

Investor Discussion Pack

Shayne Elliott
Chief Financial Officer

**AUSTRALIA AND NEW ZEALAND
BANKING GROUP LIMITED**

September 2013



Delivering ANZ's strategy

Super Regional Strategy

To become the best connected and most respected bank across the region

Strengthen our position in Australia & New Zealand

Capture faster growing regional flows in trade, capital and wealth

Diversify revenue streams by product, geography and customer

Drive operational efficiency and productivity

Manage risk, balance sheet and capital to drive superior return for shareholders

Focused on differentiated growth, productivity and shareholder returns

1. Growth

Diversified, low risk growth outcomes and opportunities

2. Productivity

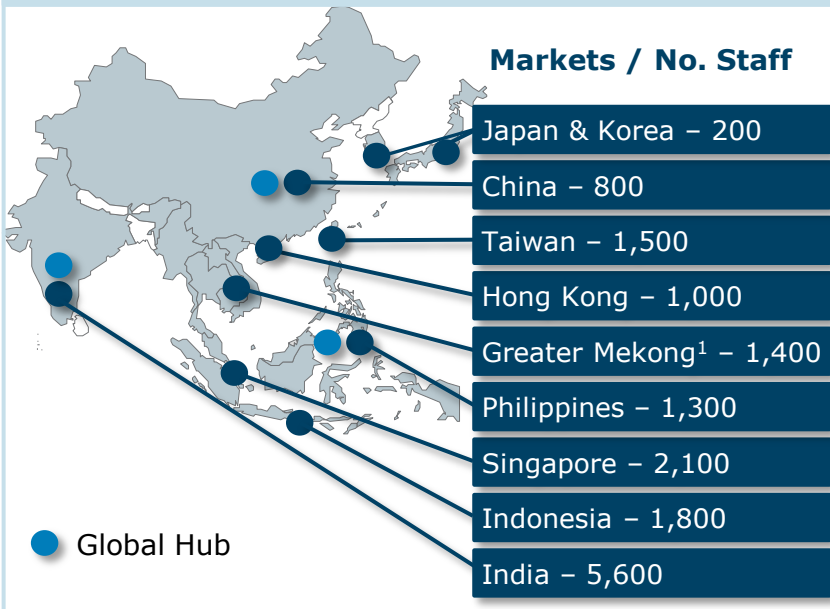
Step change in productivity and cost management

3. Shareholder Returns

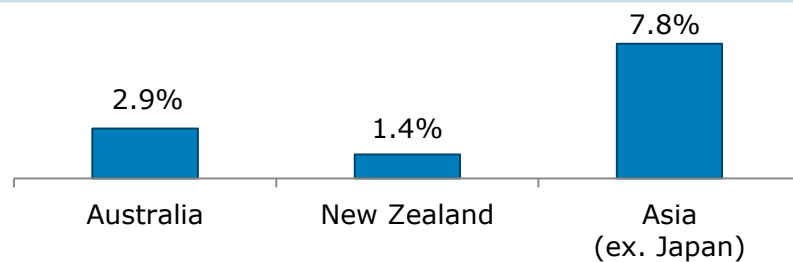
Driving improved ROE and shareholder returns

Our differentiated strategy is delivering for shareholders and customers

ANZ has built a substantial business in Asia



Average 5 year GDP growth



Established network to support faster growing regional flows in trade, capital and wealth

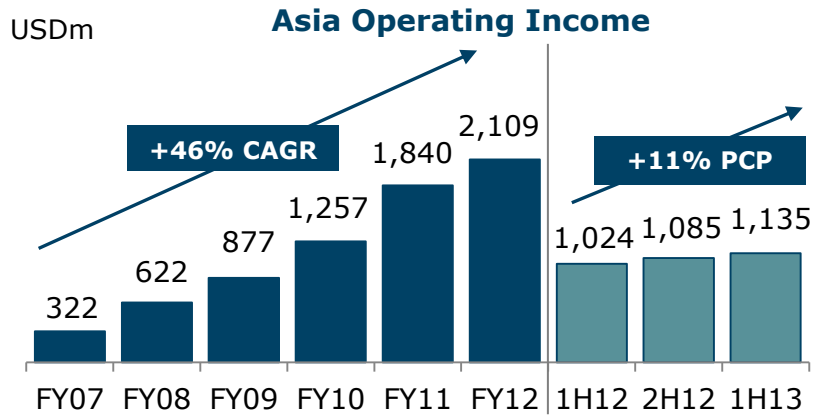


Source: World Trade Organisation

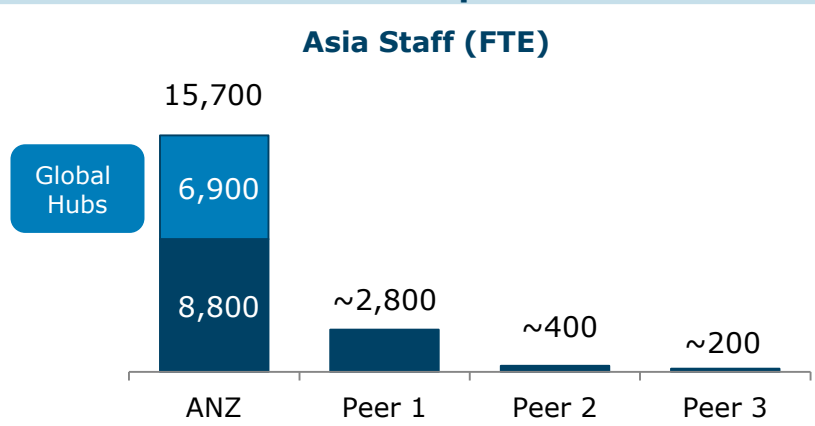
1. Greater Mekong includes Vietnam, Cambodia & Laos.

We have built scale, capability and momentum in Asia

ANZ has built a substantial business in Asia

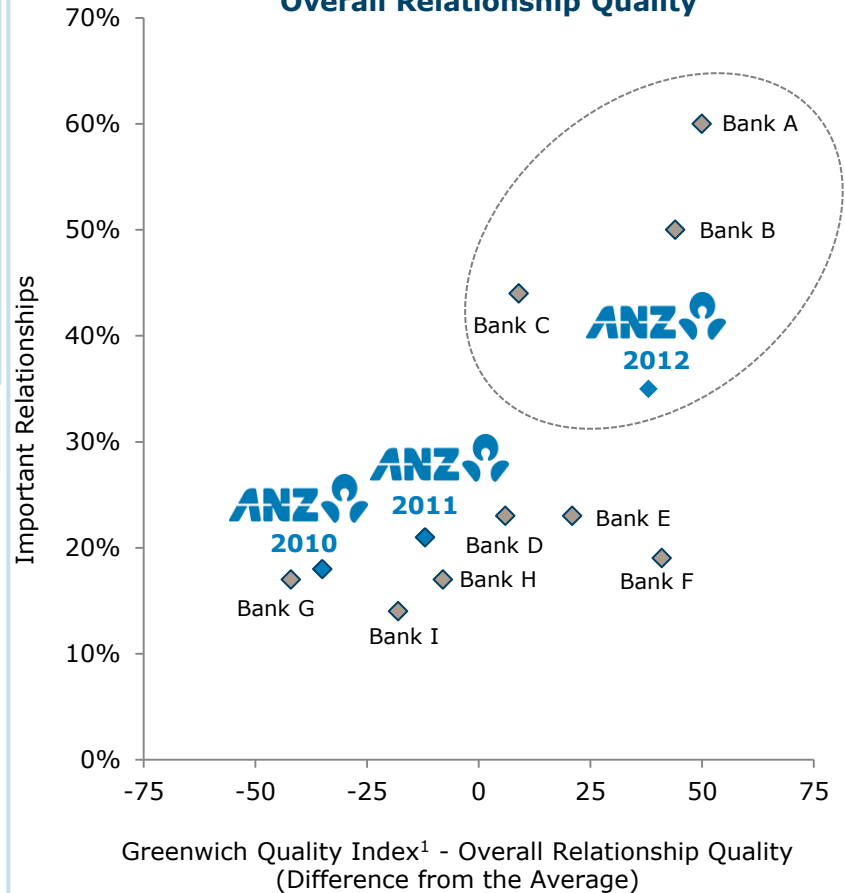


Significantly larger presence than domestic peers



A top 4 Corporate Bank in Asia

Greenwich Associates Large Corporate Survey Overall Relationship Quality



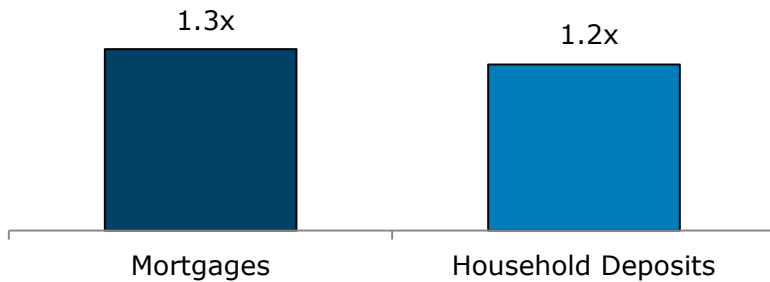
1. The Greenwich Quality Index score is based upon a normalized composite of all qualitative evaluations transformed to a scale of 0 to 1,000 with the difference from the average shown. Note: Cross-hairs are calculated by the average of the banks shown in graph.



Diversified, low risk growth outcomes and opportunities

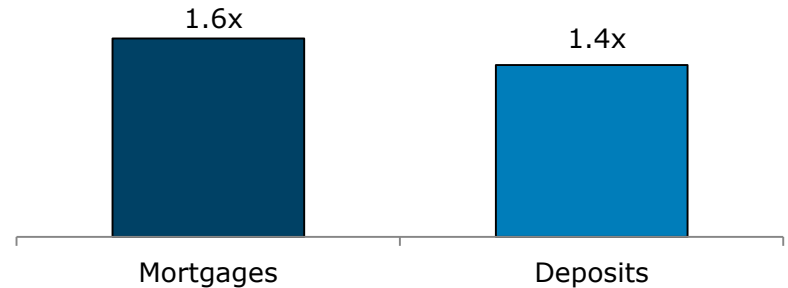
Australia

12 month growth vs system¹



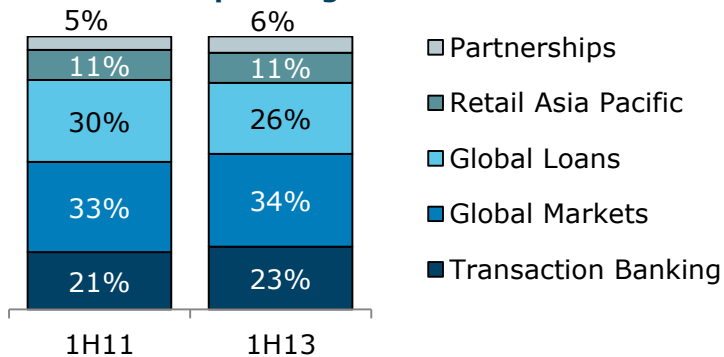
New Zealand

12 month growth vs system²



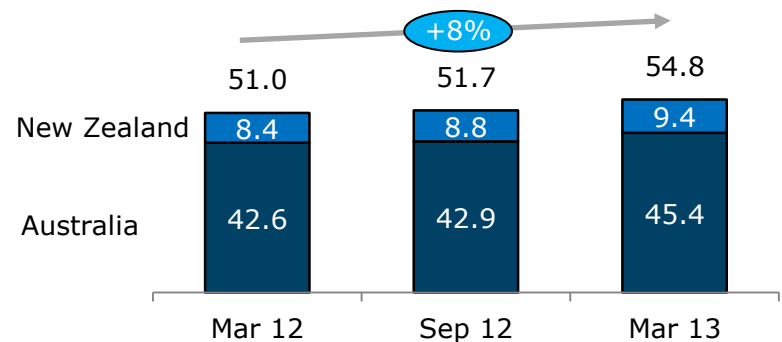
International & Institutional Banking

Operating Income Mix 1H13



Global Wealth

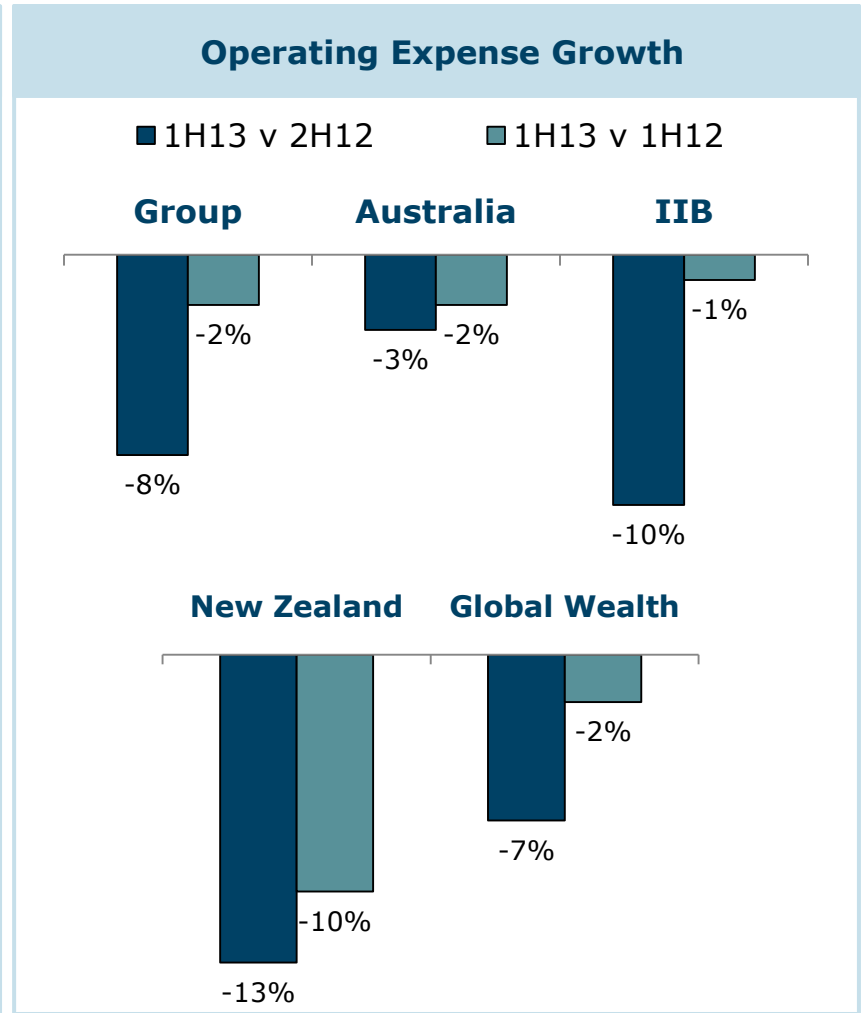
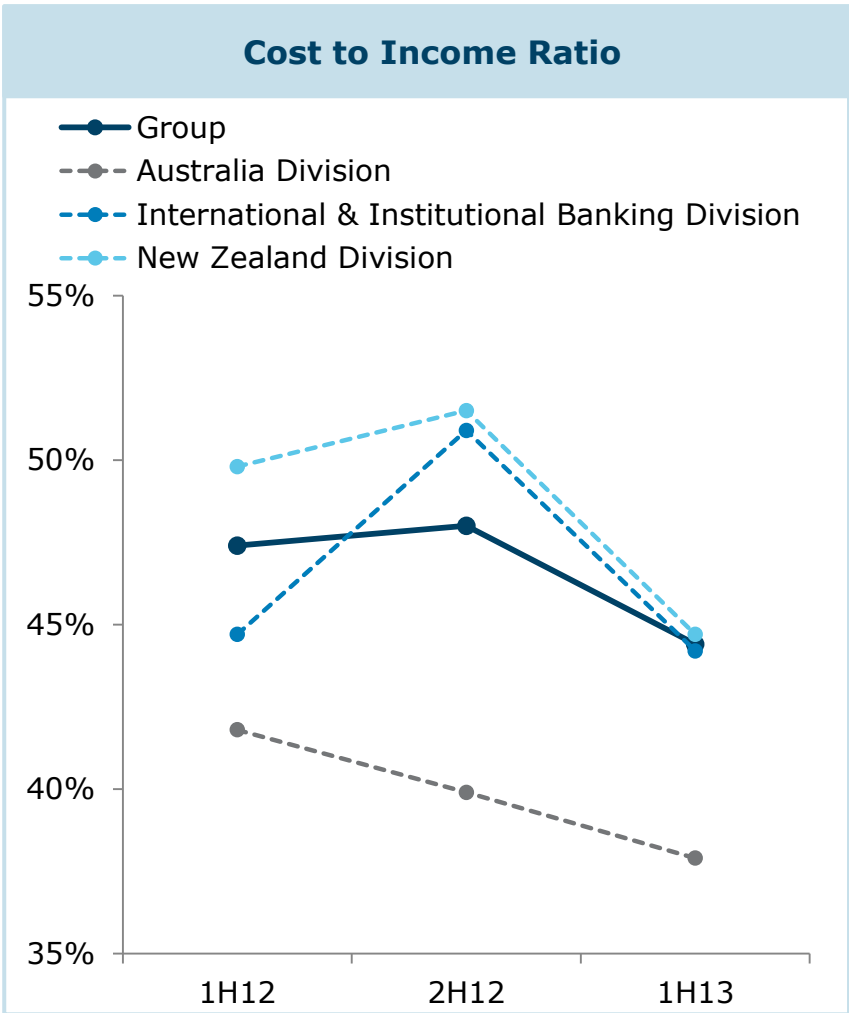
Funds Under Management (\$b)



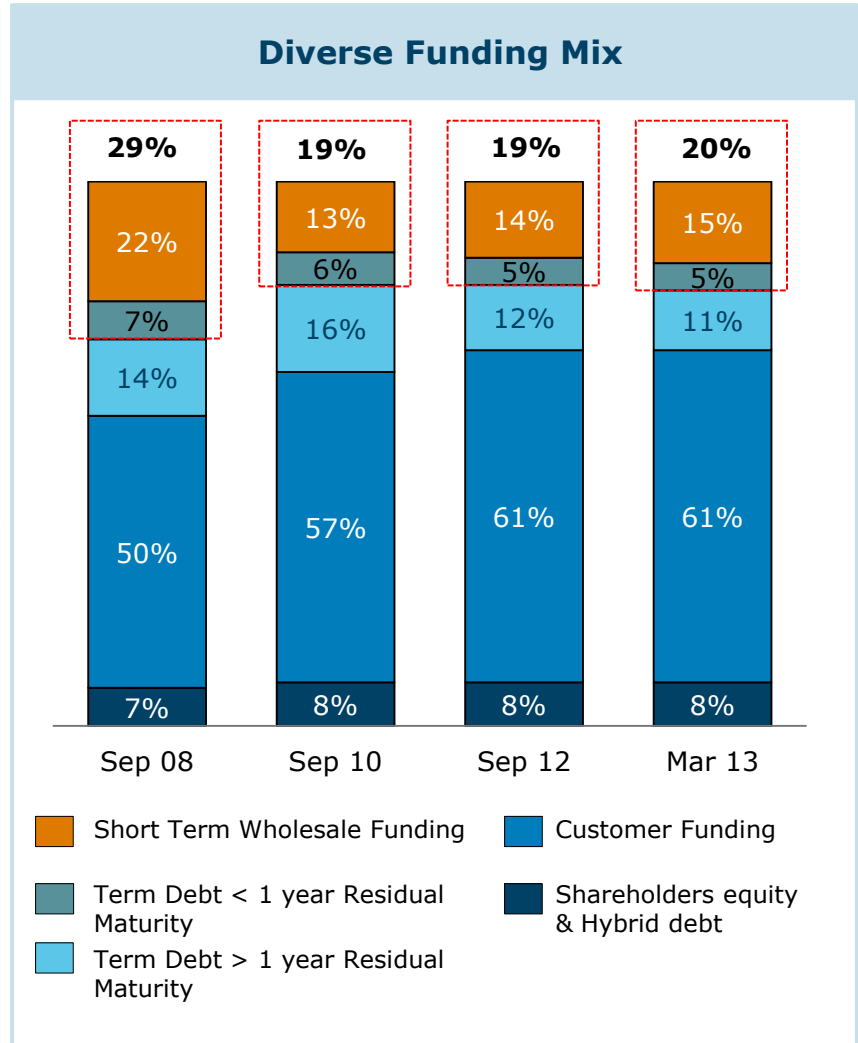
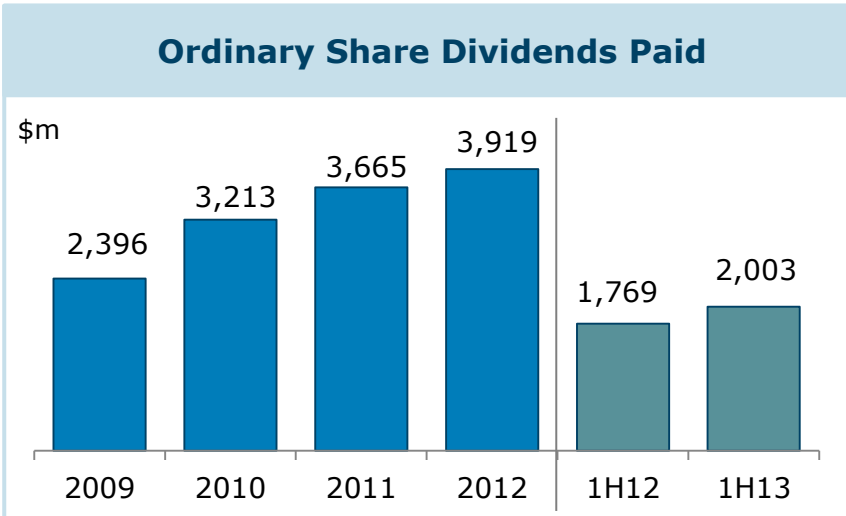
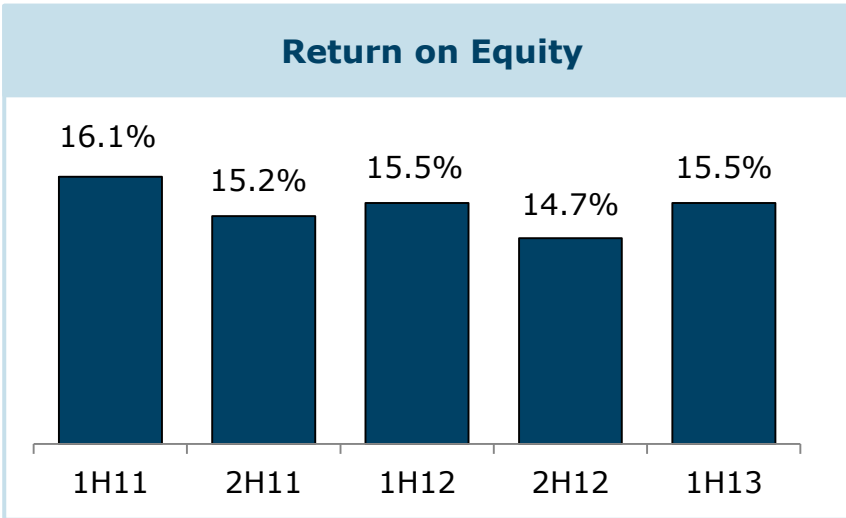
1. Source: Mortgage system based on RBA data. Household deposit system based on APRA banking statistics.

2. Source: RBNZ, Share of all providers. Mortgages at February 2013, Deposits as at December 2012

Step change in productivity and cost management



Shareholders are benefitting from ANZ's momentum driving increased returns



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HALF YEAR RESULTS

AUSTRALIA AND NEW ZEALAND
BANKING GROUP LIMITED

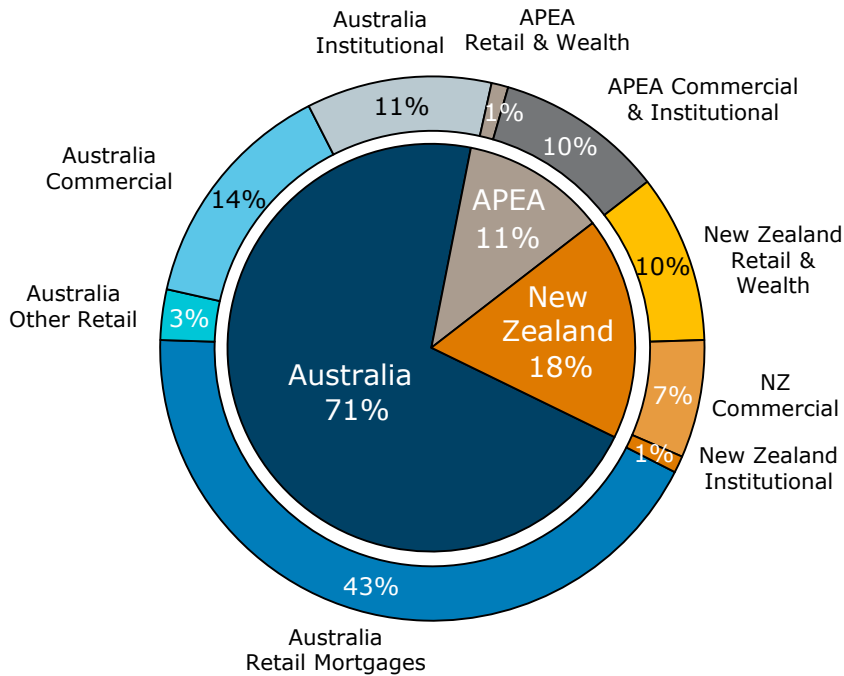
30 April 2013

Balance Sheet & Treasury

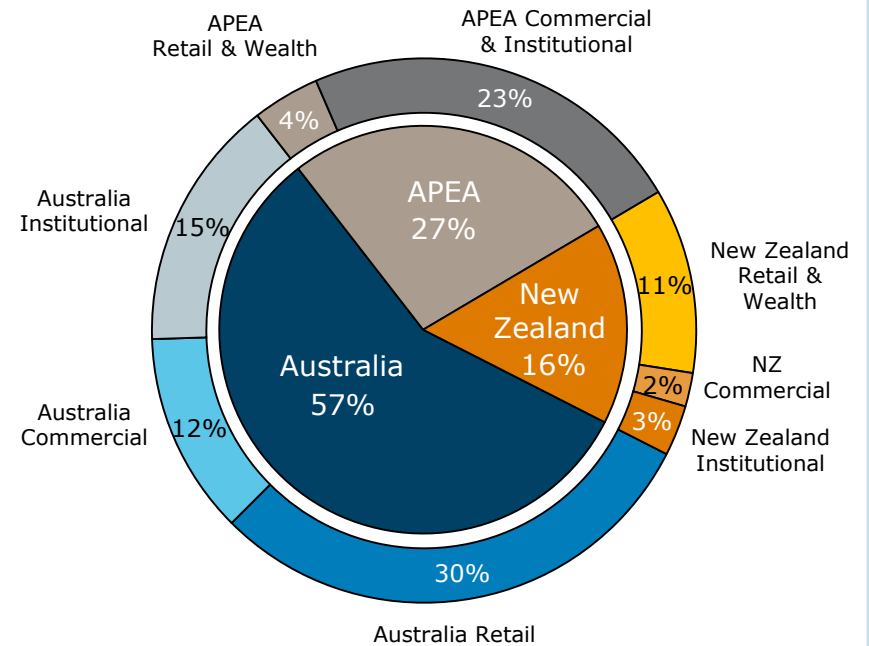


Balance Sheet composition by Geography

Customer Lending¹ by Geography



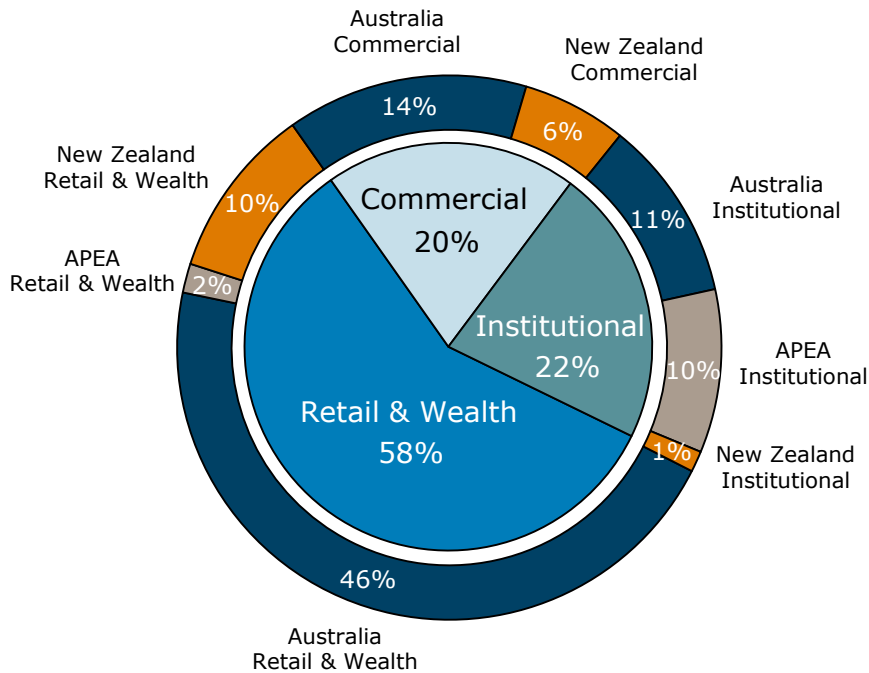
Customer Deposits by Geography



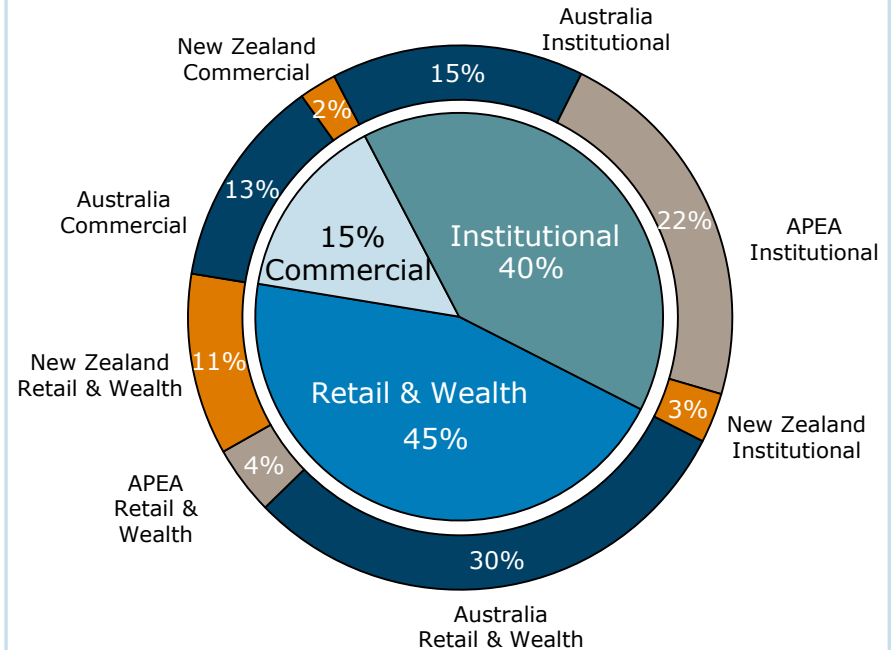
1. Customer lending represents Net Loans & Advances including acceptances

Balance Sheet composition by Segment

Customer Lending¹ by Segment

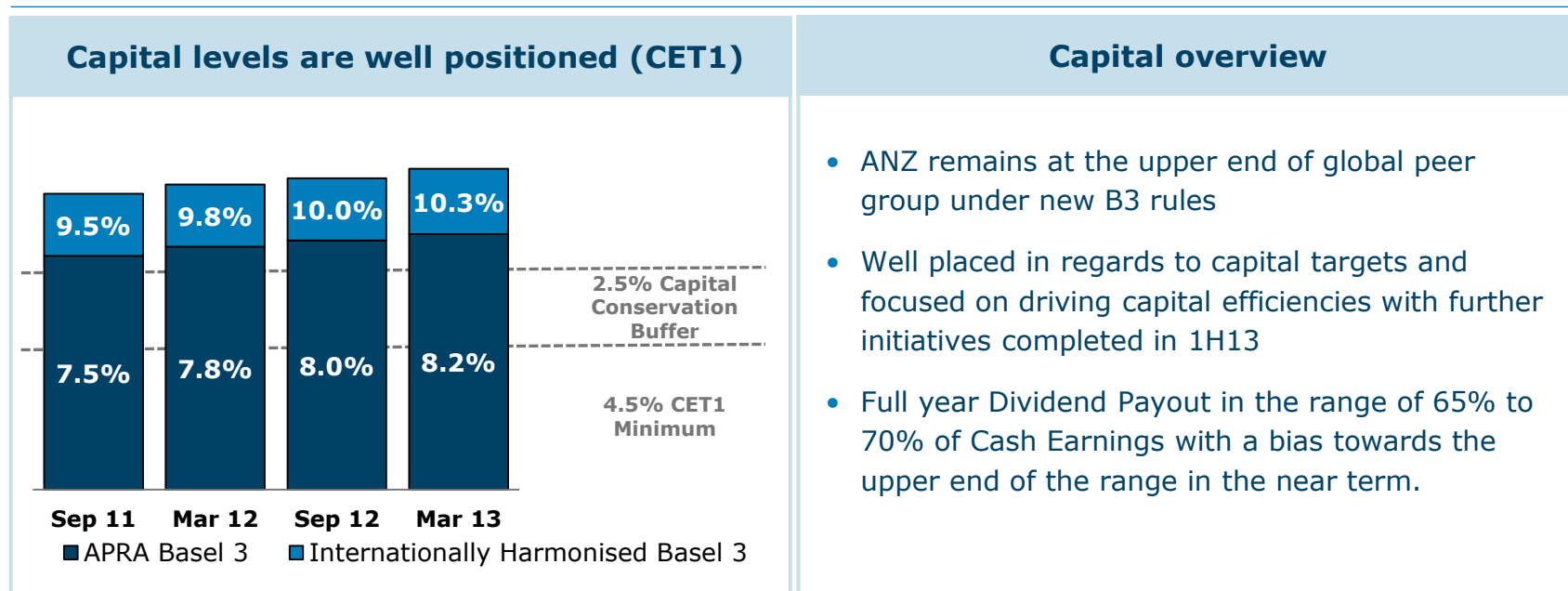


Customer Deposits by Segment



1. Customer lending represents Net Loans & Advances including acceptances

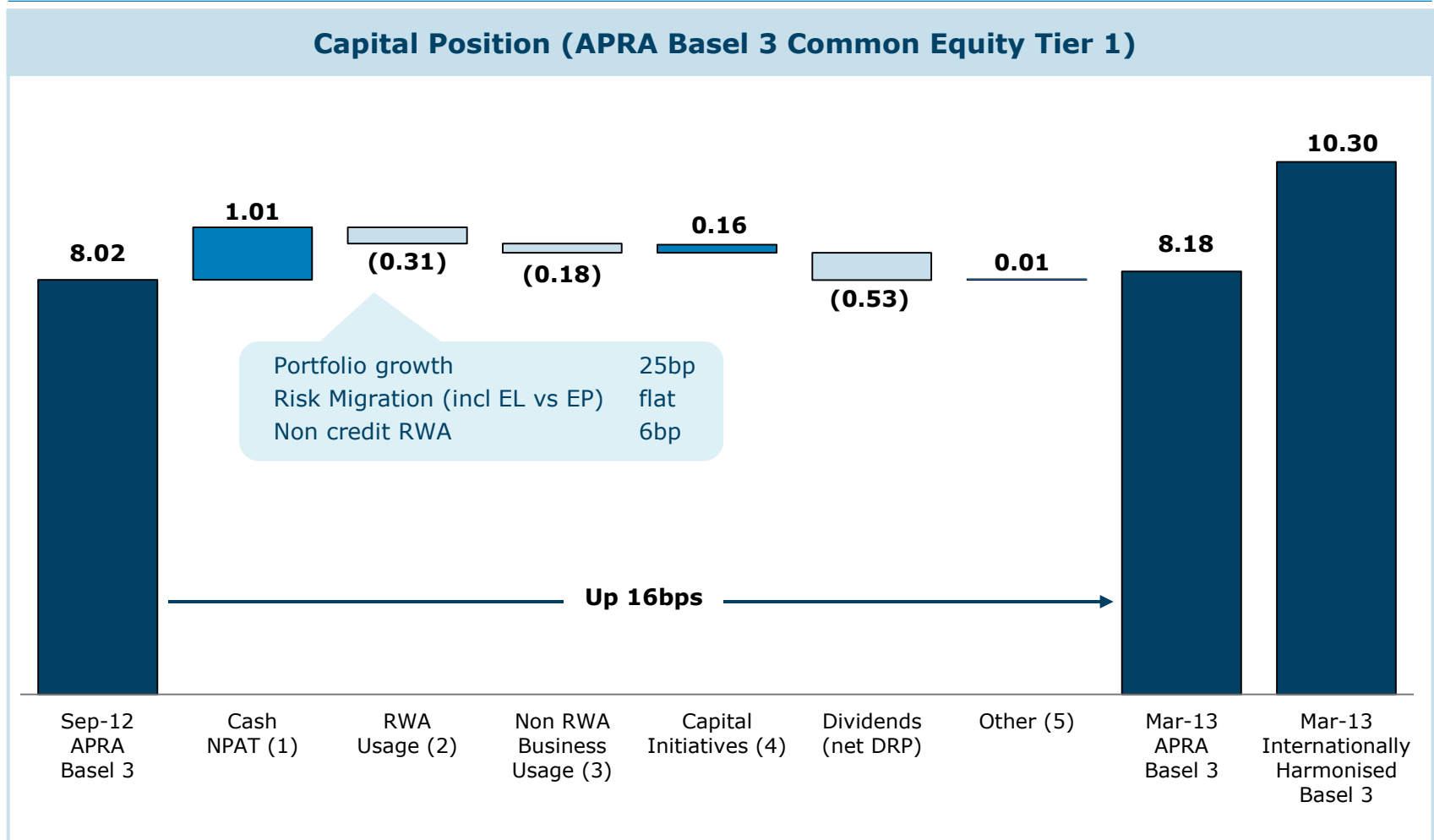
Strongly capitalised under new Basel 3 rules



Capital position reconciliation under Basel 3

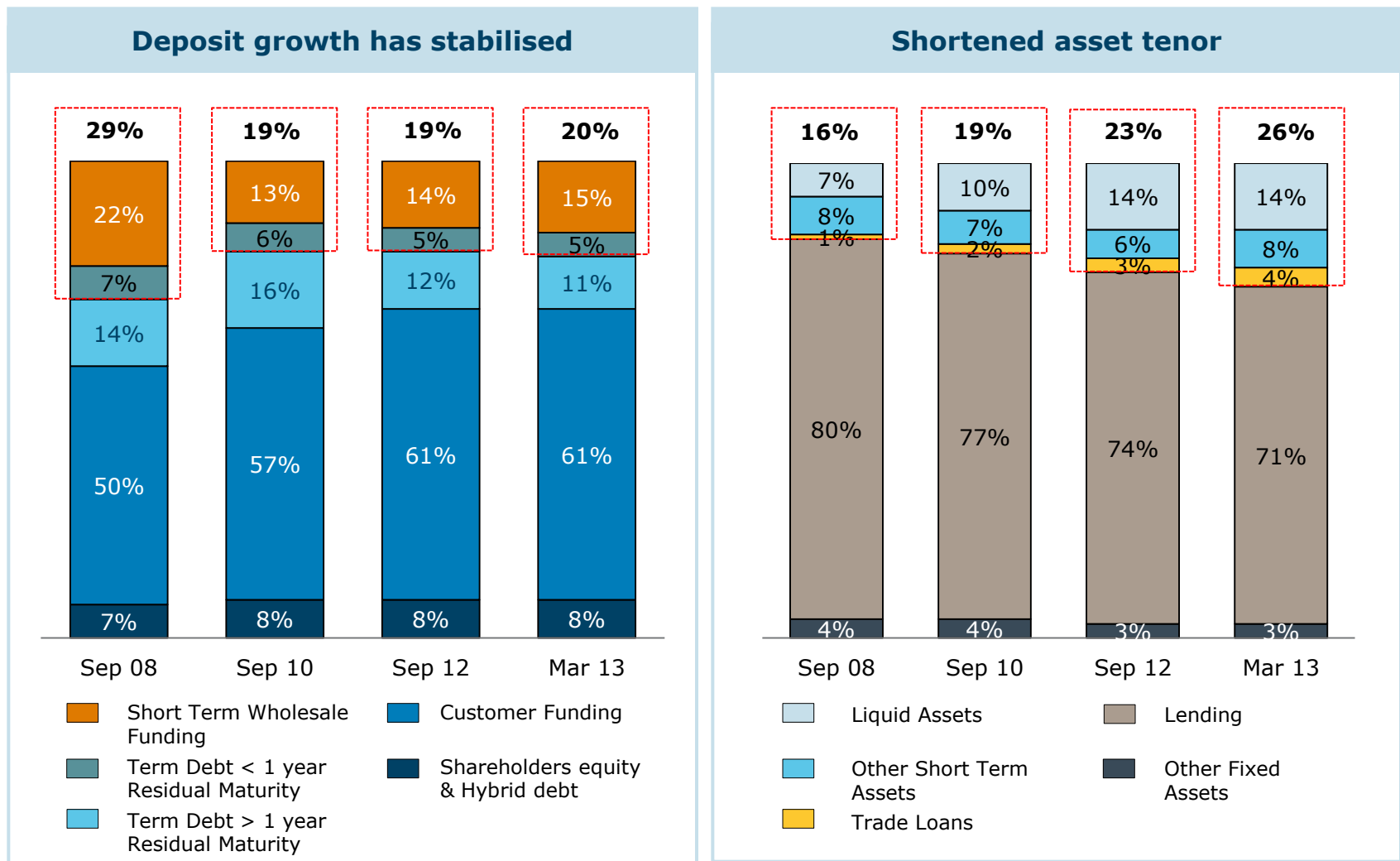
	CET1	Tier-1	Total Capital
Mar-13 APRA	8.2%	9.8%	11.7%
10% allowance for investments in insurance subs and ADIs	0.8%	0.8%	0.7%
Mortgage 20% LGD floor and other measures	0.4%	0.5%	0.6%
IRRBB RWA (APRA Pillar 1 approach)	0.4%	0.5%	0.5%
Up to 5% allowance for deferred tax asset	0.2%	0.2%	0.2%
Other capital items	0.3%	0.3%	0.3%
Mar-13 Internationally Harmonised	10.3%	12.1%	14.0%

Organic capital generation and capital initiatives have improved capital levels



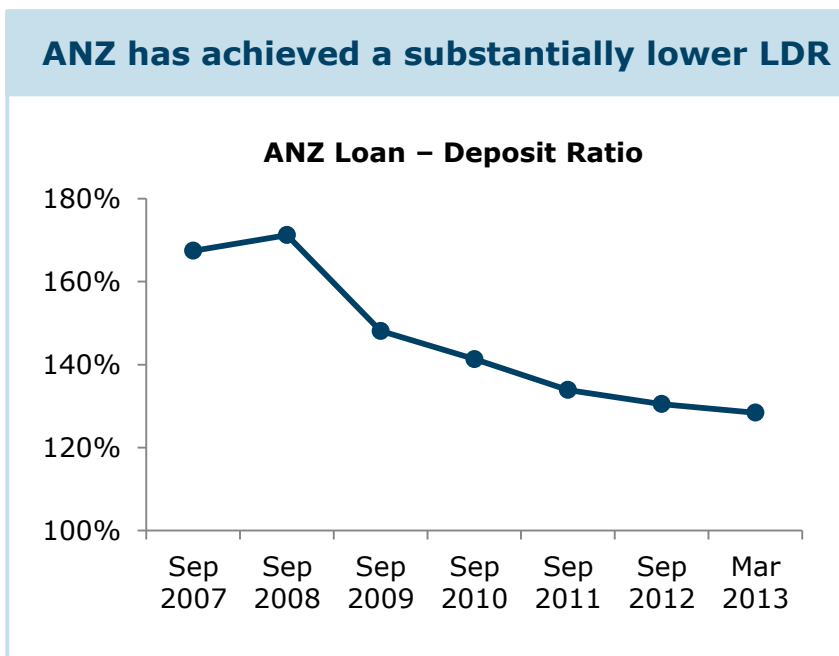
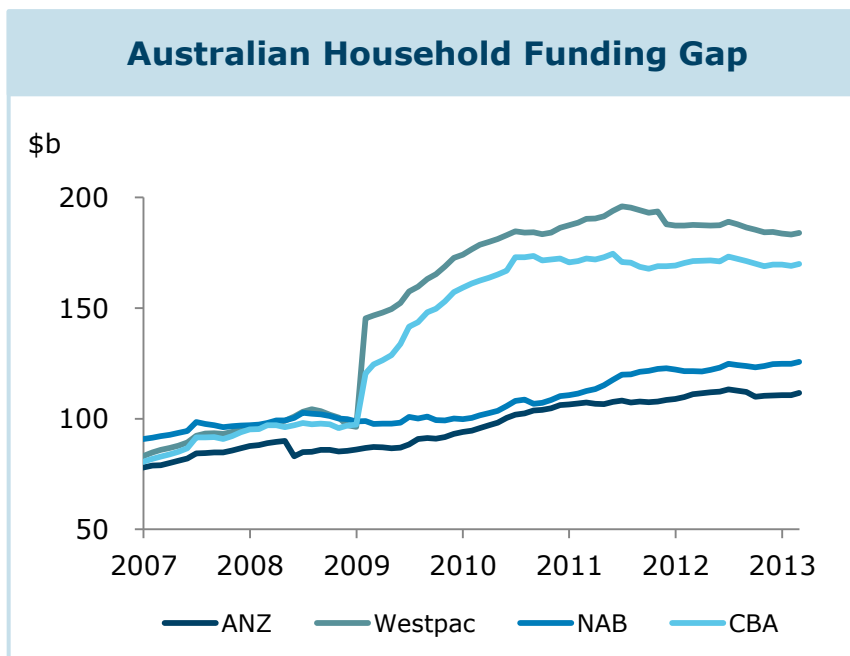
1. Cash earnings net of pref shares. 2. Includes impact of expected loss versus eligible provision shortfall 3. Includes capital retention of deconsolidated entities, capitalised software (before write off) and other intangibles. 4. Includes external refinancing of ANZ Wealth. 5. Includes net FX, Non-Core NPAT items, portfolio data review, net deferred tax assets.

Structural liquidity position strengthened – driven by growth in customer funding and shortened asset tenor



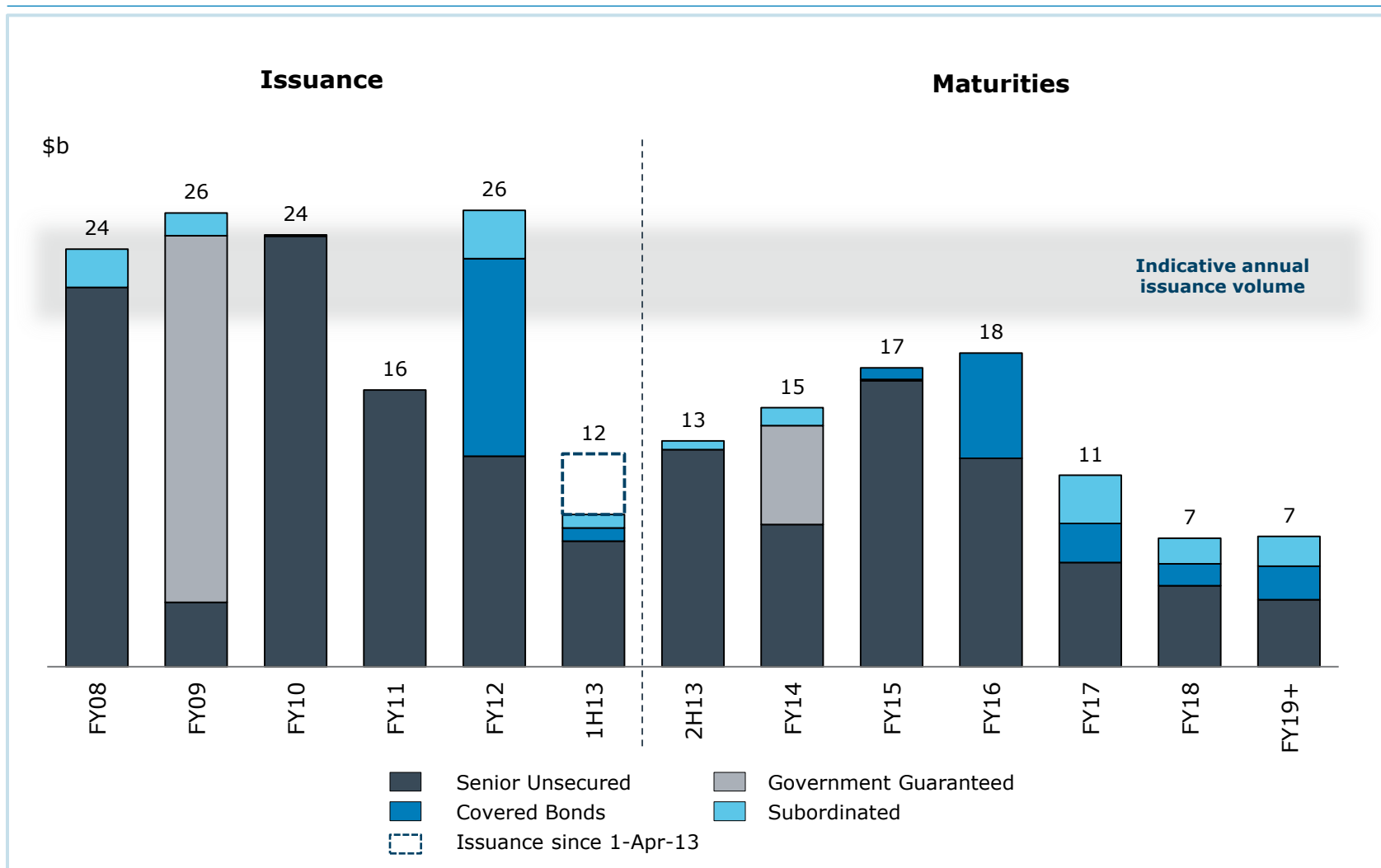
Lowest structural funding gap provides funding flexibility

	ANZ	Westpac	NAB	CBA
Loan – Deposit Ratio (%)	128%	148%	146%	141%
Loan – Deposit Gap (\$b)	97	167	156	157
Australia Household Funding Gap (\$b)	112	184	126	170



Source: APRA (Feb 13) and latest bank published financial statements

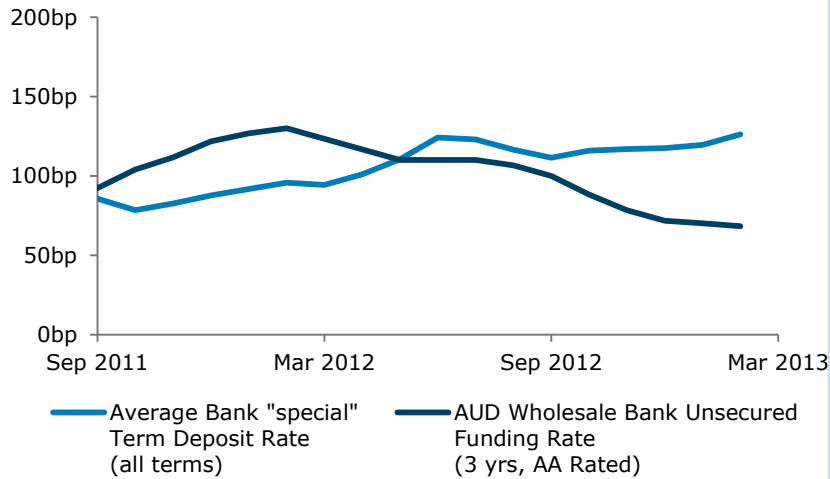
A sustainable term wholesale funding profile



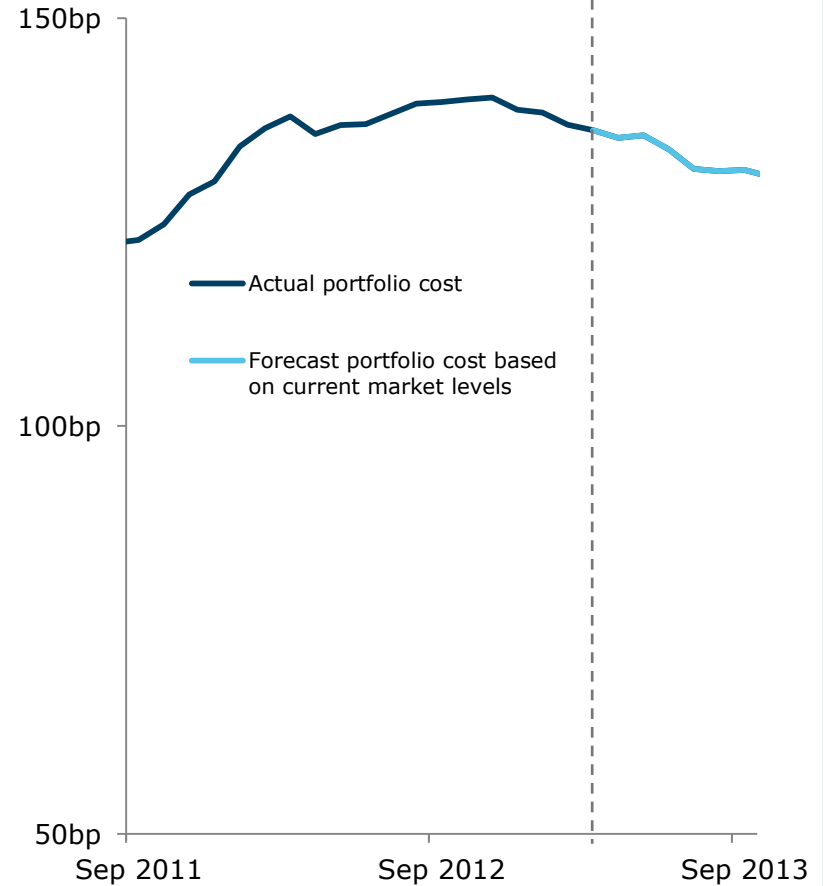
Note: Funding shown in year of issuance. Includes transactions with a call date or maturity date greater than 12 months at time of issue.

Portfolio wholesale funding costs stabilising, deposit costs remain relatively high

Retail deposit and wholesale funding margins (to 3mth BBSW)



Term Wholesale Funding Portfolio Costs



Spread between retail deposit rates and wholesale funding rates

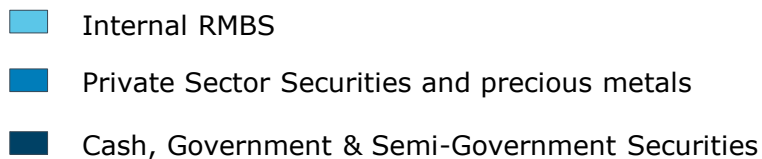
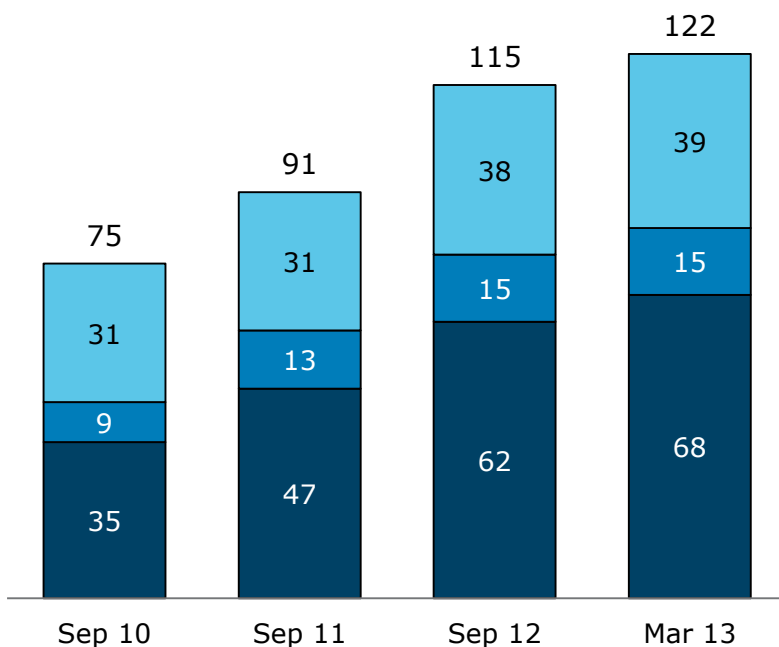


Source: RBA, ANZ (3 month rolling averages)



Strong liquid asset position

Liquidity Portfolio



Basel 3 Liquidity Rules

- In January 2013, the Basel Committee announced revised details on the Liquidity Coverage Ratio ("LCR") including amendments to the outflow assumptions
- APRA is yet to finalise the LCR requirements for Australian banks, although this is expected shortly
- As a result of the shortage of HQLA (including Government bonds) in Australia, banks will be permitted to meet some of their liquidity requirement via the Committed Liquidity Facility ("CLF")
- The size and availability of the CLF has yet to be agreed with APRA and the RBA

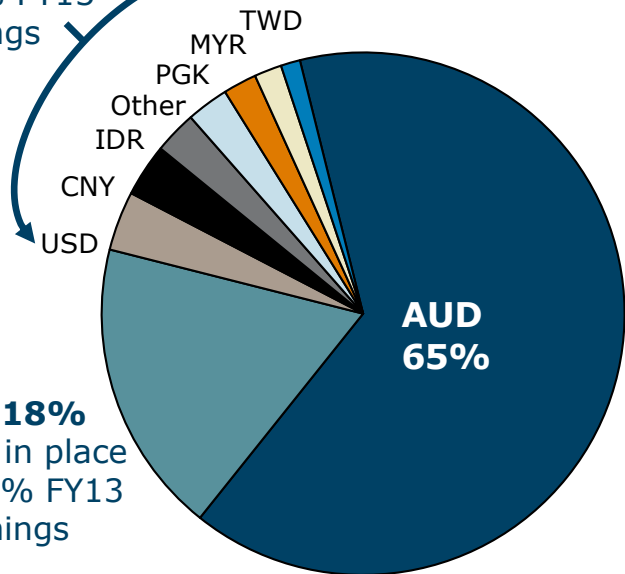
Hedging has partially offset the impact on earnings of sustained \$A strength

1H13 Earnings composition by Currency

Non AUD & NZD

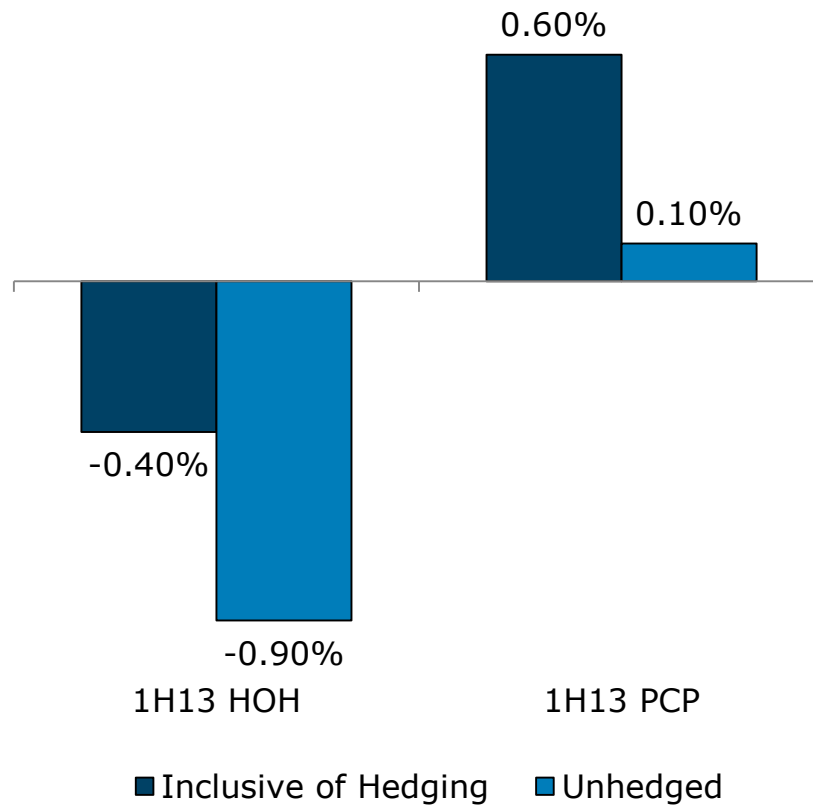
17%

Hedges in place for ~70% FY13 earnings



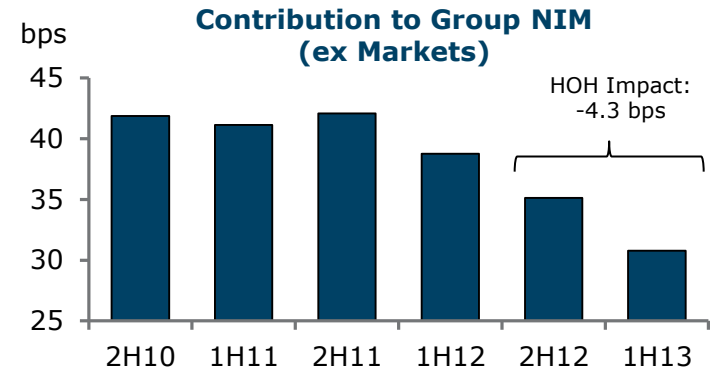
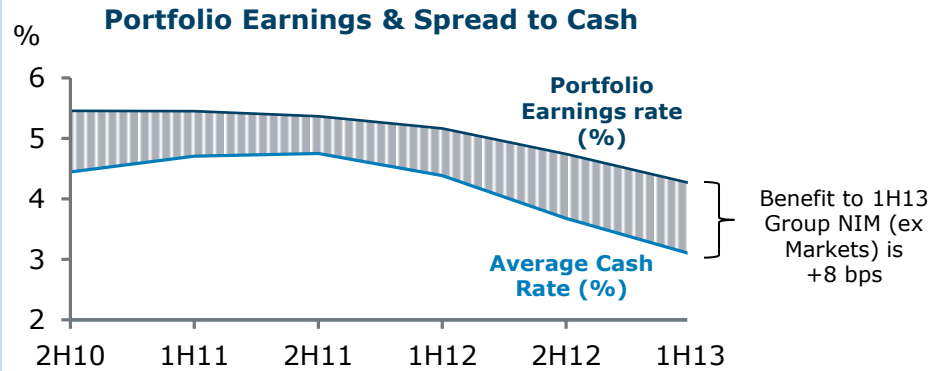
NZD 18%
Hedges in place for ~70% FY13 earnings

EPS impact from Hedging

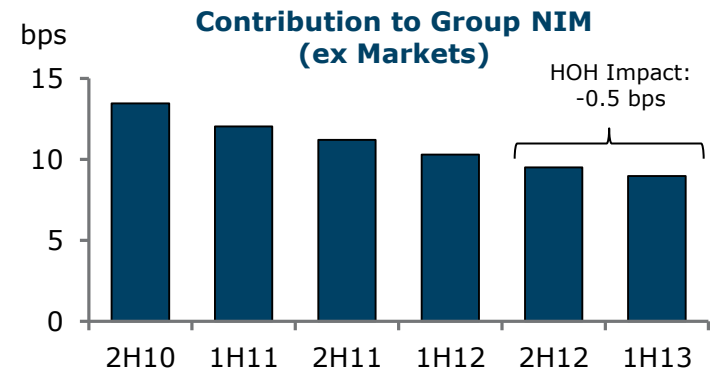
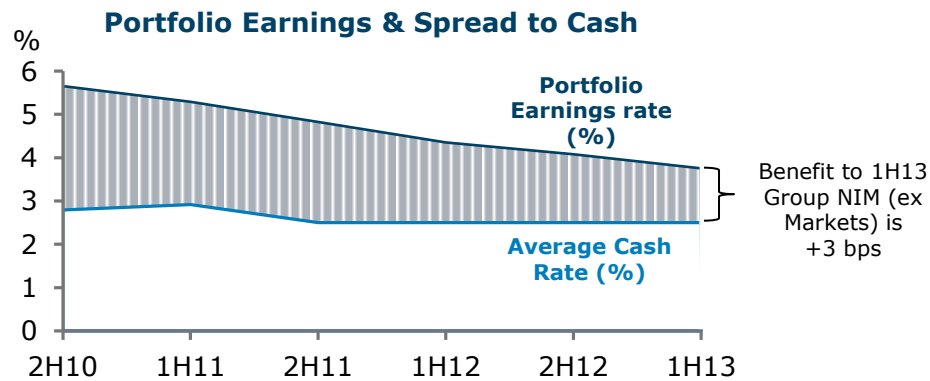


Capital and Replicating Portfolio – Earnings impacted by lower interest rates, but portfolio management mitigates full impact

Australia Capital and Replicating Portfolio



New Zealand Capital and Replicating Portfolio



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HALF YEAR RESULTS
AUSTRALIA AND NEW ZEALAND
BANKING GROUP LIMITED

30 April 2013

Investor Discussion Pack
Risk Management

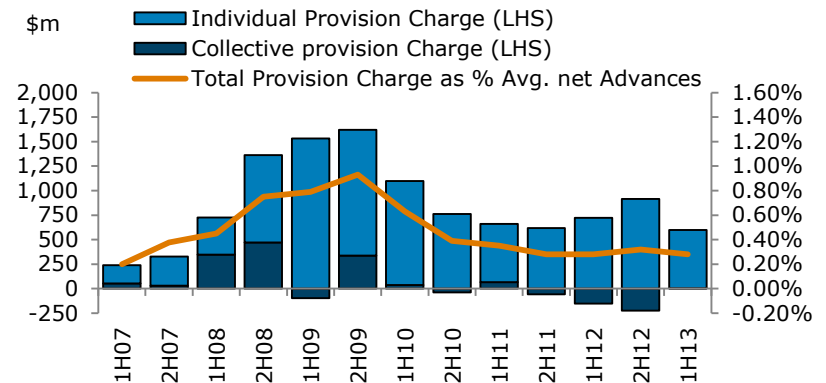


Credit quality in line with expectations

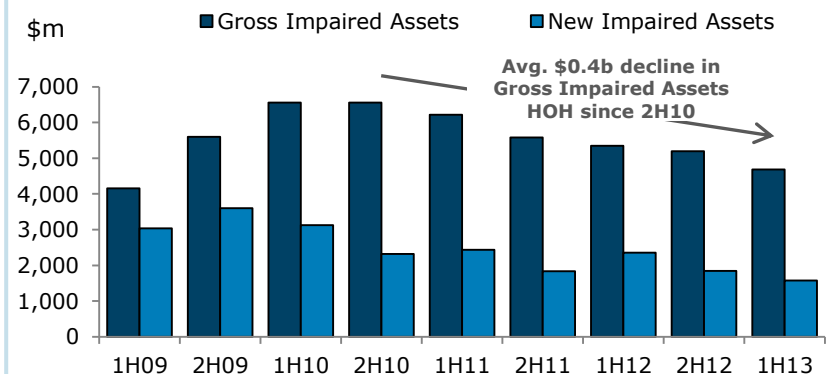
Credit Quality trends

- The 1H13 Provision charge of \$599m represents a 13% reduction HOH
- This lower Provision charge driven by reduction in both new individual provisions and top-up provisions to existing impaireds
- ANZ remains appropriately provided for the collective provision ratio at 1.01% following the introduction of APRA Basel III standards (1.06% on a Basel II basis)
- This coverage level reflects the ongoing improvement in credit quality of the Group's portfolio
- New impaired assets declined 15% HOH to \$1.6b, with all divisions seeing HOH reductions in new impaireds
- Gross impaired assets reduced 10% HOH to \$4.7b

Provision Charge

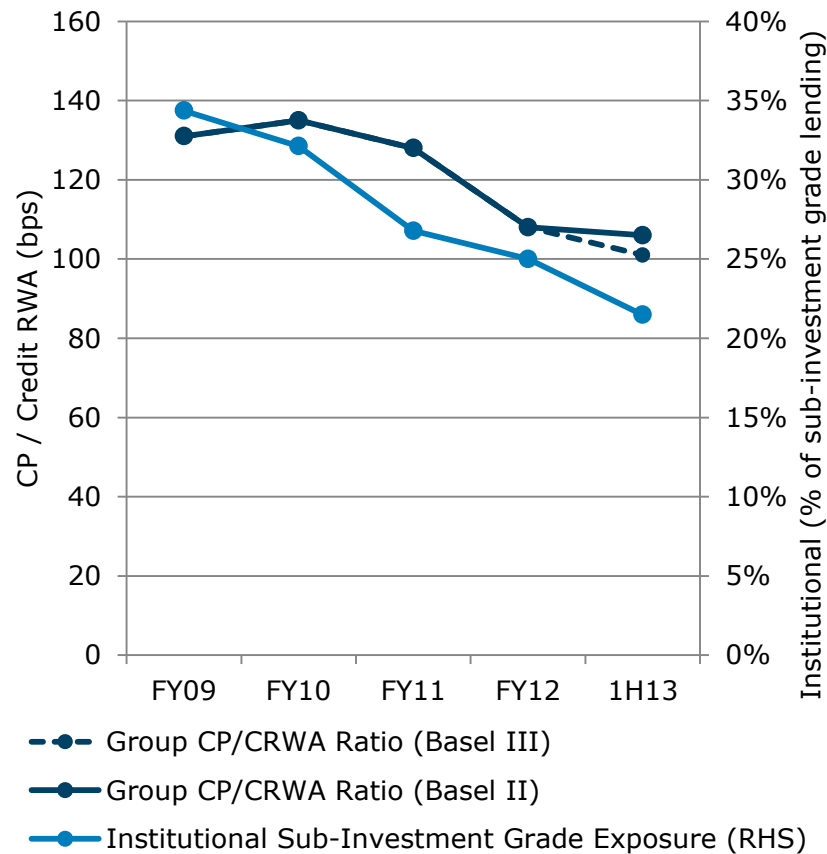


Impaired Assets

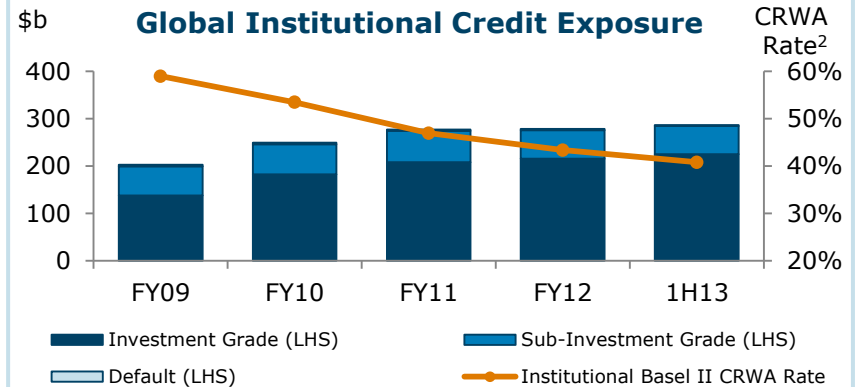


Collective Provisioning Coverage reflects Global Institutional Portfolio credit quality improvement

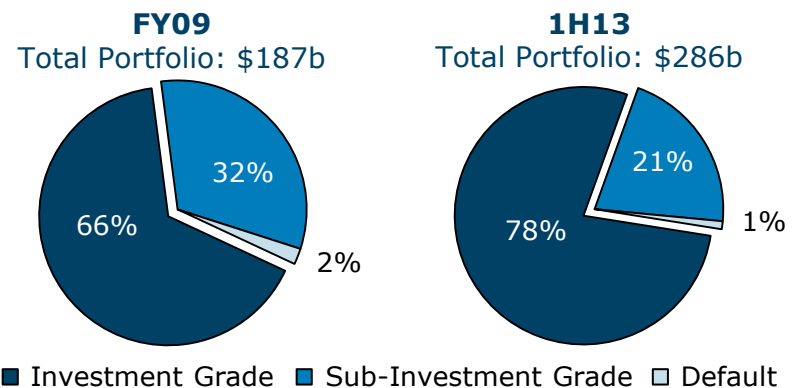
Global Institutional Sub Investment Grade¹ Exposures continue to decline



Trend in Global Institutional composition



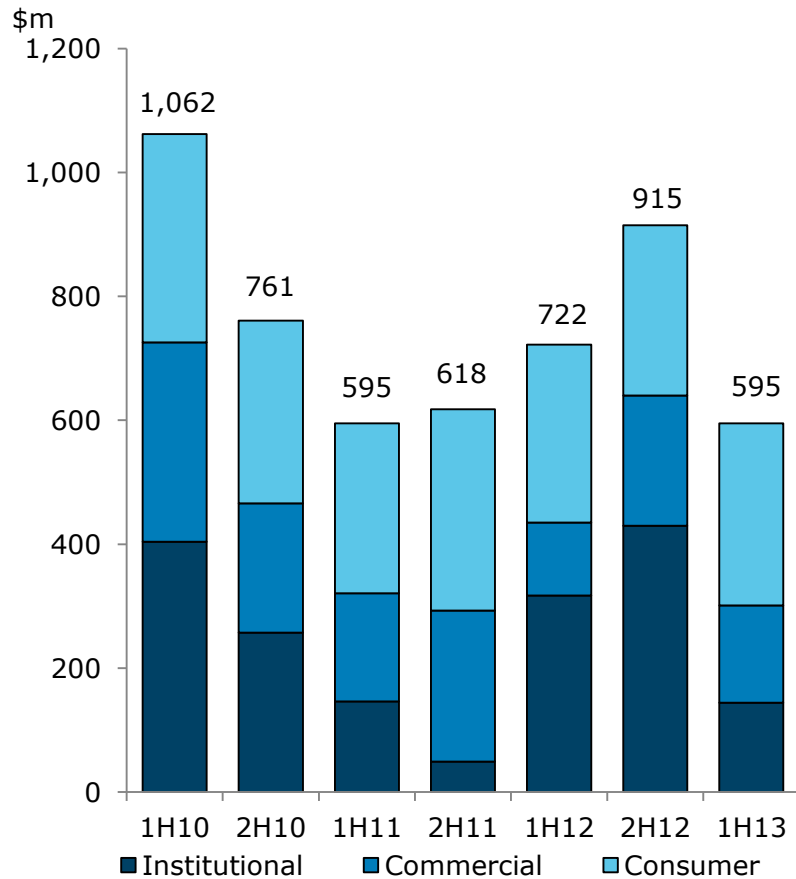
Global Institutional Portfolio composition



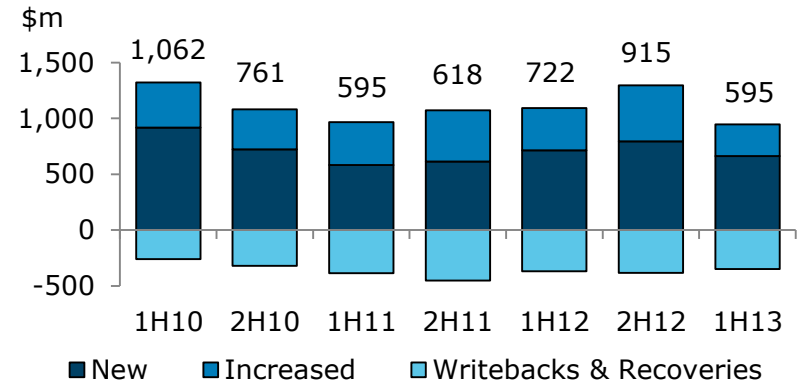
1. Sub-investment grade defined as exposures with a rating below BBB-
 2. CRWA Rate defined as Credit Risk Weighted Assets as a percentage of Exposure at Default (EAD)

Individual Provision Charge

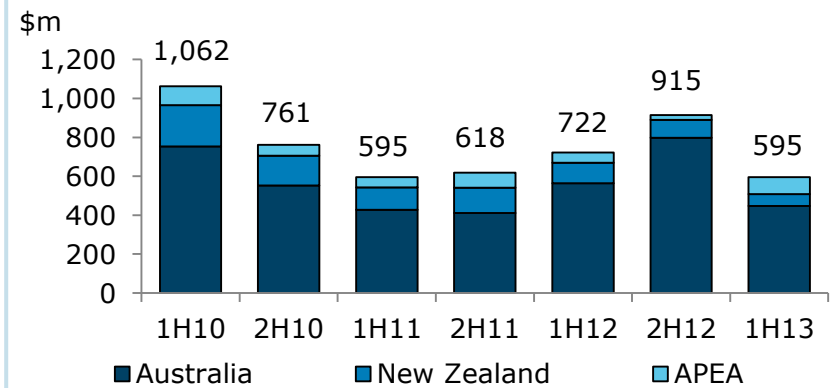
Individual Provision Charge by Segment



Individual Provision Charge Composition

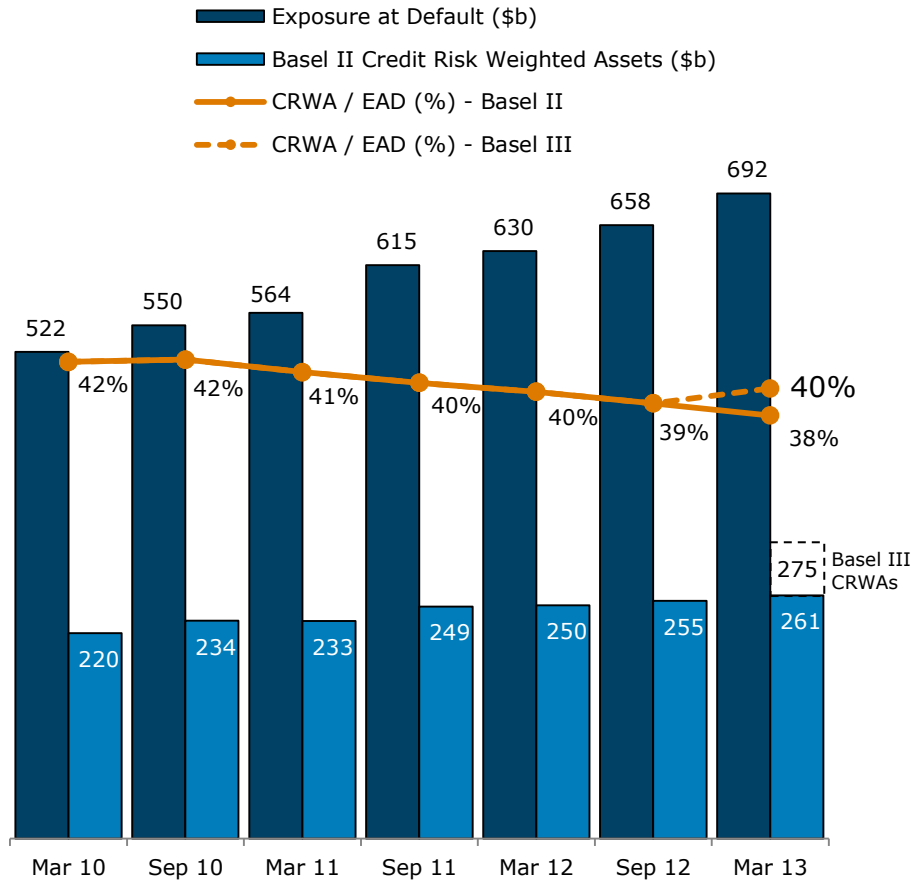


Individual Provision Charge by Region

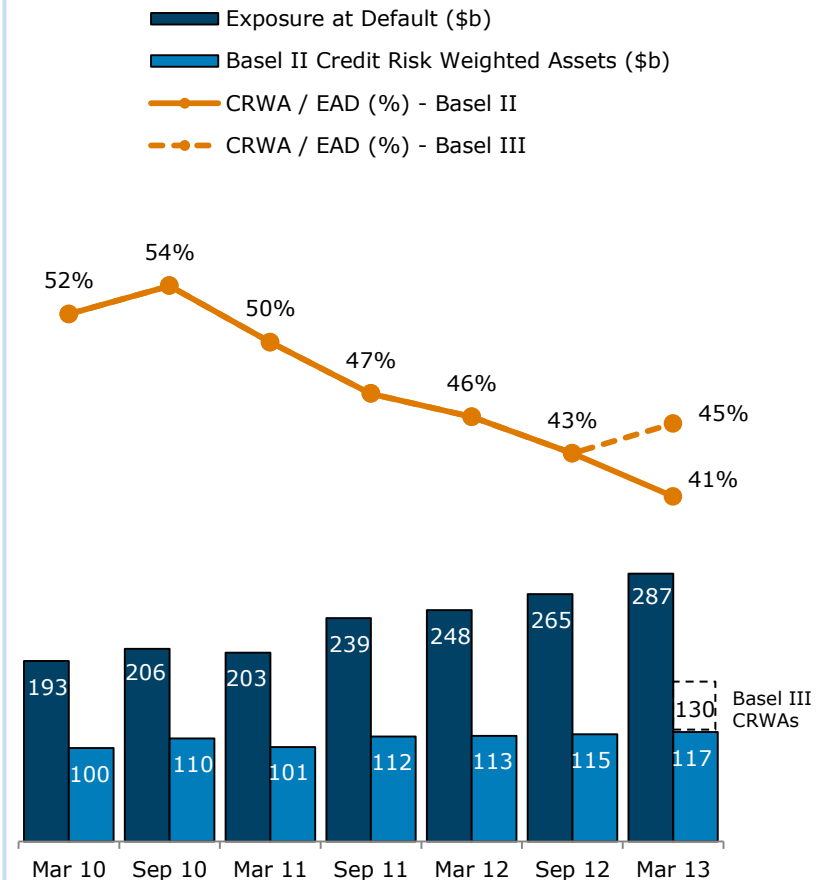


Continued improvement in Credit RWA rate

Group Exposure at Default and Credit Risk Weighted Assets

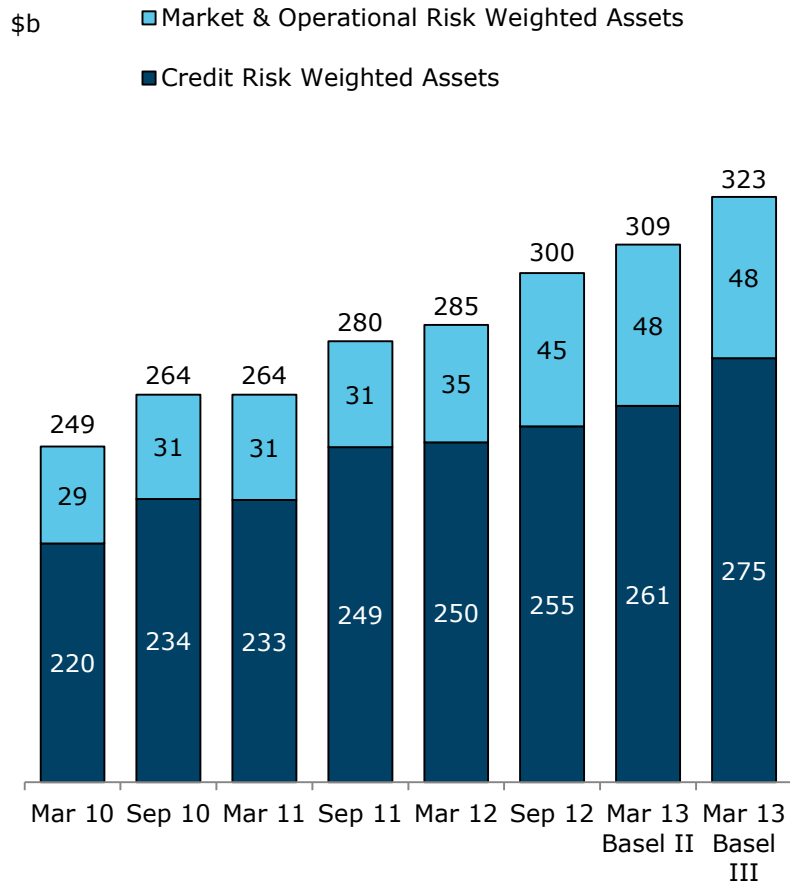


Global Institutional Exposure at Default and Credit Risk Weighted Assets

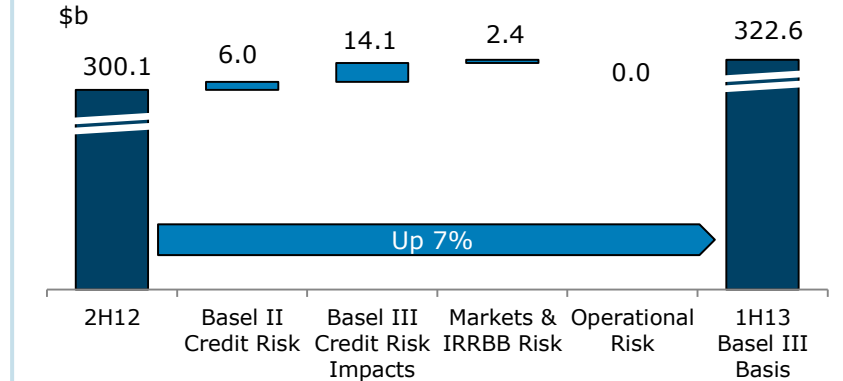


Risk Weighted Assets

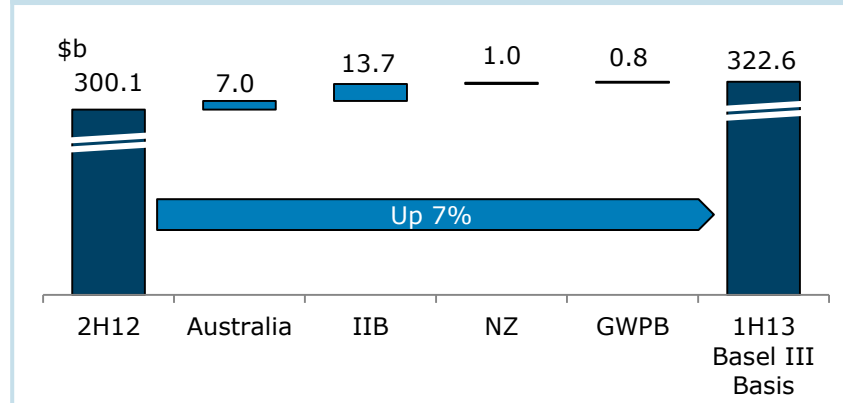
Total Risk Weighted Assets



Total Risk Weighted Assets movement 1H13 v 2H12

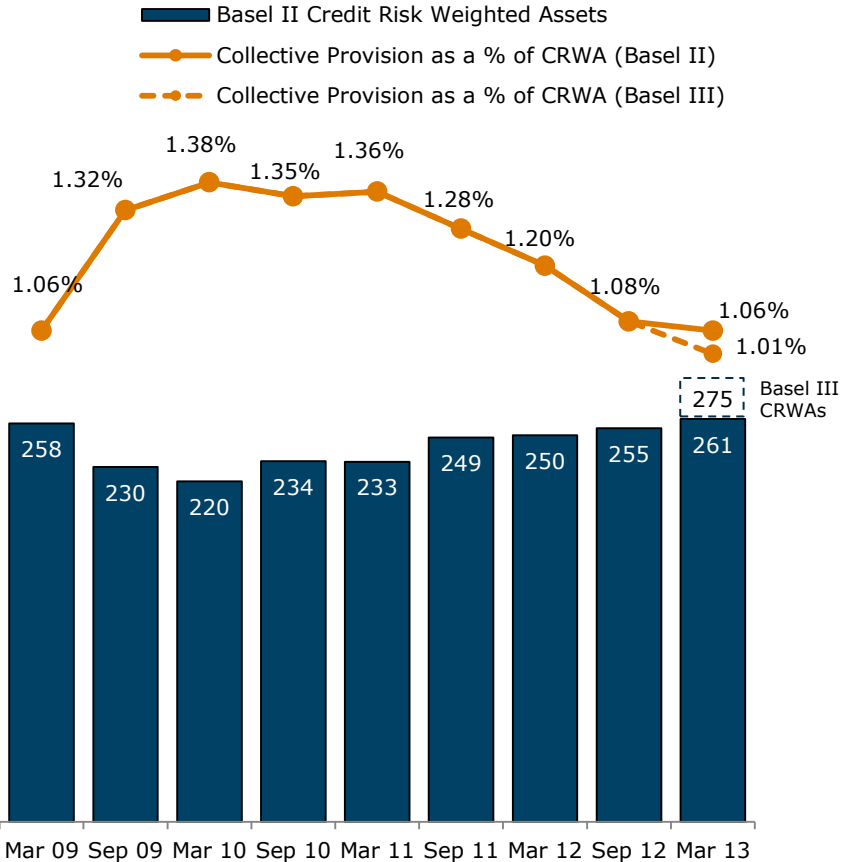


Total Risk Weighted Assets movement by Division 1H13 v 2H12

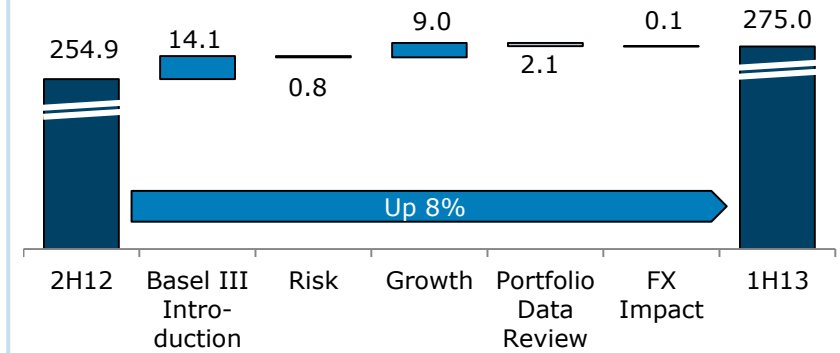


Credit Risk Weighted Assets

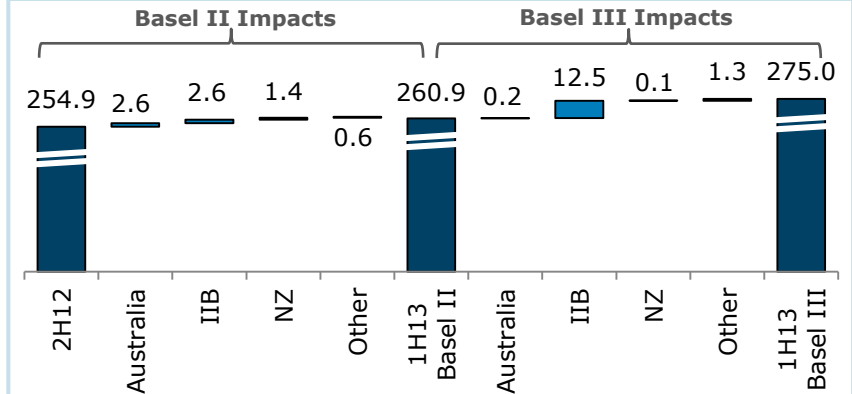
Credit Risk Weighted Assets (\$b)



Credit Risk Weighted Assets movement 1H13 v 2H12 (\$b)

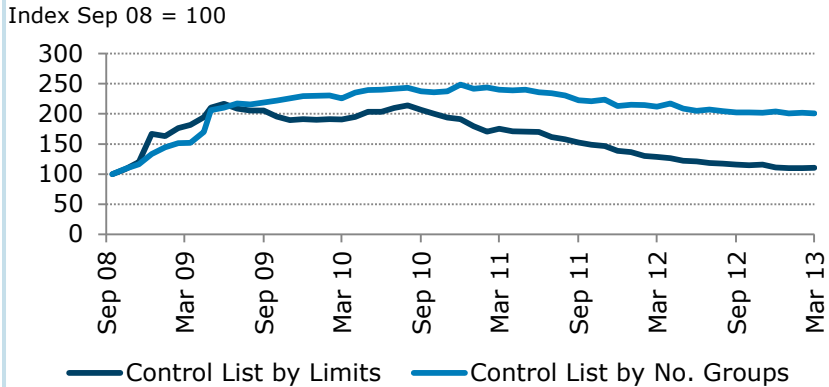


Credit Risk Weighted Assets movement by Division 1H13 v 2H12 (\$b)

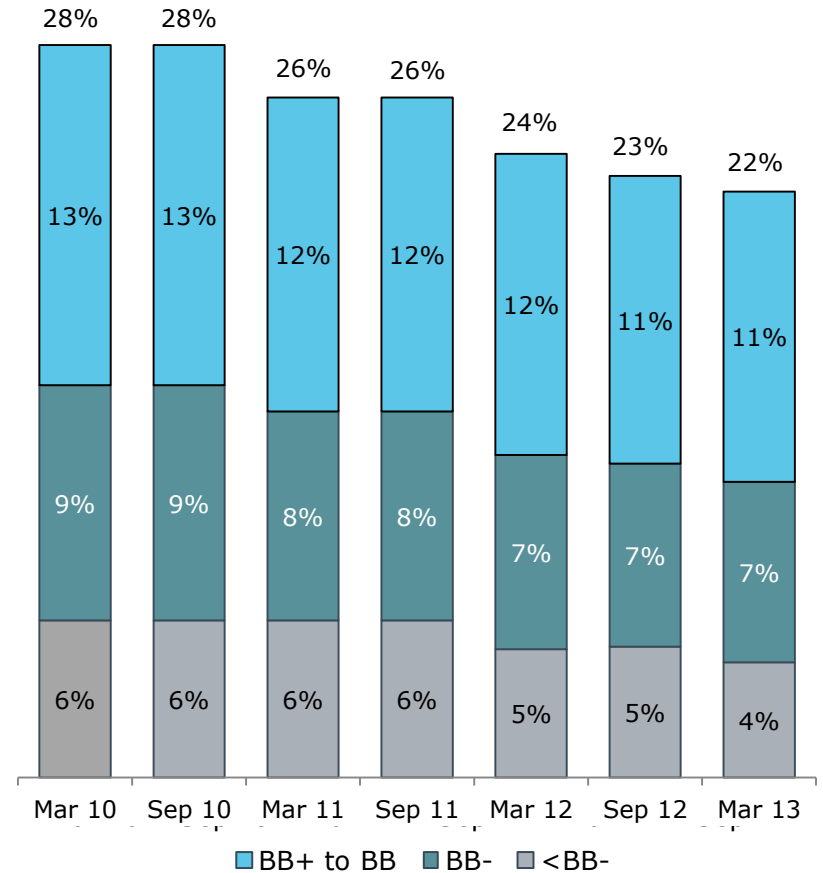


Control List and Risk Grade Profiles

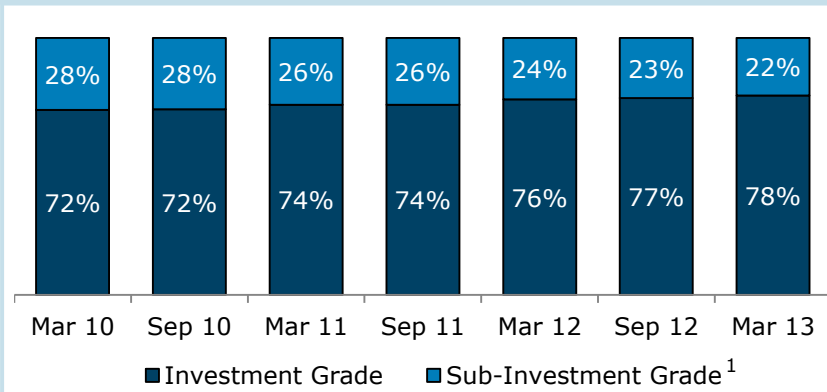
Control List



Group Sub-Investment Grade¹ Exposures as % Exposure at Default



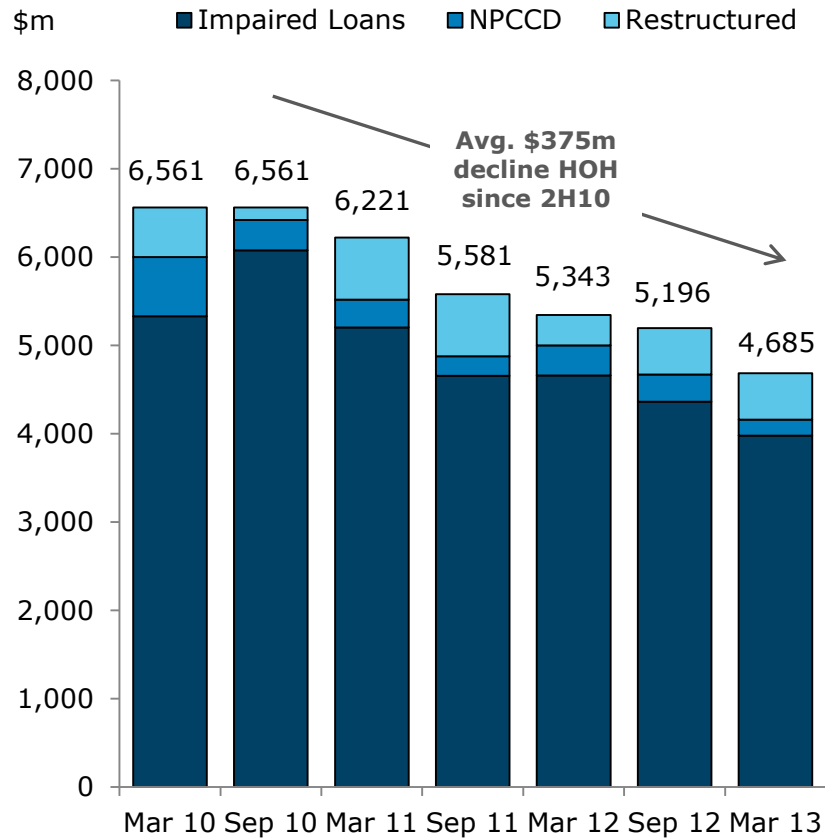
Group Risk Grade Profile



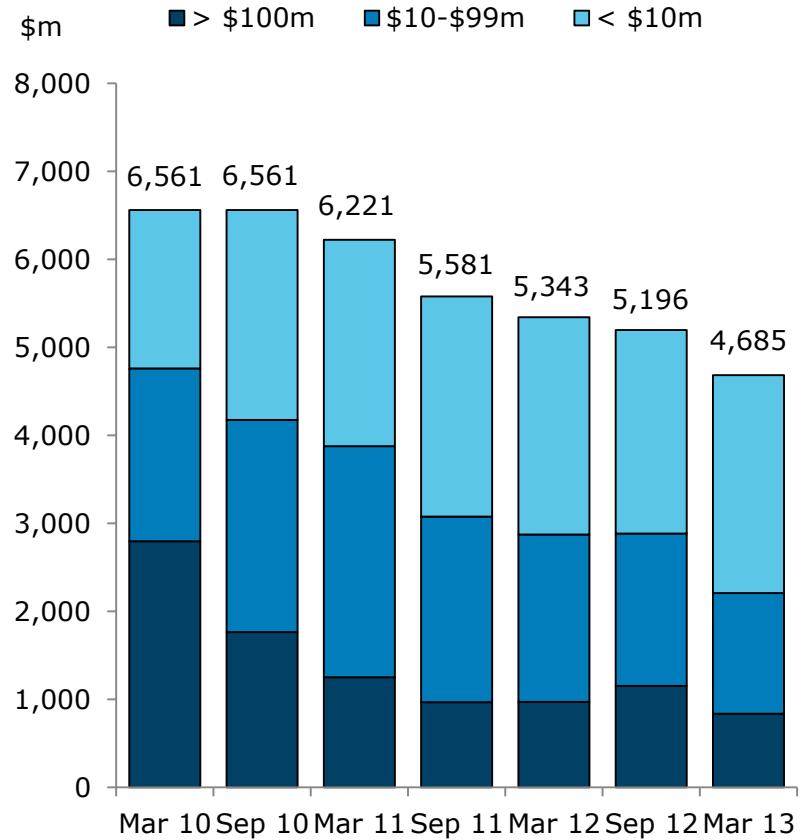
1. Sub-investment grade defined as exposures with a rating below BBB-

Gross Impaired Assets

Gross Impaired Assets by Type

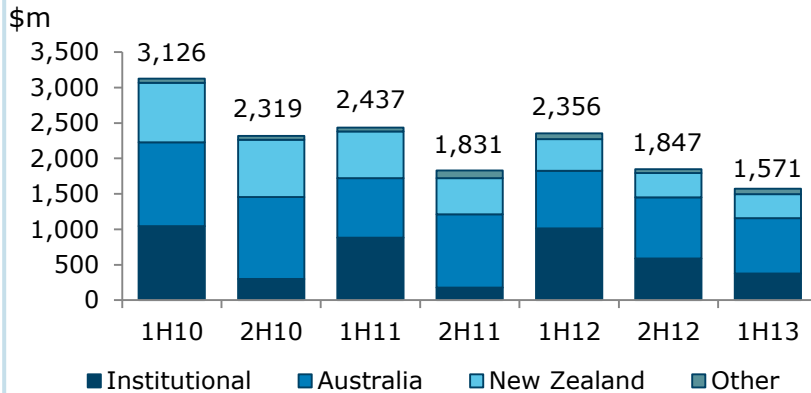


Gross Impaired Assets by Size of Exposure

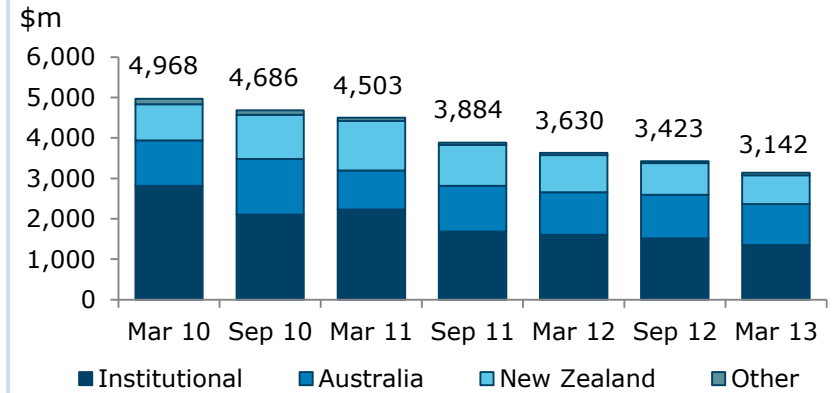


Impaired Assets

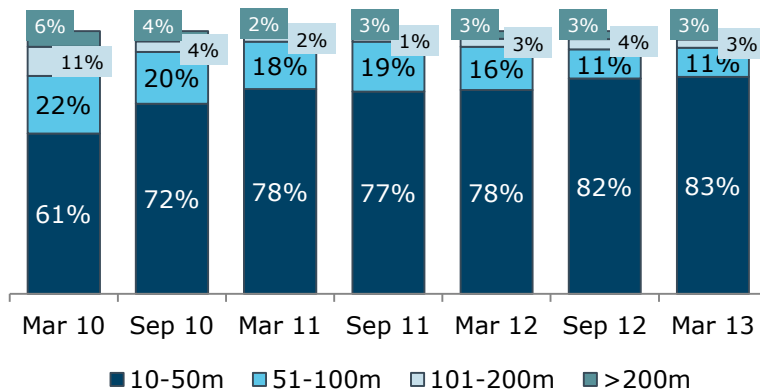
New Impaired Assets by Division



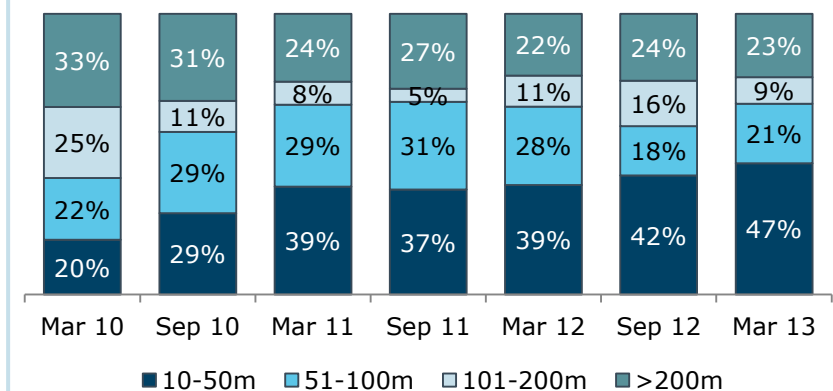
Net Impaired Assets by Division



Impaired Assets Concentration by number of Customers



Impaired Assets Concentration by value of Impaired Assets

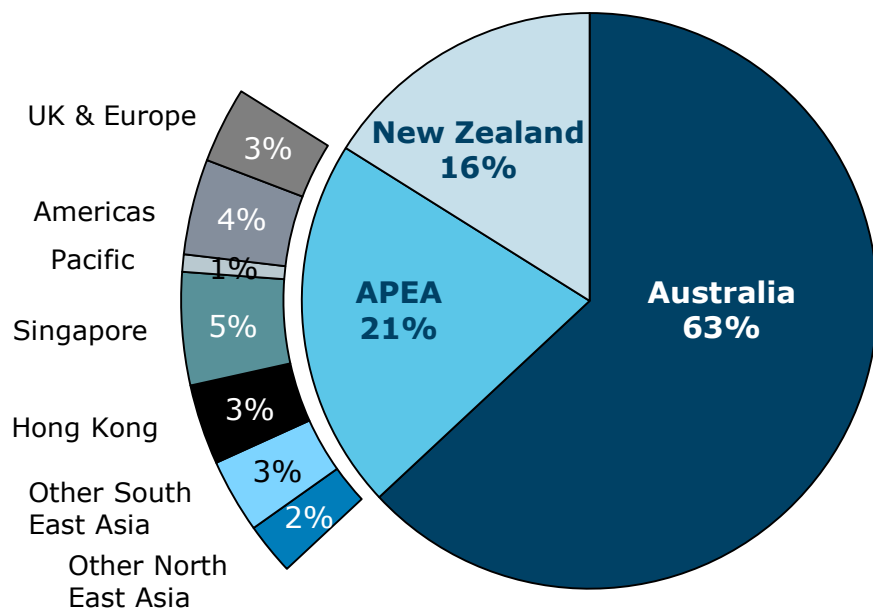


Total lending exposures by Geography

Exposure by Geography

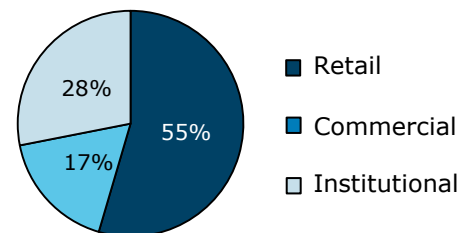
Total Exposure at Default (Mar 13) - \$693.2b¹

Australia	New Zealand	APEA
\$437.1	\$111.5	\$144.6

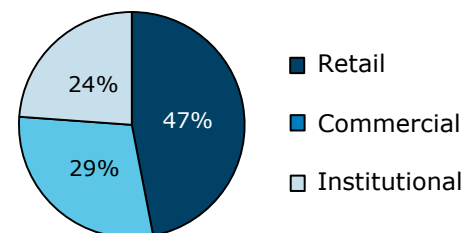


Exposure at Default by Line of Business

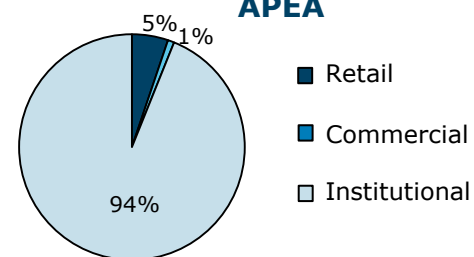
Australia



New Zealand



APEA



1. EAD excludes amounts for 'Securitisation' and 'Other Assets' Basel asset classes

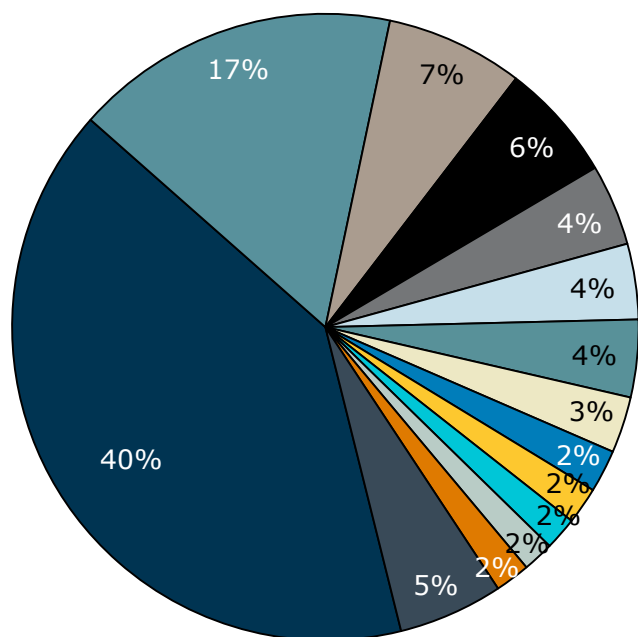
Total lending exposures by industry sector

Exposure at Default (EAD) as a % of group total

ANZ Group

Total EAD (Mar 13)

\$693.2b



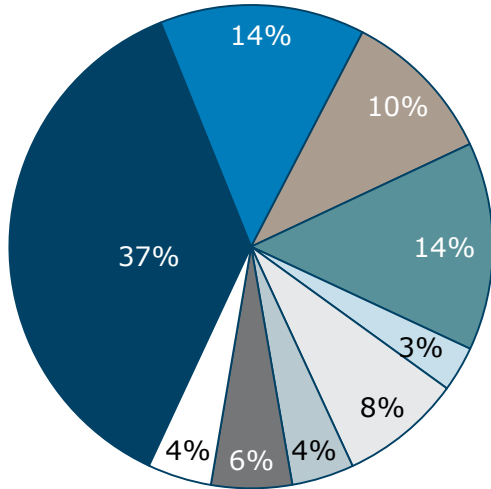
Category	EAD		% in Non Performing	
	Sep 12	Mar 13	Sep 12	Mar 13
Consumer Lending	41.0%	40.4%	0.3%	0.2%
Finance, Investment & Insurance	14.9%	16.8%	0.5%	0.2%
Property Services	7.5%	7.1%	1.6%	1.6%
Manufacturing	6.0%	6.1%	1.2%	1.0%
Agriculture, Forestry, Fishing	4.5%	4.2%	3.9%	4.1%
Government & Official Institutions	4.2%	3.9%	0.0%	0.0%
Wholesale trade	3.9%	4.0%	0.6%	0.6%
Retail Trade	2.9%	2.9%	0.9%	0.8%
Transport & Storage	2.3%	2.2%	3.2%	2.0%
Business Services	2.0%	1.9%	0.9%	0.7%
Electricity, Gas & Water Supply	1.8%	1.7%	0.2%	0.1%
Construction	1.7%	1.6%	1.4%	1.2%
Resources (Mining)	1.6%	1.8%	0.2%	0.2%
Other	5.7%	5.4%	0.1%	0.1%

Global Agriculture

Agriculture Exposure by Sector (EAD)

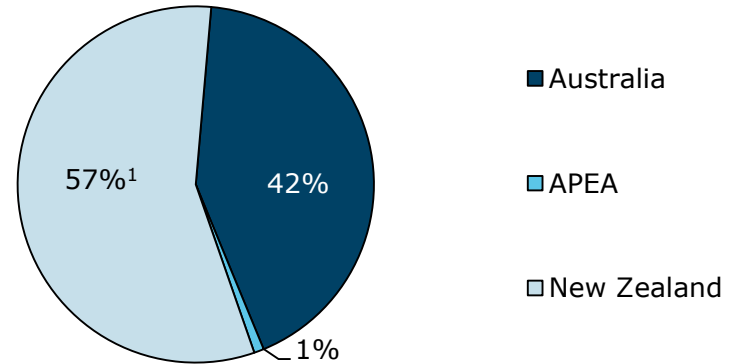
Agriculture

Total EAD (Mar 13)	As a % of Group EAD
\$29.2b	4.2%

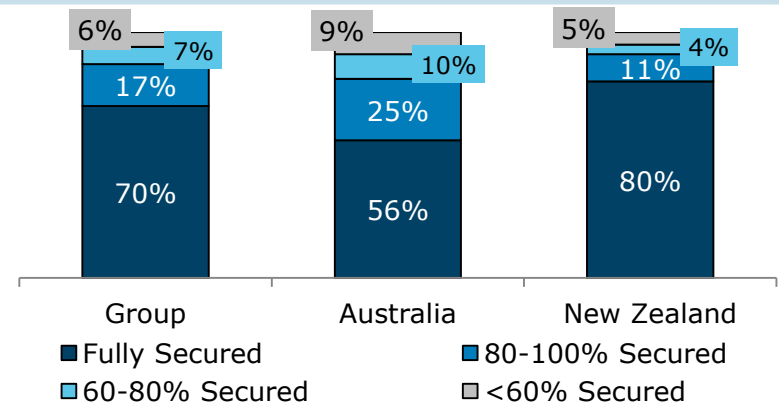


- Dairy
- Beef
- Sheep & Other Livestock
- Grain
- Wheat
- Horticulture/Fruit
- Other Crops
- Forestry & Fishing
- Agriculture Services

Agriculture Exposure by Geography



Agriculture Security Levels



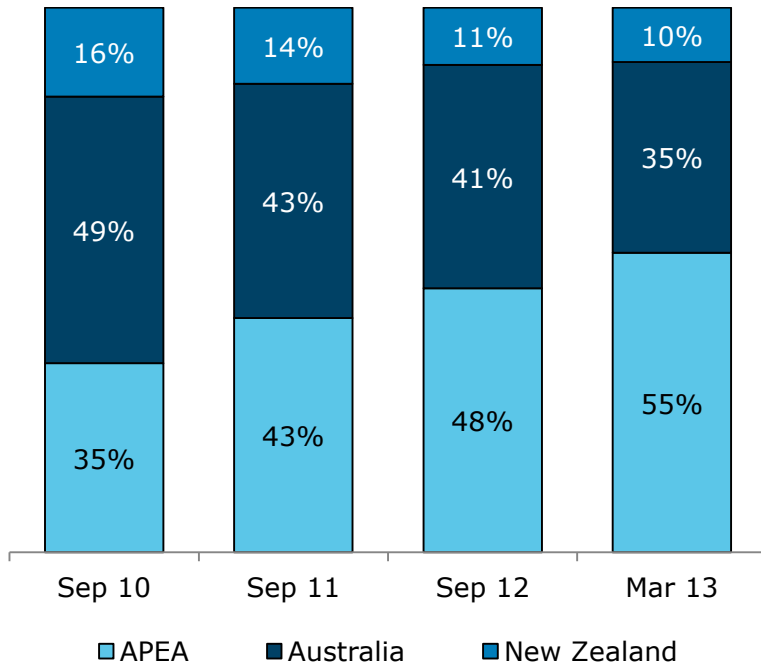
1. 60% of NZ Agriculture exposure is to Dairy Cattle Farming

Manufacturing

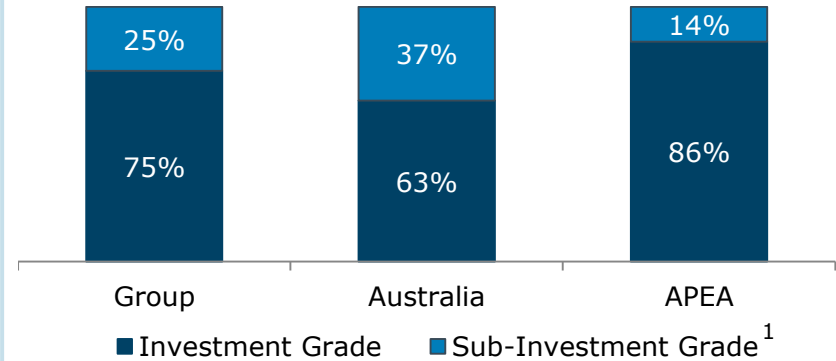
Risk Rating Profile (% EAD)

Manufacturing

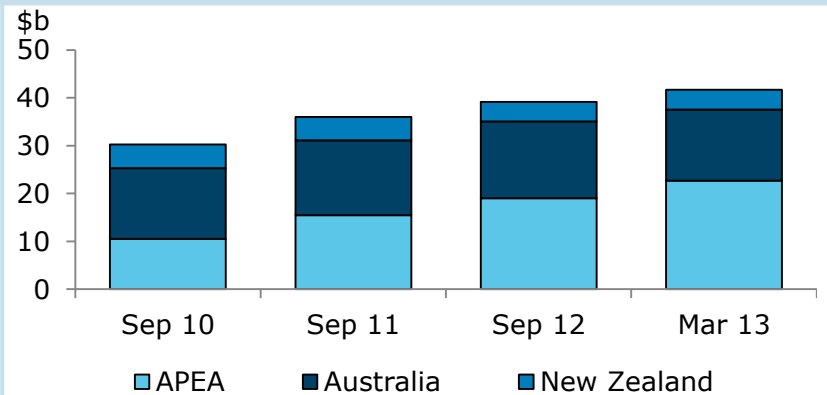
Total EAD (Mar 13)	As a % of Group EAD
\$41.9b	6.1%



Exposure Mix by Geography (EAD)



Total Exposure by Geography (EAD)



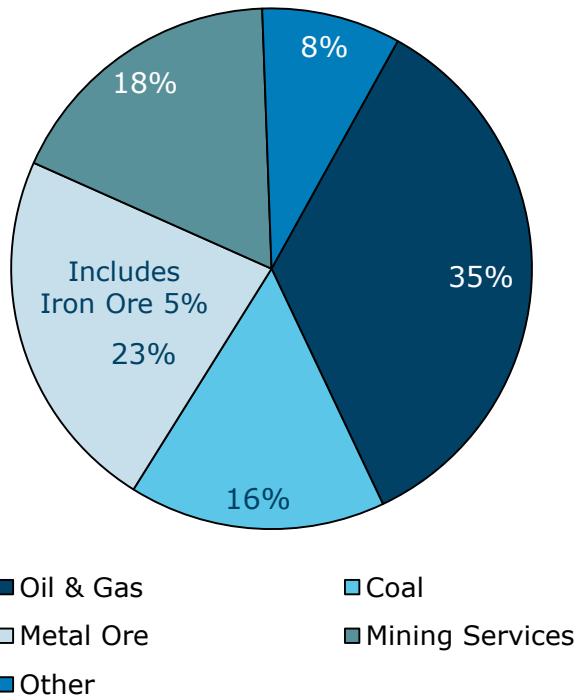
1. Sub-investment grade defined as exposures with a rating below BBB-

Resources

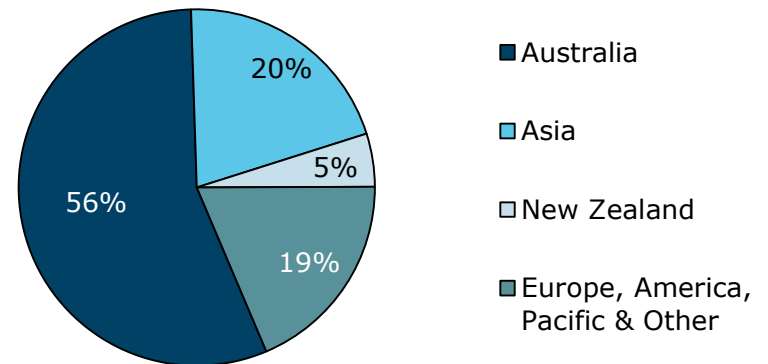
Resources Exposure by Sector (% EAD)

Resources

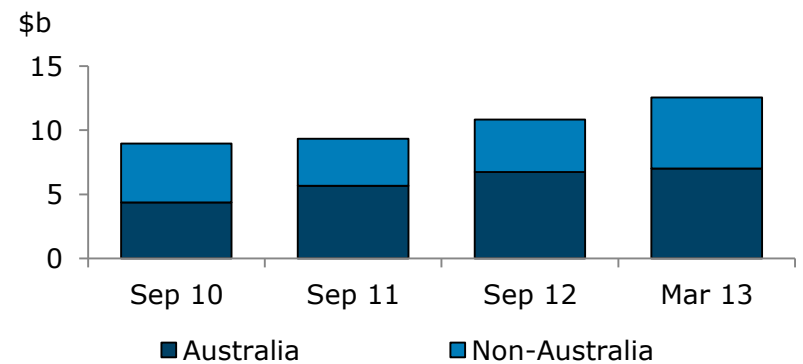
Total EAD (Mar 13)	As a % of Group EAD
\$12.5b	1.8%



Resources Exposure by Geography (EAD)

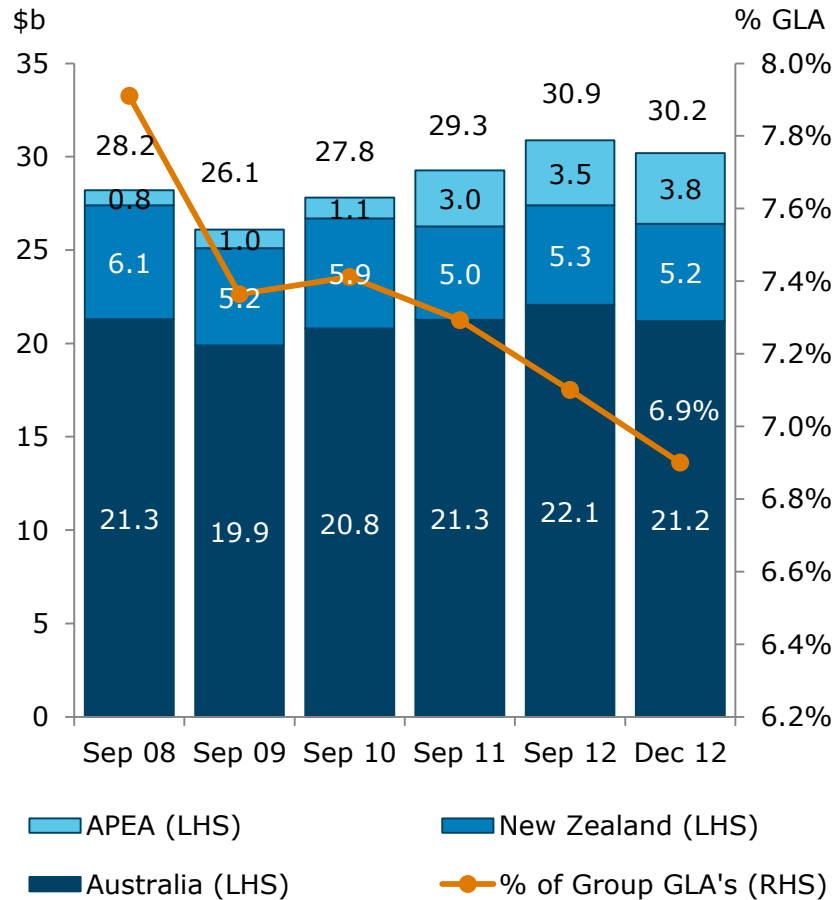


Resources Exposure by Geography (EAD)

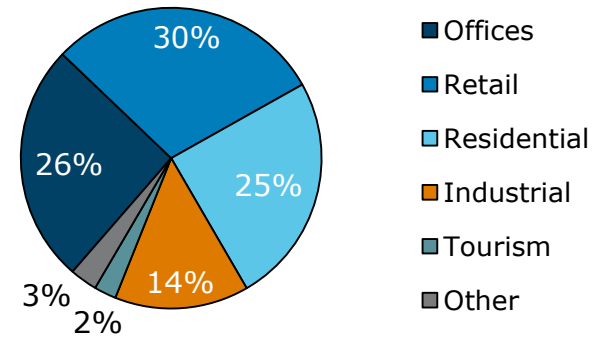


Commercial Property credit exposure

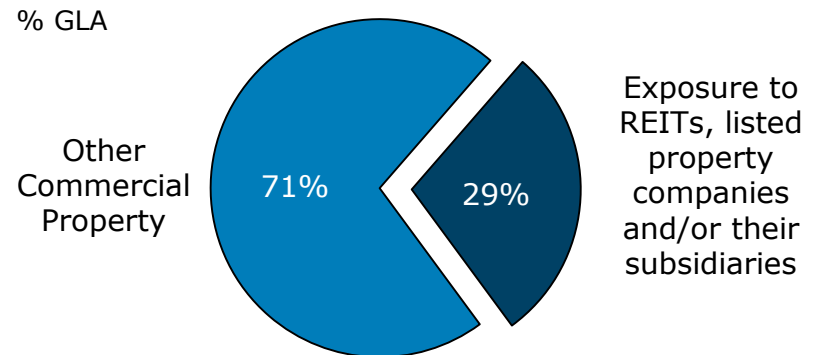
Commercial Property Exposure Gross Loans and Advances by Region



Commercial Property Exposure by Sector

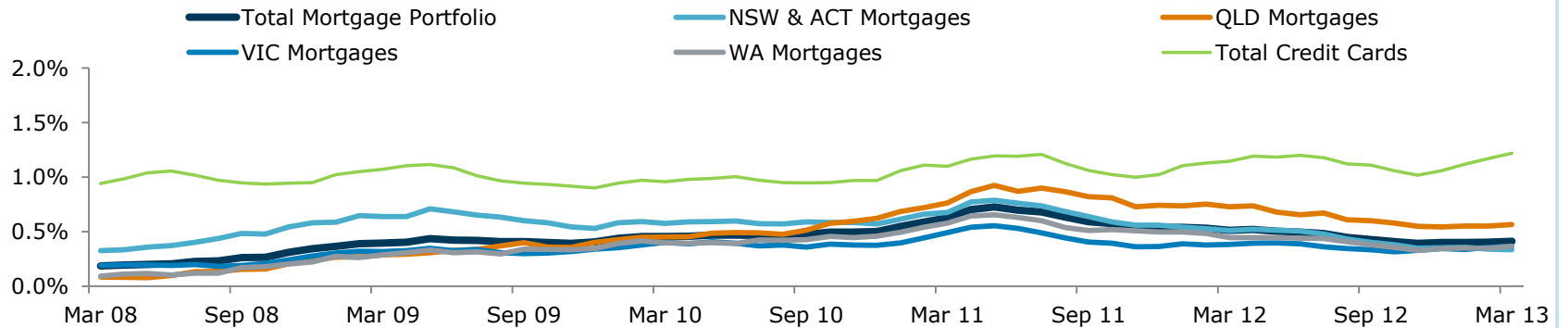


Exposure to REIT's, Listed Property Companies and/or their subsidiaries

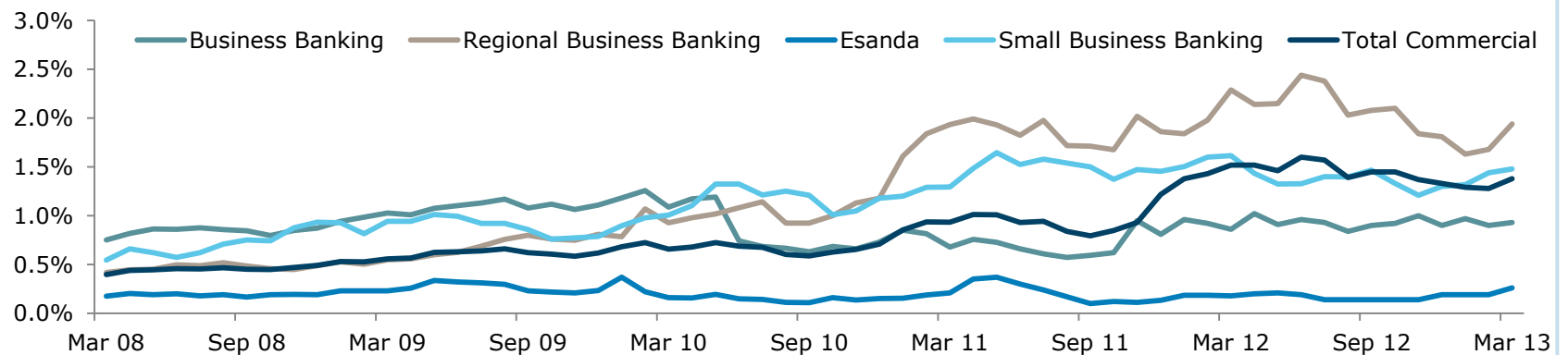


Australia 90+ day delinquencies

Australia Retail 90+ day delinquencies



Australia Commercial 90+ day delinquencies



Australia Division - Mortgages

Portfolio statistics

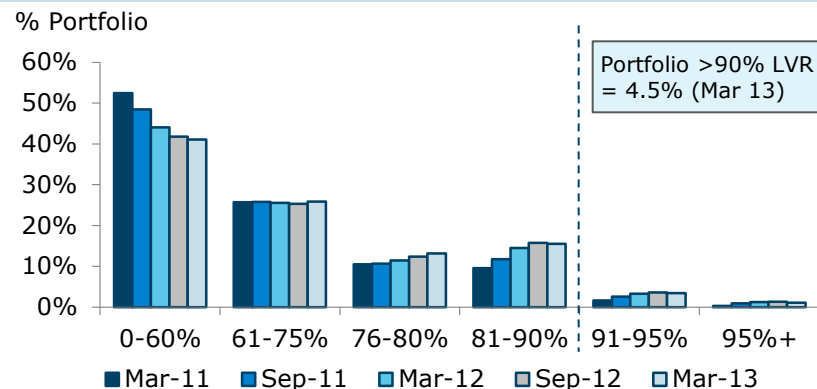
Total Number of Mortgage Accounts	860k
Total Mortgage FUM	\$188b
% of Total Australia Region Lending	60%
% of Total Group Lending	43%
Owner Occupied Loans - % of Portfolio	62%
Average Loan Size at Origination	\$262k
Average LVR at Origination	65%
Average Dynamic LVR of Portfolio	52%
% of Portfolio Ahead on Repayments ¹	59%
First Home Owners - % of New Lending	6%
% of Portfolio Paying Interest Only ²	32%

Mortgages have low loss rates

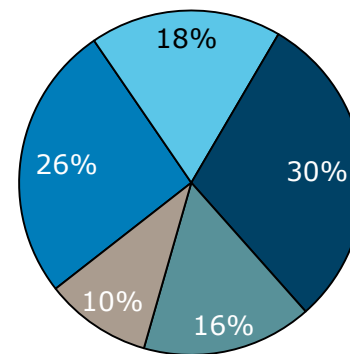
Individual Provision Loss Rates

	1H11	2H11	1H12	2H12	1H13
Group	0.32%	0.31%	0.36%	0.43%	0.27%
Australia Mortgages	0.01%	0.03%	0.03%	0.02%	0.01%

Dynamic Loan to Valuation Ratio



Mortgage portfolio by State



1. One month or more ahead of repayments. Excludes funds in offset accounts.
 2. % of Portfolio of Instalment Loans. Excludes funds in Equity Manager Accounts.

New Zealand - Mortgages

Portfolio statistics

Total Number of Mortgage Accounts	474k
Total Mortgage FUM	NZD 57b
% of Total New Zealand Lending	56%
% of Total Group Lending	10%
Owner Occupied Loans - % of Portfolio	78%
Average Loan Size at Origination ¹	NZD 229k
Average LVR at Origination	66%
Average Dynamic LVR of Portfolio	47%
% of Portfolio Paying Interest Only ²	21%

Mortgages have low loss rates

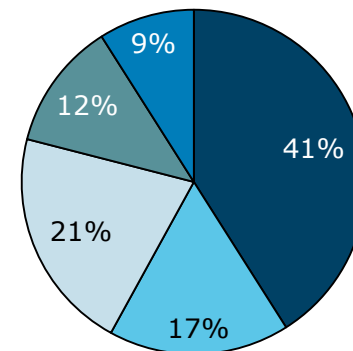
Individual Provision Loss Rates

	1H11	2H11	1H12	2H12	1H13
Group	0.32%	0.31%	0.36%	0.43%	0.27%
New Zealand Mortgages	0.06%	0.07%	0.05%	0.03%	0.02%

1. 12 month average
2. Excludes revolving credit facilities

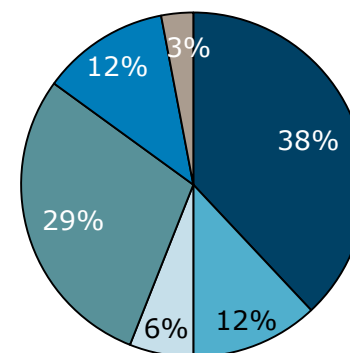
Dynamic Loan to Valuation Ratio

- 0-60%
- 61-70%
- 71-80%
- 81-90%
- 90%+



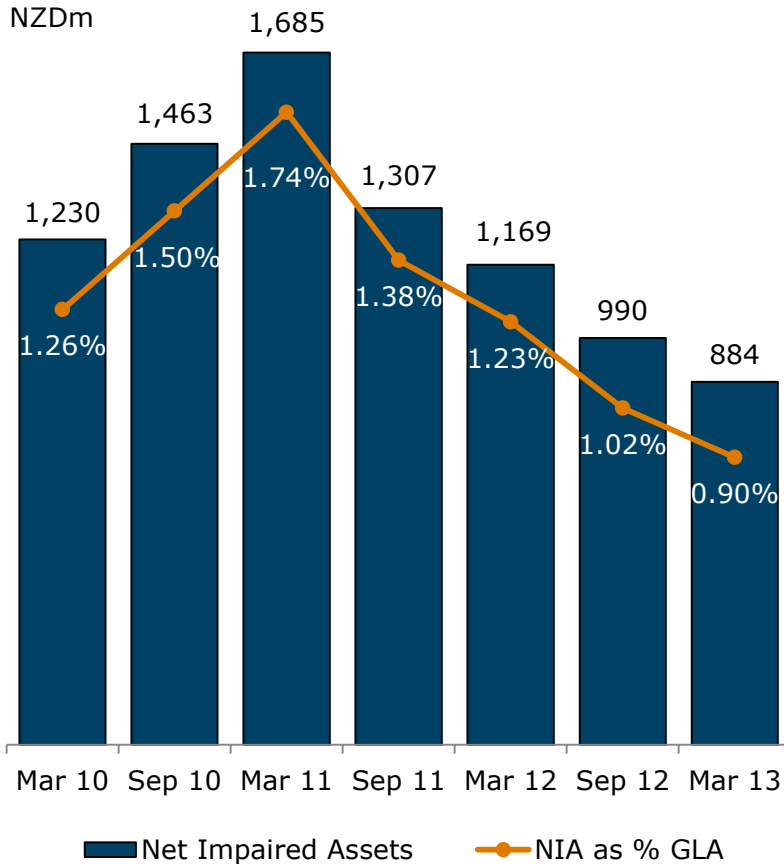
Mortgage portfolio by Region

- Auckland
- Wellington
- Christchurch
- Rest of North Island
- Rest of South Island
- Other

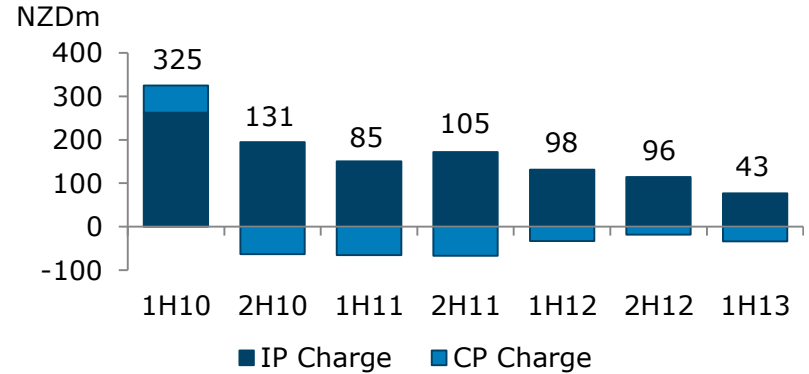


New Zealand Geography – credit quality

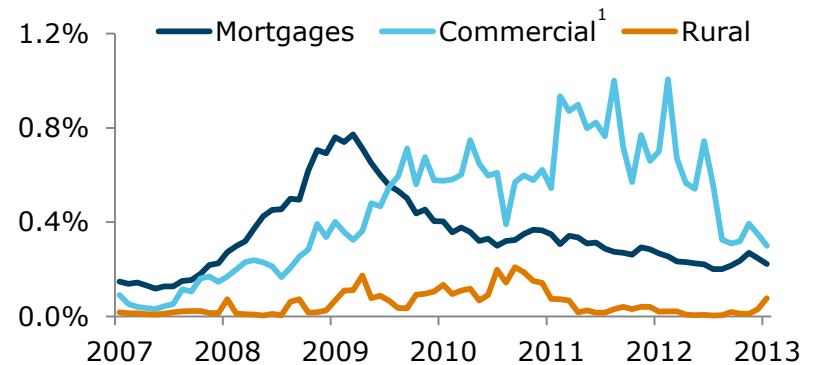
Net impaired assets



Total provision charge



90+ days delinquencies (New Zealand Division)



1. Spikes in 2012 Commercial 90 day delinquencies are primarily due to internal classifications rather than any deterioration in underlying credit quality.

13

HALF YEAR RESULTS
AUSTRALIA AND NEW ZEALAND
BANKING GROUP LIMITED

30 April 2013

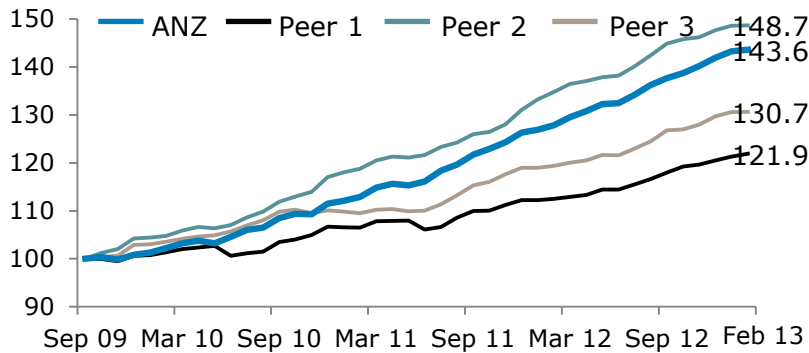
Investor Discussion Pack
Divisional Snapshots



The Australian Franchise continues its trend of above system volume growth

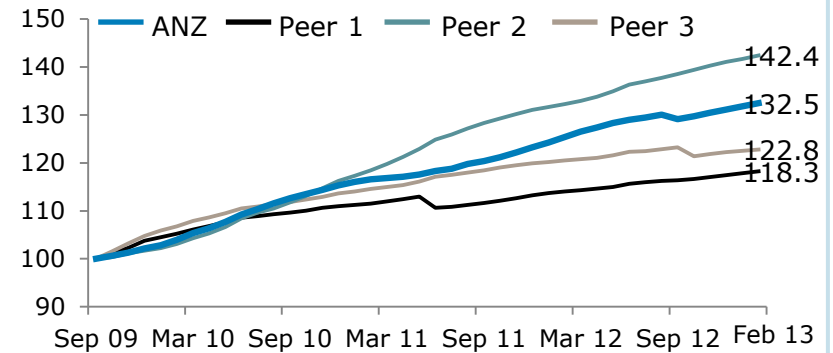
Household deposits growth¹

Indexed Sep 2009 = 100

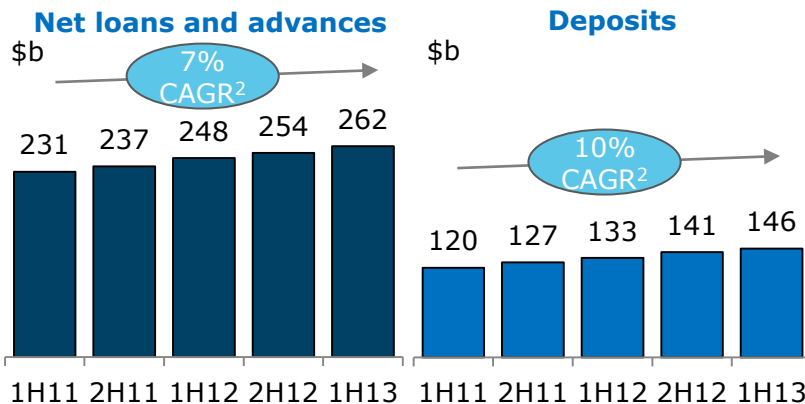


Household lending growth¹

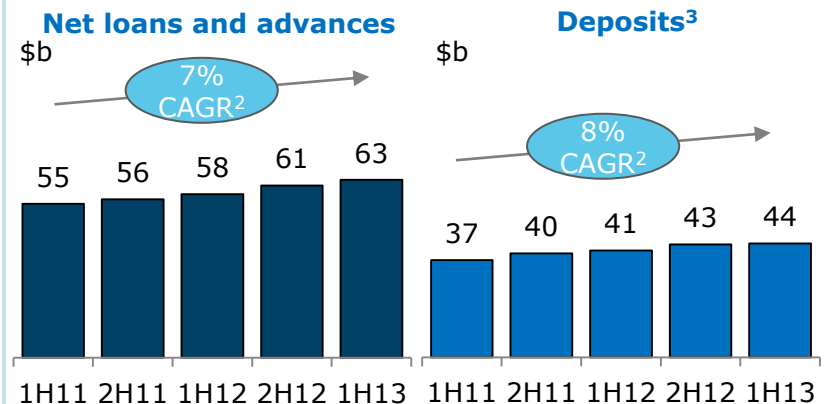
Indexed Sep 2009 = 100



Australia Division Net loans and advances & Deposits



Corporate & Commercial Banking Net loans and advances & Deposits



1. Source: APRA Banking statistics

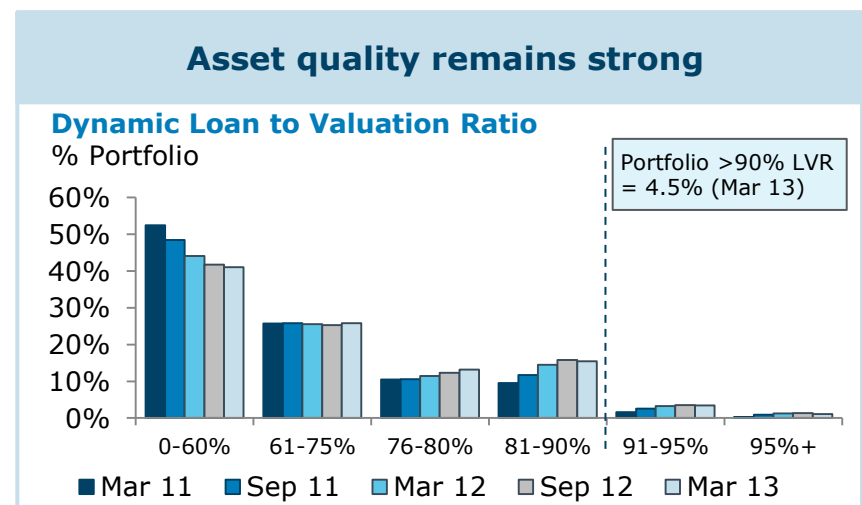
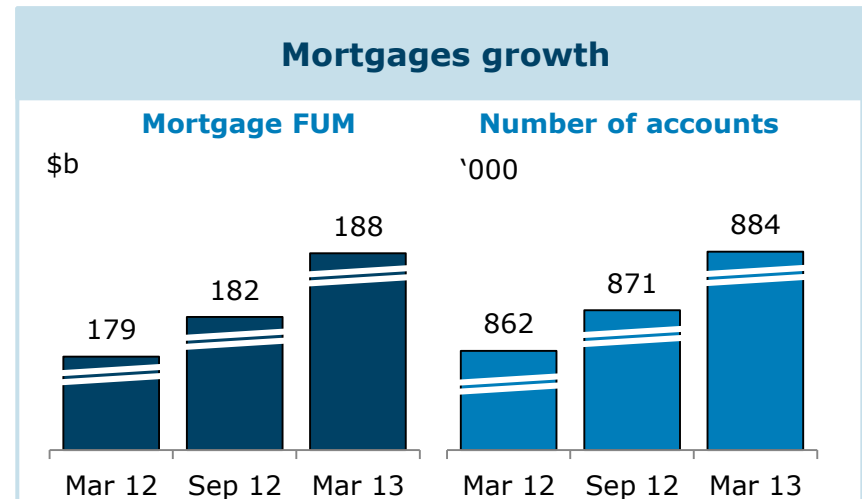
2. Represents annualised CAGR

3. Excludes Corporate Banking deposits which are included in the IIB division deposits (Corporate Deposits as at Mar 13 half: \$5.8b Sep 12 half: \$6.2b; Mar 12 half: \$5.8b; Sep 11 half: \$6.3b; Mar 11 half: \$6.3b)



Strong mortgage performance

- Strong volume growth
 - Increase in mortgage market share from 14.5% (Feb 12) to 14.7% (Feb 13)¹
 - Above system mortgage growth for 13 consecutive quarters¹
 - Leveraging our network capability and driving growth from other channels delivered a 10% increase YOY in proprietary mortgage sales
- Divisional margin improved 3 bps HOH as a result of active management of pricing, basis, discounting, broker commissions, and an increase in proprietary mortgage sales
- Asset quality maintained
 - Continued acquisition focus on 75-90% LVR
 - Over 95% of mortgage portfolio has a dynamic LVR less than 90%
 - No change in underwriting standards
 - 90+ delinquencies down 2bps HOH to 41 bps
 - Mortgagee in Possession volumes reduced by 13%

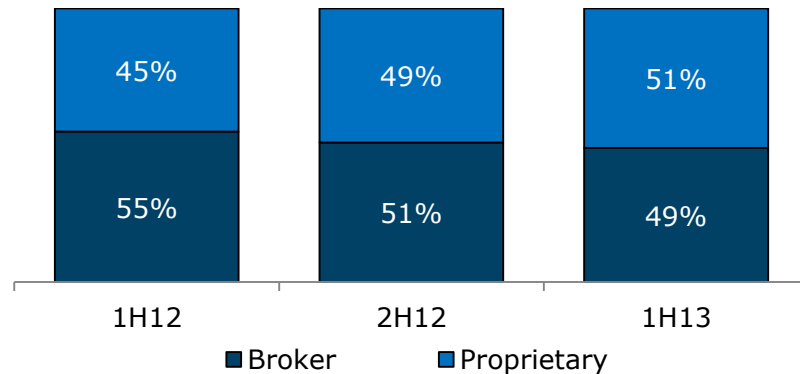


1. Source: APRA Banking statistics excluding the impact of the sale of Origin Mortgage Management Services



Balancing proprietary and broker mortgage channels

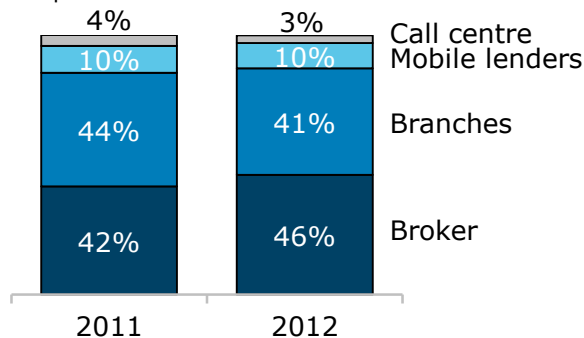
Trend improving in ANZ Proprietary/Broker sales mix...



- Program of initiatives executed to strengthen proprietary mortgage capability
 - Leveraging our network capability and driving growth from alternative proprietary channels has increased the proportion of proprietary sales from 45% to 51% in the last 12 months
 - Mortgage sales to C&CB customers has been a focus and has increased 36% PCP
- Broker originated loans deliver strong returns and remain an important source of high value new customers with average new loan sizes 23% higher than branch originated loans

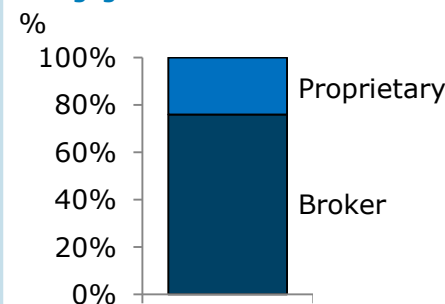
... noting customer preferences generally are shifting towards the Broker channel

Major banks' new lending by channel¹
%, 12 months to September 2012

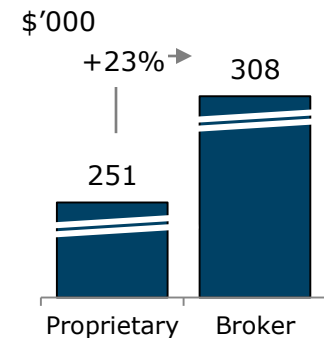


Broker channel remains an important channel given shifting customer preferences

Channel mix of new-to-bank mortgage customers



Average new loan size²

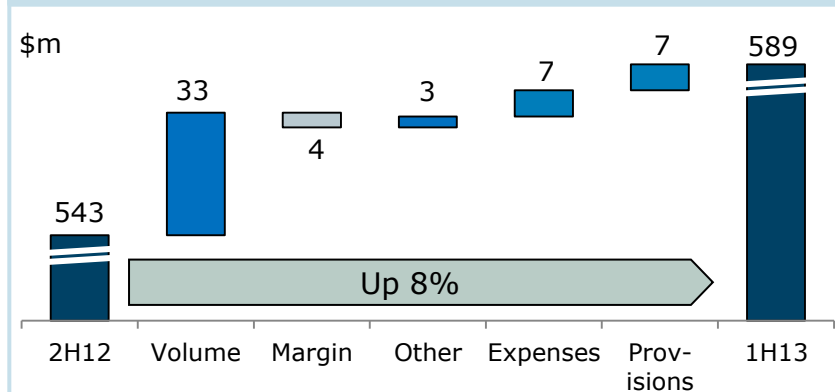


1. Including ANZ, NAB (excl. Ubank), CBA (excl. BankWest), WBC (excl. St George). Note 2011 is based on 12 months to June 11
2. Jan 2013 YTD

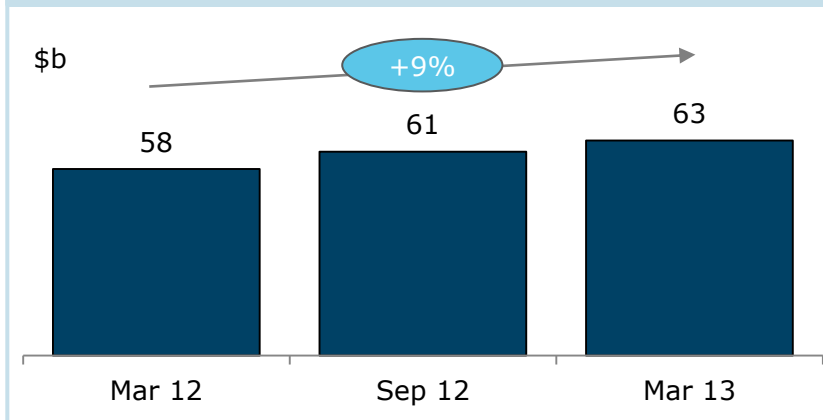
Corporate & Commercial Banking growing strongly

- 1H13 cash profit up 8% HOH driven by strong asset growth and tight cost control
- Strong volume growth with net loans and advances up 9% and deposits up 7% over the 12 months to March 2013
 - Asset growth over past 12 months has outperformed system growth in the business lending market¹
- Overall margin flat with improvement in lending margin offset by impact of lower interest rate environment and deposit price competition

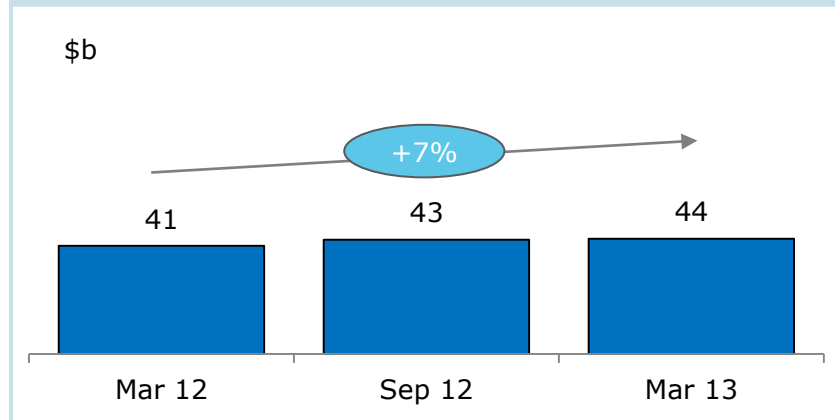
Cash Profit movement – 1H13 v 2H12³



Lending



Deposits²



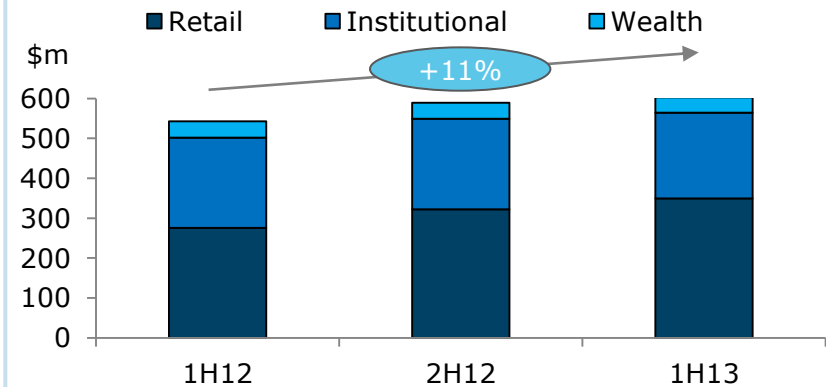
1. System represents business lending as reported in RBA Lending and Credit Aggregates monthly data series, scaled to APRA total lending to business (excluding APRA non-fin corps lending) data series on a quarterly basis
 2. Excludes Corporate Banking deposits which are included in the IIB division deposits (Corporate Deposits as at Mar 13 half: \$5.8b Sep 12 half: \$6.2b; Mar 12 half: \$5.8b; Sep 11 half: \$6.3b; Mar 11 half: \$6.3b)
 3. Numbers reported post tax



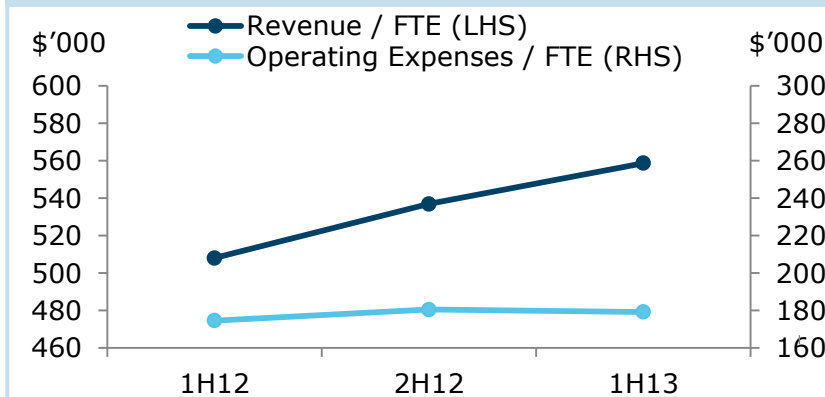
Corporate & Commercial Banking remains well managed

- Strong growth in cross sell revenue led by sales of mortgages to C&CB customers up 36% and Trade up 15% PCP
- Credit quality is well controlled and stable with a weighted average customer credit rating of 6.2 over the last 3 halves
- Focus on productivity has improved operational efficiency with revenue per FTE improving 4% HOH and 10% PCP and operating expenses per FTE down 1% HOH and up 3% PCP

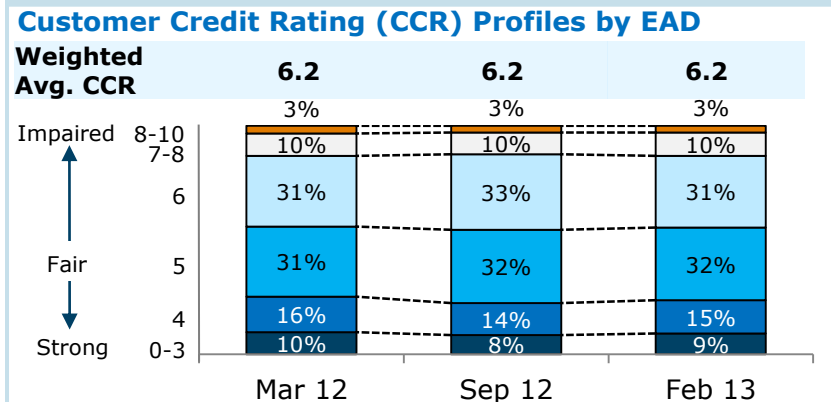
Whole of customer focus delivering 11% cross sell revenue growth



Revenue per FTE up, cost per FTE declining



Asset quality being maintained



Corporate & Commercial Banking is winning business through customer growth driven by a differentiated value proposition

- Leveraging ANZ’s super regional advantage and ‘connectivity’ brand awareness (cross border referrals up 33% PCP)
- Focus on innovation to meet changing customer needs (23,000 downloads of ANZ FastPay app)
- Improving Banker capability
 - 1,300 staff up-skilled (super regional, credit and sales skills)
 - Enhanced sales tools and processes

ANZ FastPay - Australia’s first mobile payment App for small business



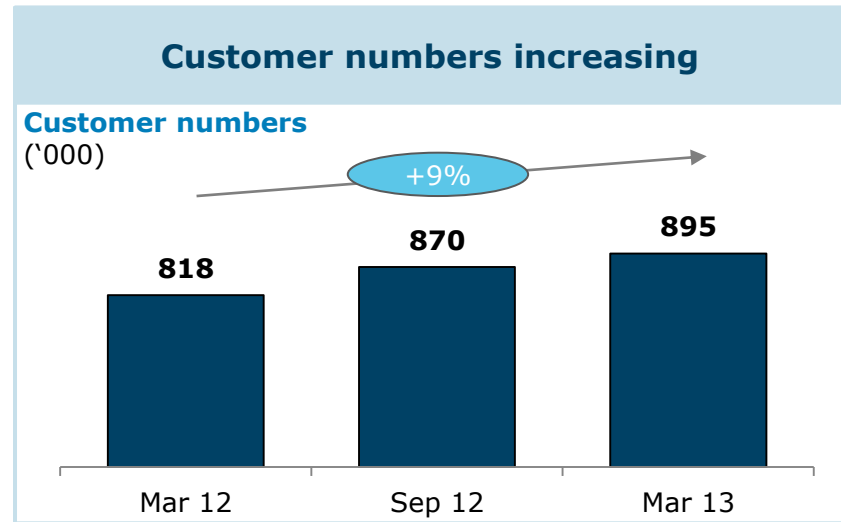
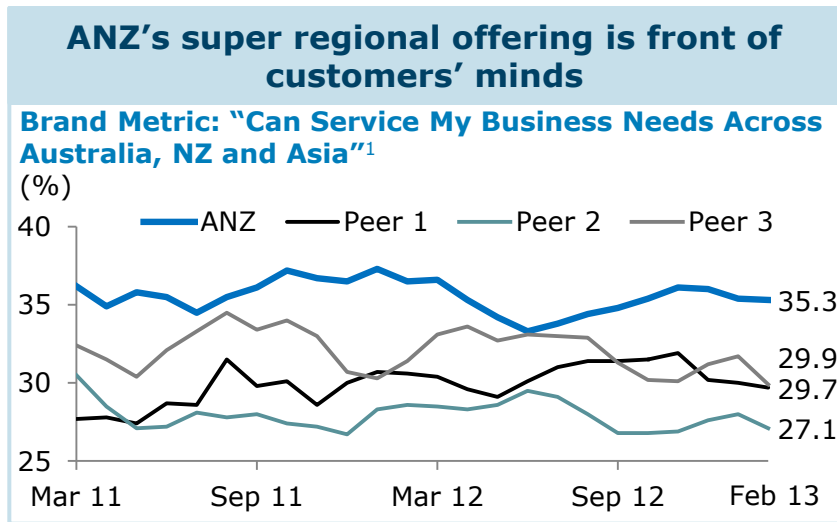


Financial Insights
Innovation Awards

Winner
‘Innovative in
Mobile
Payments
Award’²



Winner of
Trailblazer Award
for ‘Channel
Excellence in
Mobile –
Payments’³



1. DBM Business Financial Services Monitor, 3-month rolling average. Defined as the proportion of all commercial banking customers with \$1m to less than \$40m turnover, who think 'Can service my business needs across Australia, New Zealand and Asia' applies to each bank

2. Financial Insights Innovation Awards (FIIA) 2013

3. 2013 Banking & Payments Asia Trailblazer Awards



The Banking on Australia program

The 'Banking on Australia' program responds to changing customer expectations and the competitive domestic banking landscape. It's about putting customers in control of their finances and making it easy for them to bank with us.

Investing \$1.5 billion over five years to 2017 to reshape the way we do business

- Transforming our distribution network to deliver an improved customer experience through presenting the full array of ANZ's banking, wealth and institutional solutions
- Building our online and digital banking capabilities
- Simplifying our products and processes to free up productive time and make doing business easier for staff and customers
- Leveraging the connectivity of our unique super regional footprint
- Building the capability of our people to meet changing customer needs through better training, support, insights and customer analytics

Aiming to be the best connected, most respected bank across the Asia Pacific region

- Acquiring more quality customers than any other major domestic bank
- Achieving the highest customer satisfaction of the major banks
- Being the #1 Corporate and Commercial Bank
- Building our lead in digital and mobile banking
- Continuing to build a highly engaged workforce proud to work for ANZ



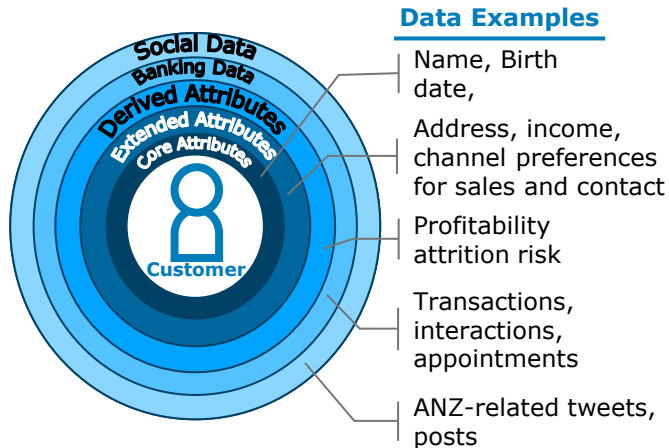
Digital - central to banking in the future; we are the market leader in mobile banking platforms

Building our online and digital banking capabilities

- Digital channels will define the way we operate
- Focusing on customer acquisition and servicing and deepening the customer relationship
- Recognised leader in mobile banking platforms
 - ANZ goMoney – over 1m users and 1m logons in a day
 - ANZ Fast Pay – winner ‘Innovative in Mobile Payments award’¹ & Trailblazer Award for ‘Channel Excellence in Mobile Payments’²
 - ANZ Transactive for mobile – 2,000 users processed \$9b in payments³



Developing deeper analytic capabilities; enhancing our understanding of customers and ability to tailor offerings



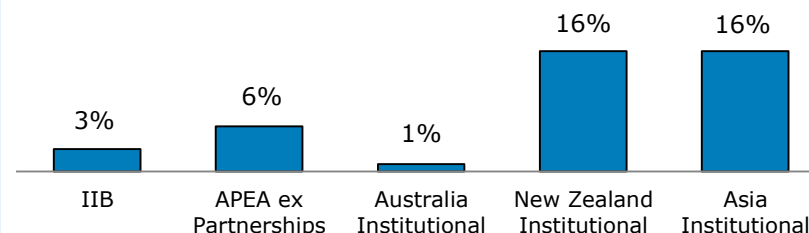
- Unified view of customers relationship with ANZ providing actionable customer insights
- Analytic capabilities enable tailored personalised offers across Retail and Commercial customers
- First phase of warehousing platforms already commissioned

1. Financial Insights Innovation Awards (FIIA) 2013
 2. 2013 Banking & Payments Asia Trailblazer Awards
 3. As at May 2013

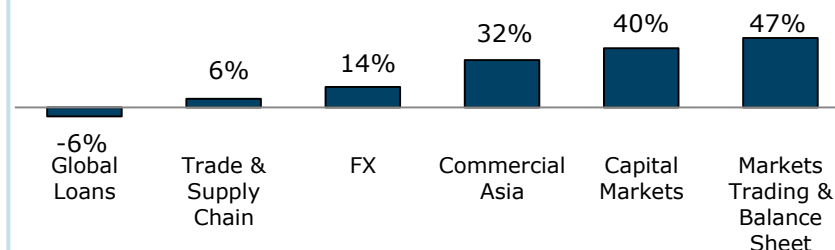
IIB growing in line with strategy while improving productivity

- **Income growth continues**
 - IIB income growth of 3%, with Asia organic franchise income up 8%
 - Improved connectivity and growing volumes have countered margin pressures
 - Markets Trading and Balance Sheet grew 47% from strong customer flow and tightening credit spreads – average traded VaR down, now 47% lower than 2011
- **We have a substantial business in Asia**
 - Recognised as a Top 4 Corporate Bank in Asia¹
 - Now generating over USD2bn per annum in income; CAGR of 46% since 2007
- **In line with strategy, diversifying revenue streams to reduce reliance on lending**
 - Increased focus on flow and value added products such as markets, trade and cash management
 - Targeting less lending reliant FIG and Resource customer segments – trade volumes grew 17% and 13% respectively
- **Positive JAWS of 4% through disciplined cost management and productivity initiatives**

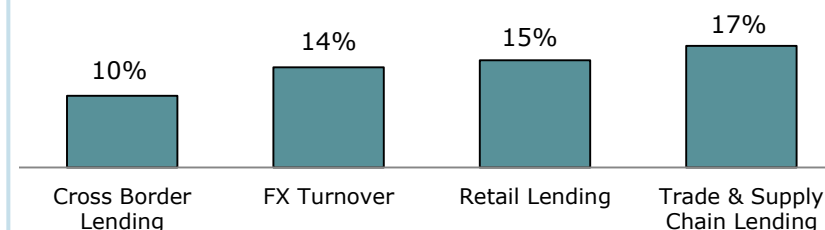
Operating Income growth 1H13 v 2H12



Operating Income growth 1H13 v 2H12



Volume growth 1H13 v 2H12

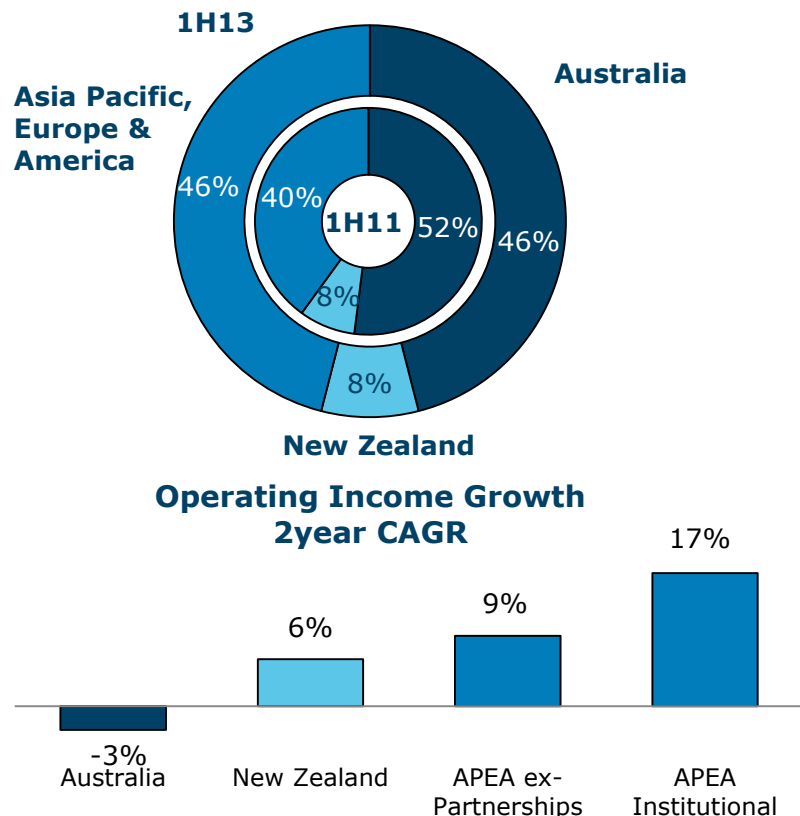


All growth rates reflect 1H13 v 2H12 unless otherwise stated

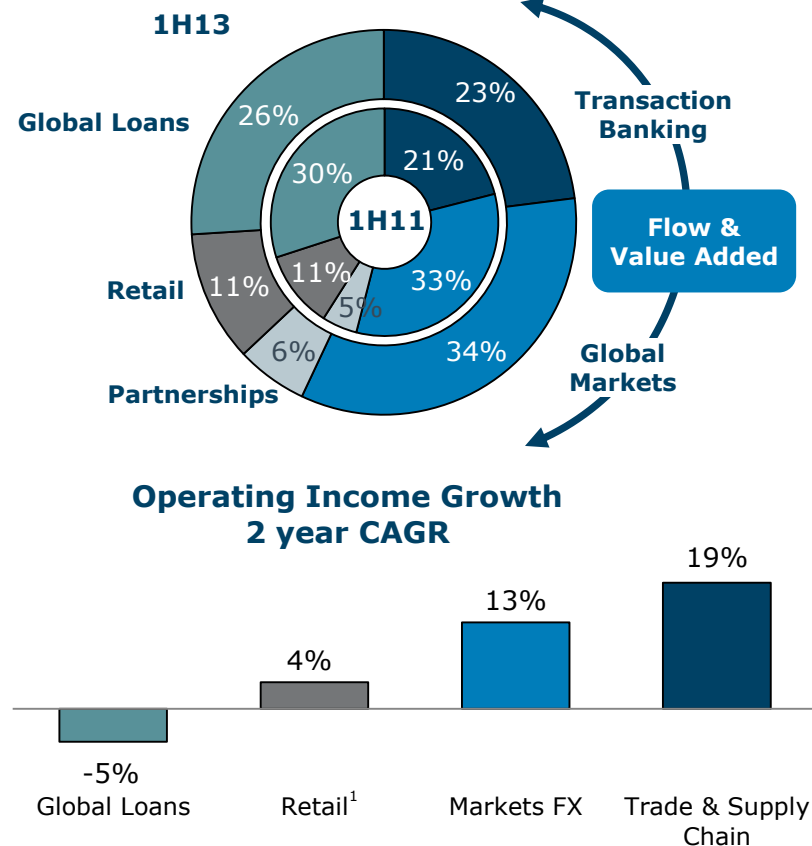
1. Greenwich Large Corporate Banking Survey, 2013

Increasing earnings diversity and focusing on higher return products and segments

Diversifying Income by Geography



Increasing contribution of flow and value added product



1. Normalised for RBS acquisition non-recurring gains

Maintaining a leading position in Australia / New Zealand and gaining recognition in Asia

Leading in Priority products

- **Foreign Exchange & Commodities**
 - Number 1 primary supplier of spot FX and forward FX in Australia (East & Partners 2012)
 - Best for Asian Currencies & Best for Client Service in Asia Time Zone (Euromoney FX Survey 2012)
 - Best for FX Options as voted by Financial Institutions (AsiaMoney FX Poll 2012)
 - Ranked No. 4 in the 2012 AsiaMoney Commodity Poll (unranked in 2011)
- **Trade Finance**
 - Best Trade Finance Bank Australia for 6 years running (Global Finance)
 - Best Trade Finance Bank New Zealand for 5 years running (Global Finance)
 - Best Trade Bank in Asia Pacific (Trade and Forfaiting Review 2012)
- **Debt Capital Markets**
 - No. 1 Mandated Lead Arranger and Bookrunner in Australia / New Zealand (Thomson Reuters LPC 2012)
 - Market-leading Syndicated Loan Team in Asia Pacific (Asia-Pacific Syndicated Loan House of the Year, APLMA 2012)
 - Top four underwriter/arranger in the SGD and Dim Sum Bond Markets

Winning Flow & Value Added Deals

Leveraging ANZ's regional network and expertise in Trade & Supply Chain, Cash Management and Debt Capital Markets

PEGATRON
PEGATRON • UNIHAN CORPORATION

USD900 MILLION

Syndicated Receivables Purchase Facility

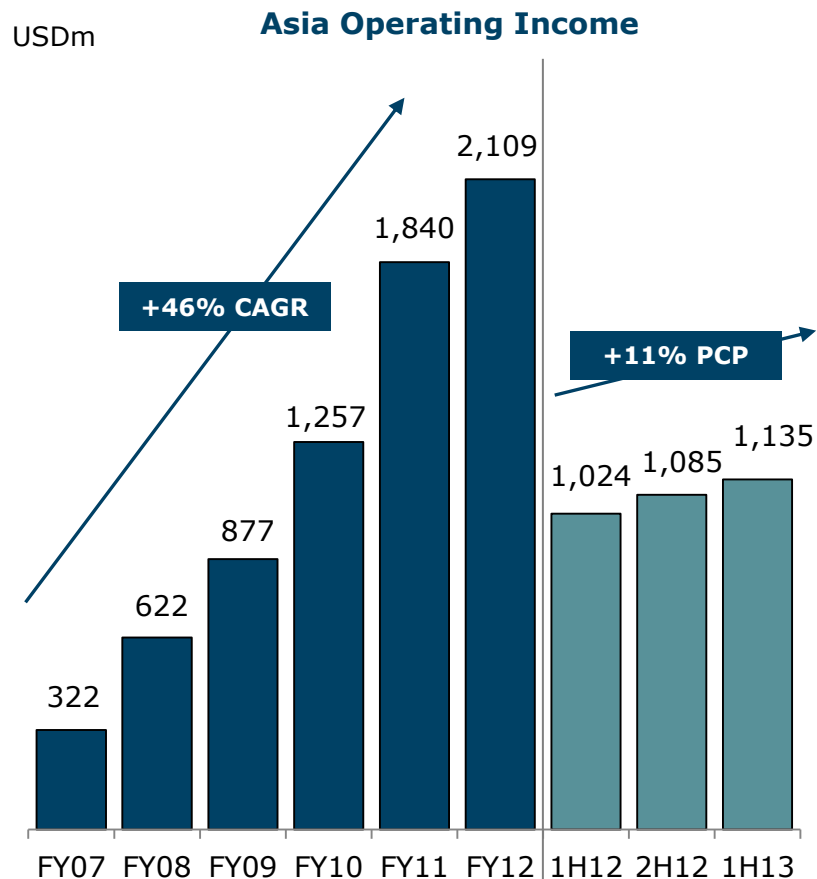
Pegatron Corporation
Bookrunner, Coordinating Arranger, Facility Agent and Collection Bank

October 2012

- Pegatron is a world leader in the electronic and computing design and manufacturing services industry
- ANZ provided a scalable supply chain solution to facilitate the purchase of receivables from Apple Inc.
- This required an in-depth understanding of both companies, skills in structuring and syndicating the large USD900m deal, product expertise, operational controls, as well as appropriate risk appetite
- This deal was recognised as Deal of the Year 2012 by Trade Finance and Best Telecommunications & Technology Trade Finance Solution, Taiwan by The Asset in 2013

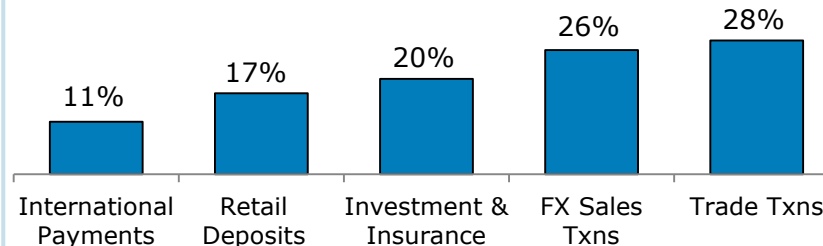
A focus on growth and scale in Asia to drive improved returns

Significant growth achieved since commencing super regional strategy

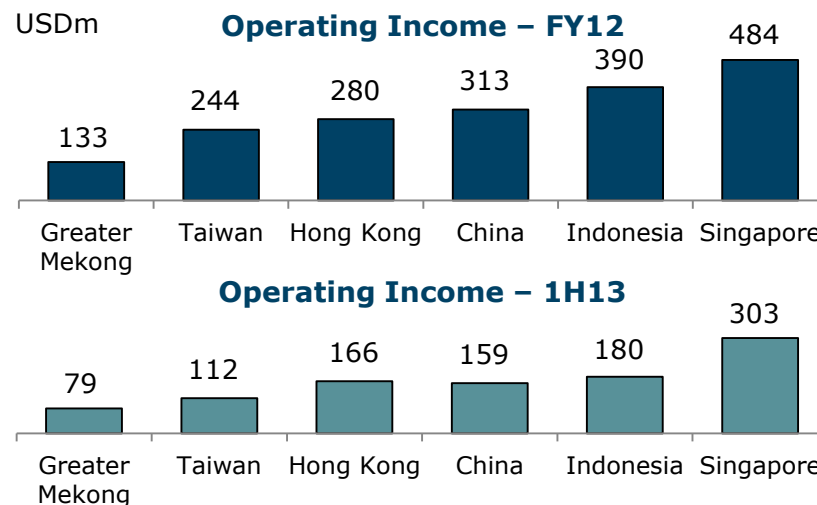


Volume growth has remained strong

Asia Volume growth (1H13 v 1H12)

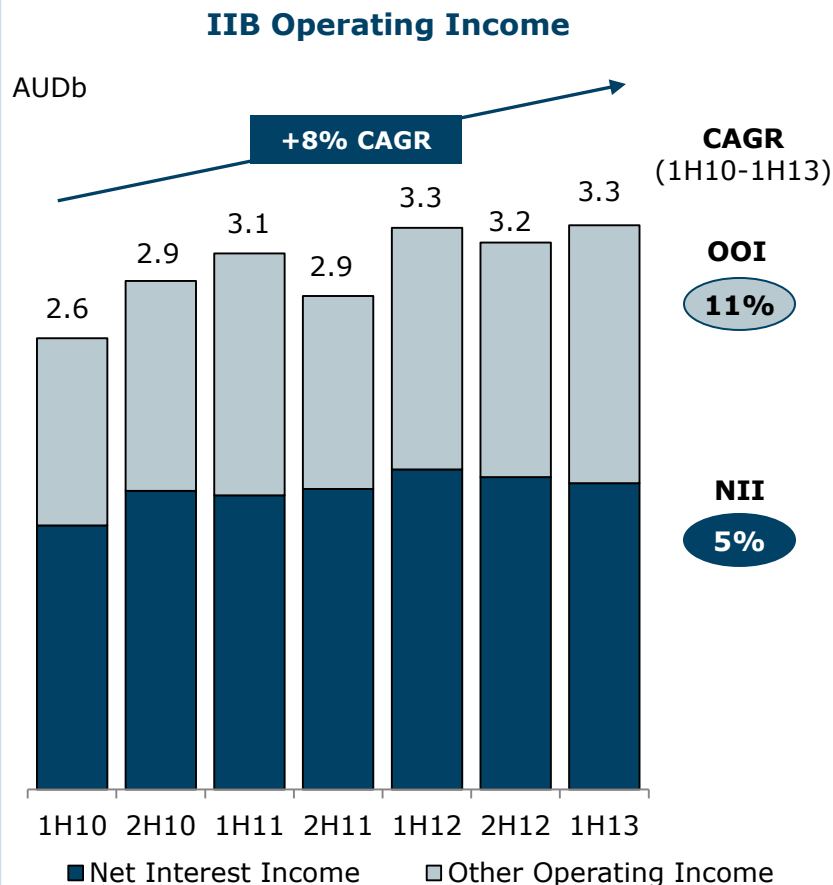


Achieved scale in core franchise markets

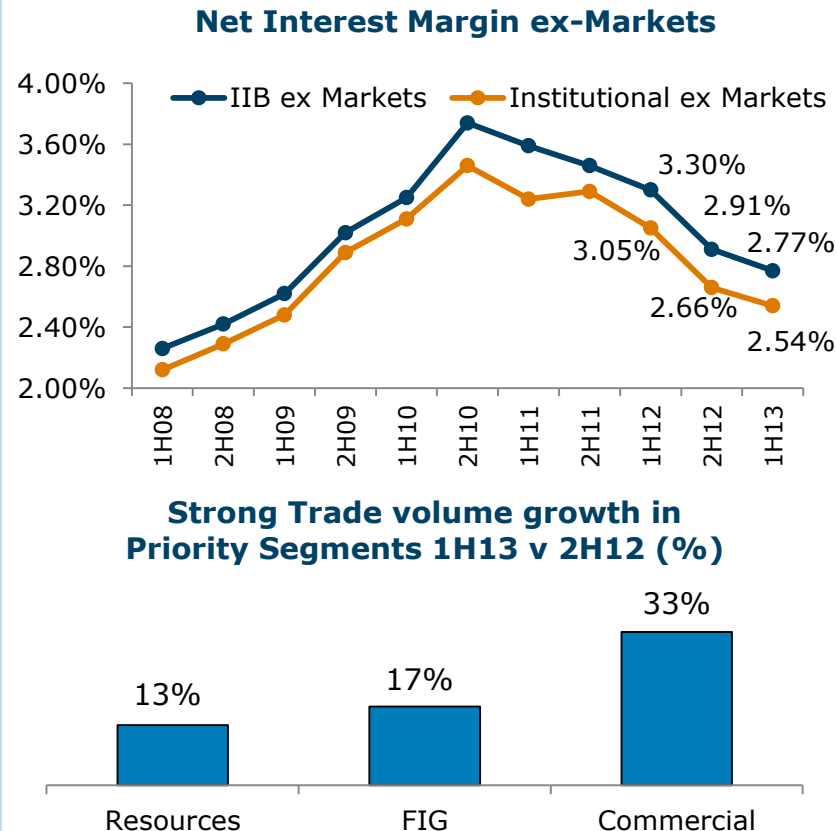


Improving income quality whilst continuing to drive volume growth

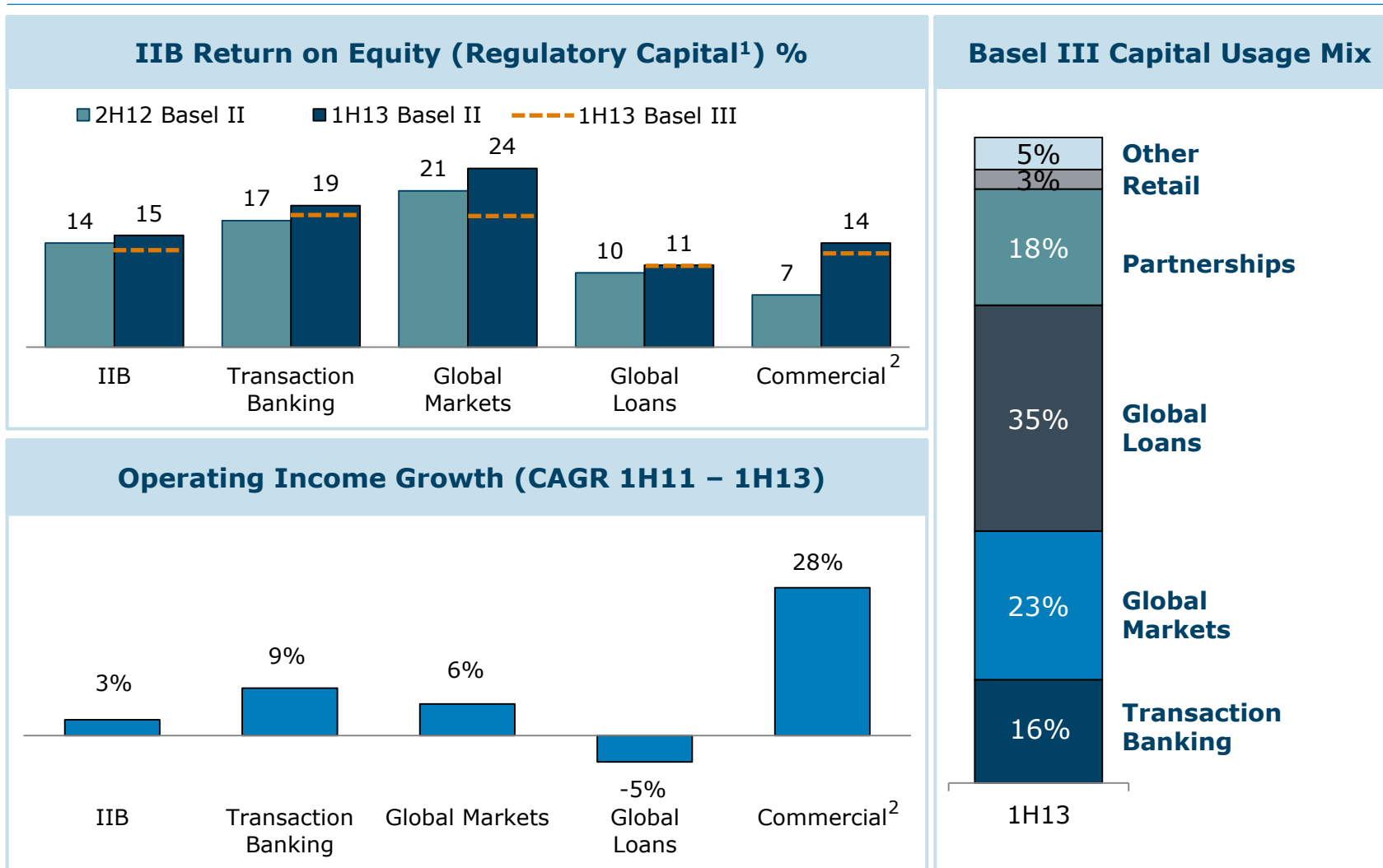
Improving quality of earnings through growth of Non-Interest Income



Driving volumes growth to counter margin pressures and mix changes in our business



Growth is focused toward higher return products



1. Capital represents Average RWA x 8.3% plus Average Capital Deductions (ie partnership investment). PAT normalised to exclude 2H12 Software impairment

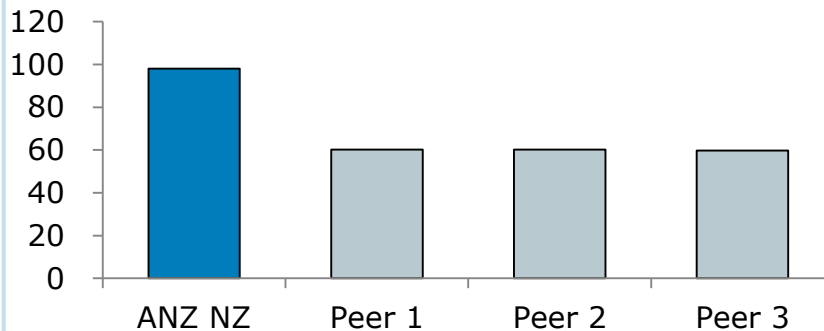
2. Represents Commercial Asia-Pacific segment



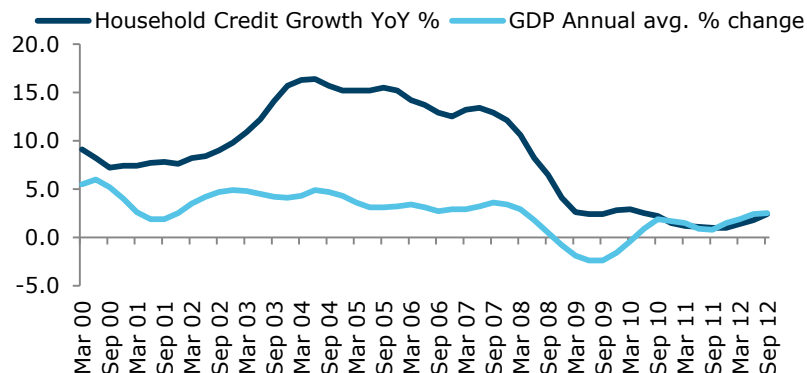
NZ Division is harnessing the benefits of scale to compete in a lower growth, highly competitive market

As the largest bank in New Zealand ...

Gross Loans and Advances (NZDm)¹



... in a lower growth, highly competitive market² ...



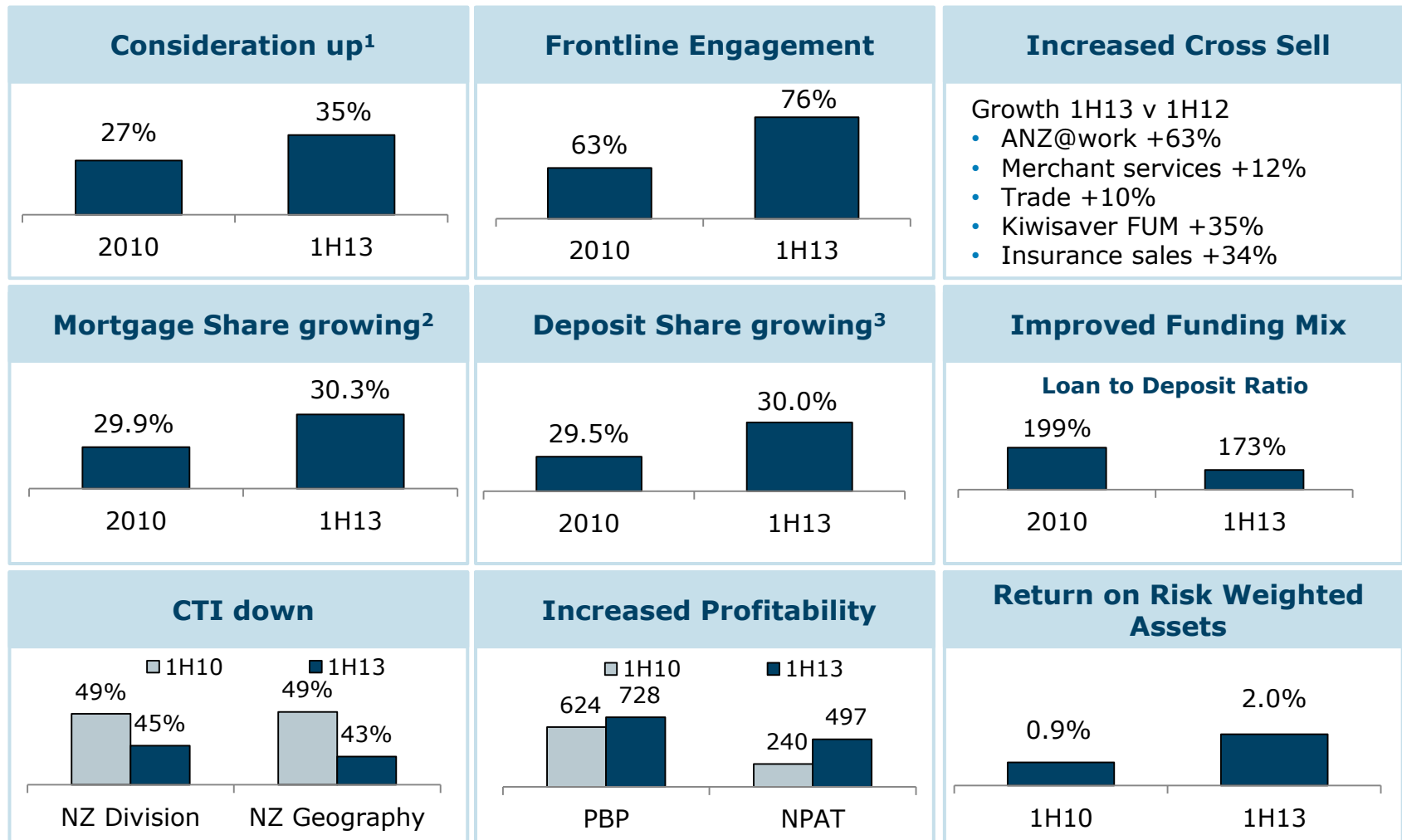
... we are harnessing the benefits of scale to drive greater value

- Simplify the business and reduce duplication
 - One management structure
 - One set of systems
 - One process and product set
 - One brand
- Develop a distinctive banking proposition across all businesses. Compared to peers:
 - More branches
 - More ATMs
 - More specialists in local markets
 - Branch network optimised to provide greater coverage of NZ
- Increase cross-sell
 - Grow Markets, Trade and Cash Management revenues in Commercial customer base
 - Grow sales of Life Insurance and Kiwisaver in Retail customer base
- Increase productivity and operational efficiency
 - Become the most efficient bank in New Zealand, reflective of our scale

¹ Based on Geographic Disclosure Statement data as at 31 December 2012

² RBNZ real gross domestic product and household credit data

Maintained momentum through a period of significant change



1. Source: Ipsos Branch Tracker - consumers saying the brand is their first choice or is seriously considered

2. Source: RBNZ, February 2013

3. Source: RBNZ, December 2012



Next phase focused on leveraging our scale

Harness Scale
2010 - 2012

Leverage Scale
2013-2015

Scale advantage
2016+

Leverage scale through a focus on service, efficiency and cross sell

- **Continue to drive productivity benefits from simplified business model**
 - Committed focus on productivity and efficiency measures
- **Greater focus on service**
 - Branch upgrades designed around greater sales activities
 - Further increase in branch coverage
 - Increasing number of business bankers in local branches
- **Continue to drive cross-sell**
 - Improve diversity of income base through continuing to grow cross-sell across NZ franchise

Deploying a new modular branch design that requires 20% less floor space



1H13 Strategic scorecard – Wealth Division

Scorecard	Comments
<p>Grow relationships with existing ANZ customers:</p> <ul style="list-style-type: none"> ✓ Wealth solutions sold to ANZ customers ✓ Size of ANZ Financial Planning ✓ Productivity of ANZ Financial Planning ✓ Direct channel sales <p>Drive higher returns from existing businesses:</p> <ul style="list-style-type: none"> ✓ Grow Retail Life ✓ Netflows from aligned dealer groups ✓ Above market FUM growth <p>Simplify the business and leverage global capabilities:</p> <ul style="list-style-type: none"> ✓ Lower cost to income ✓ Reduce risk ✓ Leverage global model ✓ MySuper & FoFA ready 	<ul style="list-style-type: none"> • Net increase in Wealth solutions held by bank customers of 9% PCP • ANZ Smart Choice Super exceeding 800 account openings per week with a funding rate over 36% and day-1 insurance take-up of 50% • ANZ Financial Planning productivity up 21% PCP and 6% PCP per adviser for risk sales and investment inflows respectively • Direct Insurance sales to ANZ customers up 17% PCP in Australia and 34% PCP in New Zealand • Insurance inforce premiums up 10% PCP (Life & GI) • Turnaround in netflows from aligned dealer groups (1H13 v 1H12) • FUM up 8% PCP, although market share declined 40bps in Australia (6 months to Dec 12)¹ • CTI improved 280 bps PCP to 62% driven by business simplification and leveraging the global model • New fiduciary and internal governance structure to improve risk compliance and governance • Centralised the Chief Investment Office to improve consistency and quality of investment decisions • MySuper license application submitted

1. Source: Plan For Life

ANZ Smart Choice Super

ANZ Smart Choice Super – a low cost and innovative solution

Visibility

- See your super alongside other accounts
- Never lose your super again
- 24/7 access



Over 17,000 accounts already opened

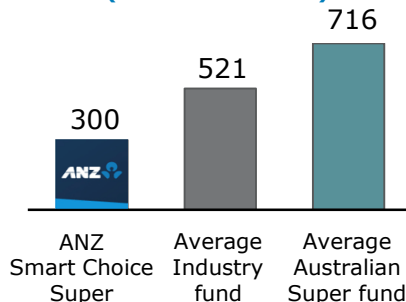
Choice & Control

- Life stage investments
- Choose how involved you want to be with quality investment options



36% of these have rolled over their existing superannuation or commenced contributions

ANZ Smart Choice Super fees vs other super funds (from 1 Dec 2012)¹



Activation team now in place with strong customer response

Great Value¹

- One low investment fee (0.50%)
- 42% lower fees than the average industry fund

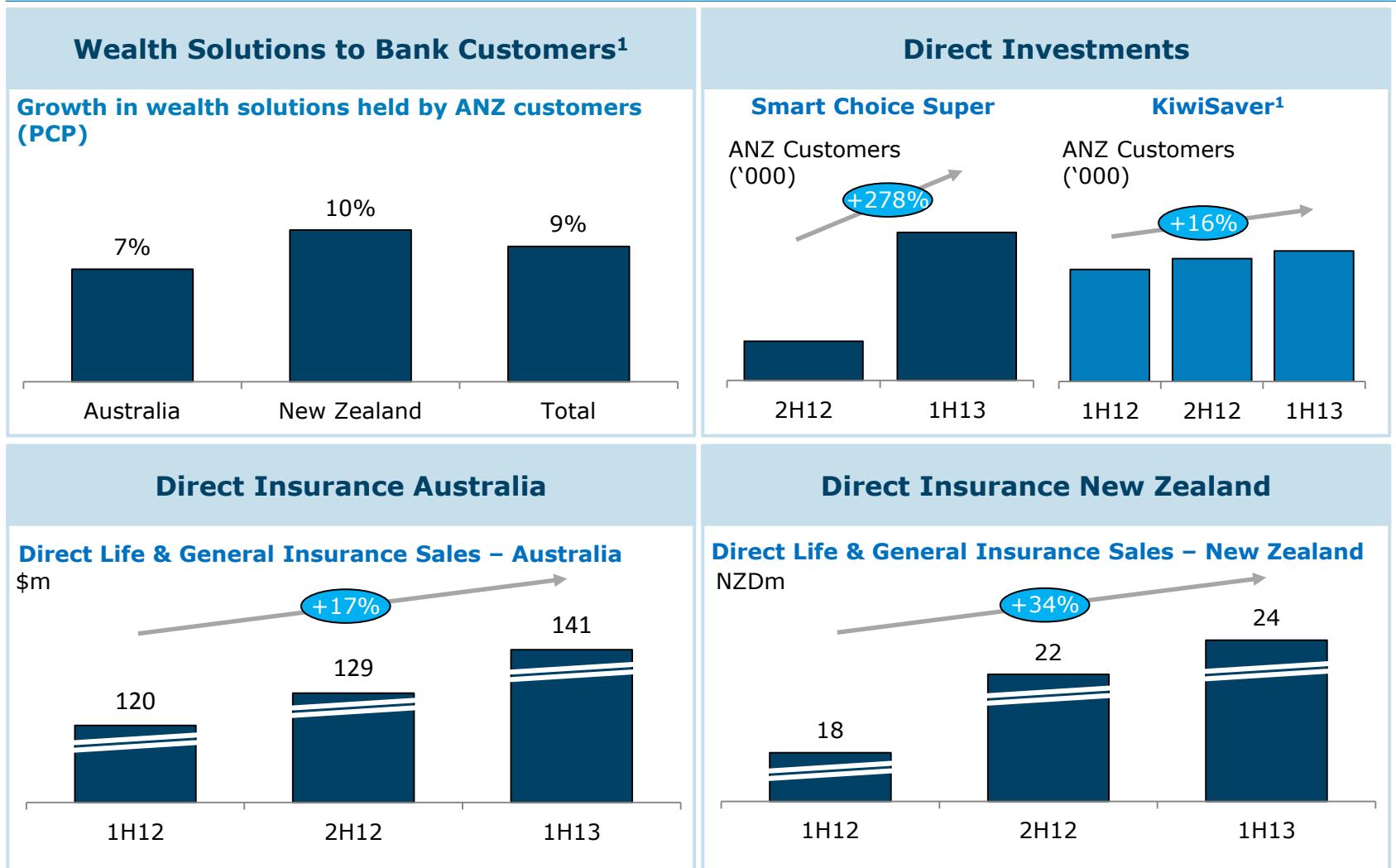


50% of accounts opened also take life insurance through ANZ Smart Choice Super

1. Note: Fee comparison based on the average total annual Investment Management fees, Performance fees, Administration fees, Asset Management fees and Member fees of 319 superannuation products in Australia (including 126 industry funds), on a \$50,000 account balance. Sourced from SuperRatings Pty Ltd's 'Fees Analysis' dated 21/11/2012 analysing fees current at 30/9/2012. All fees are subject to change



Deepening relationships with existing ANZ Customers



1. Source: ANZ Customer Analytics



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