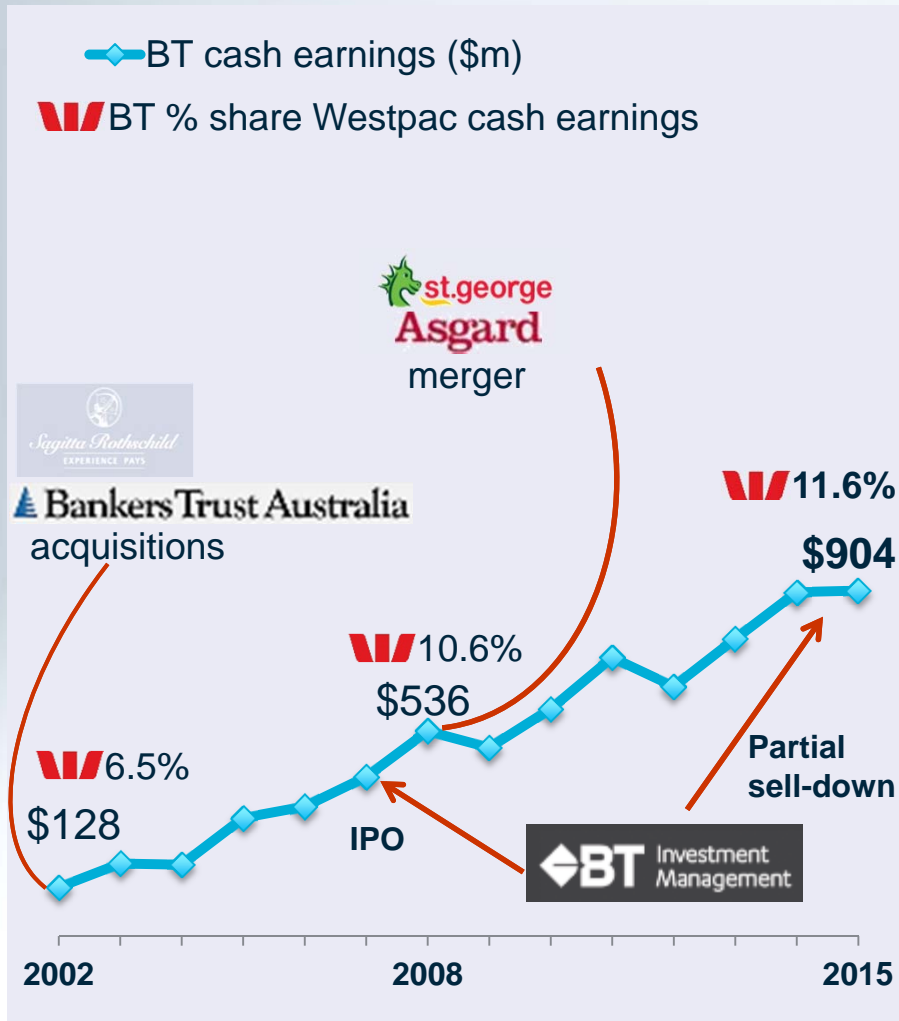


BT Financial Group

Wealth a growth highway for the Westpac Group

Brad Cooper
Chief Executive
BT Financial Group
November 2015

Wealth has been a success story for Westpac



- ▶ Wealth’s contribution to Westpac’s cash earnings has nearly doubled over 13 years to 12%
- ▶ 16% cash earnings CAGR over the past 13 years
- ▶ Low capital usage, high growth business with a ROTE of 28.3% for FY15
- ▶ Leading Platform market share at 19.9%¹
- ▶ Leading customers with Wealth products at 19.4%²

BT is delivering against Westpac's strategic priorities

Westpac's Strategic Priorities

Performance Discipline



28% ROTE

49% #1 Cost/Income¹

20% #1 Platform market share²

Service Leadership



275k Advised customers³

4.9/5 Advisor view rating⁴

Digital Transformation



Digital Programs

- Panorama
- General Insurance
- Advice
- Super stream

Less 40% Efficiency
Panorama acquisition of customer costs⁵

Targeted Growth



\$122b + 12% FUA growth⁶

\$892m + 13% Life Insurance in-force premiums⁷

Workforce Revolution



2,837 people 1 location Barangaroo, our new agile workplace

44% Women in Leadership

BOLD Targeted Training

BT is transforming the wealth experience via digital

Digital Advice



Digital General Insurance Solutions



Enhanced employee Quick Super solution



Digital Investment through BT Panorama



Video Statements to Super members (Pilot)



Revolutionising General Insurance solutions with a more comprehensive range



USER-FRIENDLY
online tools,
making
quoting and
applying easier

CHOICE
of access with
new Tablet
and Mobile
options

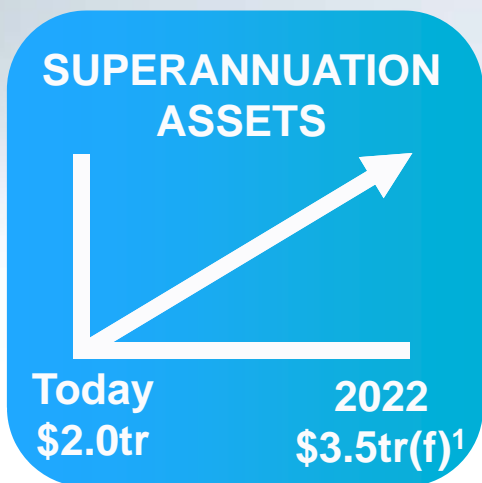
ONE-STOP-SHOP
complete range
of General
Insurance
Solutions

IMPROVED
MOTOR PRODUCT
with competitive
pricing

OUR EXCELLENT
HOME & CONTENTS
backed by better
sales/service tools
and systems

Offering Westpac's existing competitive home & contents products, as well as white labelled motor, travel, caravan & trailer, business, farm & marine pleasure craft

Superannuation – a large & rapidly growing sector



Market Share



◀BT Panorama - a major strategic investment transforming our wealth business

- ▶ Modern, end-to-end wealth operating system
- ▶ Development commenced October 2012, following 1 year feasibility study
- ▶ 350 people working on program
- ▶ Progressively rolling-out capability using agile development

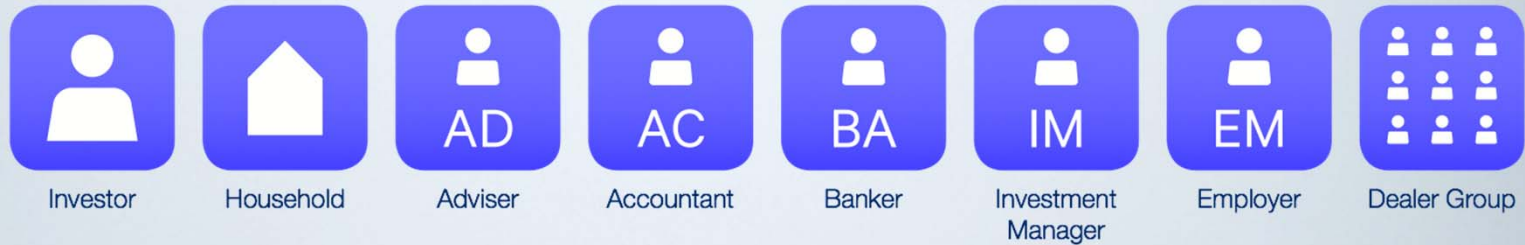
BT Panorama moving to commercialisation phase



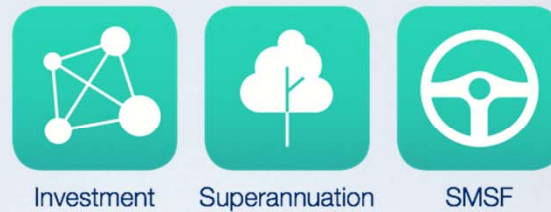
Provides new revenue sources, materially improves productivity, designed for advisors and better supports customers' total financial service needs

BT Panorama – a new wealth operating system

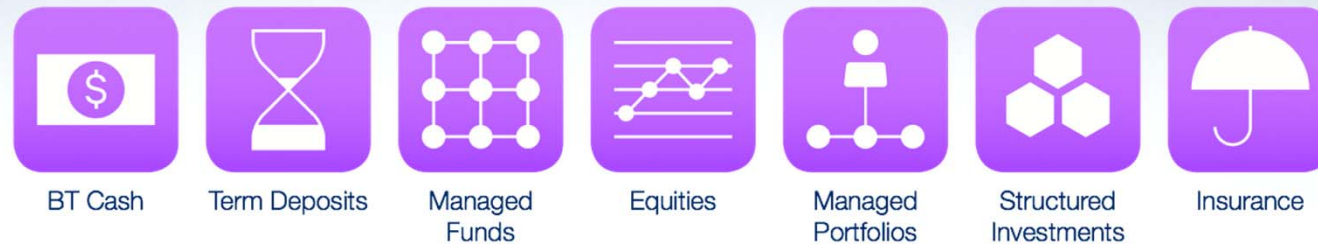
Perspectives



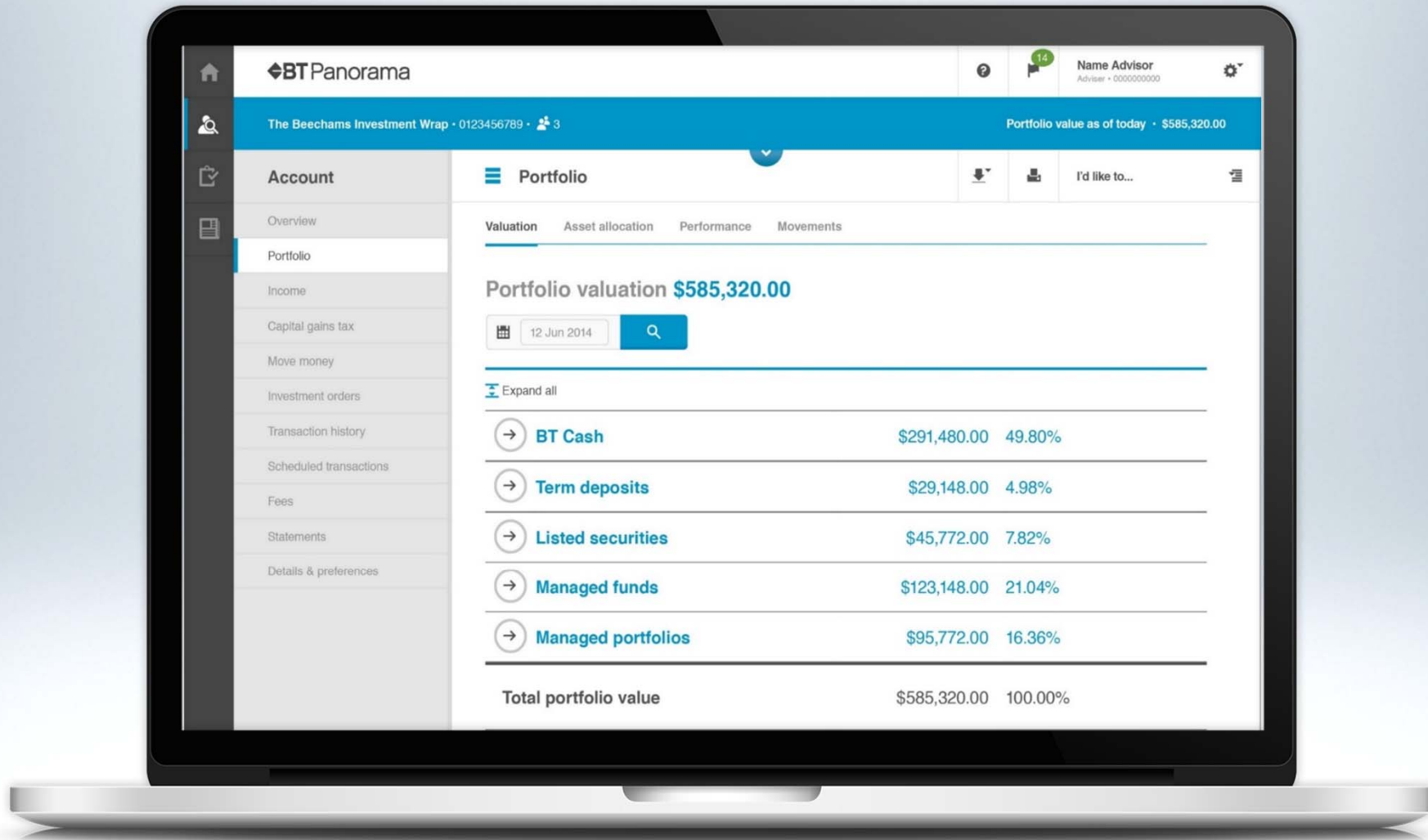
Portfolios



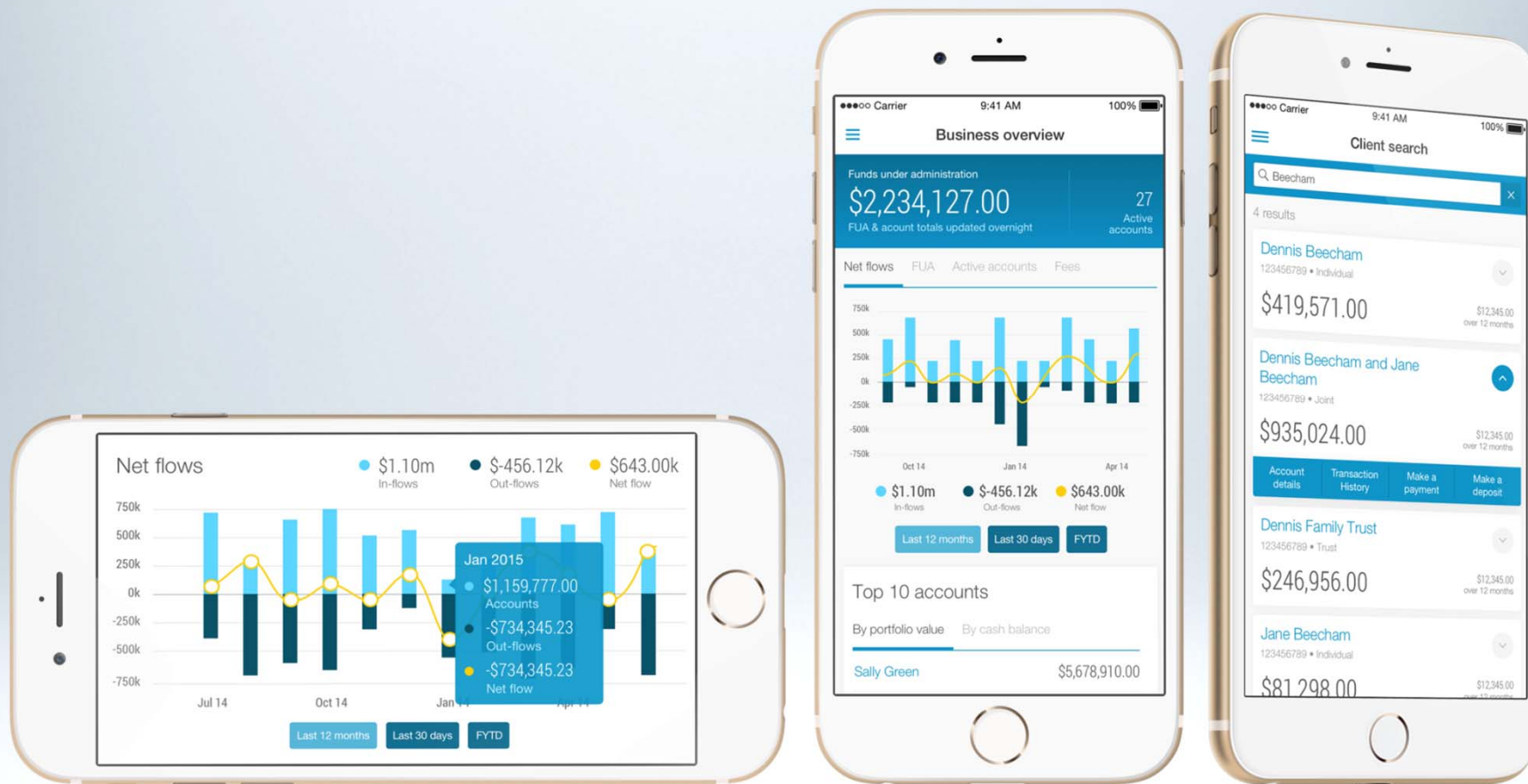
Investments



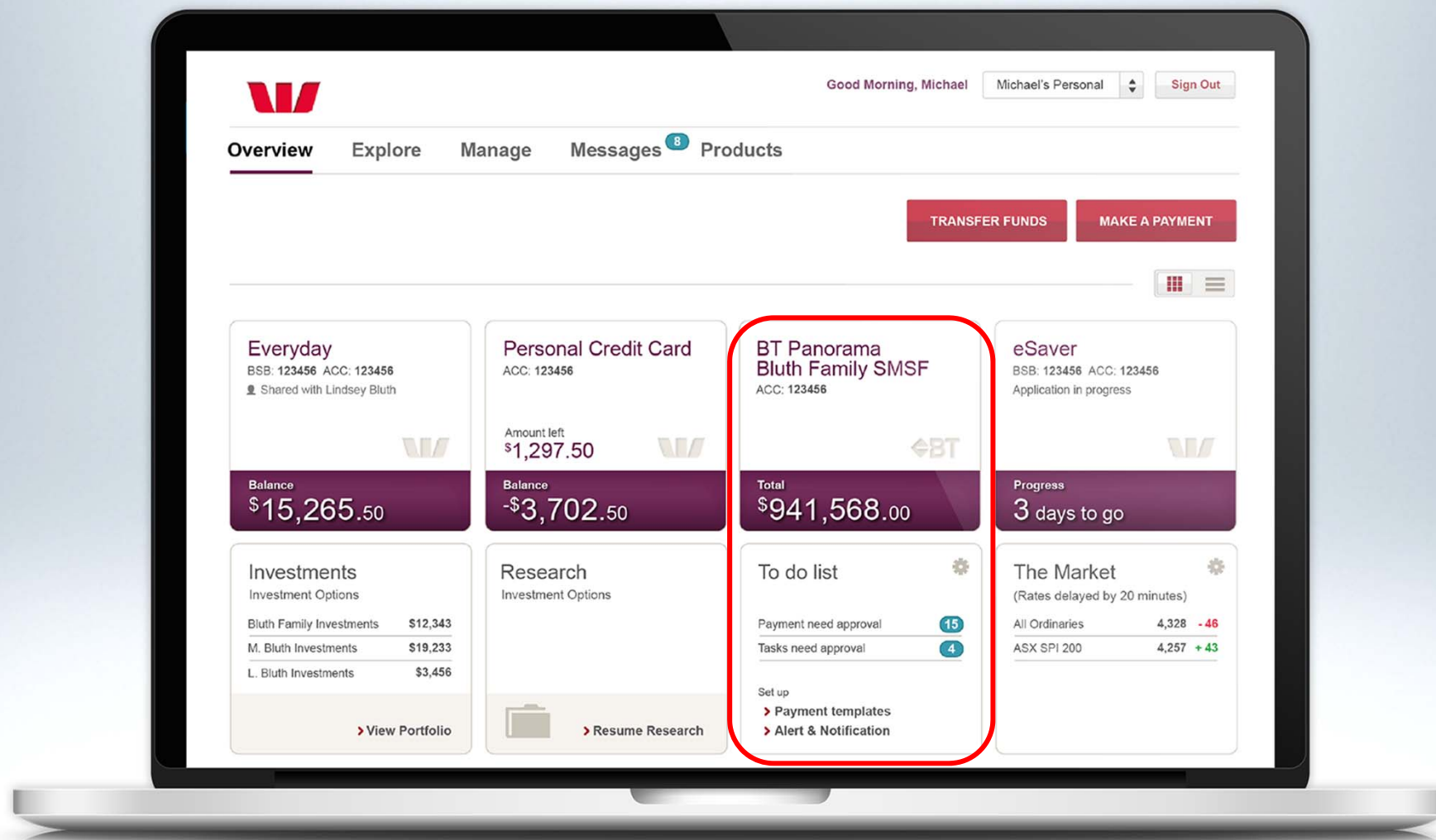
A simplified experience for advisors



Mobile enabled for advisers and investors



Integrated with online banking



BT Panorama - aligns to Customer Service Hub

Channels
(customer interface)

Wealth
BT Panorama

Home ownership

Everyday banking & other products

Customer

Customer Service Hub brings together all the information we have on customers in a way that enables us to accelerate improvements in customer experience across the board

Systems of Record

Benefits

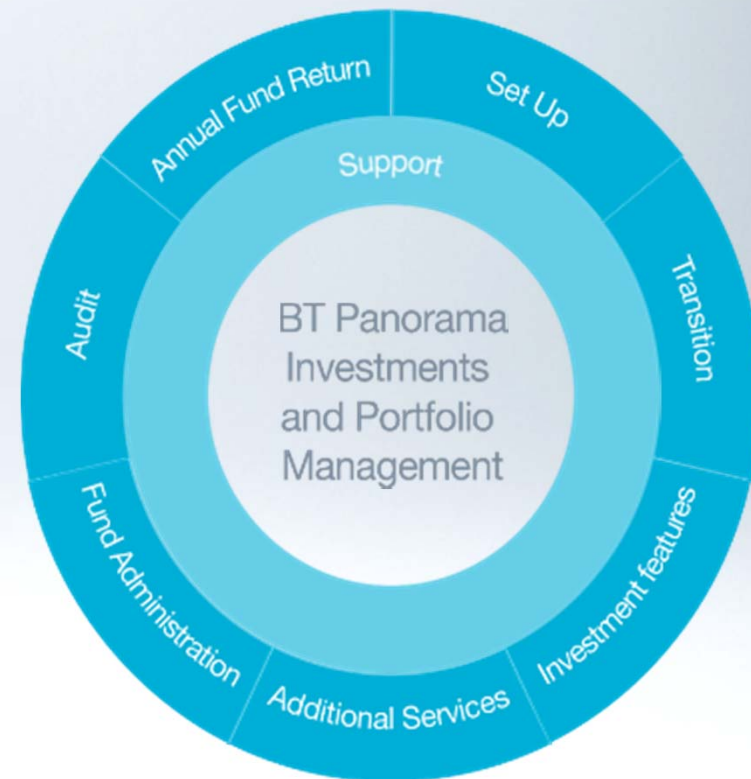
- Integrated wealth system to transform how customers manage, build and protect their wealth across investments, superannuation & SMSFs¹
- Supports individuals, households, advisers, accountants, bankers, and dealer groups
- Delivers banking and wealth integration
- Single origination solution across brands for mortgages, offset accounts and insurance
- Full use of customer data for approval, targeted pricing, special offers with self-service and/or banker support
- Designed to expand across product sets

Panorama simplifies the 'self' in SMSF

SMSF market assets¹ (\$tr)



 **BT Panorama**



BT strongly positioned

- ▶ Proven track record of delivering
- ▶ Leadership in banking / wealth integration
- ▶ Strongly placed to capture growth across the wealth value chain
- ▶ Digital transformation progressing
- ▶ Panorama investment will further extend our Wealth leadership



2015 AFR Smart Investor Blue Ribbon Award for Best Margin Loan - July 2015



2015 CANSTAR 5 Star Rating for Outstanding Value – Online Share Trading (Integrated Account)



2015 CANSTAR Innovation Excellence Award – Key Person Income



World Finance Global Insurance Awards 2015 – Life Company of the Year - BT Financial Group (Westpac Life)

ANZIIF Australian Insurance Industry Awards



Winner: 2015 Young Insurance Professional – Katherine Ashby



Winner: Generation I Youth Development and Employer of the Year - 2015



The Heron Partnership – 5 Star Quality Rating 2015

- BT Business Super
- BT Lifetime Super - Employer Plan
- BT Super for Life
- BT SuperWrap Essentials Personal Super Plan
- BT SuperWrap Personal Super Plan



Chant West - 5 Apples Rating 2015

- BT Lifetime Super – Employer Plan
- BT Super for Life



World's Best Contact Centre 2015 by ContactCentreWorld



Best Private Bank in Australia, 2015 Global Private Banking Awards - Westpac

Key metrics providers

Australian customers with wealth products metrics provider

Data based on Roy Morgan Research, Respondents aged 14+ and 12 month average to Sept. 2015. Wealth penetration is defined as the proportion of Australians who have a Deposit or Transaction Account, Mortgage, Personal Lending or Major Card with a Banking Group and also have Managed Investments, Superannuation or Insurance with the same Banking Group

WRBB includes Asgard, Bank of Melbourne (until Jul 2011), BT, Bankers Trust, BT Financial Group, Challenge Bank, RAMS (until Dec 2011), Rothschild, Sealcorp and Westpac

St. George includes Advance Bank, Asgard, BankSA, Bank of Melbourne (from Aug 2011), Dragondirect, Sealcorp, St. George and RAMS (from Jan 2012)

Westpac Group includes Bank of Melbourne, BT, Bankers Trust, BT Financial Group, Challenge Bank, RAMS, Rothschild, Westpac, Advance Bank, Asgard, BankSA, Barclays, Dragondirect, Sealcorp and St. George

'Peers includes: ANZ Group, CBA Group, NAB Group, WRBB and St. George'

Disclaimer

The material contained in this presentation is intended to be general background information on Westpac Banking Corporation (Westpac) and its Australian wealth division BT Financial Group, and their activities. The information is supplied in summary form and is therefore not necessarily complete. It is not intended that it be relied upon as advice to investors or potential investors, who should consider seeking independent professional advice depending upon their specific investment objectives, financial situation or particular needs. The material contained in this presentation may include information derived from publicly available sources that have not been independently verified. No representation or warranty is made as to the accuracy, completeness or reliability of the information.

All amounts are in Australian dollars unless otherwise indicated.

Unless otherwise noted, financial information in this presentation is presented on a cash earnings basis. Cash earnings is a non-GAAP measure. Refer to Westpac's Full Year 2015 Financial Results (incorporating the requirements of Appendix 4E) for the full year ended 30 September 2015 available at www.westpac.com.au for details of the basis of preparation of cash earnings.

This presentation contains statements that constitute "forward-looking statements" within the meaning of Section 21E of the US Securities Exchange Act of 1934. Forward-looking statements are statements about matters that are not historical facts. Forward-looking statements appear in a number of places in this presentation and include statements regarding our intent, belief or current expectations with respect to our business and operations, market conditions, results of operations and financial condition, including, without limitation, future loan loss provisions, financial support to certain borrowers, indicative drivers, forecasted economic indicators and performance metric outcomes.

We use words such as 'will', 'may', 'expect', 'indicative', 'intend', 'seek', 'would', 'should', 'could', 'continue', 'plan', 'probability', 'risk', 'forecast', 'likely', 'estimate', 'anticipate', 'believe', or similar words to identify forward-looking statements. These forward-looking statements reflect our current views with respect to future events and are subject to change, certain risks, uncertainties and assumptions which are, in many instances, beyond our control, and have been made based upon management's expectations and beliefs concerning future developments and their potential effect upon us. There can be no assurance that future developments will be in accordance with our expectations or that the effect of future developments on us will be those anticipated. Actual results could differ materially from those which we expect, depending on the outcome of various factors. Factors that may impact on the forward-looking statements made include, but are not limited to, those described in the section titled 'Risk factors' in Westpac's Annual Report for year ended 30 September 2015 available at www.westpac.com.au. When relying on forward-looking statements to make decisions with respect to us, investors and others should carefully consider such factors and other uncertainties and events. We are under no obligation to update any forward-looking statements contained in this presentation, where as a result of new information, future events or otherwise, after the date of this presentation.