

HALF YEAR 2020 FINANCIAL RESULTS

KEY FINANCIAL RESULTS¹

\$1.55b
STATUTORY
PROFIT

-51%

\$1.41b
CASH
PROFIT

-60%

\$1.67b
CREDIT
IMPAIRMENT
CHARGE

+\$1.3b

4.7%
RETURN ON
EQUITY

-732BPS

10.8%
CET1 CAPITAL
RATIO

-73BPS

INTERIM
DIVIDEND
DECISION
DEFERRED
- UPDATE IN
AUGUST
2020

DIVISIONAL RESULTS¹

AUSTRALIA

\$1.4b
CASH PROFIT

-23%

\$4.7b
REVENUE

-3%

\$1.9b
EXPENSES

+2%

\$0.8b
CREDIT
IMPAIRMENT
CHARGE

+\$0.4b

\$213.0b
CUSTOMER
DEPOSITS

+5%

\$329.8b
CUSTOMER
LENDING

-2%

NEW ZEALAND (IN NZD)

\$0.6b
CASH PROFIT

-20%

\$1.8b
REVENUE

FLAT

\$0.7b
EXPENSES

+10%

\$0.2b
CREDIT
IMPAIRMENT
CHARGE

+\$0.2b

\$93.6b
CUSTOMER
DEPOSITS

+5%

\$128.6b
CUSTOMER
LENDING

+4%

INSTITUTIONAL

\$0.6b
CASH PROFIT

-38%

\$2.8b
REVENUE

+5%

\$1.3b
EXPENSES

-1%

\$0.6b
CREDIT
IMPAIRMENT
CHARGE

+\$0.7b

\$258.5b
CUSTOMER
DEPOSITS²

+16%

+\$16b
CORE LENDING³

+12%

HOW WE'RE RESPONDING TO COVID-19

PROTECT THINGS THAT MATTER

Launched Australian & NZ retail & commercial customer support packages, helping

~180k

customers with deferrals on loan payments



Joint lead manager on record

\$13b



Treasury bond for Australian Office of Financial Management, helping fund Australian Government's COVID-19 support package



Donated

\$3.4m

to charity partners to help support disadvantaged people in Australia, NZ and the Pacific

ADAPT FOR A NEW WORLD

Relocated & trained over

500

branch staff to assist with clearing call centre back logs



Over

95%

of our people working from home globally from 17 March 2020 while providing essential banking services (excluding Australian branch staff)



ENGAGE WITH KEY STAKEHOLDERS

Trained

300

extra staff to assist customers in Australia contacting us via digital channels



Provided financial support to over

30k

NZ personal, home and business loan customers through ~NZ\$12b of loan deferrals or adjustments



Received

~105k

repayment deferral requests on \$36b Australian home loans, representing 14% of our portfolio

Repayment deferrals on

~\$7.5b

of lending to Australian commercial customers, representing 15% of our customer base

PREPARE FOR THE FUTURE

Granted

1,345

temporary overdraft facilities to NZ businesses needing more working capital, worth ~NZ\$25m

Pre-approved

\$4b

lending to 35k Australian small businesses with existing transactional accounts



Provided

\$16b

in extra lending to mainly long-term investment-grade institutional customers



Analysing customer behaviour and fast tracking digital investments in readiness for future opportunities

1. All financials are on a Cash Profit Continuing Basis with dollar movements and growth rates compared to the half year ended 31 March 2019 unless otherwise stated.
2. Growth rates presented on an FX adjusted basis.
3. Excludes Markets. Dollar movements and growth rates compared to the half year ended 30 September 2019 on an FX adjusted basis.