

The background of the slide is a blue gradient with a large, faint, circular graphic on the left side. Overlaid on this background are various financial data elements, including a line graph with a peak and trough, and several columns of numbers and percentages, some with small upward and downward arrows, suggesting a stock market or financial report. The numbers are in white and vary in size and opacity.

06

UBS Investor Conference

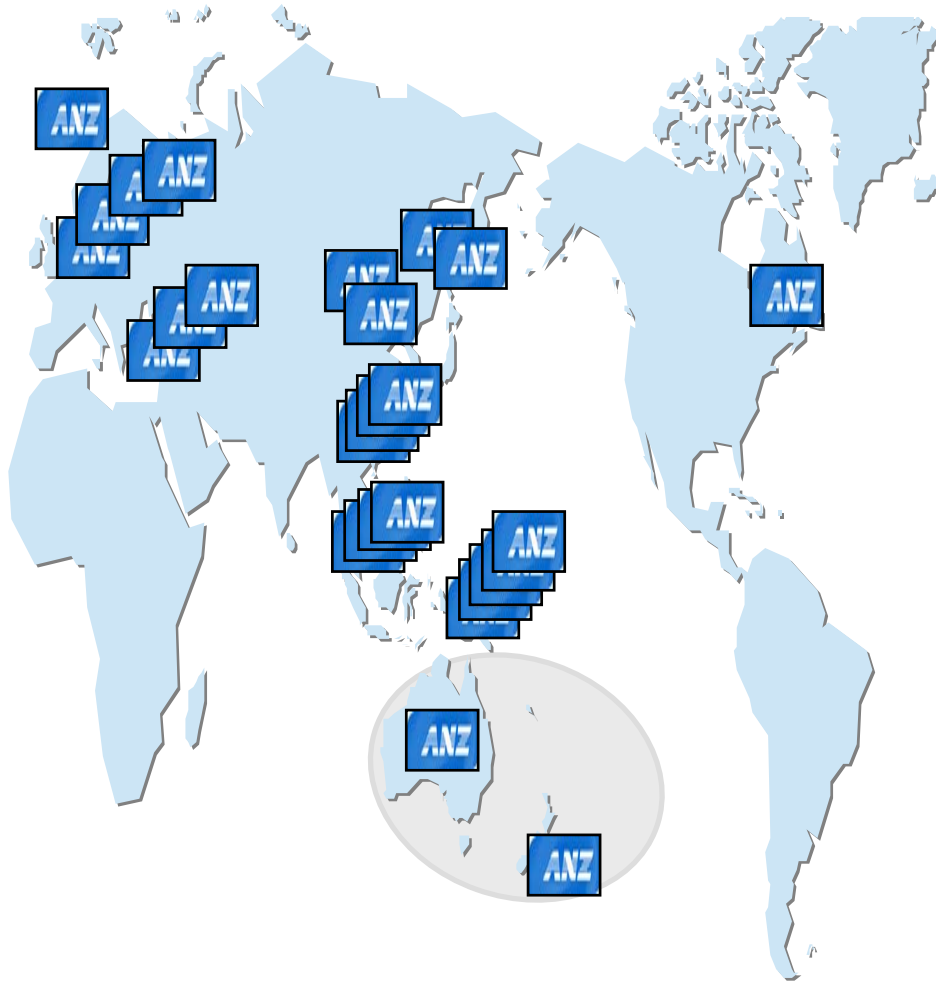
Australia and New Zealand Banking Group Limited

May 2006

Brian Hartzler

Group MD Personal

ANZ is one of Australia's "BIG FOUR" banks and New Zealand's largest banking group



Snapshot

- Established 1835
- Represented in 27 countries
- Market capitalization ~ US\$40b
- Amongst the top 50 banks in the World by market capitalization; top 10 in Asia
- #4 listed company in Australia
- Largest company in NZ
- Assets ~ \$319b
- ~ 31,000 employees worldwide
- AA-/Aa3 credit ratings

*Heritage as a
Corporate/Institutional
bank; now ~60% Retail*

A good first half for ANZ

1H06 v 1H05

Statutory profit

 **16%**

Cash* profit

 **10%**

Cash* profit before provisions

 **10%**

Cash* EPS

 **10%**

Dividend

 **10%**

2006 guidance

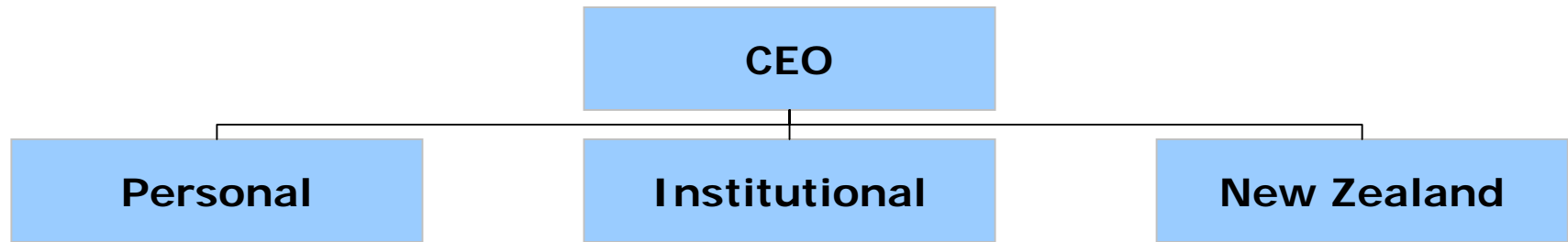
Revenue Growth*

8%  **7%-9%**

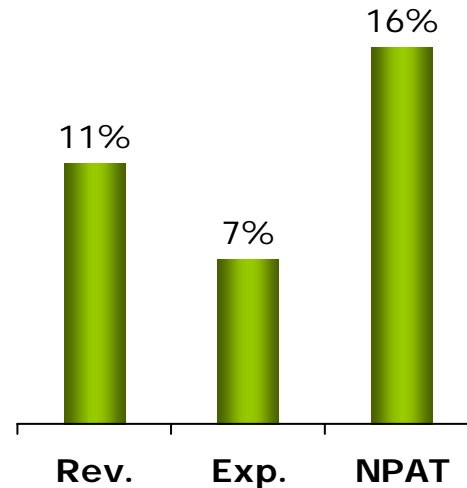
Expense Growth*

6%  **5%-7%**

ANZ's specialist business model delivering results



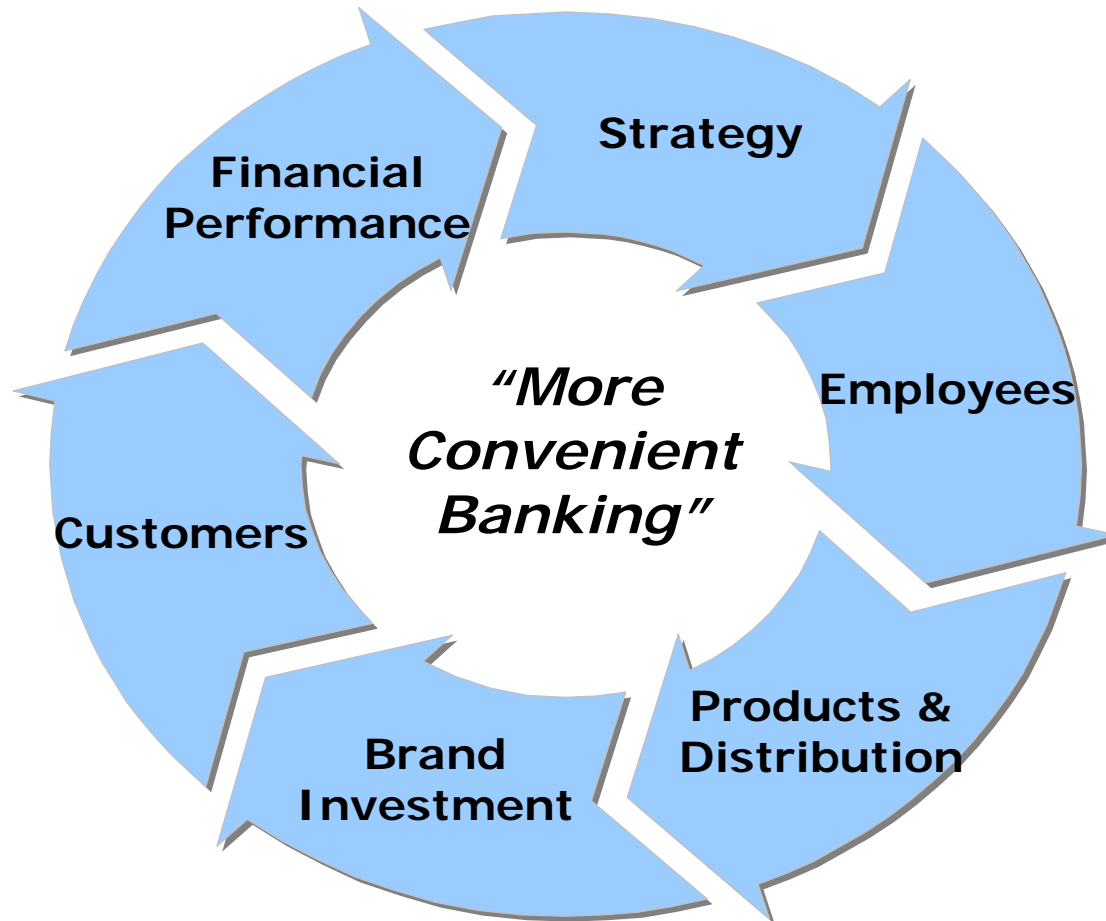
Strong Divisional Revenue growth driving 1H06* performance



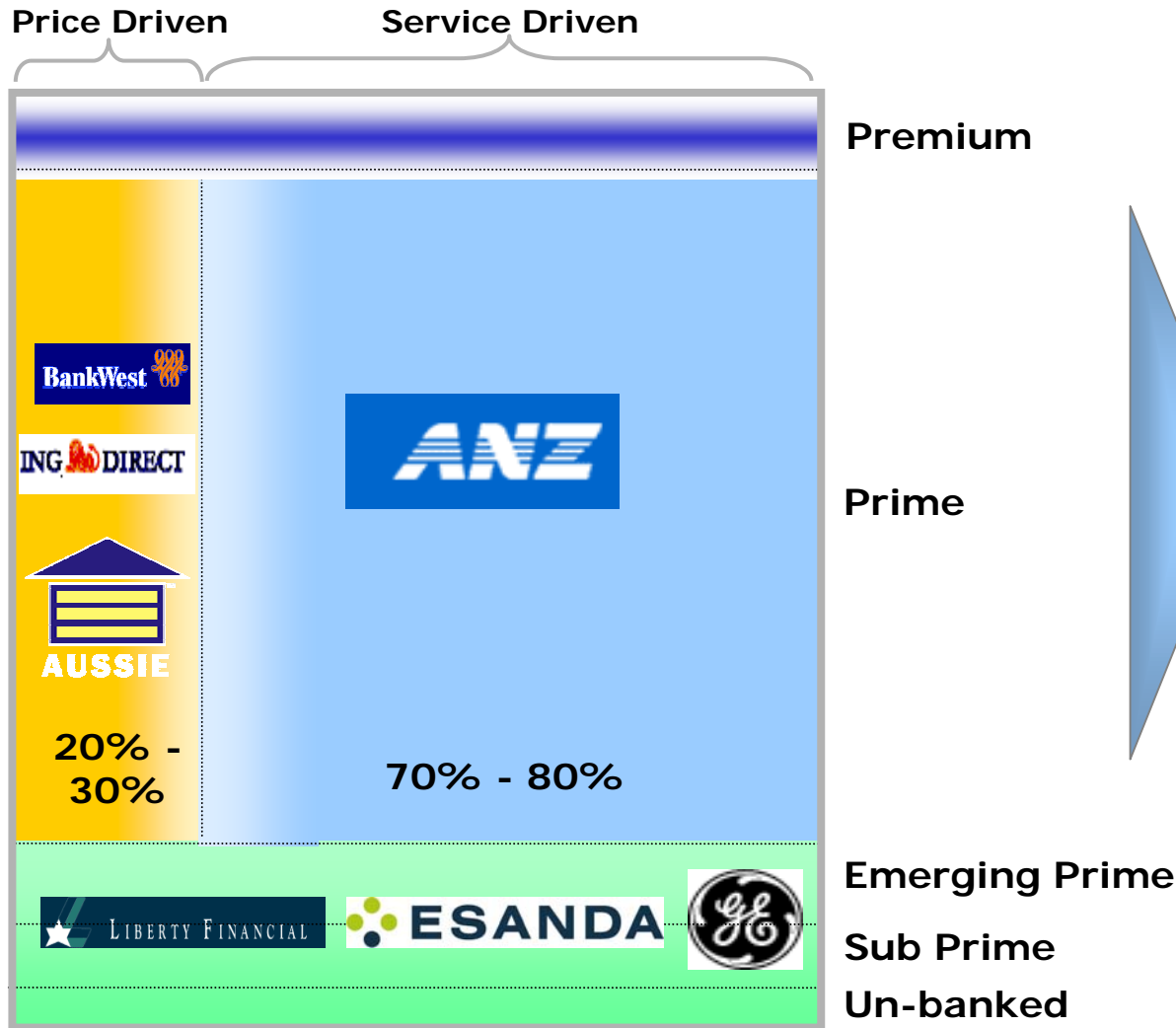
Product business performance*

Business	NPAT Growth
Mortgages	21%
Consumer Finance	12%
I & I	18%
Banking Products	12%
Regional & Rural	12%

Success in Personal due to an effective business system



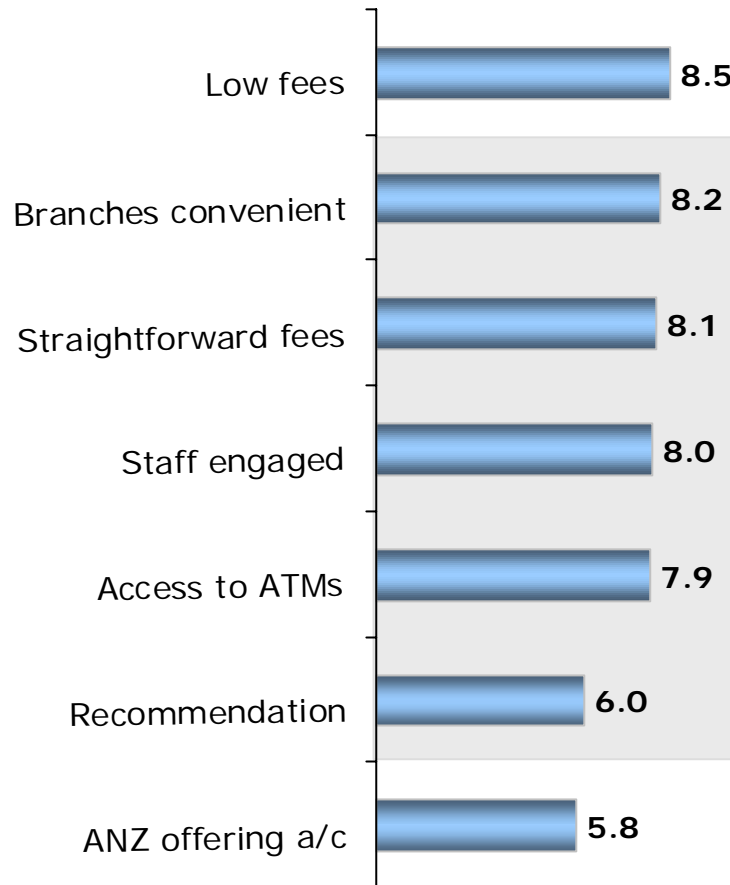
Strategy starts with clear segmentation



- ANZ brand for non-price-driven segments
- Use other brands for other segments
- Defend share via price where necessary

Customer insights led to “More Convenient Banking”

Key Decision Factors for Customers
(importance out of 10)

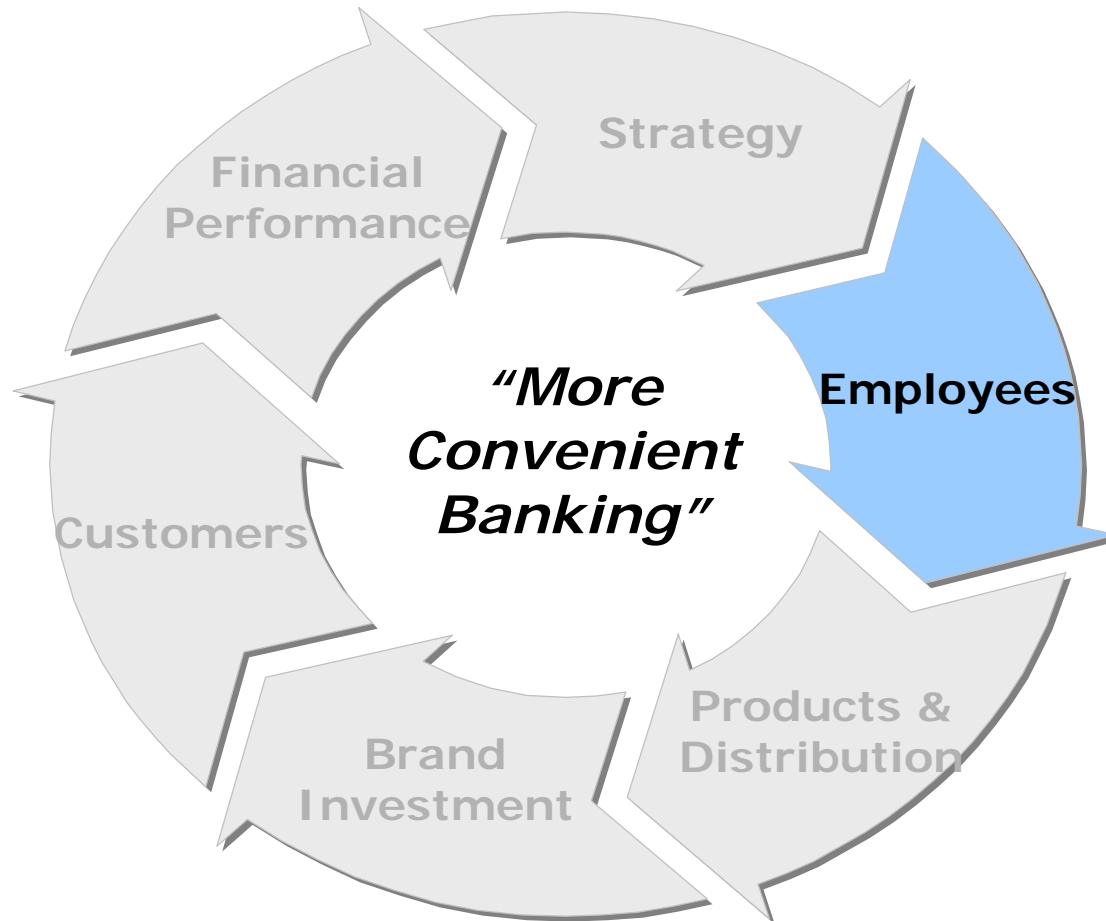


Important, but not dominant

Why should customers bank with ANZ (and not somebody else)??

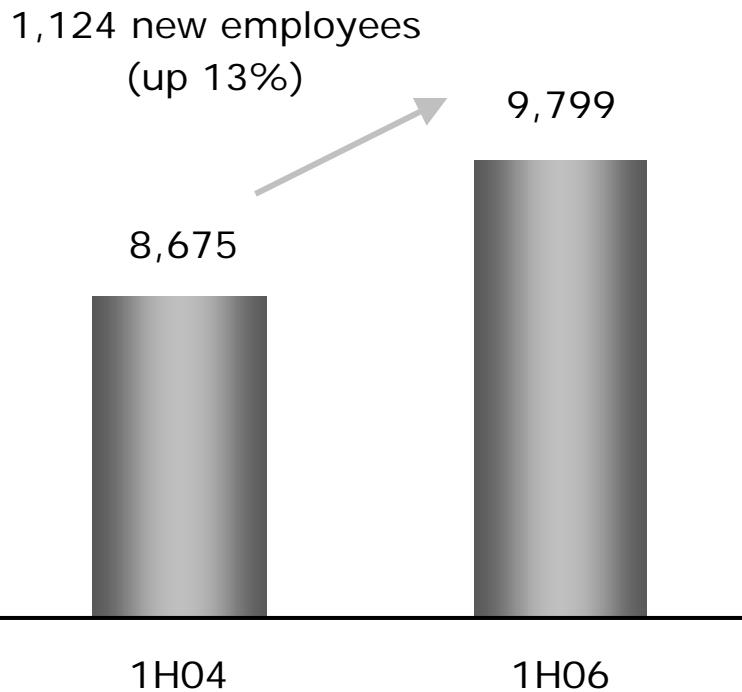
People increasingly “time poor” – looking for convenient, simple solutions

Success in Personal due to an effective business system



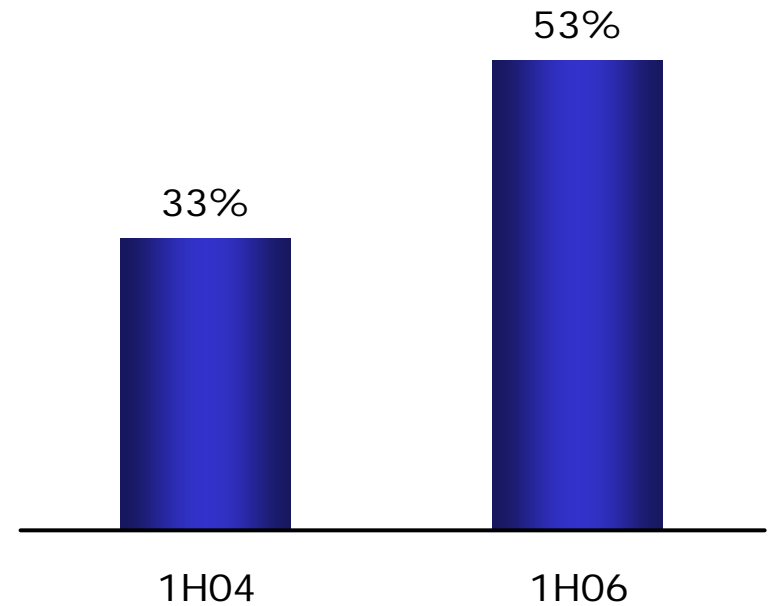
We have invested in our employees and our culture...

Significant investment in employees, largely frontline



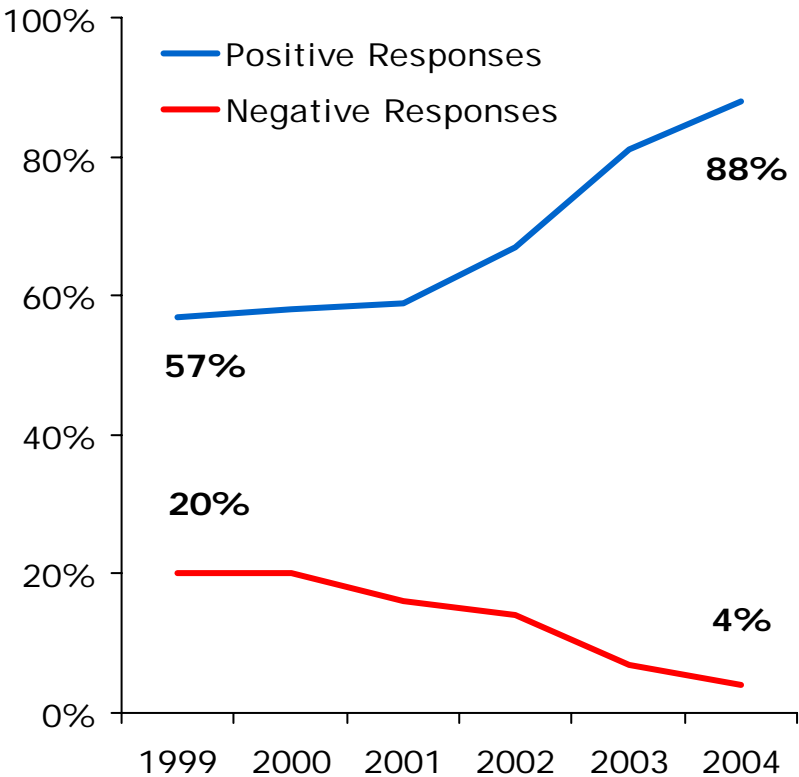
Delivering on our commitment to cultural change

(% Personal employees completed "Breakout" program)



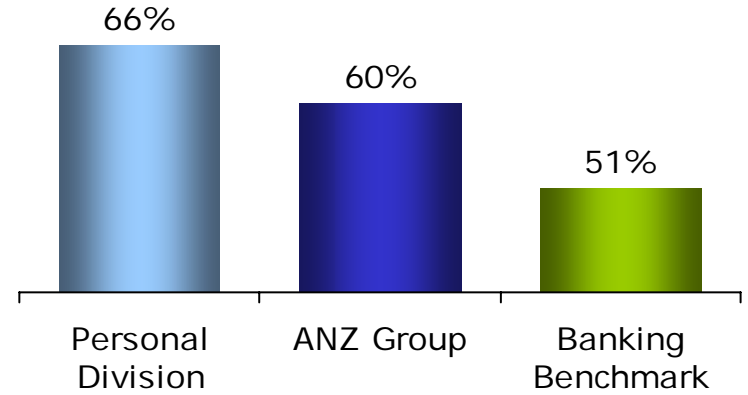
...resulting in a highly engaged workforce

Dramatic shift in staff satisfaction ("am I satisfied working at the ANZ?")

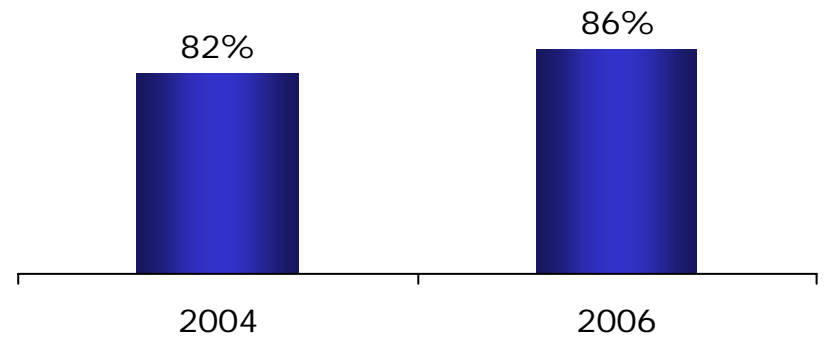


Shift to
"engagement"

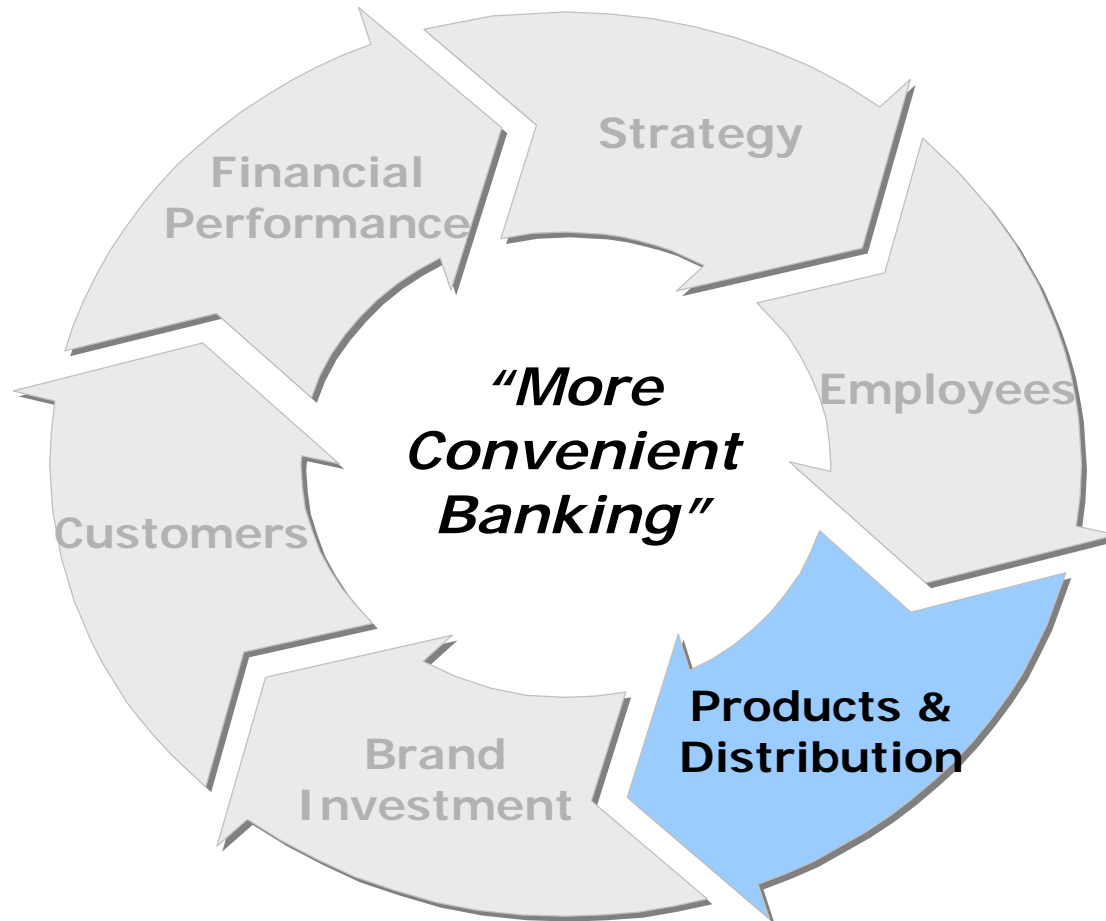
High levels of engagement across the Personal Division



Branch Manager engagement



Success in Personal due to an effective business system



Specialization has delivered product and service excellence

Bank of the Year 6 years in a row.

Switch banks now. Simply call 13 33 33.

www.anz.com

Money magazine's Bank of the Year 2005, Personal Investor magazine's Bank of the Year 2000-2004, Australia and New Zealand Banking Group Limited ABN 11 005 31 71 21.

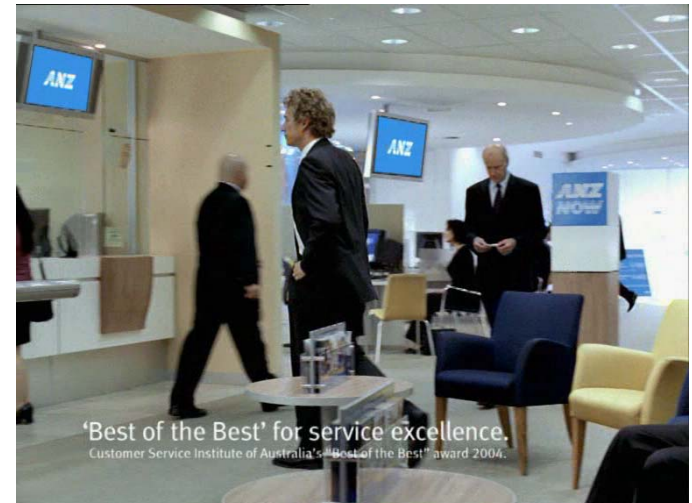
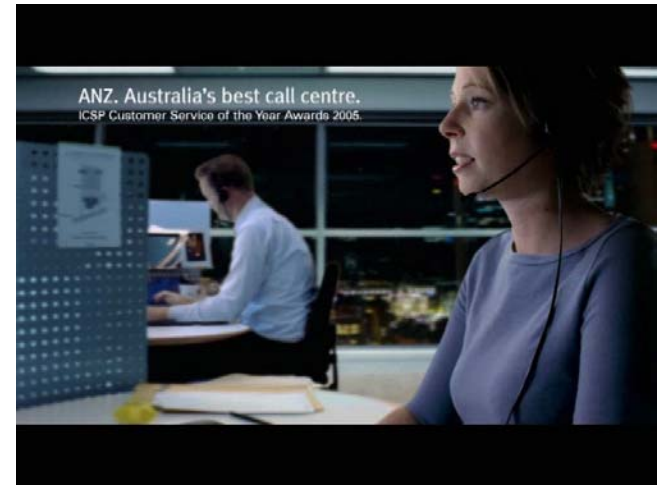
**ANZ
NOW**

Personal Investor Awards

- Home Lender of the Year
- Low Doc Money Saver of the Year
- Premium Banking Package of the Year
- "People's Choice" award

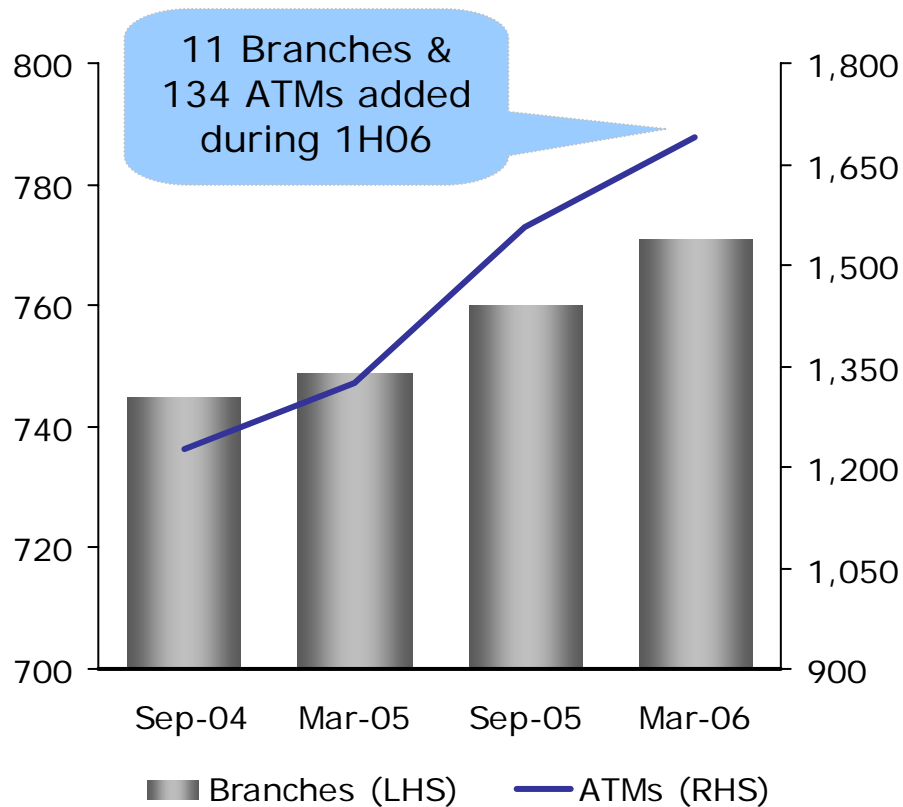
Money Magazine Awards

- Money Minder of the year (Savings & Transactions Accounts)
- Home Lender of the Year
- Personal Banking Website of the Year



Expanding distribution to improve convenience

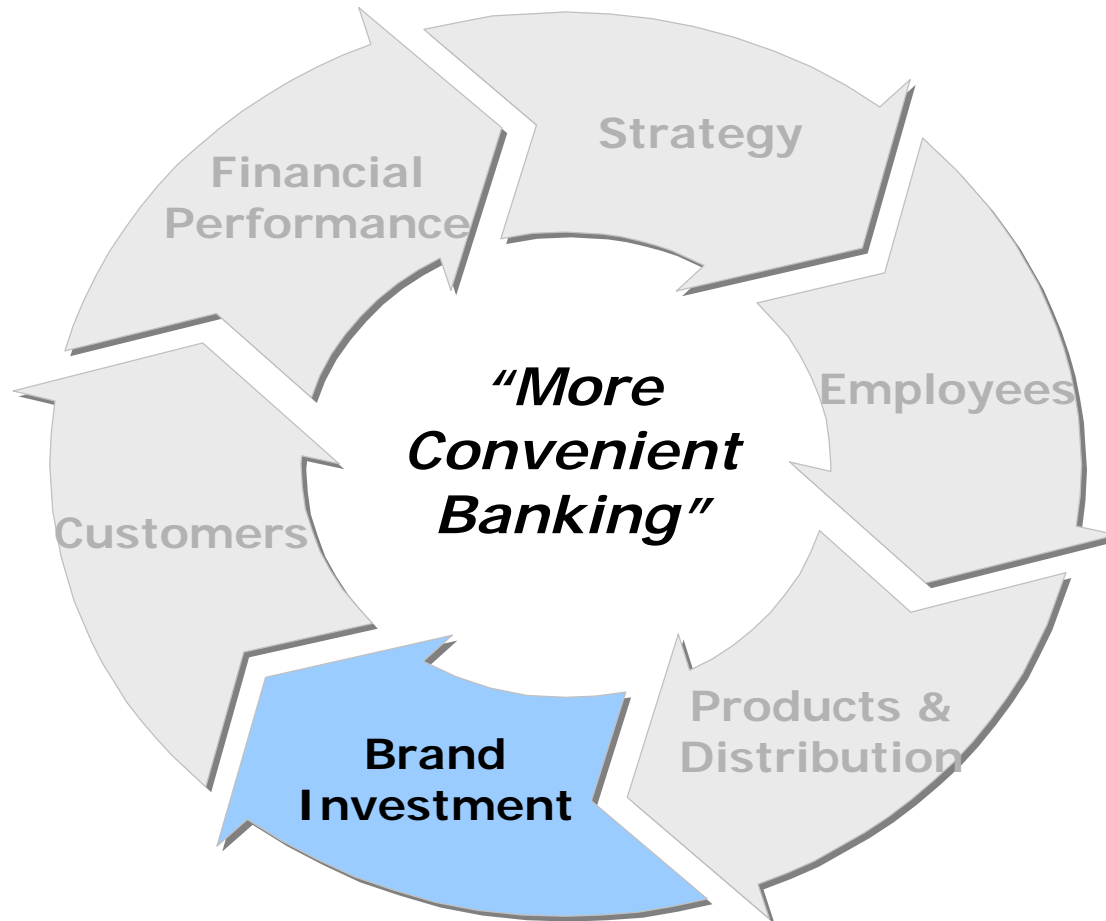
New Branches and ATMs



Target:
80 new branches by 2007

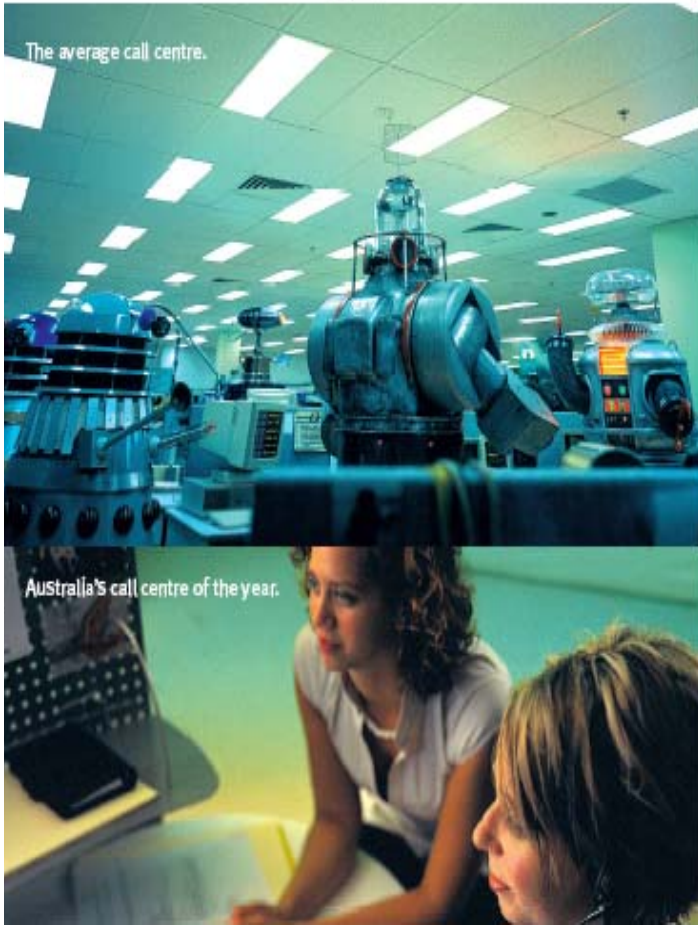


Success in Personal due to an effective business system



“Proof points” starting to differentiate ANZ brand...

Call Centres open 24/7



More ATM locations in key areas

Welcome to the Blue Coast.

The most ATM locations on the GC.

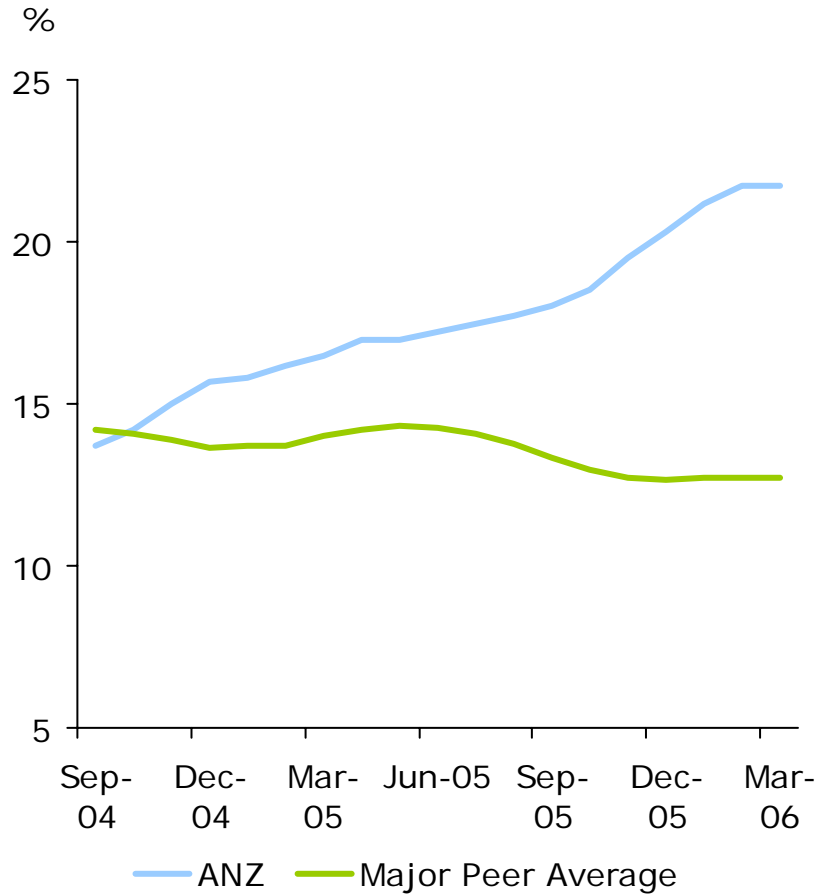
www.anz.com
ANZ is a member of the ANZ Banking Group Limited ABN 11 009 337 522.

First major bank to launch Visa Debit card

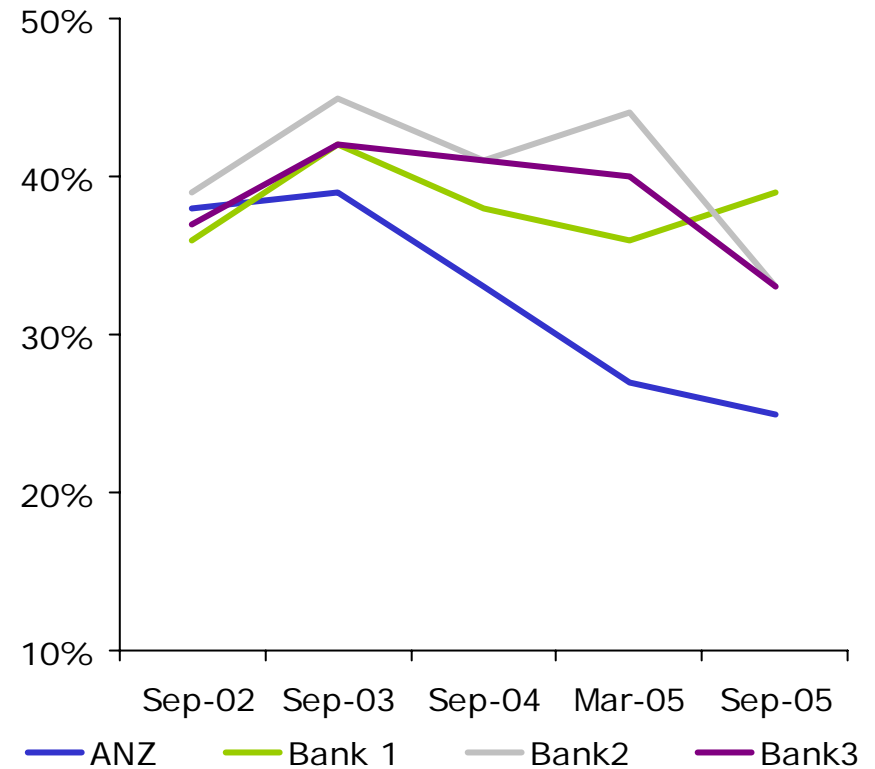


...which drives future acquisition and retention

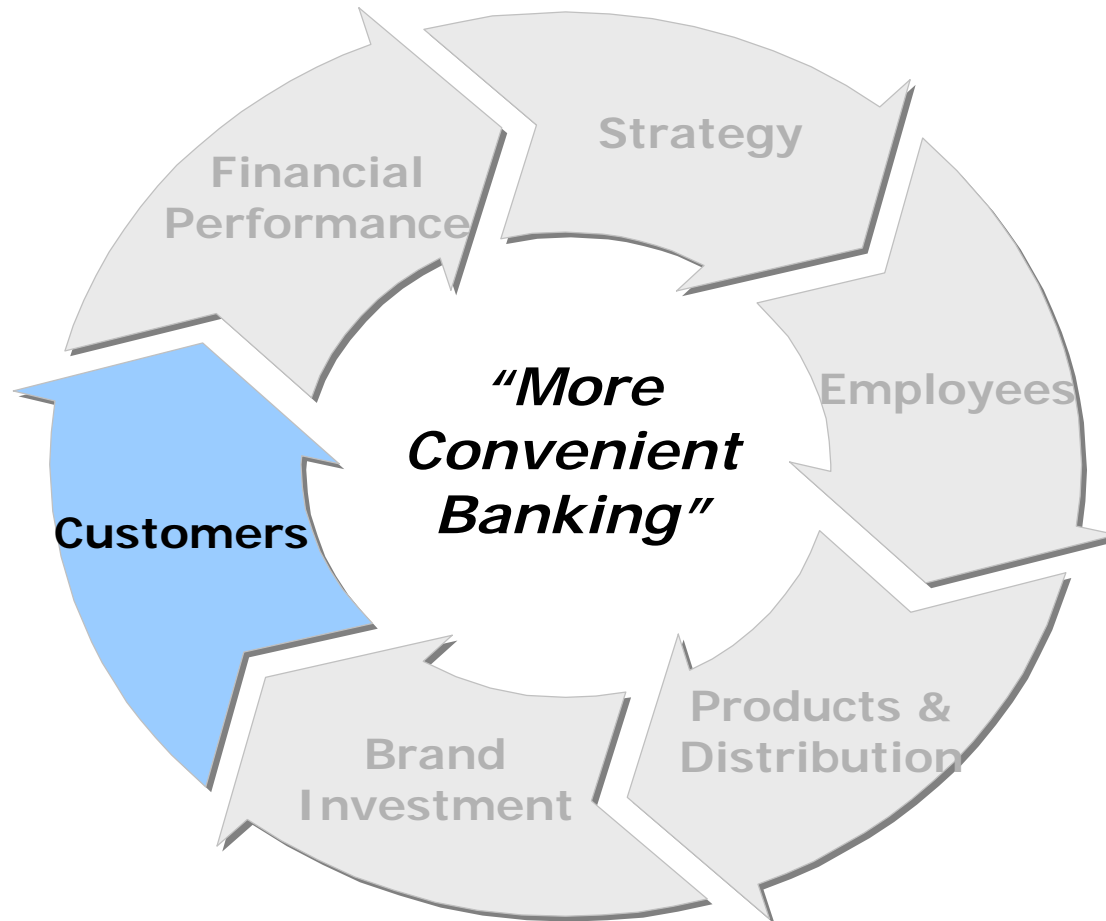
Improved "Trial Intention"
(Day to Day Transaction Accounts*)



Lowest propensity to defect#

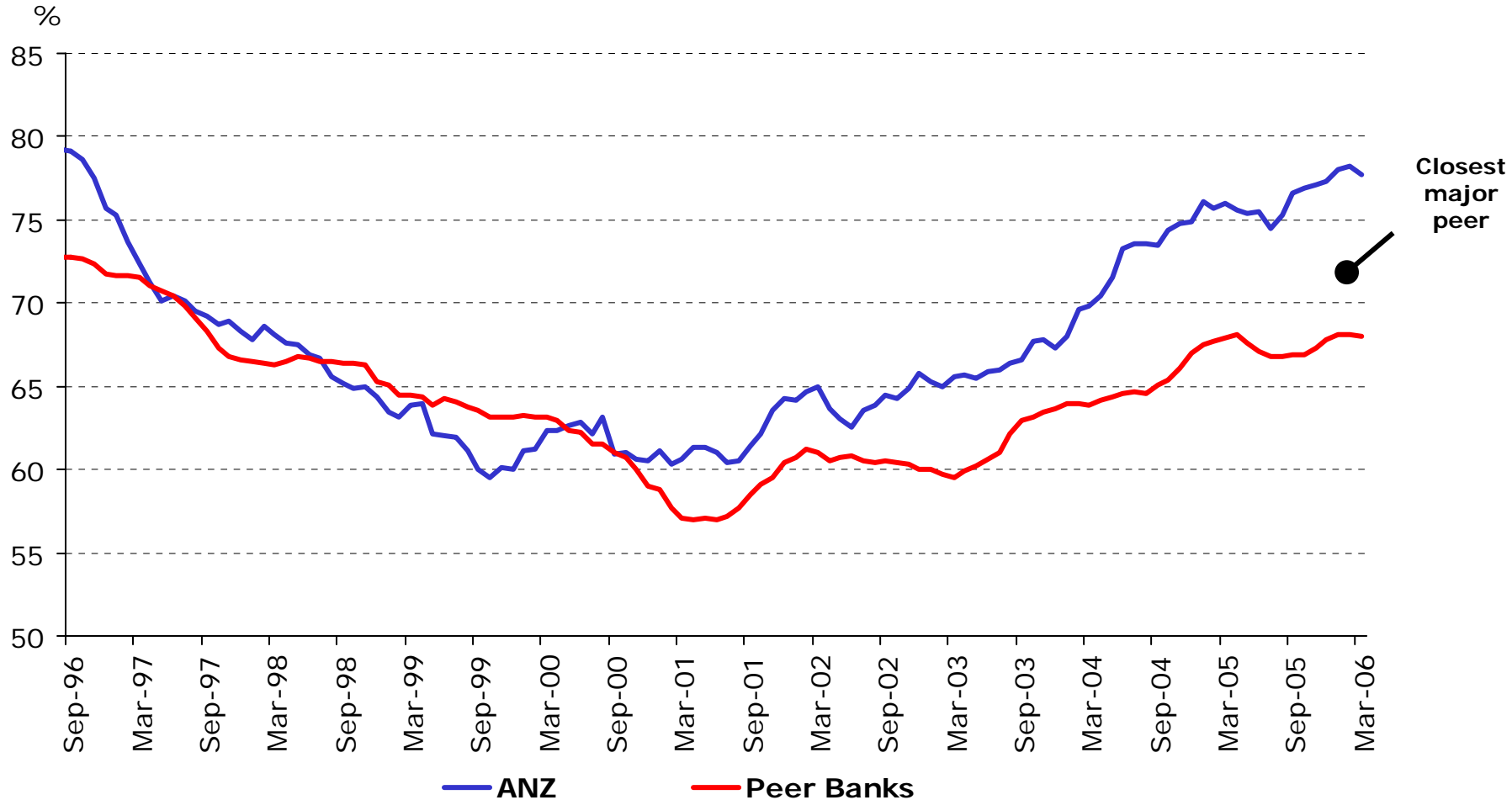


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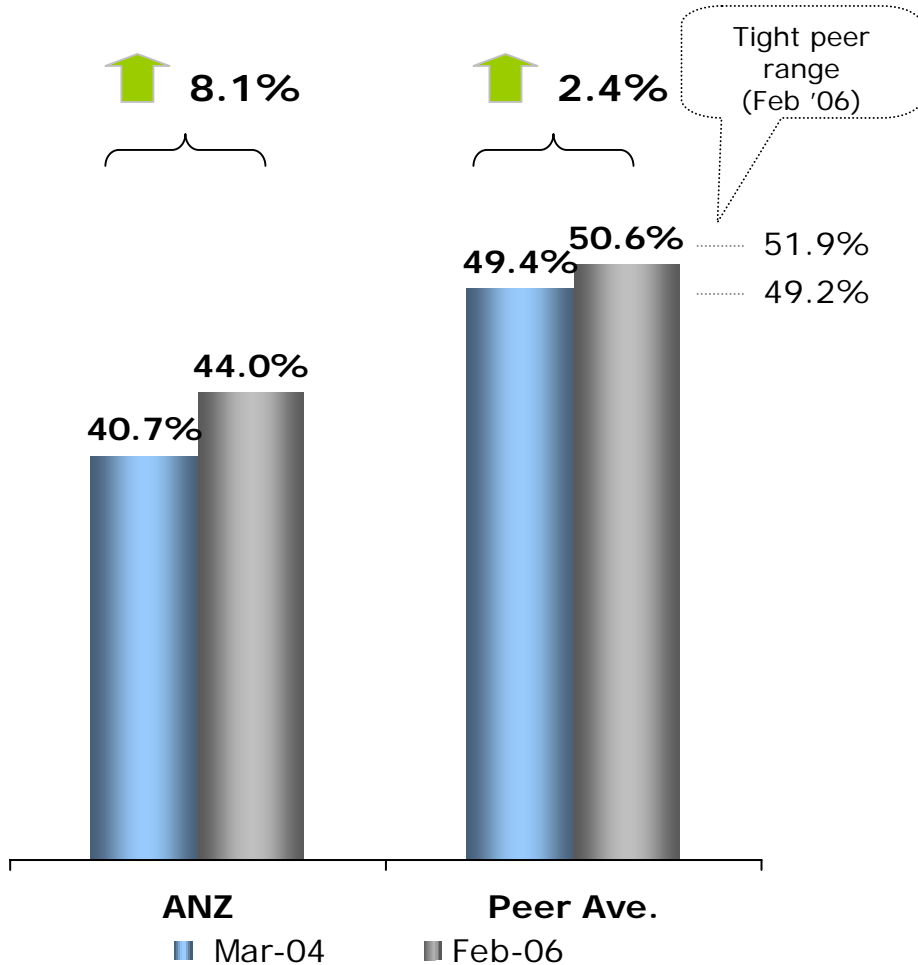
Highest customer satisfaction of any major bank...

Overall customer satisfaction
(Main Financial Institution*)

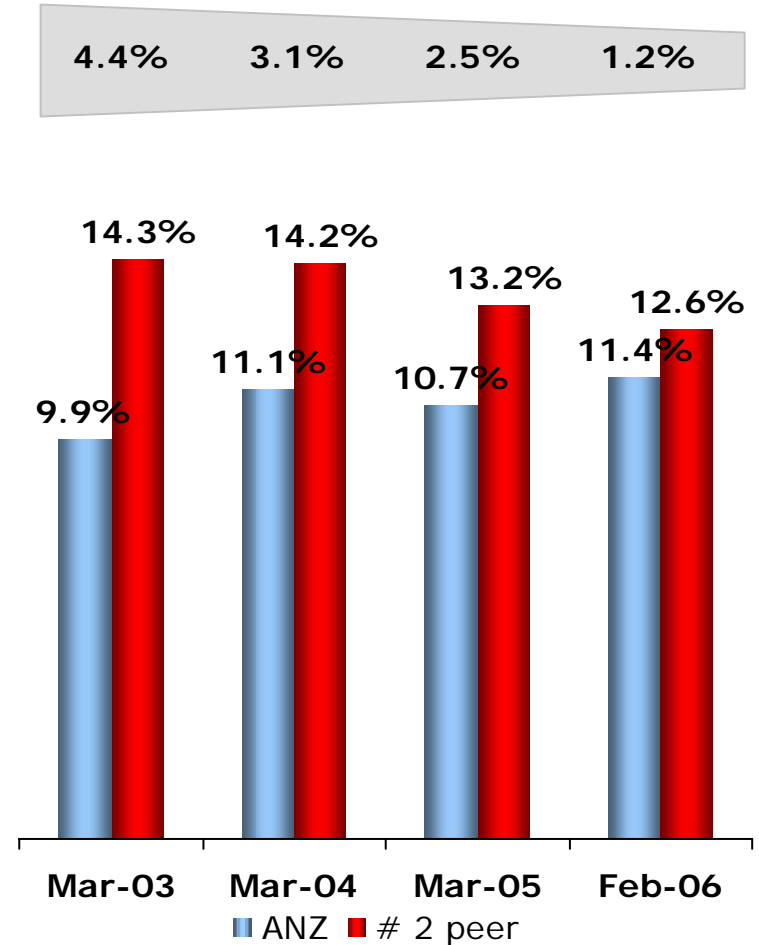


...leading to higher share of wallet and market share

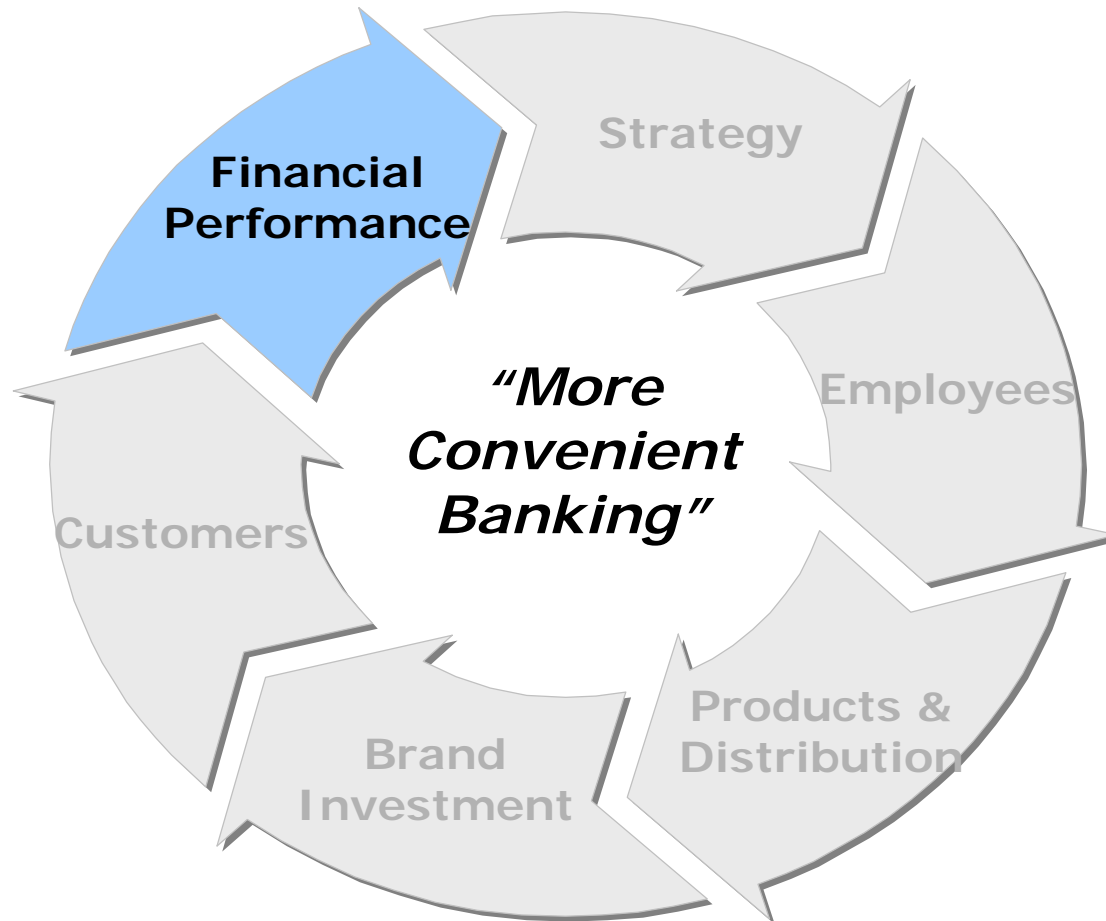
Share of wallet
(traditional banking products*)



Market Share Gap

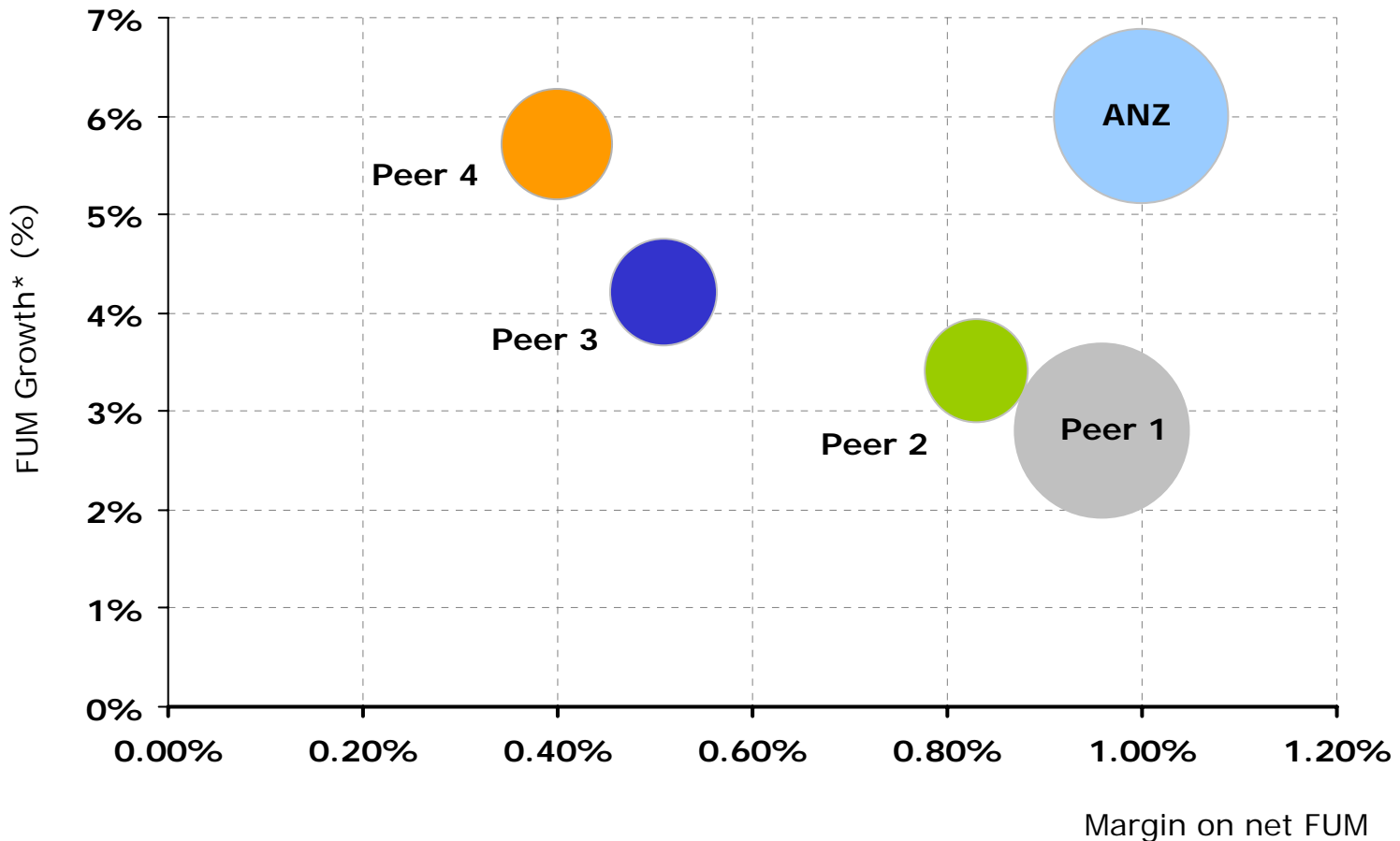


Success in Personal due to an effective business system



Non price led strategy delivering attractive growth...

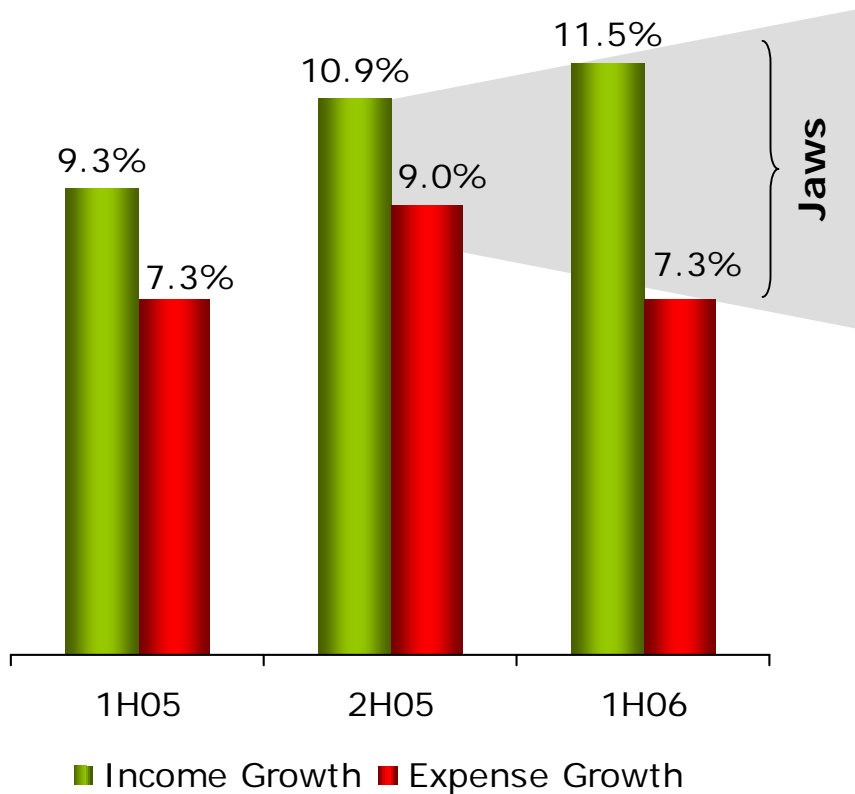
Retail Deposits – FUM Growth v Margin



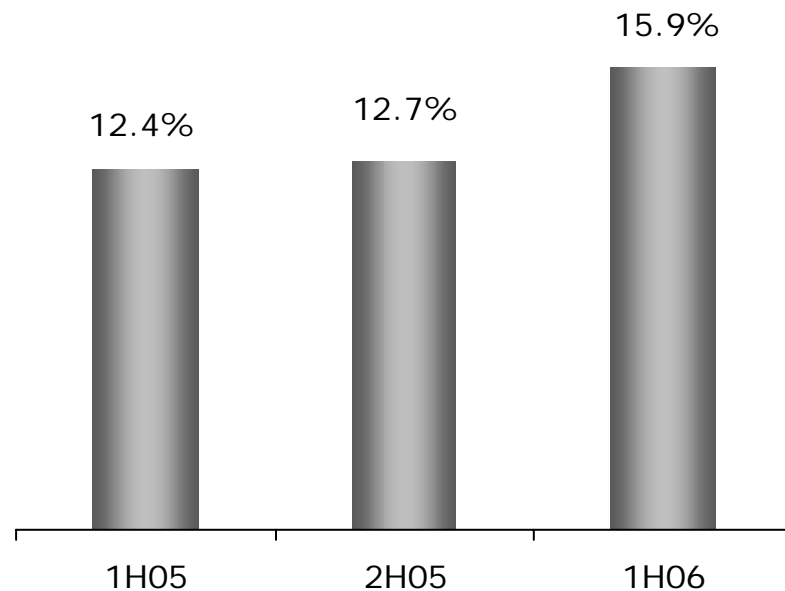
Note - size indicates Net Interest Income contribution of net growth (i.e. growth (A\$b) x margin)

...resulting in sustainable revenue and profit growth

Revenue/Cost 'Jaws' widening*



Strong profit momentum (pcp)



Summary

- No “silver bullet” explains ANZ’s Retail Banking success
- Our business system is delivering strong, sustainable growth
- We will continue to invest in “More Convenient Banking”
- Lots more upside in customer #s, wallet share, and efficiency

The material in this presentation is general background information about the Bank's activities current at the date of the presentation. It is information given in summary form and does not purport to be complete. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.

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