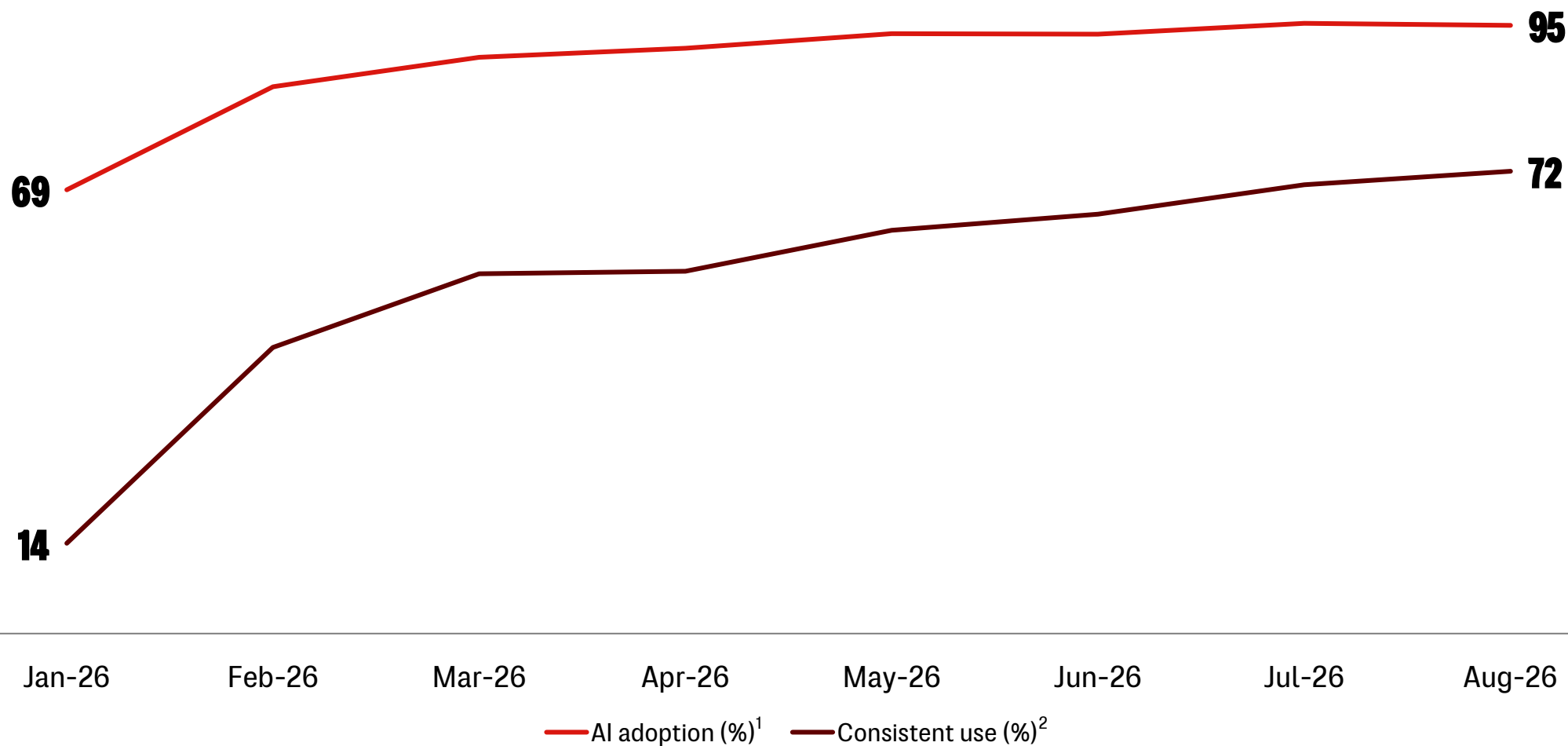
of employees have integrated AI into their workflow

73 ▶ 80

employee AI confidence score: using AI in daily work²

¹ Across the 12 months to Aug-26. ² Amplify score, Aug-26 up 7 points since Feb-26.

AI for Everyone: Adoption is sustained, not just access



¹ Percentage of users that have performed at least one action on Copilot in the month. ² Percentage of users that have performed actions on more than 10 days in the month.

AI-powered engineering

Code conversion & modernisation

Challenge

Complex legacy technology slows delivery

AI contribution

Agentic code conversion and engineering support

Up to 35%

increase in code development productivity

Delivery acceleration

Challenge

Engineers spend time on repetitive development activities

AI contribution

Turns approved requirements into reviewed, tested software changes faster

5x faster

model build and deployment¹

¹ Based on initial use cases.

AI in action for our people and customers

Home loans:

Application payslip and bank statement automation

~100k hrs

banker capacity¹

Consumer Finance:

Real-time application payslip automation

~50k hrs

banker capacity¹

Website:

AI-powered customer search engine

75%

increase in selection of the first search result²

Unite:

AI-enabled data migration acceleration

▼ 2 years

acceleration of St.George data warehouse migration³

BizEdge:

AI-assisted software development

40%

increase in delivery productivity⁴

WestpacOne

Simpler institutional banking

4

services integrated⁵

¹ Estimated annual benefit. ² Compared to the average weekly search performance in the 12 weeks before launch on 21-Aug-26. ³ Delivery of St.George Data Warehouse migration initiative is expected to be complete two years ahead of plan. ⁴ Velocity delivered per person per sprint in Release 5 compared to Release 1. ⁵ WestpacOne Treasury, Modernised Corporate Online, Online FX and Service Hub / Online Service Requests using Appian workflow capability.

Responsible by design

Embedding responsible AI principles through capability, controls and protection

Educate

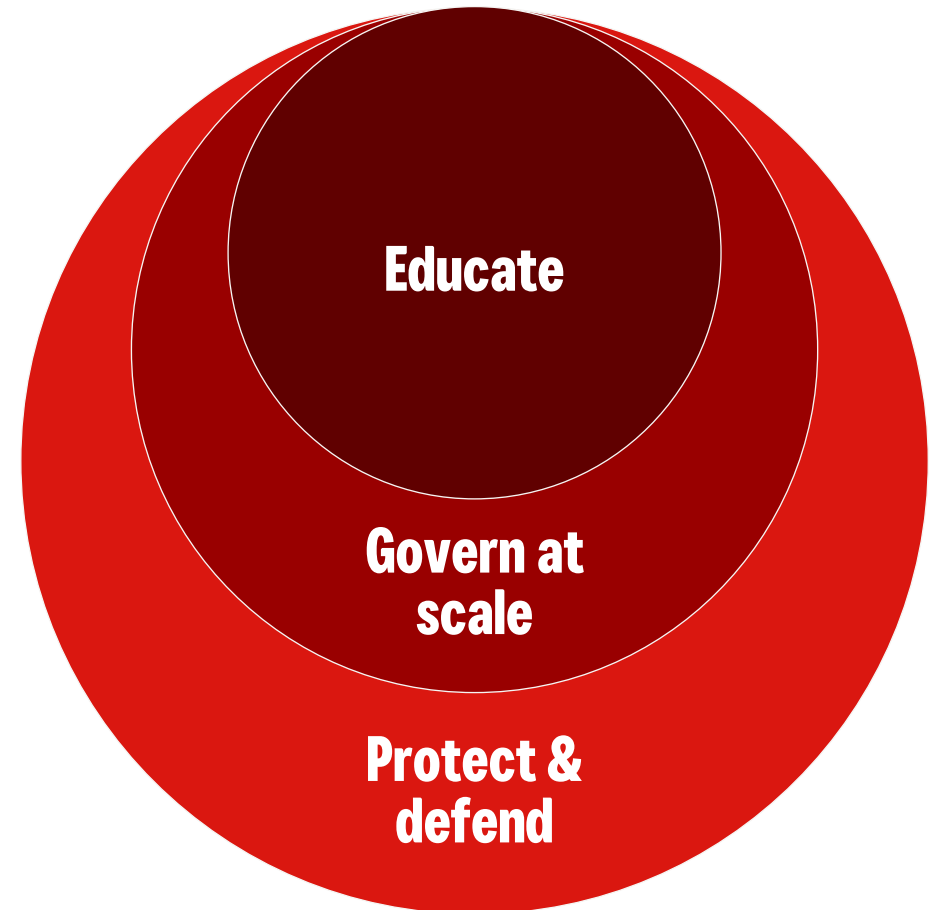
- Board and executive education on AI strategy and risks
- AI education for all employees
- Training for specialised AI activities

Govern at scale

- Ensure clear governance and ownership of AI use cases
- Move to automated risk assessments with human accountability
- Embedding risk-based controls in code and enforce at runtime

Protect & defend

- Protect sensitive data through a controlled AI environment
- Embedding AI within cyber, identity and operational resilience controls
- Strengthen monitoring third-party AI dependency and concentration risk



Andrew McMullan

Chief Data, Digital and AI Officer

Building an intelligent bank

Turning data into intelligence

Generate insights for customers
Improve decision making
Increase relationship depth



**Increase
advocacy**

AI for everyone

Develop AI capability
Foster confidence using AI
Improve productivity



**Engaged
employees**

Accelerating delivery

More productive engineers
Deliver outcomes faster
Get more done



**Growth &
productivity**

**Reduce cost to
income ratio**

**Improve
returns**

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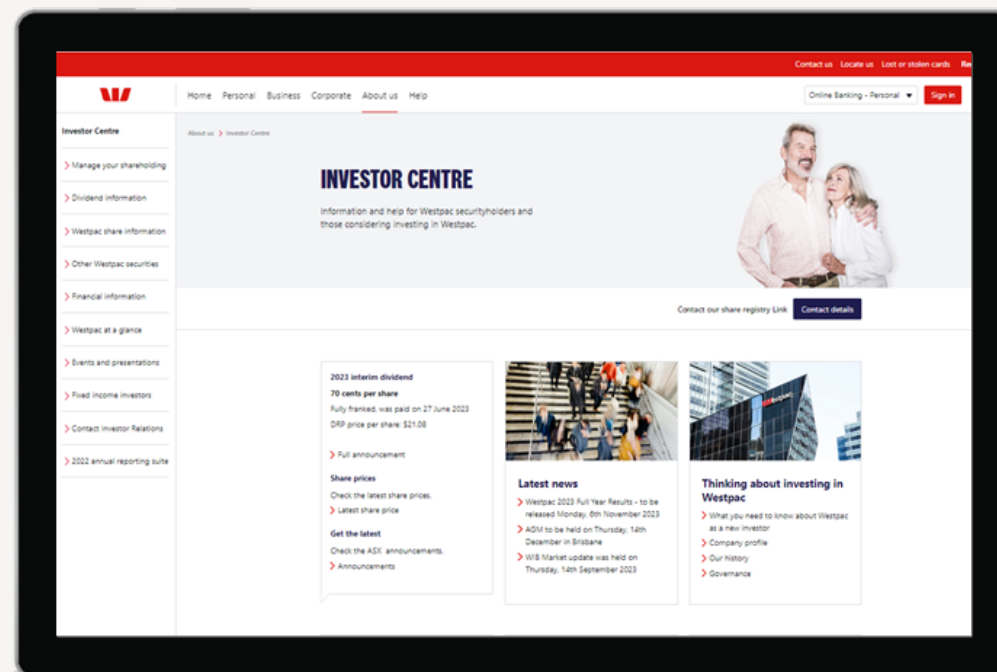
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