

2024

# Full Year Results

Full year ended 30 September 2024

Results Presentation and Investor Discussion Pack

8 November 2024

Approved for distribution by ANZ's Continuous Disclosure Committee

ANZ Group Holdings Limited 9/833 Collins Street Docklands Victoria 3008 Australia ABN 16 659 510 791



# Important information

## Forward-looking statements

The material in this presentation contains general background information about the Group's activities current as at 7 November 2024. It is information given in summary form and does not purport to be complete.

It is not intended to be and should not 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.

This presentation may contain forward-looking statements or opinions including statements regarding our intent, belief or current expectations with respect to the Group's business operations, market conditions, results of operations and financial condition, capital adequacy, sustainability objectives or targets, specific provisions and risk management practices. When used in the presentation, the words 'forecast', 'estimate', 'goal', 'target', 'indicator', 'plan', 'pathway', 'ambition', 'modelling', 'project', 'intend', 'anticipate', 'believe', 'expect', 'may', 'probability', 'risk', 'will', 'seek', 'would', 'could', 'should' and similar expressions, as they relate to the Group and its management, are intended to identify forward-looking statements or opinions. Those statements are usually predictive in character; or may be affected by inaccurate assumptions or unknown risks and uncertainties or may differ materially from results ultimately achieved. As such, these statements should not be relied upon when making investment decisions. These statements only speak as at the date of publication and no representation is made as to their correctness on or after this date.

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It also contains climate-related statements. Those statements should be read with the important notices in relation to the uncertainties, challenges and risks associated with climate-related information included at the end of this presentation pack



# Contents

1 CEO presentation

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2 CFO presentation

---

3 Corporate profile, Group & divisional performance

---

4 Treasury

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5 Risk management & Housing

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6 ESG disclosures & shareholder information

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# 2024 Full Year Results





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Shayne Elliott  
Chief Executive Officer

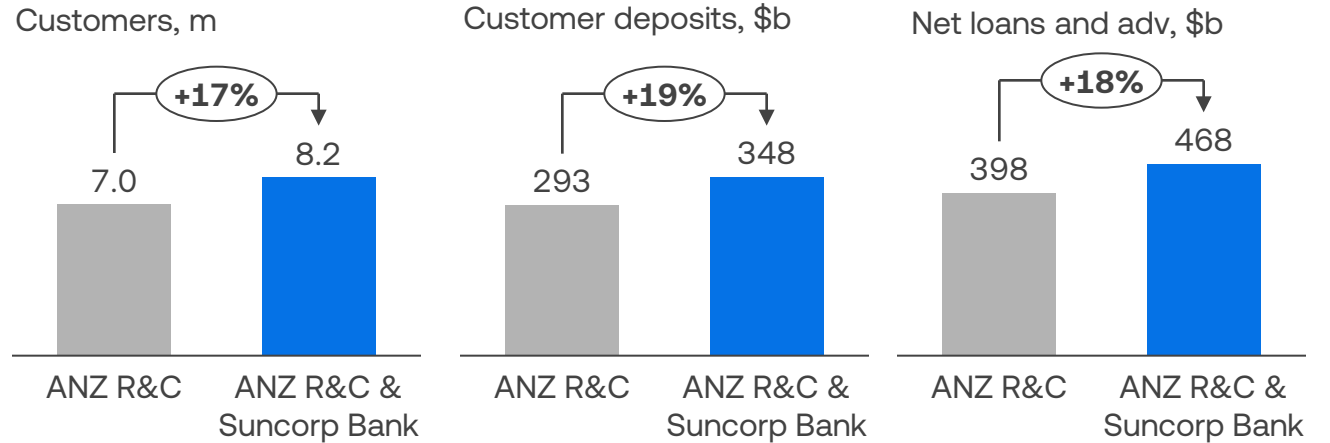


# A pivotal year for ANZ

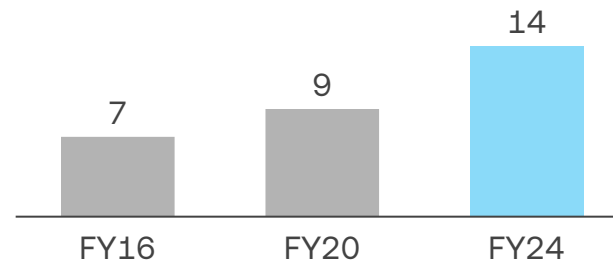
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-  Completed the purchase of Suncorp Bank
-  Completed the sale of AmBank shares
-  Record result from Institutional
-  Gaining momentum in ANZ Plus

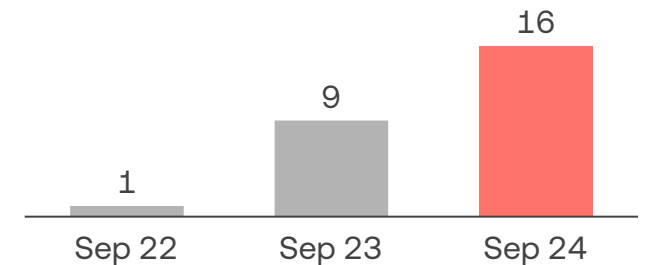
## Suncorp Bank acquisition - delivering scale in Aus. Retail & Commercial<sup>1</sup>



## Institutional Return on Equity, %



## ANZ Plus deposits, \$b



1. All data 30 Sep 2024. R&C: Australia Retail and Australia Commercial divisions



# Dual Platform Future – resilient, low cost, agile

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## ANZ Plus

Contemporary digital platform with features designed to help customers improve their financial wellbeing



Consistently high onboarding NPS<sup>1</sup>

Launched My Accounts, leveraging Open Banking allowing customers to import balances and transaction details from other Australian banks

## ANZ Transactive Global

Secure, configurable platform offering seamless access to core banking services such as Cash Mgt, FX, Trade Finance, Loans, Commercial Cards, Data Insights

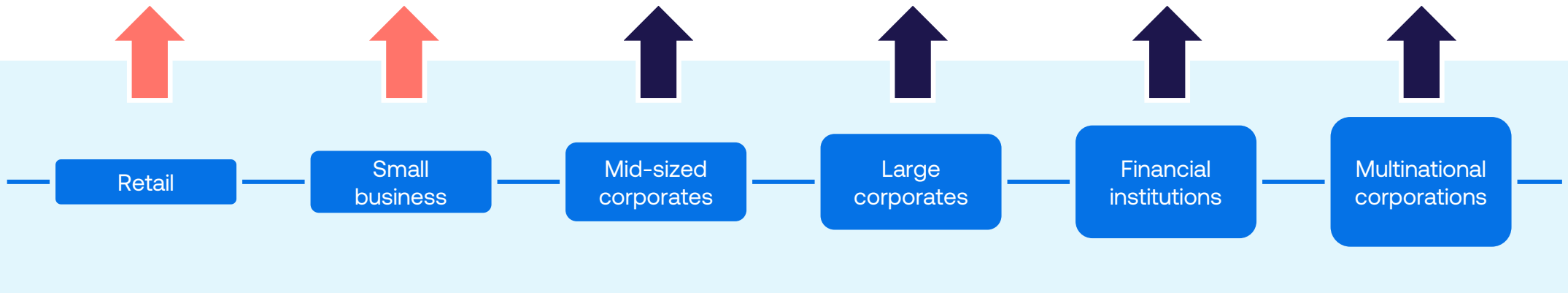


#1 Market Penetration for Overall Transactional Banking 2016-24 (Aus)<sup>2</sup>

#1 Market Penetration for Overall Transactional Banking 2010-24 (NZ)<sup>3</sup>

#1 Transaction Banking Product Development and Innovation 2023-24 (Aus)<sup>2</sup>

Customer segments



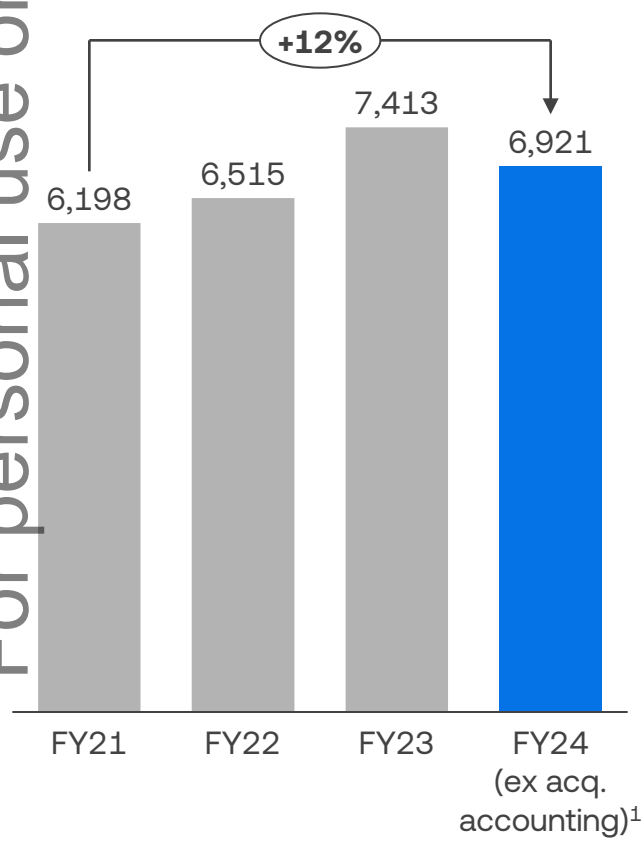
1. Onboarding Net Promoter Score of 57 (Sep 24), 56 (Mar 24), 56 (Sep 23)  
2. Coalition Greenwich (formerly Peter Lee Associates), 2024 Large Corporate and Institutional Transaction Banking Survey, Australia  
3. Coalition Greenwich (formerly Peter Lee Associates), 2024 Large Corporate and Institutional Transaction Banking Survey, New Zealand



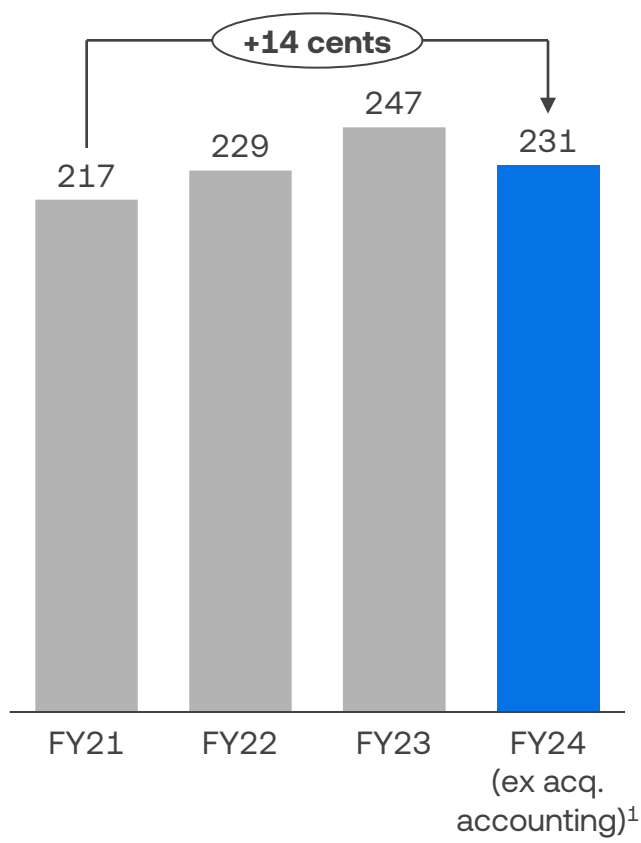
# Financial performance

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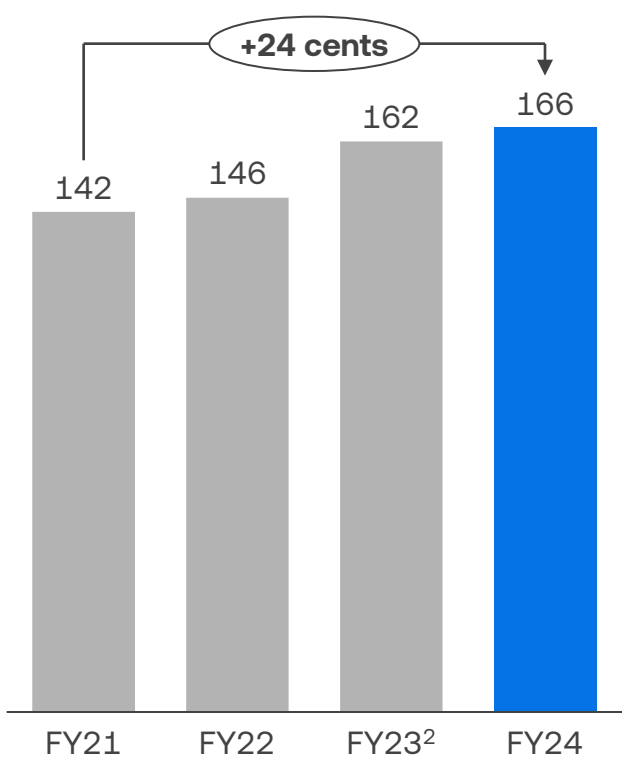
Cash Profit, \$m



Earnings per share, cents



Dividend per share, cents



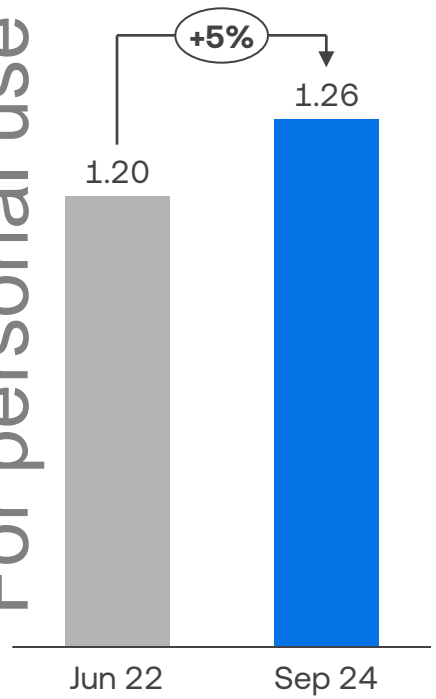
1. Suncorp Bank acquisition accounting includes accelerated software amortisation charge of \$36m (\$25m after tax) and a Collectively Assessed Credit Impairment Charge (CIC) of \$244m (\$171m after tax)  
 2. Excludes additional dividend of 13 cents



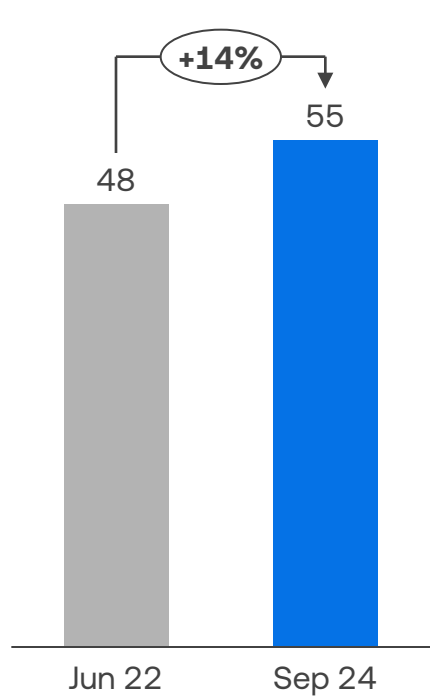
# Suncorp Bank - strong growth since 2022 announcement<sup>1</sup>

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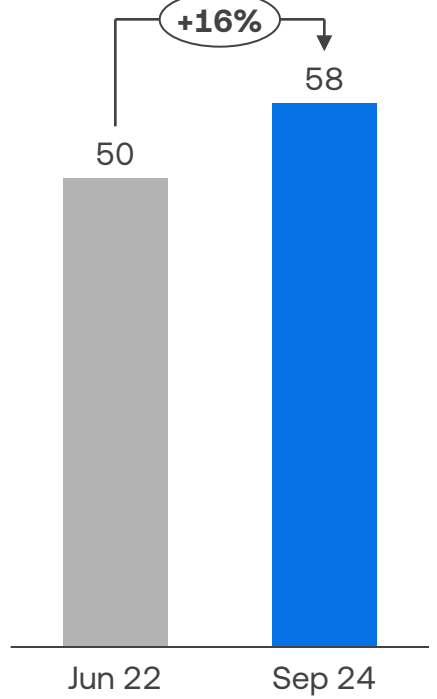
Customer numbers, m



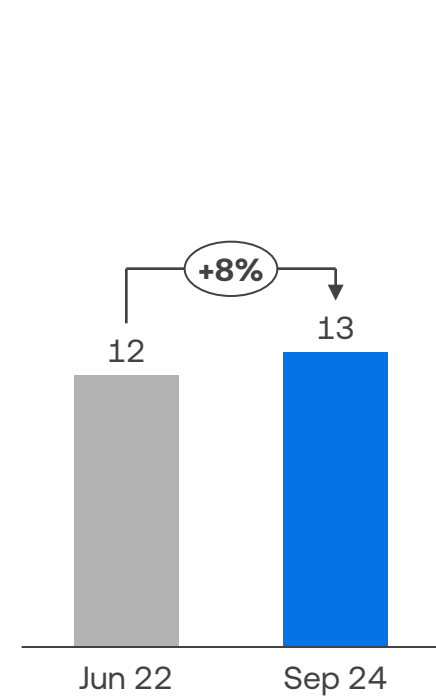
Customer deposits, \$b



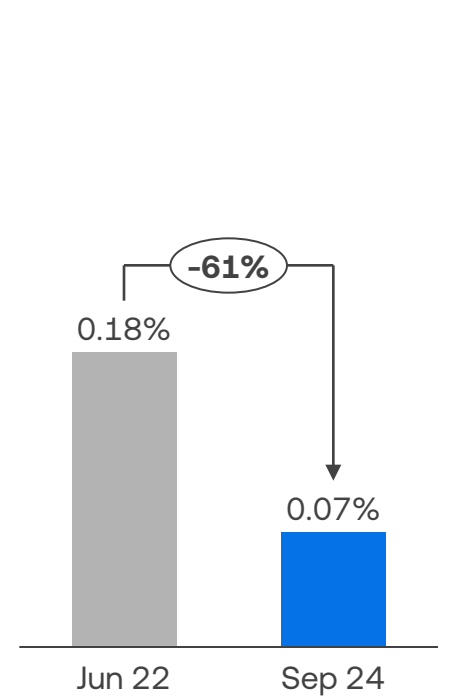
Housing lending, \$b



Business lending, \$b



Gross impaired assets  
% of gross credit exposures



1. On 18 July 2022, ANZ announced an agreement to acquire Suncorp Bank from Suncorp Group Limited. On 31 July 2024, ANZ confirmed it had completed its acquisition of Suncorp Bank





# The Bank we're Building



“Our strategy is to improve the financial wellbeing and sustainability of customers through excellent services, tools and insights.”

In particular, we want to help customers



Save for, buy and own a liveable home



Start or buy and sustainably grow their business



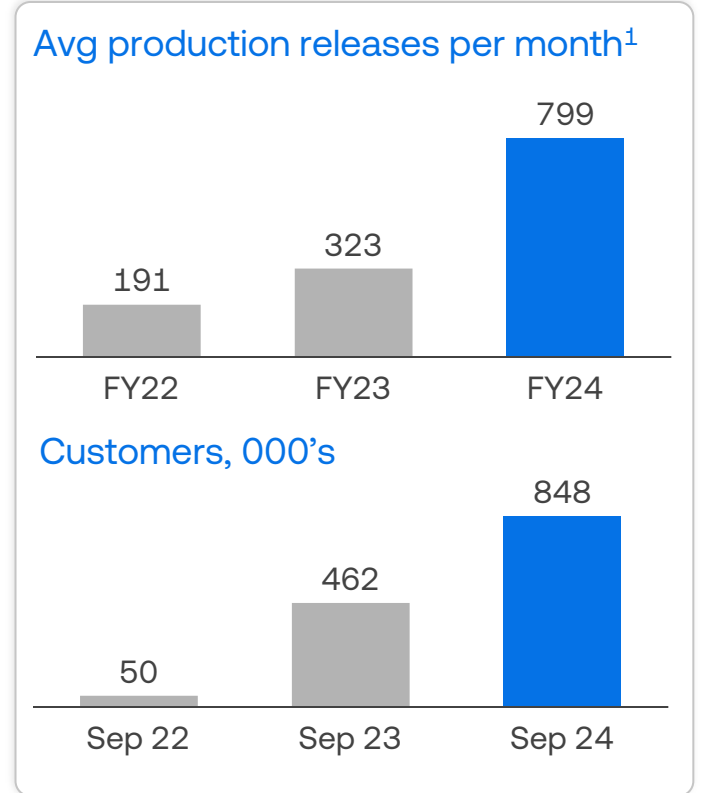
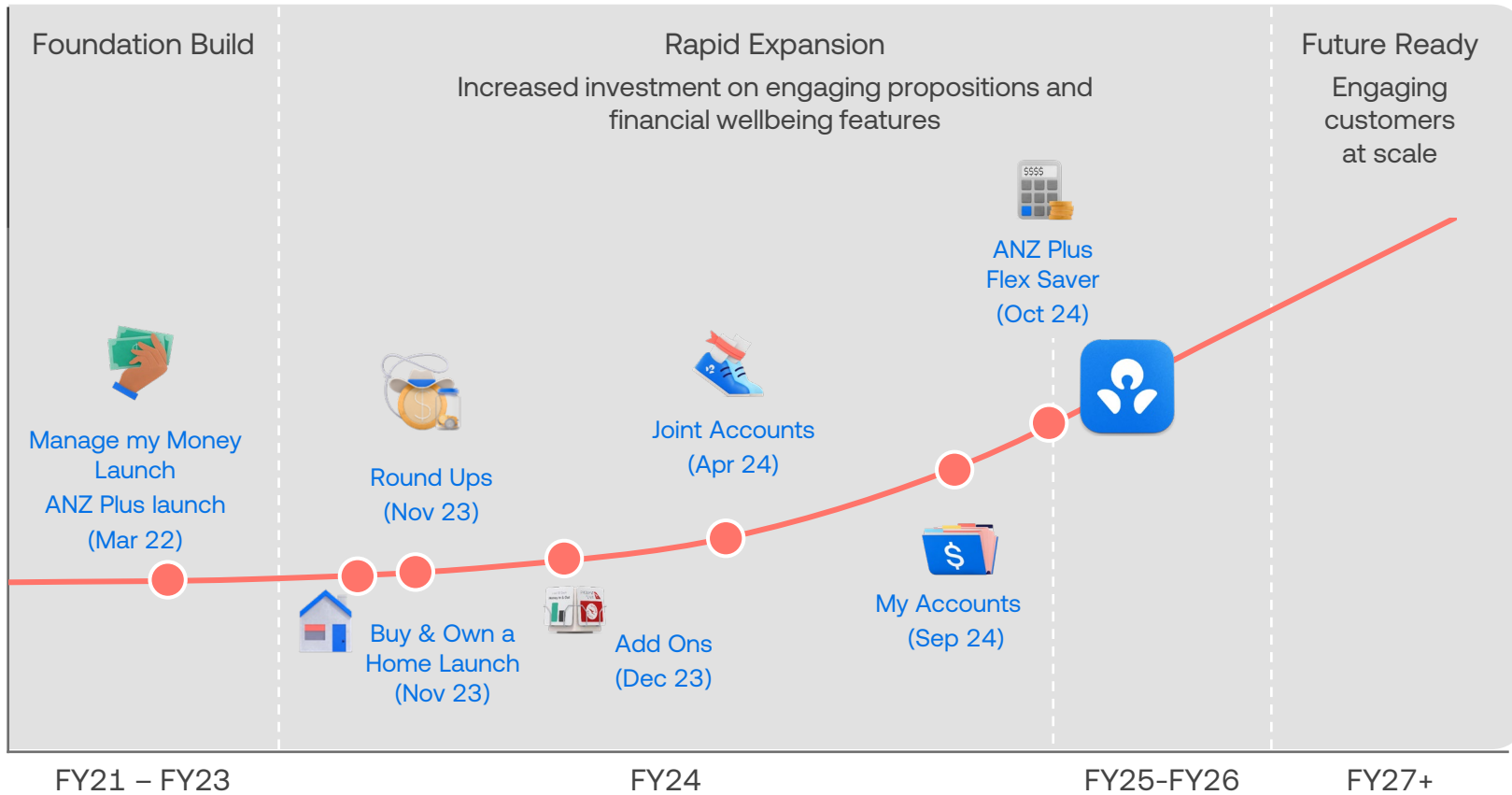
Move capital and goods around the region and sustainably grow their business



# The bank we're building: ANZ Plus

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ANZ Plus - rapidly launching new features and propositions



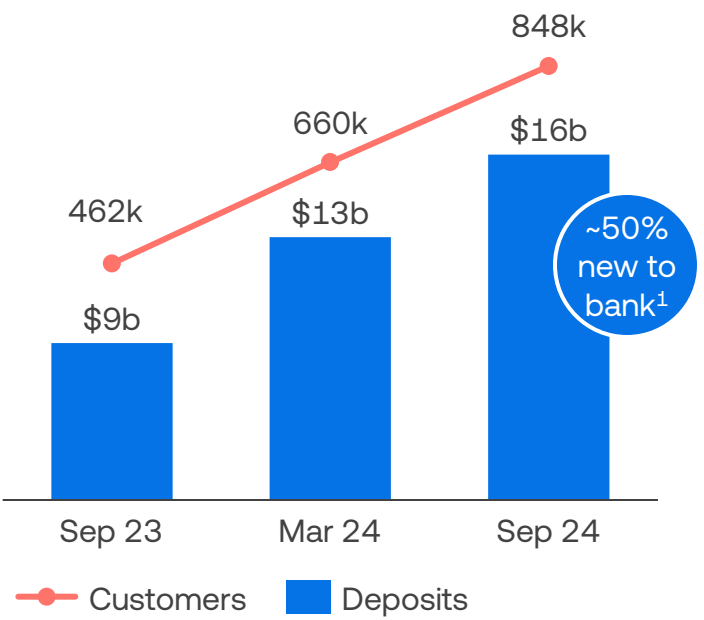
1. Production releases required to deliver customer features across assets (both in Production and Non-production environments)



# Growing ANZ Plus customers, deepening engagement

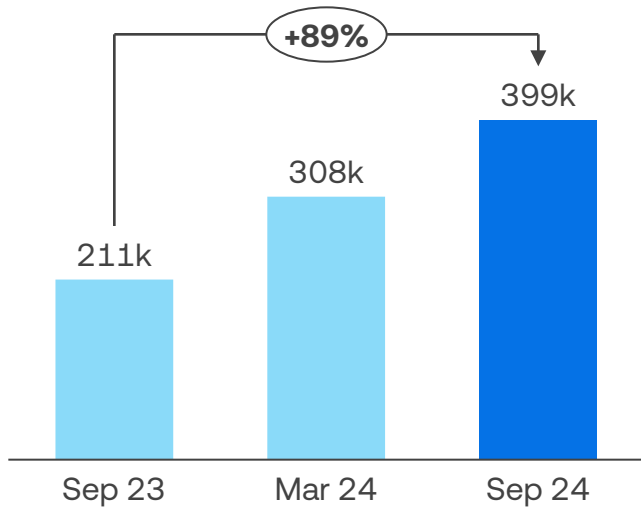
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**More attractive**  
(Greater propensity to join)

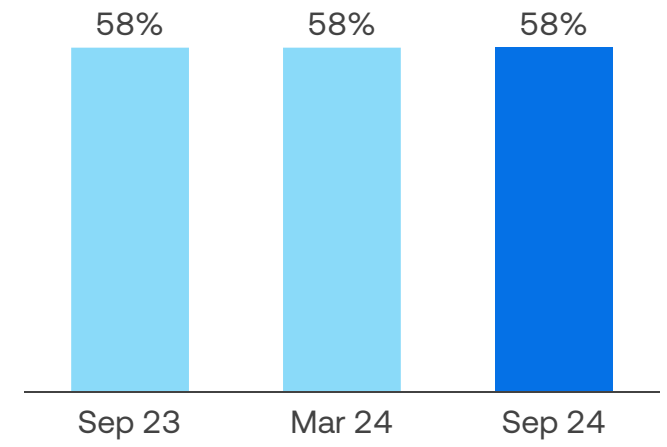


**More engaging**  
(Higher customer lifetime value)

Customers engaged with a FWB feature<sup>2</sup>



Main bank customer<sup>3</sup>



1. % of New to Bank Customers (Monthly) as a % of total customers joining in the month of Sep 24  
 2. Number of customers that have used at least one Financial Wellbeing (FWB) feature – goals, card controls, roundups, etc  
 3. Deposit of at least \$2k of salary (monthly) or \$6k of salary (in 3 months) & make 4+ transactions (monthly)

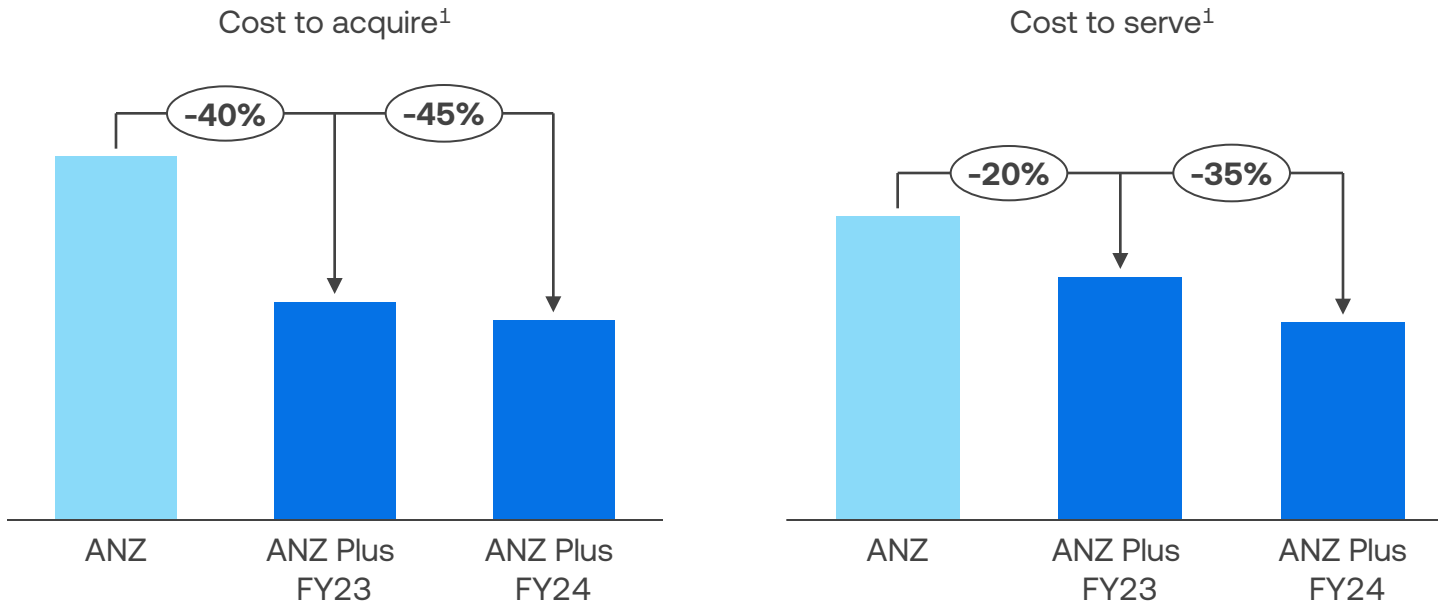


# ANZ Plus – Delivering shareholder value

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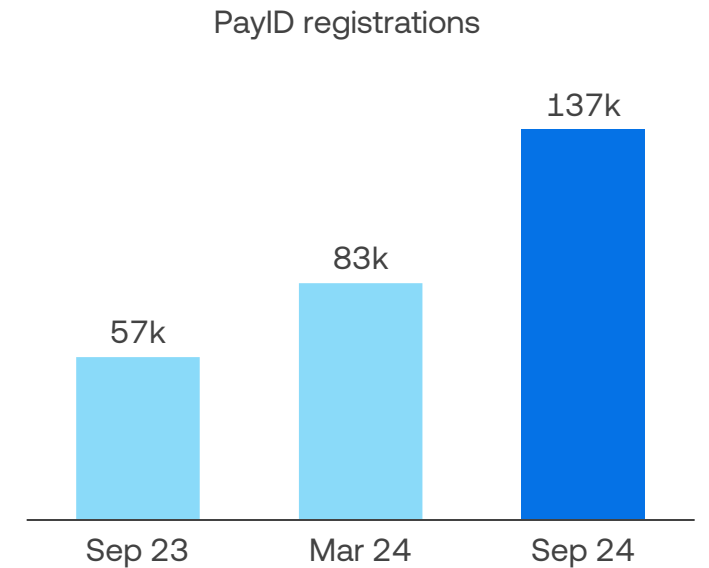
## More efficient

(Faster to deploy, lower cost to onboard, serve & engage)



## More secure

(More resilient systems & services)



1. FY24 - ANZ Plus deposit costs only. Cost to serve based on variable costs including distribution, operations and product costs

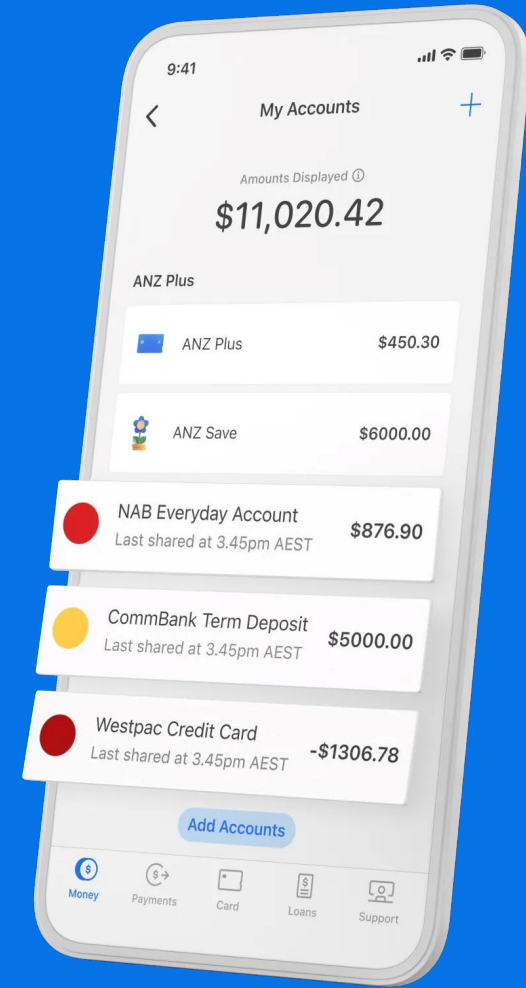


# ANZ My Accounts

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# Seeing other banks? View your accounts in the ANZ Plus app.

My Accounts lets you add and view your eligible accounts from other banks in the ANZ Plus app.<sup>1</sup>



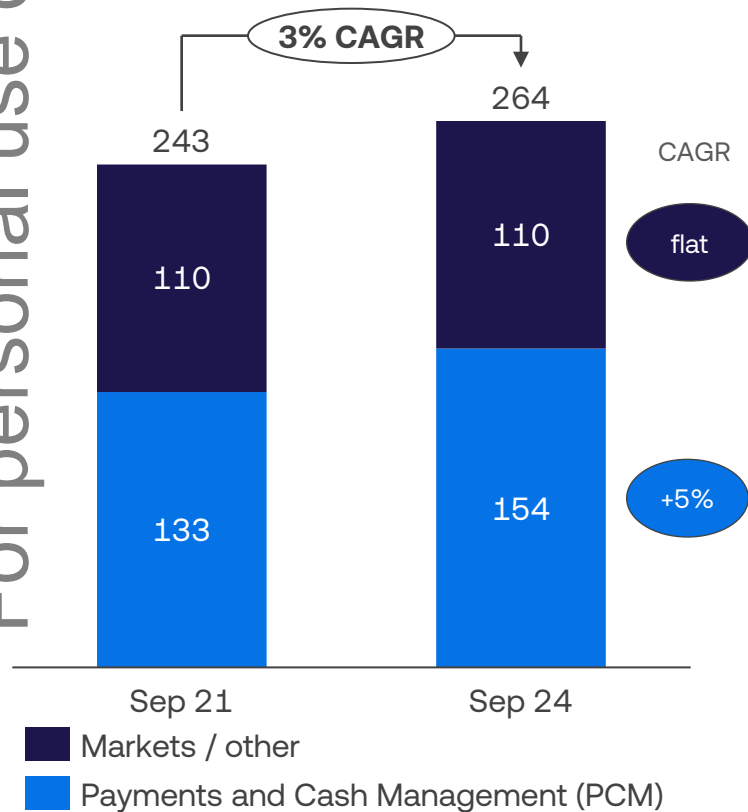
1. Only eligible accounts shown. Amounts shown may not reflect your personal situation or money available to spend. See [ANZ Plus App T&Cs](#) for more information. Information on third party accounts is sourced from those third parties with your consent. Third parties have not endorsed the My Accounts feature.



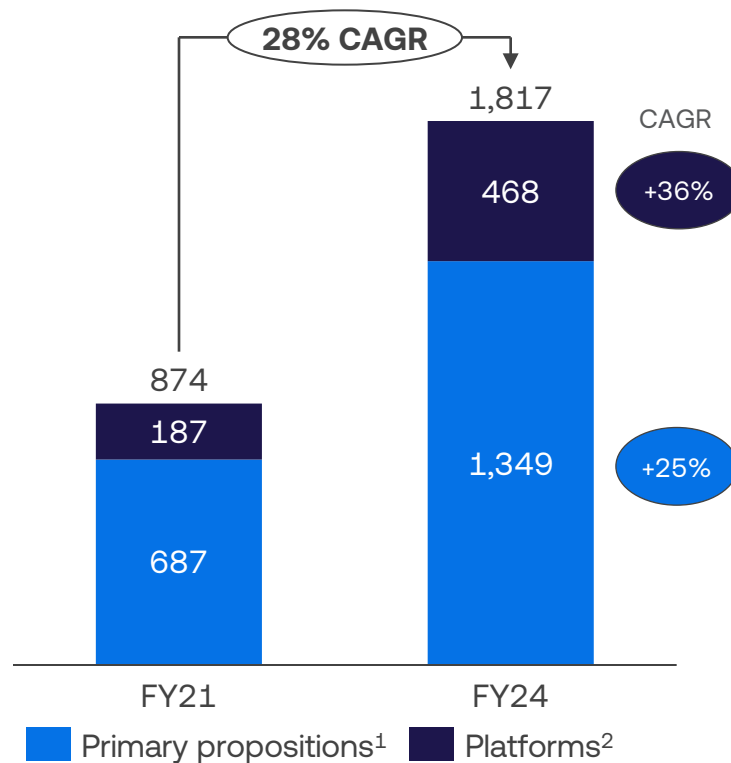
# The bank we're building: ANZ Transactive Global

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Institutional customer deposits, \$b



Payment & Cash Management revenue, \$m



**Leadership in Payments, underpinned by sustained investment in ANZ Transactive Global**

- Best Bank for Payments Globally 2024<sup>3</sup>
- Best Bank for Payments in Asia Pacific 2024<sup>3</sup>
- Best Bank for Cash Management in Australia 2021–24<sup>3</sup>
- Best Bank for Cash Management in New Zealand 2021–24<sup>3</sup>

1. Primary propositions are core banking capabilities, enabling our customers to make / receive payments to their beneficiaries directly via ANZ  
 2. Platform Services enable our customers to offer ANZ's services to their customers under their own brand, with key ANZ banking Platform Services including Correspondent Banking, Agency Services, Real Time Payments and Client Monies  
 3. Global Finance Best Treasury & Cash Management Banks awards 2024

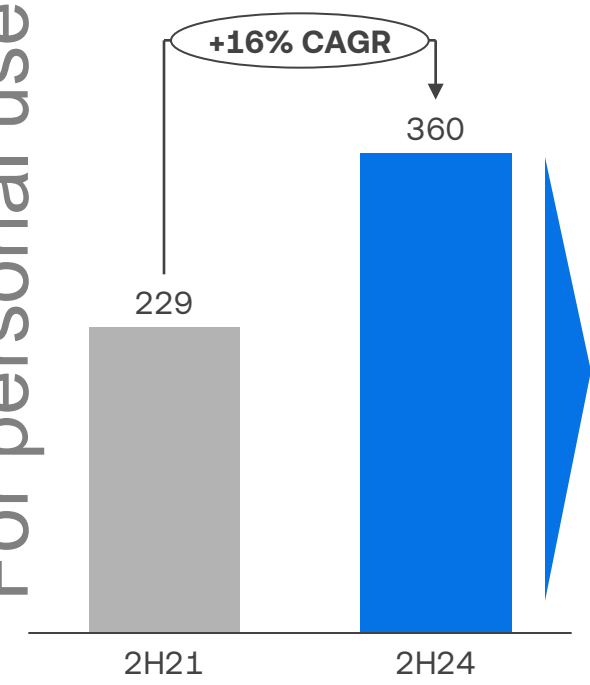


# Payments offering has strengthened, underpinned by Transactive

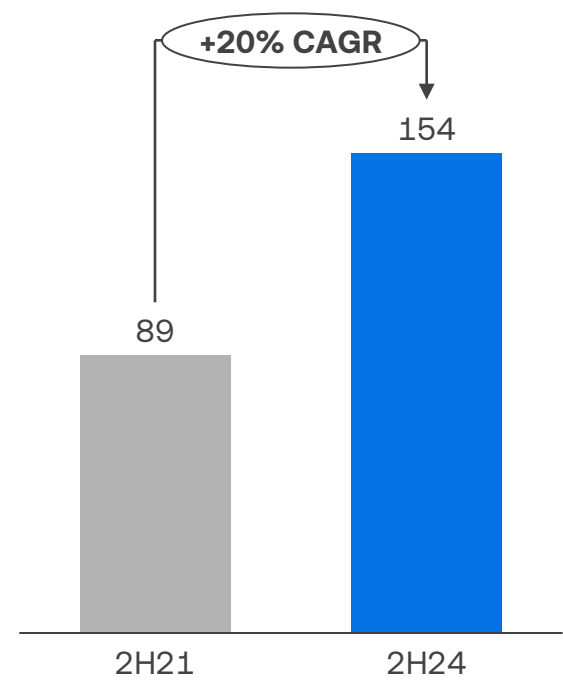
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## Institutional platform performance

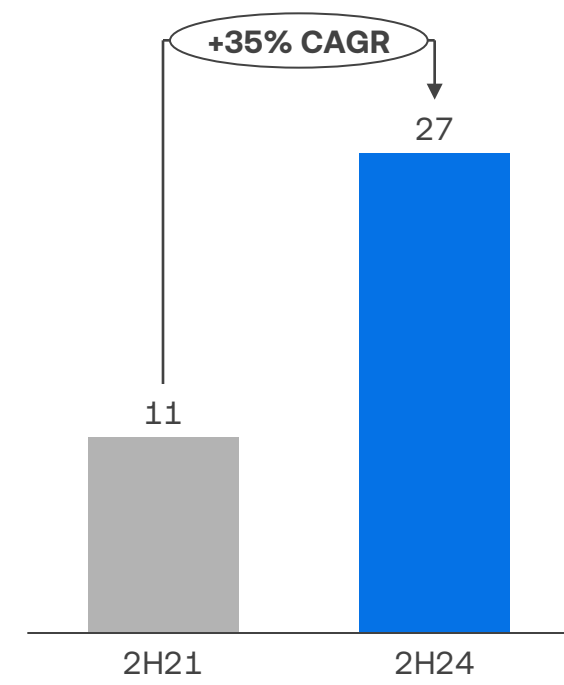
Payments<sup>1</sup>, m



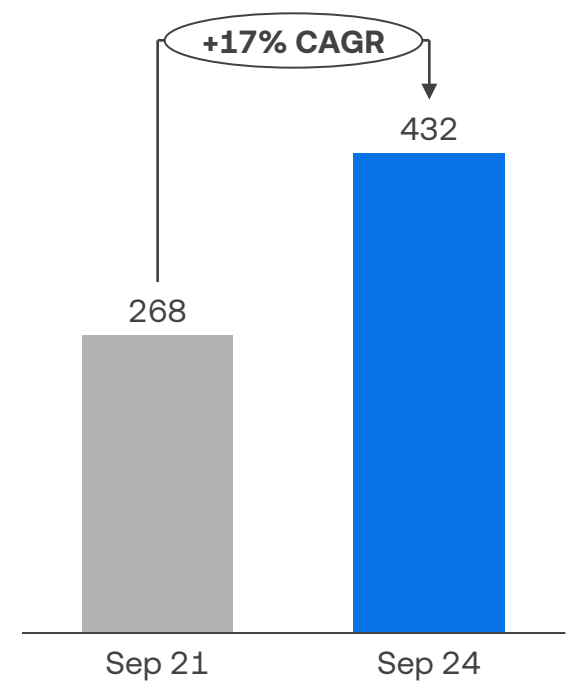
Direct integration payments<sup>1,2</sup>, m



Real time payments (NPP Agency)<sup>1,2</sup>, m



Client Monies, Accounts<sup>3</sup>, k



1. Number of payments  
2. Subset of total payments  
3. Platform Cash Management accounts



# FY24 priorities

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Invest to build and sustain contemporary digital capabilities



Continue to run the Group prudently



Complete the acquisition of Suncorp Bank



Grow ANZ Plus customers, deepen engagement



Invest more in Commercial strategy



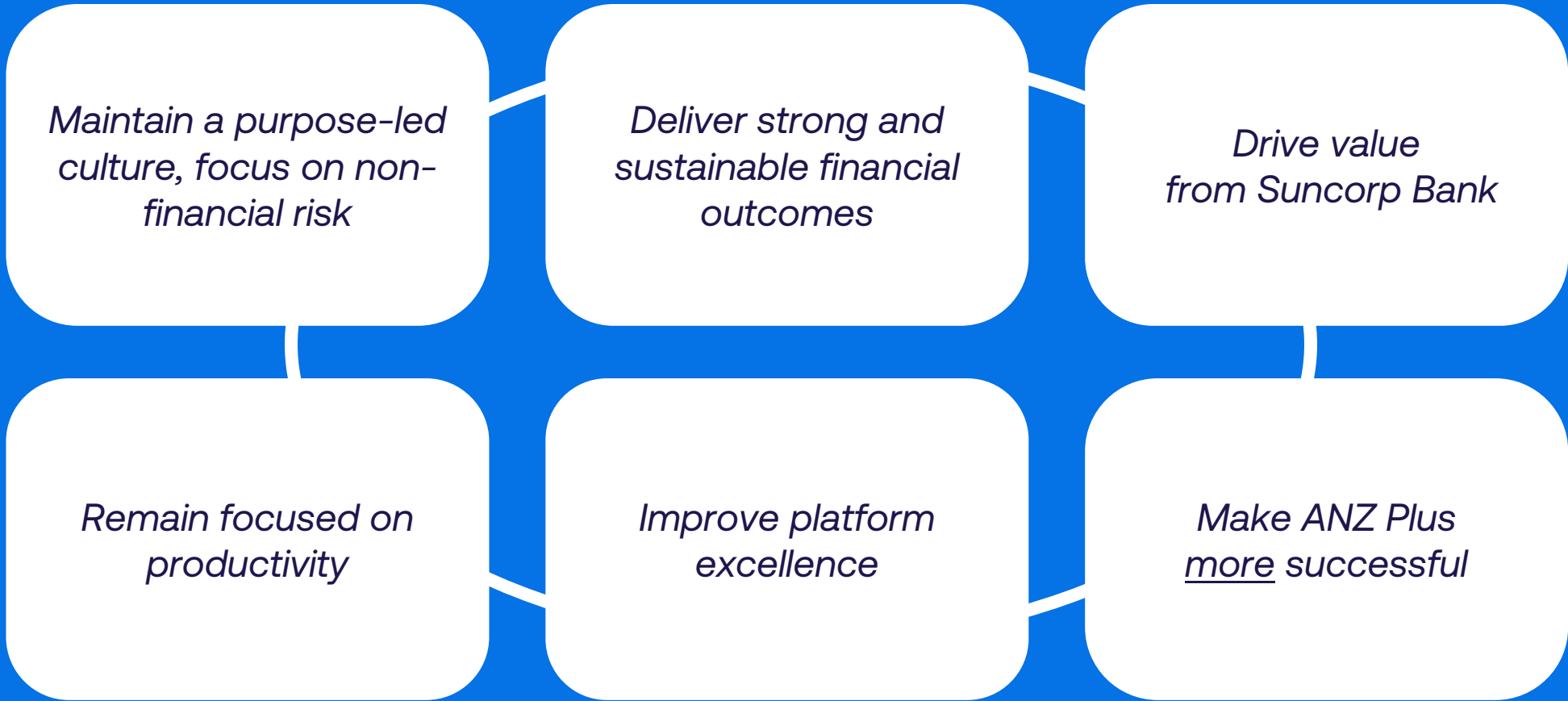
Further improve productivity





# FY25 priorities

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# 2024 Full Year Results

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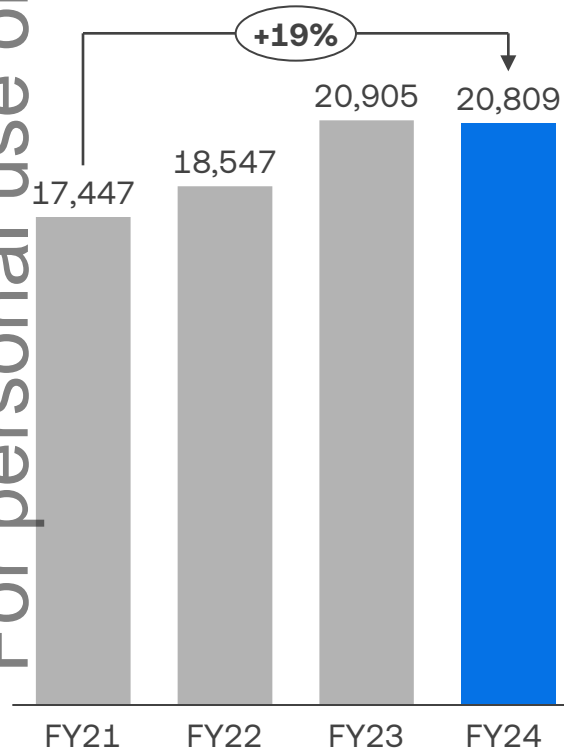
Farhan Faruqui  
Chief Financial Officer



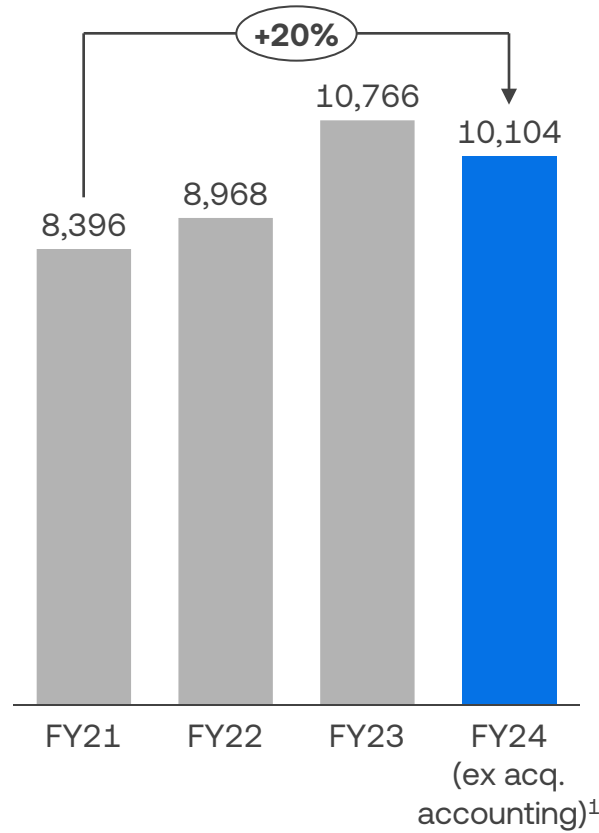
# Overview

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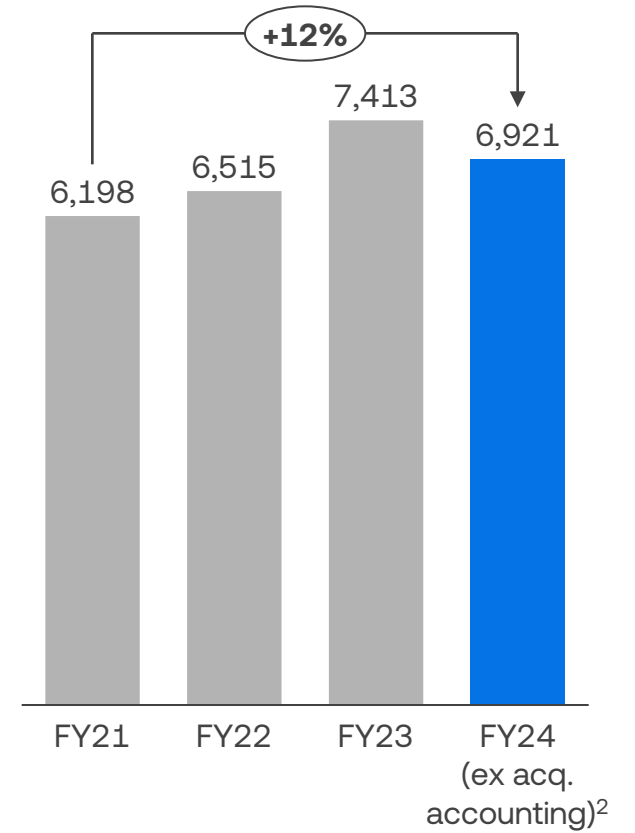
Revenue, \$m



Profit before provisions, \$m



Cash profit, \$m



1. Suncorp Bank acquisition accounting includes accelerated software amortisation charge of \$36m

2. Suncorp Bank acquisition accounting includes accelerated software amortisation charge of \$36m (\$25m after tax) and a Collectively Assessed Credit Impairment Charge of \$244m (\$171m after tax)



# Suncorp Bank acquisition

## FY24 impact on ANZ Group Financials

Acquisition completed 31 July 2024

	FY24, \$m	ANZ excluding Suncorp Bank	Suncorp Bank (2 months earnings)	ANZ total (ex acq. accounting)	Suncorp Bank acq. accounting <sup>1</sup>	ANZ total Group
Total income		20,552	257	20,809	-	20,809
Operating expenses		10,553	152	10,705	36	10,741
<b>Profit / (loss) Before Provisions</b>		<b>9,999</b>	105	<b>10,104</b>	(36)	<b>10,068</b>
Credit impairment charge / (release)		163	(1)	162	244	406
<b>Cash Profit / (Loss)</b>		<b>6,847</b>	74	<b>6,921</b>	(196)	<b>6,725</b>
Net Loans and Adv. (Sep 24) \$b		732.5	70.9	803.4	n/a	803.4
Customer Deposits (Sep 24) \$b		660.5	54.7	715.2	n/a	715.2

1. Suncorp Bank acquisition accounting includes accelerated software amortisation charge of \$36m (\$25m after tax) and a Collectively Assessed Credit Impairment Charge of \$244m (\$171m after tax)



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# ANZ Group overview

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## Banking (~90% of Group revenue)

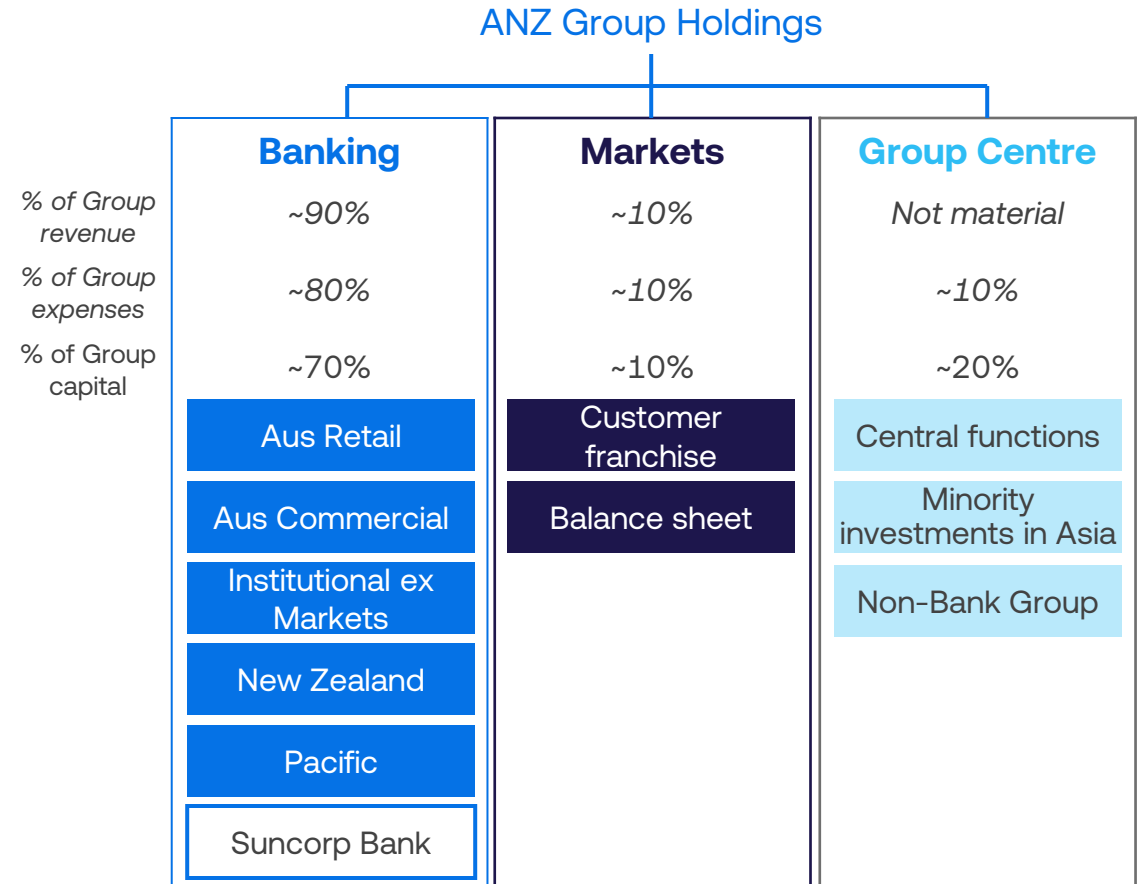
- Managed to optimise NIM and ROE
- Lending, trade, deposits, payments services

## Markets (~10% of Group revenue)

- Managed for revenue and to optimise ROE
- Intermediary for risk management solutions
- Complementary to the Banking business

## Group Centre

- Managed for cost efficiency and capital optimisation
- Provides operational support and treasury functions



# Financial performance

## excluding Suncorp Bank

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FY24 \$m	Banking <sup>1</sup>	Markets	Group Centre	Total
Revenue	17,854	2,184 <sup>2</sup>	514	20,552
Profit / (loss) before provisions	9,616	1,010	(627)	9,999
Cash Profit / (loss) after tax	6,686	717	(556)	6,847
<b>Avg balance sheet, \$b</b>				
Interest earning assets	625	336	50	1,011
Customer deposits	547	114	(1) <sup>3</sup>	660
Risk weighted assets	359	55	14	428
<b>Key ratios, %</b>				
Net Interest Margin	2.48	n/a	n/a	1.57
Cost to Income ratio	46	54	n/a	51
Return on risk weighted assets	1.86	1.31	n/a	1.59
ROE <sup>4</sup>	~15	~11	n/a	10

1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific

2. Markets includes \$1,550m in Customer Franchise, \$531m Balance Sheet and \$103m derivative valuation adjustments

3. Elimination of Intercompany deposits primarily relating to the announced share buyback

4. At a business unit level, capital is allocated based on regulatory capital. At the Group level, this is based on the ordinary shareholders' equity (excluding non-controlling interests)

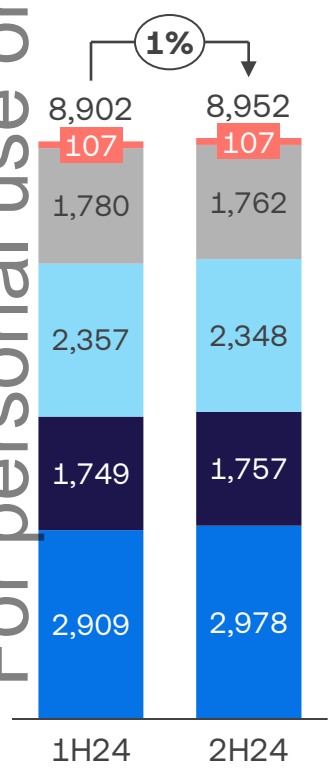


# Banking<sup>1</sup> performance and metrics

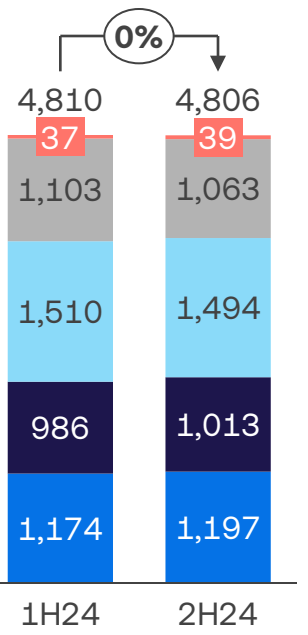
excluding Suncorp Bank

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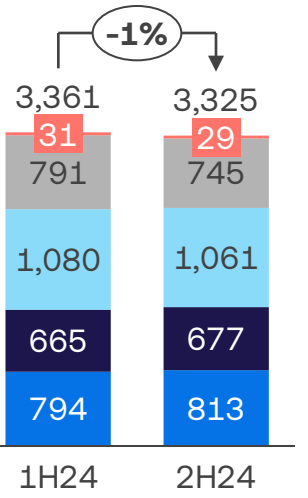
Revenue, \$m



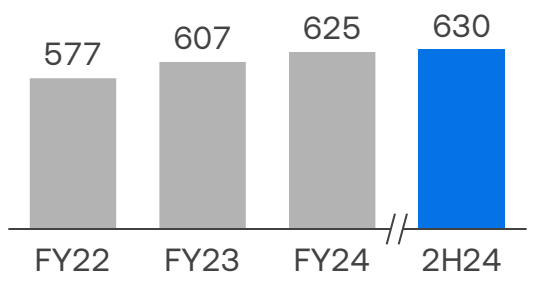
Profit before Provisions, \$m



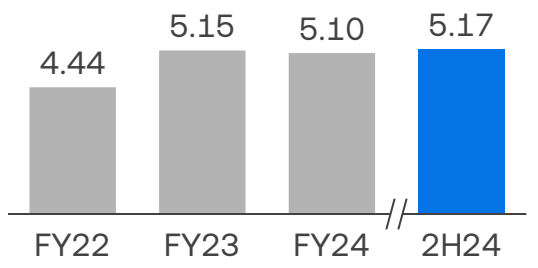
Cash profit, \$m



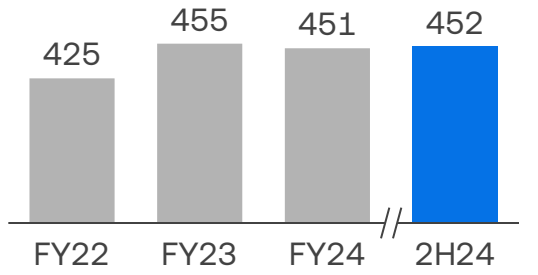
Avg. Interest Earning Assets, \$b



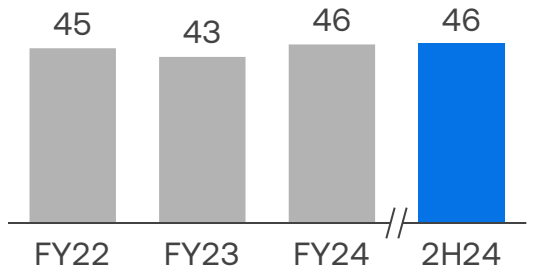
Risk adjusted margins<sup>2</sup>, %



Revenue per total FTE<sup>3</sup>, \$000



Cost to income ratio, %



■ Aus. Retail 
 ■ Aus. Commercial 
 ■ Institutional ex Markets 
 ■ New Zealand 
 ■ Pacific

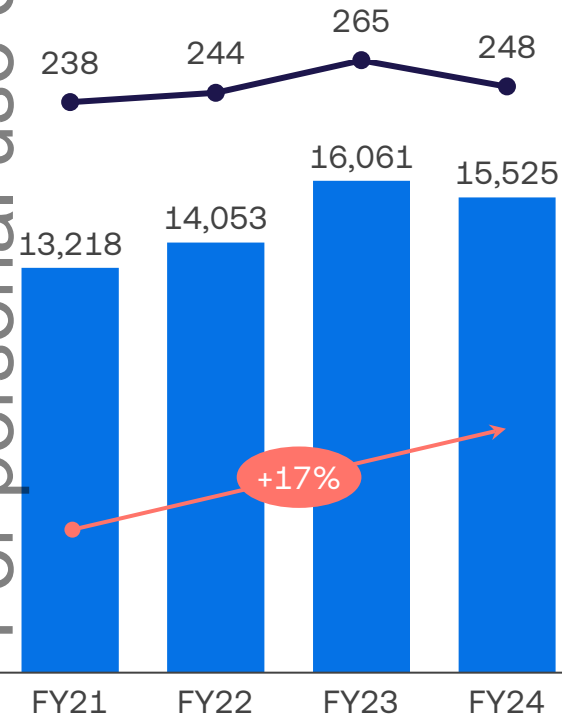
1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific  
 2. Net Interest Income divided by Average Credit Risk Weighted Assets  
 3. Banking revenue divided by total Group FTE, excluding Suncorp Bank



# Net interest margin (NIM)

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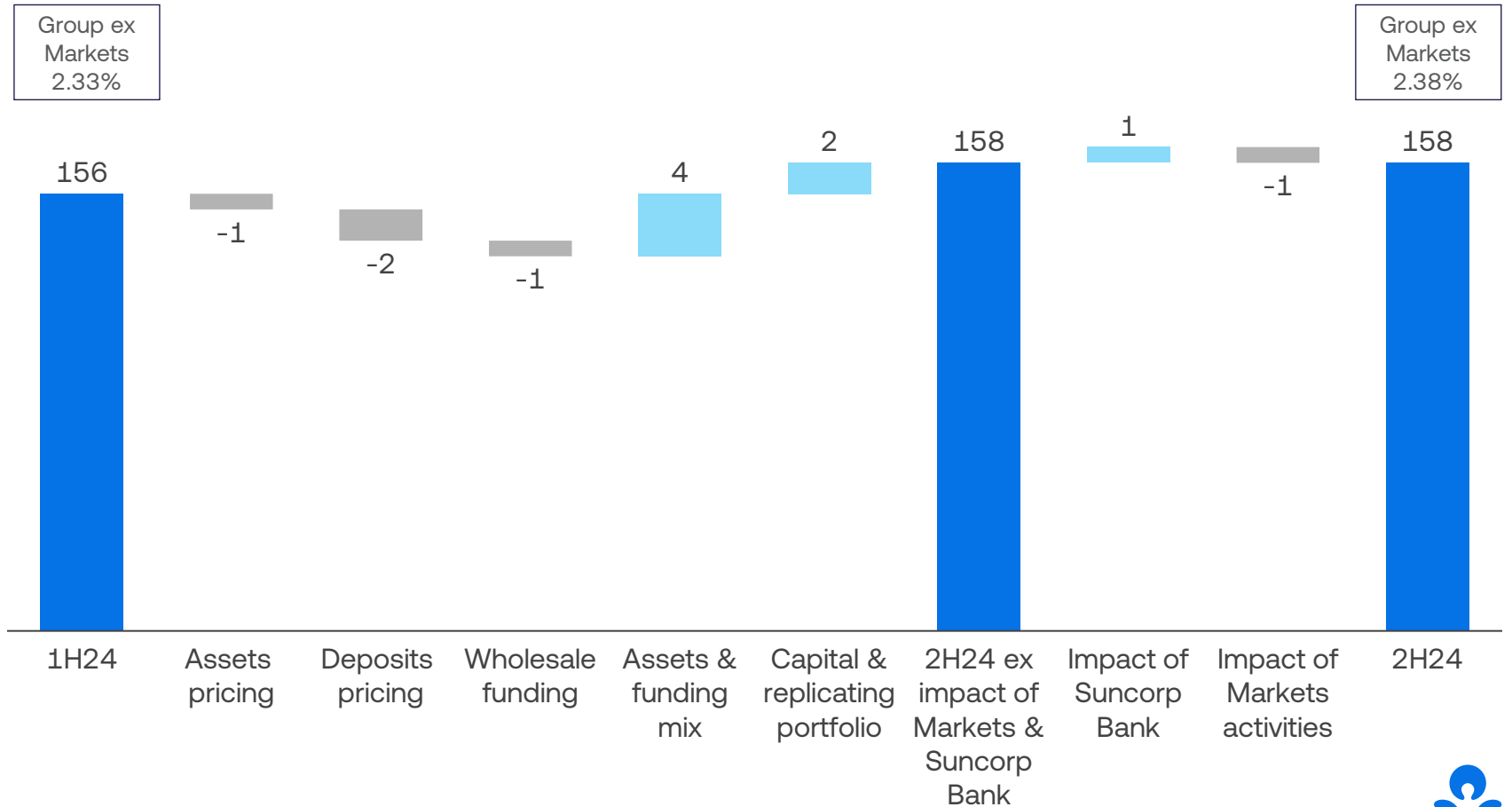
Banking<sup>1</sup> net interest income & NIM



● NIM, bps    ■ Net Interest Income, \$m

+17%

Group NIM, bps



Group ex Markets  
2.33%

Group ex Markets  
2.38%

1. Excludes Suncorp Bank. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific

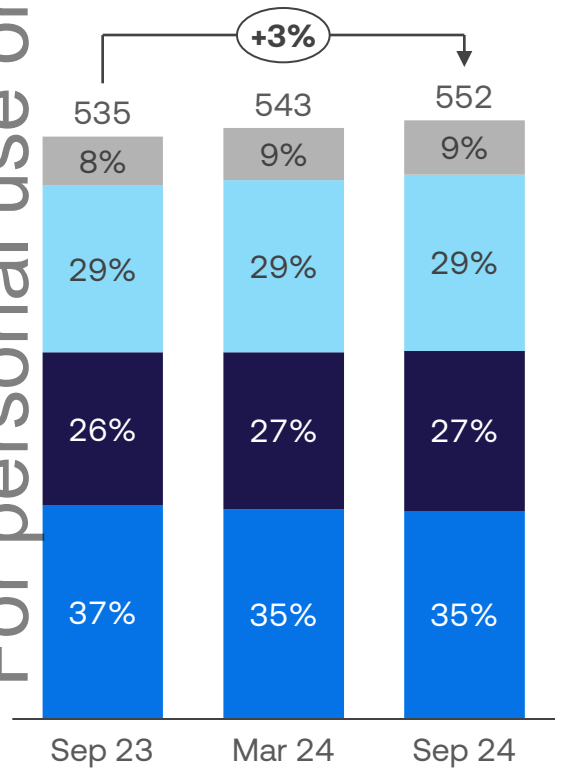




# Banking<sup>1</sup> deposit composition and PCM operational efficiency excluding Suncorp Bank

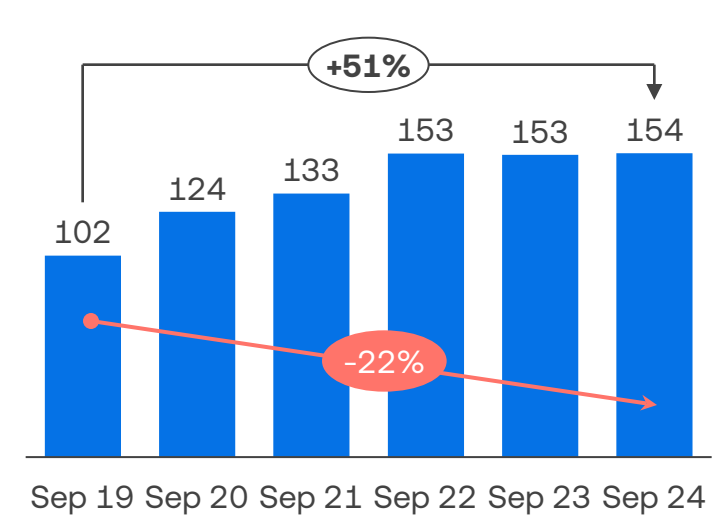
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Banking customer deposits, \$b

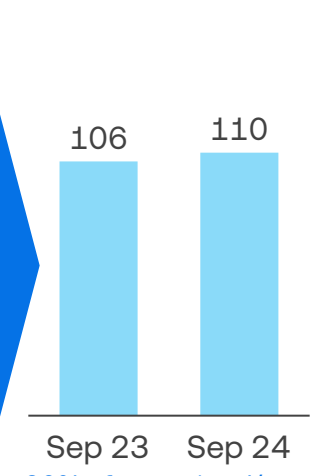


Payments and Cash Management (PCM)

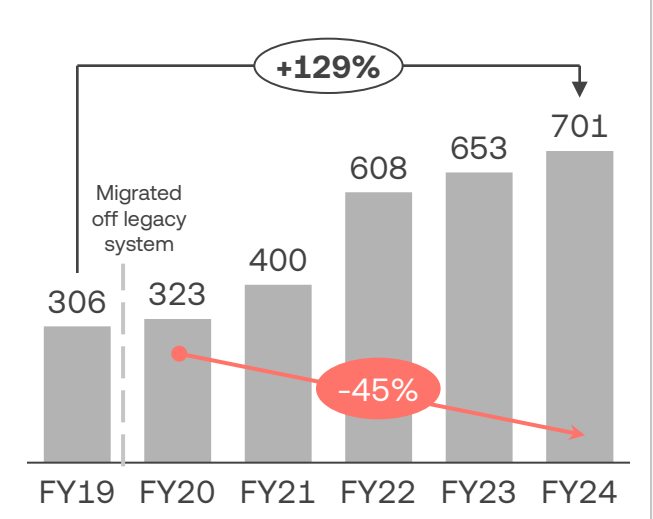
Customer deposits, \$b



Operational/at-call deposits, \$b



Digital payments



■ Transact 
 ■ Savings 
 ■ Term Deposits 
 ■ Offset

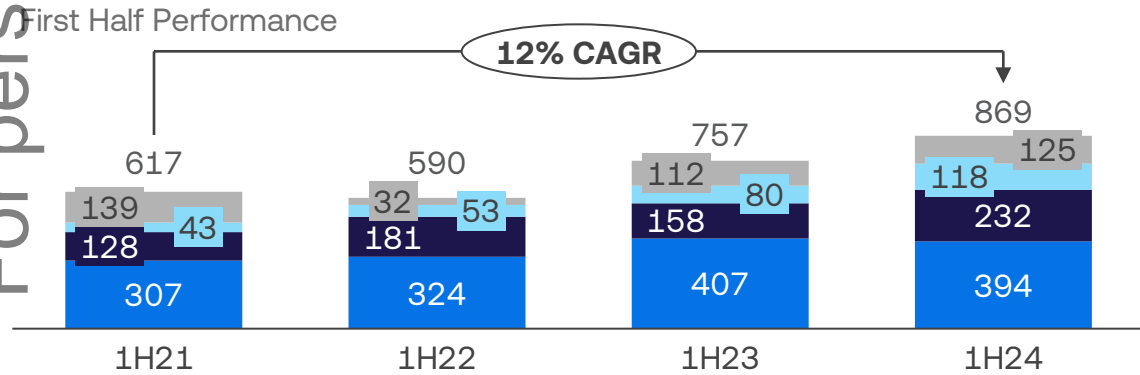
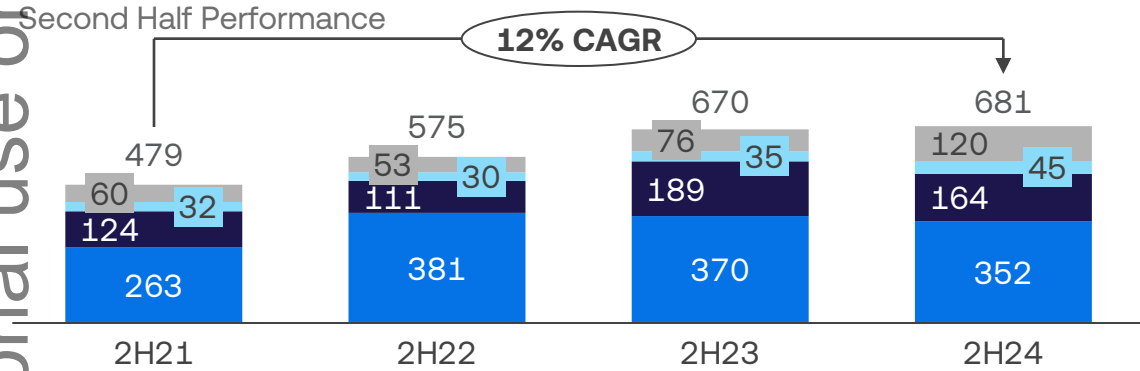
1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific



# Markets income – Customer franchise<sup>1</sup>

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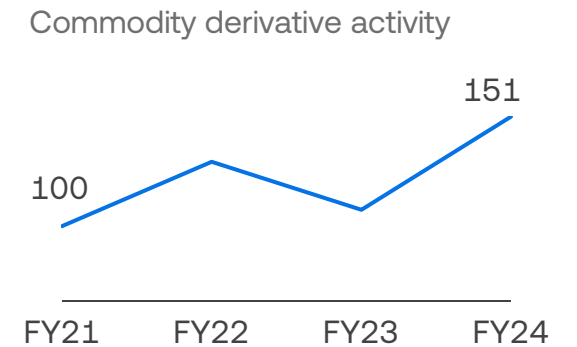
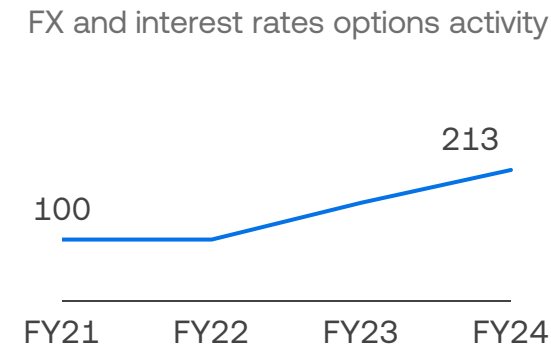
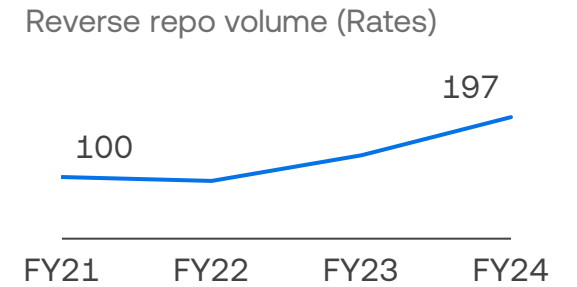
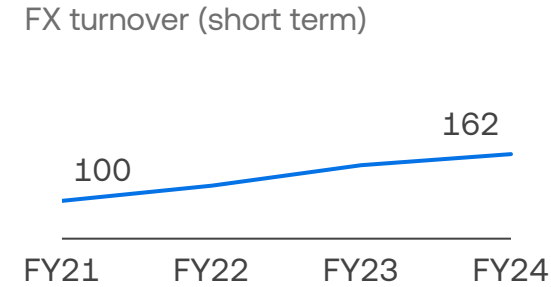
Markets income composition – Customer Franchise, \$m



■ Foreign Exchange 
 ■ Rates 
 ■ Commodities 
 ■ Credit and Capital Markets

Customer franchise income driven by higher customer flow

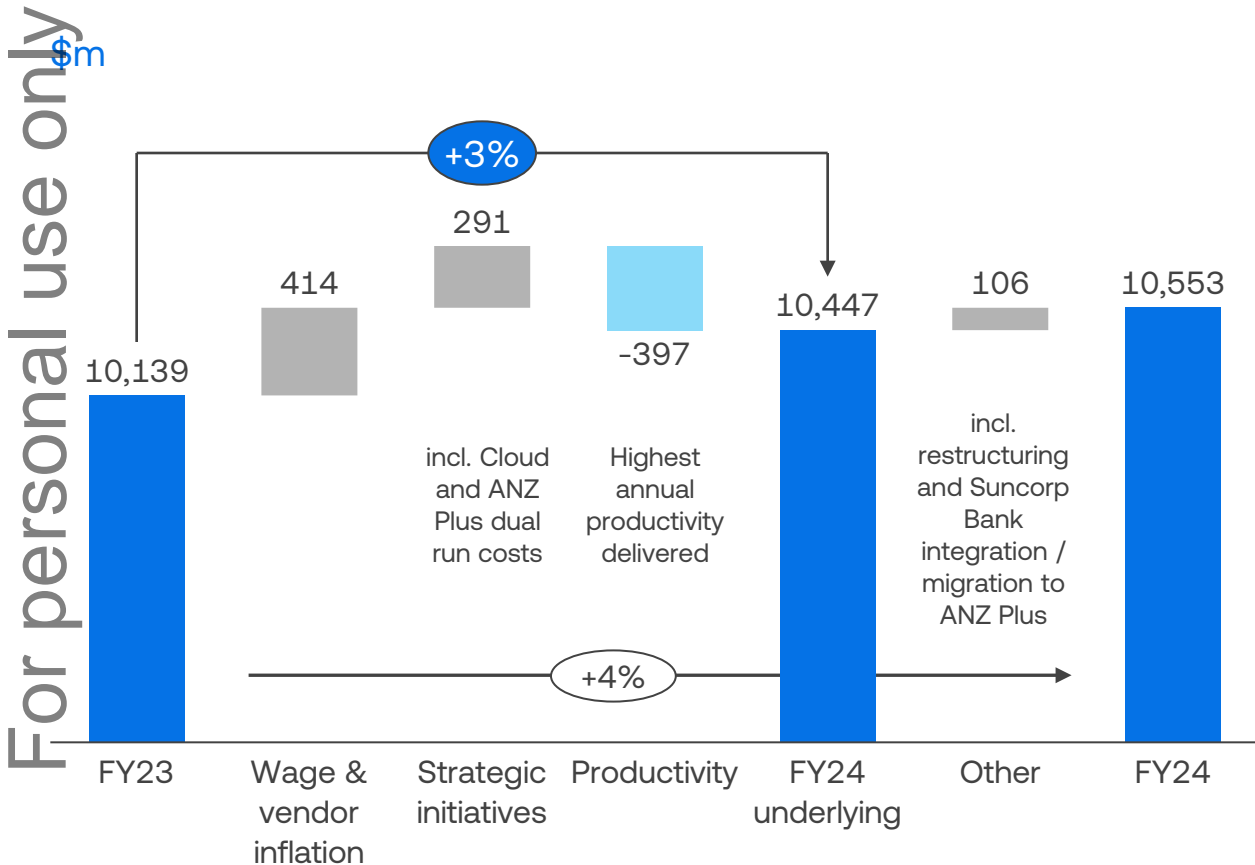
Indexed data, FY21 = 100



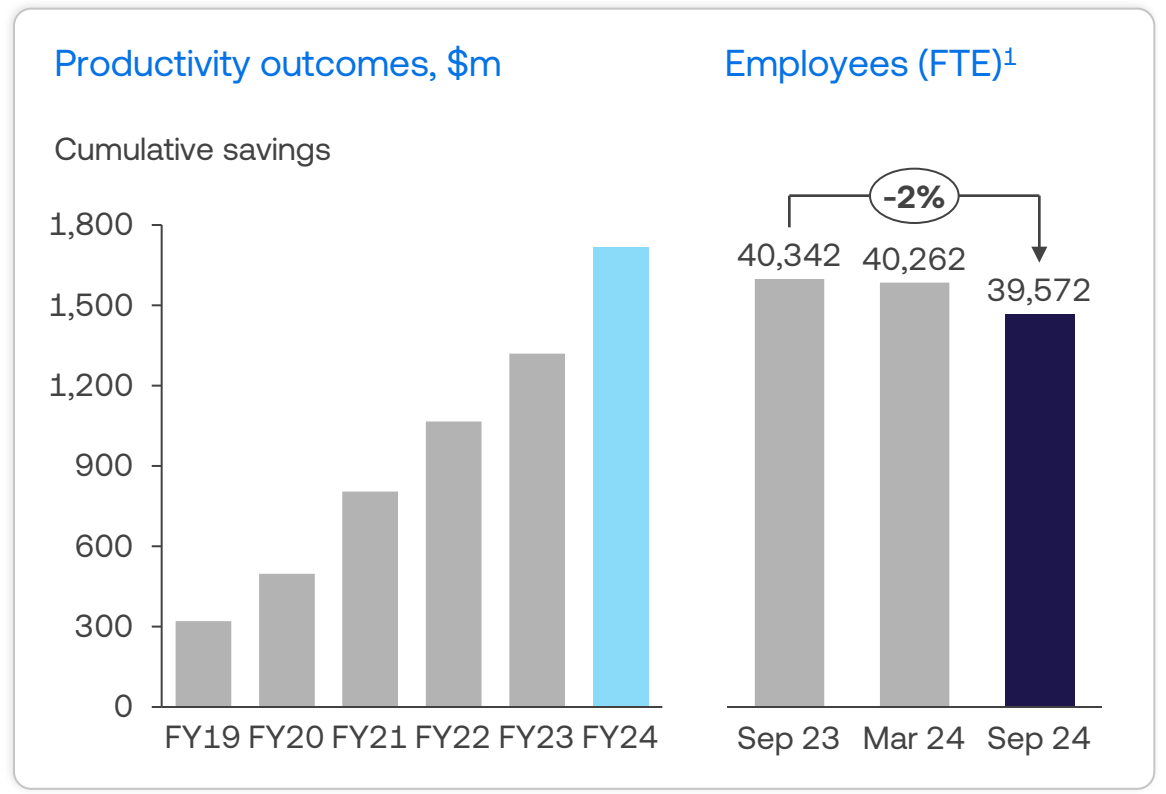
1. Excludes: Balance Sheet Trading and Derivative Valuation Adjustments



# Group operating expenses excluding Suncorp Bank



	1 <sup>st</sup> Half (1H24 vs 2H23)	2 <sup>nd</sup> half (2H24 vs 1H24)
Half year expense growth	1%	2%

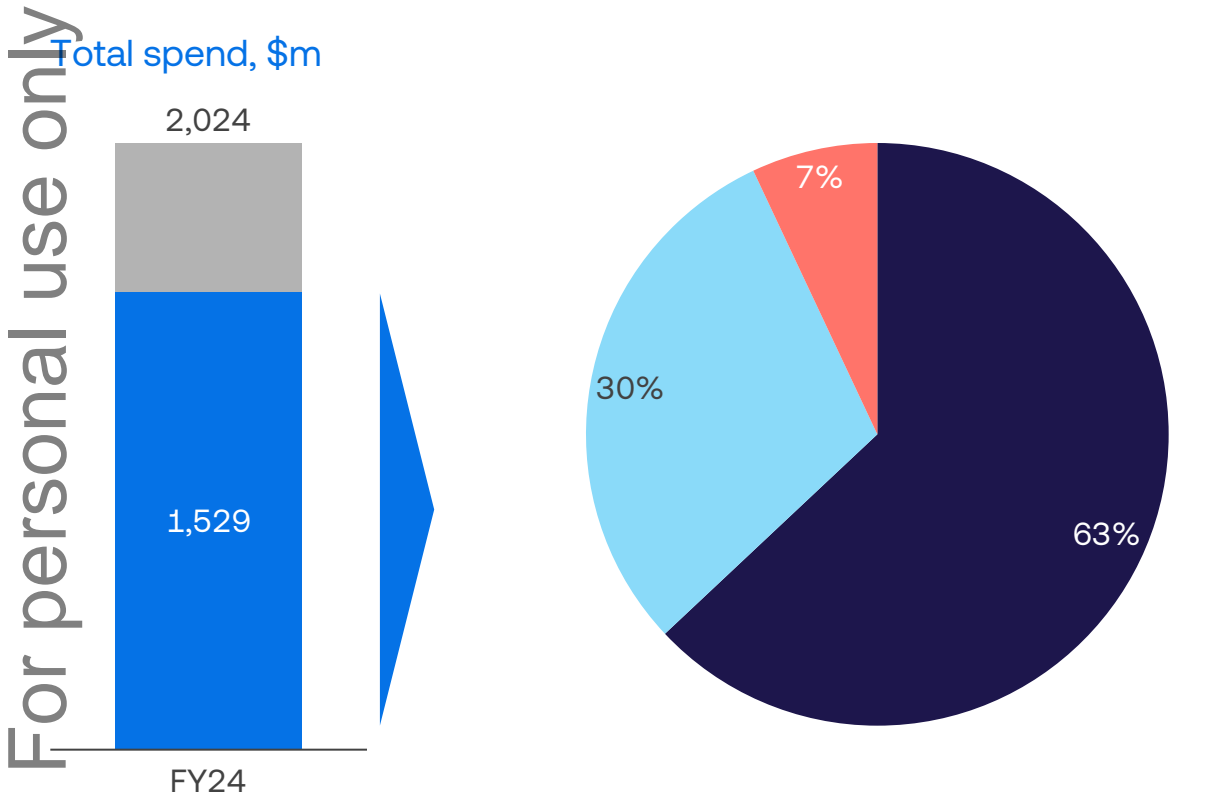


1. Full Time Equivalent (FTE) employees



# Investment spend

excluding Suncorp Bank



- Investment spend re-classified as BAU
- Investment spend<sup>1</sup>
- Growth & simplification
- Regulatory, compliance & risk
- Asset lifecycle mgt

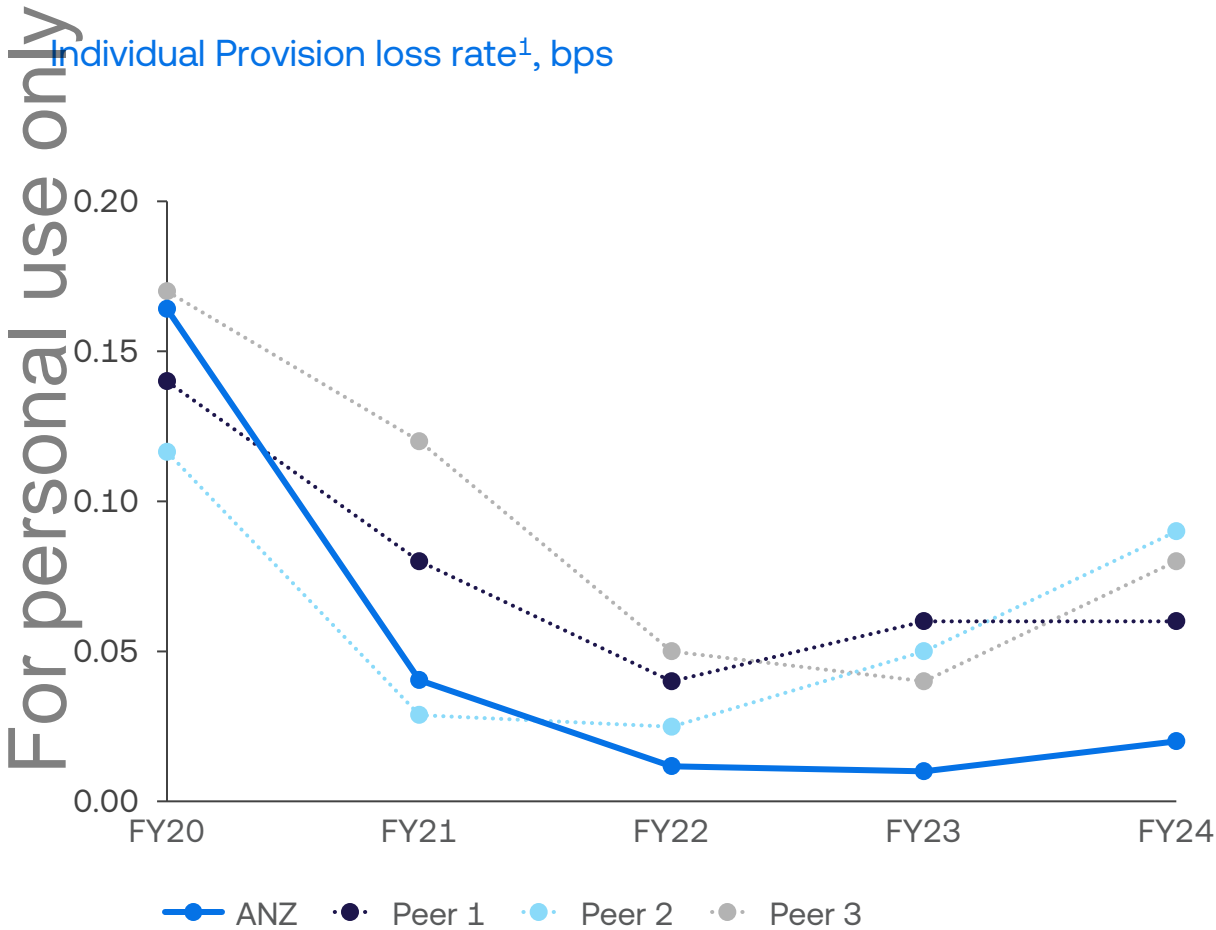
	FY23	FY24
Investment spend expensed, %	83%	81%
Investment spend expensed, \$m	1,240	1,243
Capitalised Software balance, \$m	919	956
Amortisation expense, \$m	320	284
Avg amortisation period (years)	2.8	3.4

1. Investment spend includes allocation of funds towards initiatives that support substantial changes and does not include those that are smaller and/or more routine in nature. Investment spend has been re-classified to reflect this investment spend definition

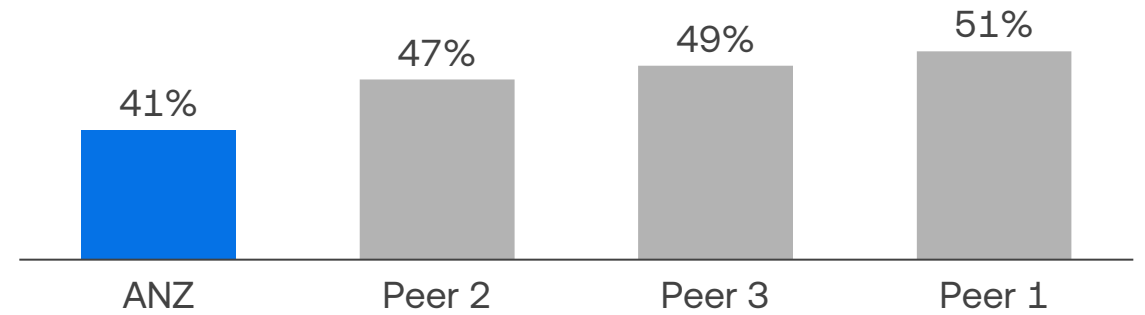


# Portfolio quality

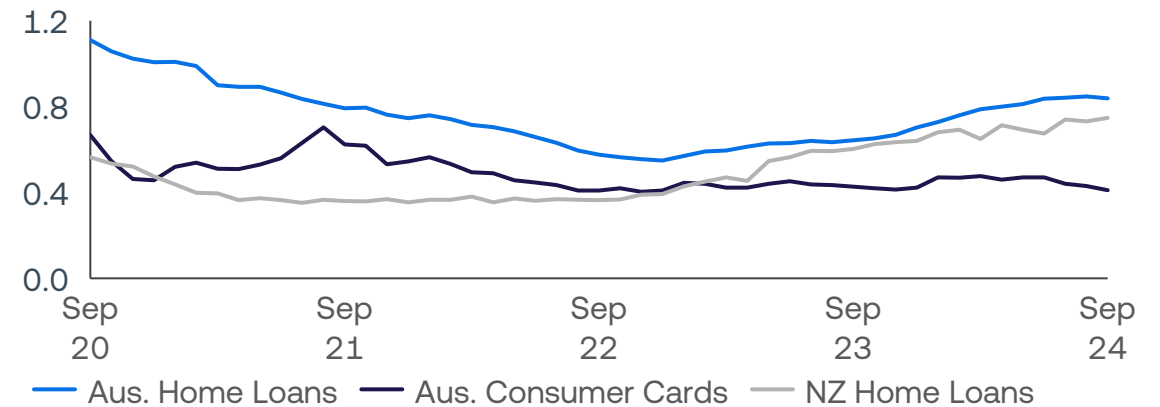
excluding Suncorp Bank



Risk-intensity (AIRB Corporate, Bank, FI, Retail ex Mortgages)<sup>1,2</sup>



Consumer portfolio 90+ Days past due<sup>3</sup> % of GLAs



1. Source: ANZ analysis of loss rate and risk-intensity data sourced from publicly available company financials. Peer bank categorisation of losses between IP and CP has been aligned to ANZ's approach to aid comparability  
 2. FY24 EOP. Risk Weighted Assets as a % of Exposure at Default. Based on AIRB (Advanced Internal Rating-Based exposures), excludes lower risk portfolios (Sovereigns and Mortgages) and NZ (due to consolidated disclosures)  
 3. Includes Gross Impaired Assets and Hardship accounts. ANZ delinquencies are calculated on a missed payment basis for amortising and Interest Only loans

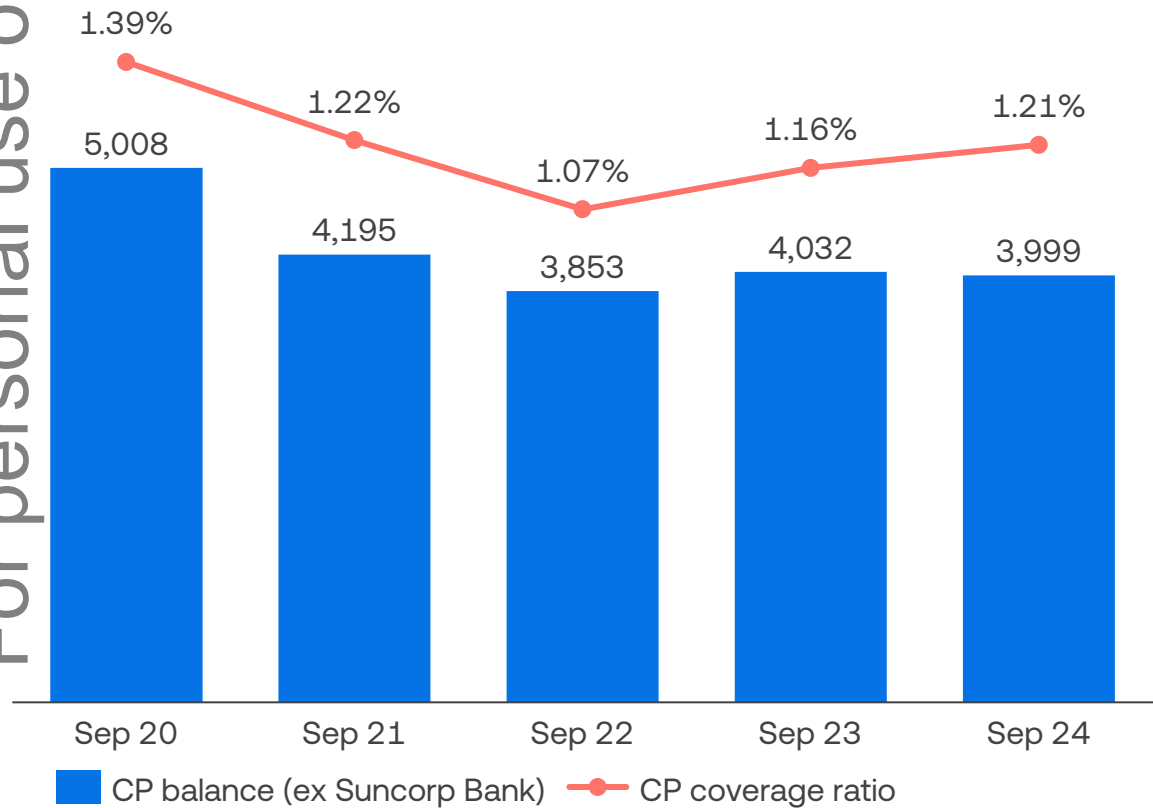


# Portfolio quality

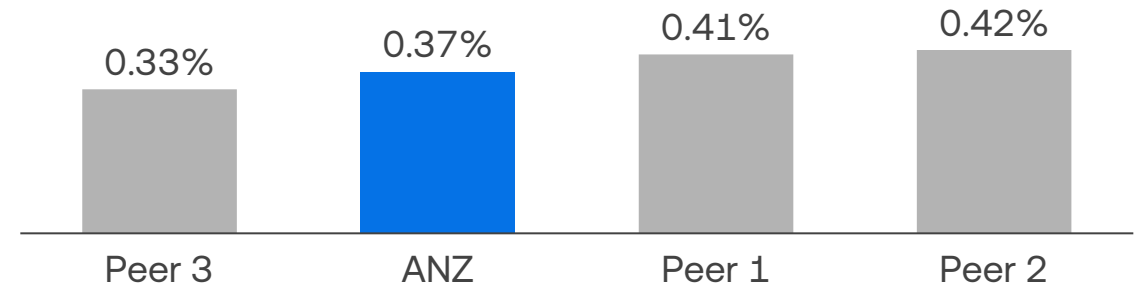
excluding Suncorp Bank

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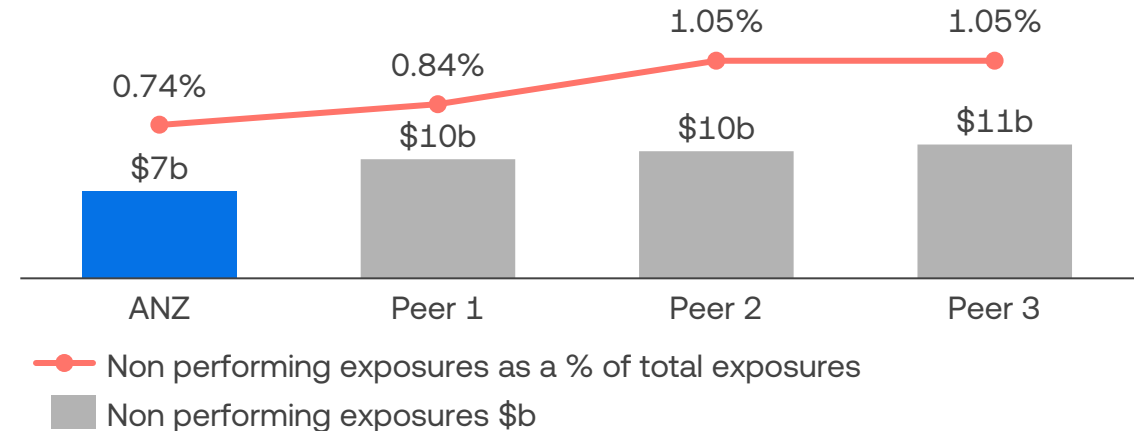
Collective Provision (CP) balance and CP/CRWA coverage, bps



Performing loans coverage (Stage 1 & 2 CP/exposures)<sup>1</sup>



Non-performing loans (Stage 3 CP & IP exposures)<sup>1</sup>



1. FY24 EOP. Exposures include ECL gross loans and advances, credit commitments and contingent facilities. Based on ANZ analysis of data sourced from publicly available company financials



# Capital

ANZBGL - APRA Level 2 Common Equity Tier 1 (CET1) ratio – 2H24 Movement, %

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Level 1  
13.3%

Level 1  
12.6%

Level 1  
12.7%



Mar 24    Cash Profit    Underlying RWA (ex FX)    Net dividend    Capital deductions, RWA Initiatives & Others    Sale of remaining AmBank stake    Suncorp Bank acquisition    Share Buyback    Sep 24    Surplus NOHC Capital<sup>1</sup>    Sep 24 pro forma

1. Excluding the capital for the remaining share buy-back



# Continued focus on capital efficiency

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## FY24 capital efficiency, \$b

### Completed the sale of AmBank

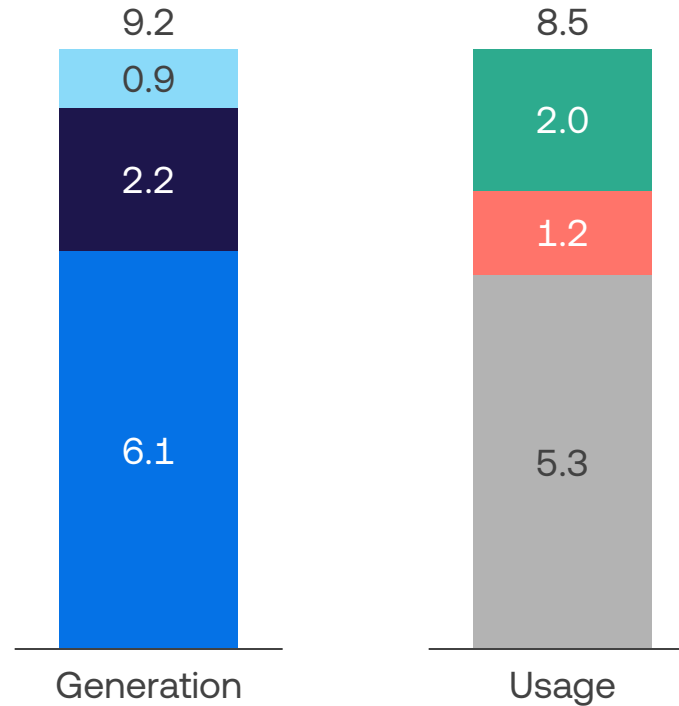
- Divested ownership in AmBank

### Model updates (including floor)

- Australia & NZ mortgages
- NZ Agri portfolio
- Other capital reform related

### Organic capital generation

- Incl. \$6.7b Cash Profit
- Other organic capital impacts



### Buyback

- \$2b announced buy back

### Growth & other usage

- CRWA & Non CRWA movement
- Various capital impacts

### Dividend

- Interim and full year dividends

In addition, Suncorp Bank acquisition utilised 133bps of capital funded with existing CET1 excess<sup>1</sup>

1. Net Suncorp Bank impact equals 109pts (133pts less 24pts of IRB floor benefit)

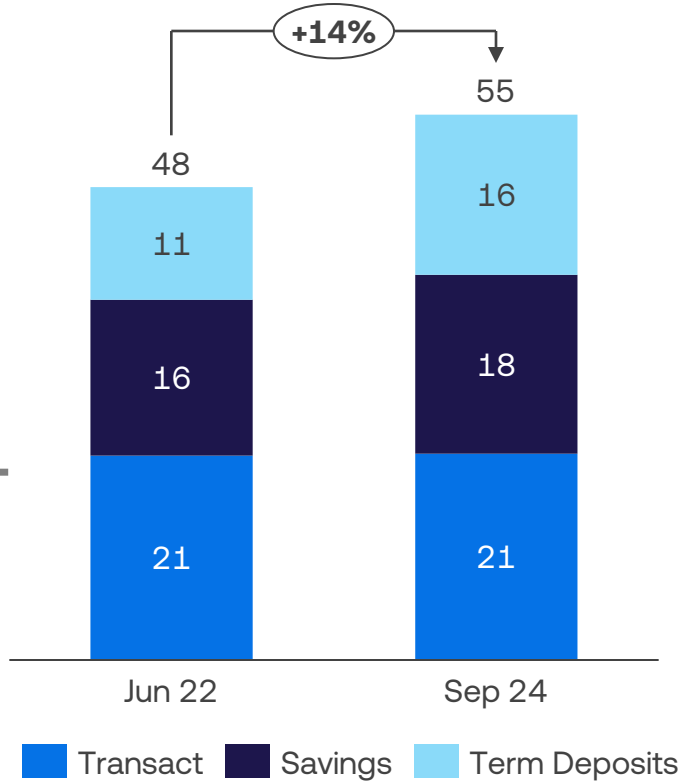




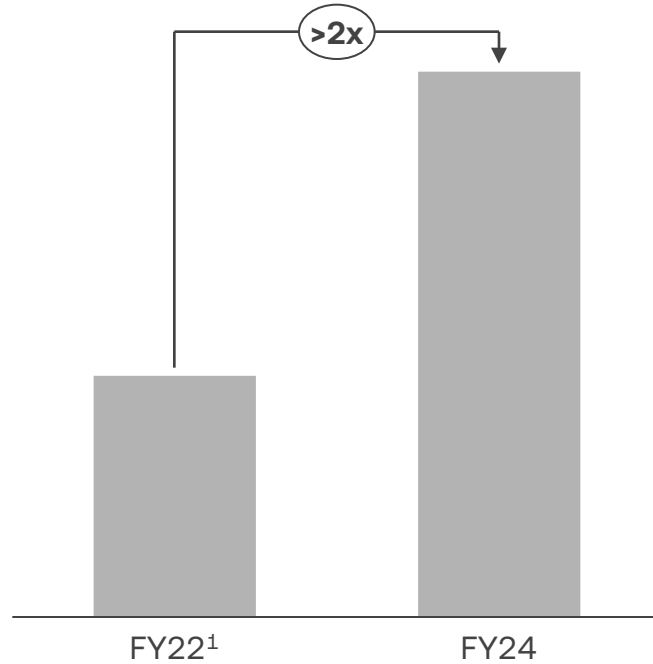
# Suncorp Bank acquisition

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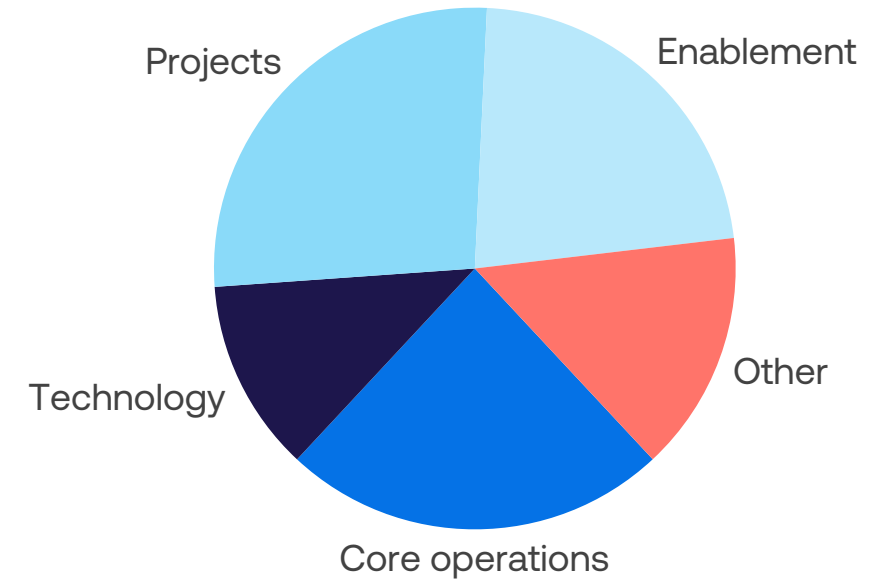
Customer deposits, \$b



Deposit revenue



Potential FY25 synergies by category, \$



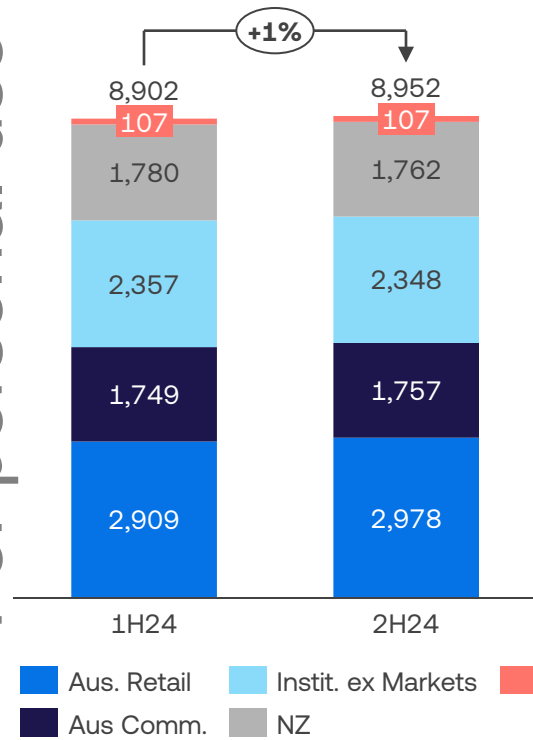
1. Based on Suncorp Bank FY22 reporting period ended 30 June 2022



# Summary

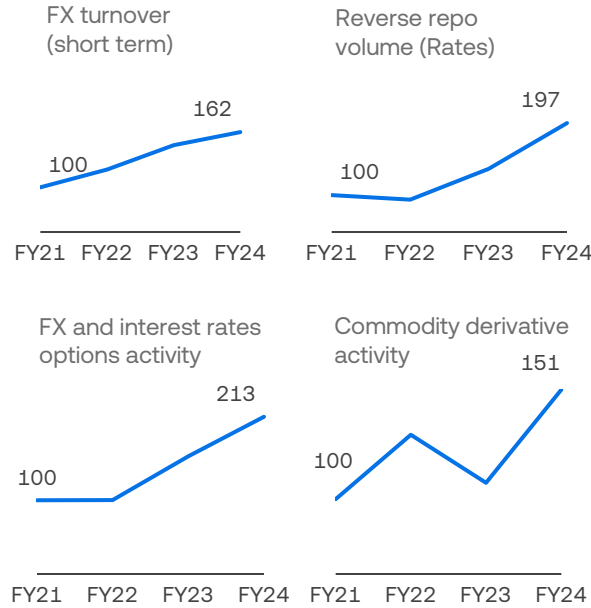
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Banking<sup>1</sup> revenue, \$m



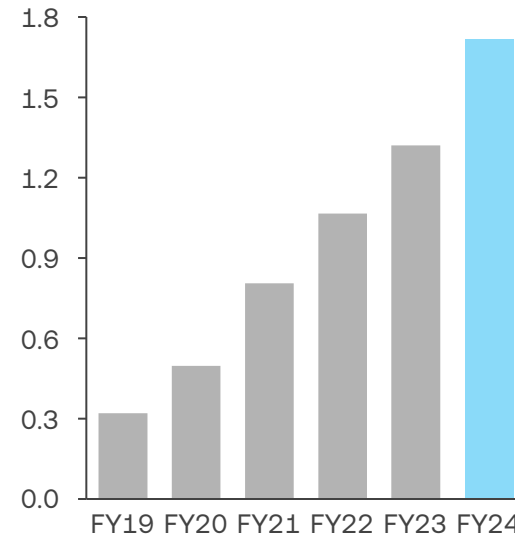
Markets customer flow

Indexed data, FY21 = 100



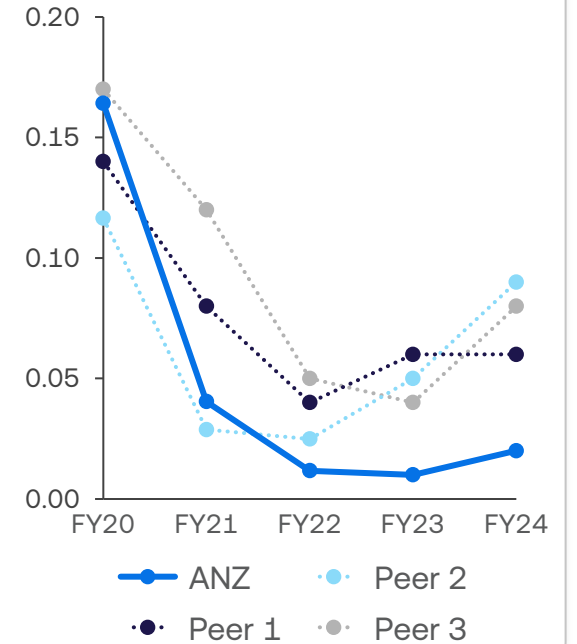
Cost and productivity outcomes

Cumulative productivity savings, \$b



Credit quality

Individual Provision loss rate<sup>2</sup>, bps



1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific

2. Source: ANZ analysis of loss rate data sourced from publicly available company financials. Peer bank categorisation of losses between IP and CP has been aligned to ANZ's approach to aid comparability



# 2024 Full Year Results

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Investor Discussion Pack  
Corporate profile, Group & divisional performance



# Our history and corporate profile

ANZ traces its origins to the Bank of Cornwall, which opened in Launceston, Australia in 1828 and commenced operations in New Zealand in 1840.

ANZ is one of the top ten largest listed companies in Australia by market capitalisation and one of four major banks in Australia and the largest bank in New Zealand (by total assets).



## Employees and customers

- >42,000 ANZ people across 29 markets
- >9m customers across Retail, Commercial, Institutional



## Balance Sheet

- Assets of \$1,229b, incl. \$803b in net loans and advances
- Liabilities of \$1,158b, incl. \$715b in customer deposits



## ANZ ownership

- Market capitalisation of \$91b
- Shareholding: ~41% retail; 59% institutional (based on issued capital)

All numbers as at 30 September 2024



# Our purpose and strategy

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Our **purpose** is to shape a world where people and communities thrive. It explains ‘why’ we exist and drives everything we do at ANZ, including the choices we make each day about those we serve and how we operate.

Through our purpose we have elevated three areas facing significant societal challenges aligned with our strategy and our reach, which include commitment to:



Improving the financial wellbeing of our people, customers and communities by helping them make the most of their money throughout their lives



Supporting household, business and financial practices that improve environmental sustainability; and



Improving the availability of sustainable and affordable housing options for all Australians and New Zealanders.

We bring our purpose to life through our strategy: to improve the financial wellbeing and sustainability of customers through excellent services, tools and insights that engage and retain them, and help positively change their behaviour.

In particular, we want to help customers:



Save for, buy and own a liveable home



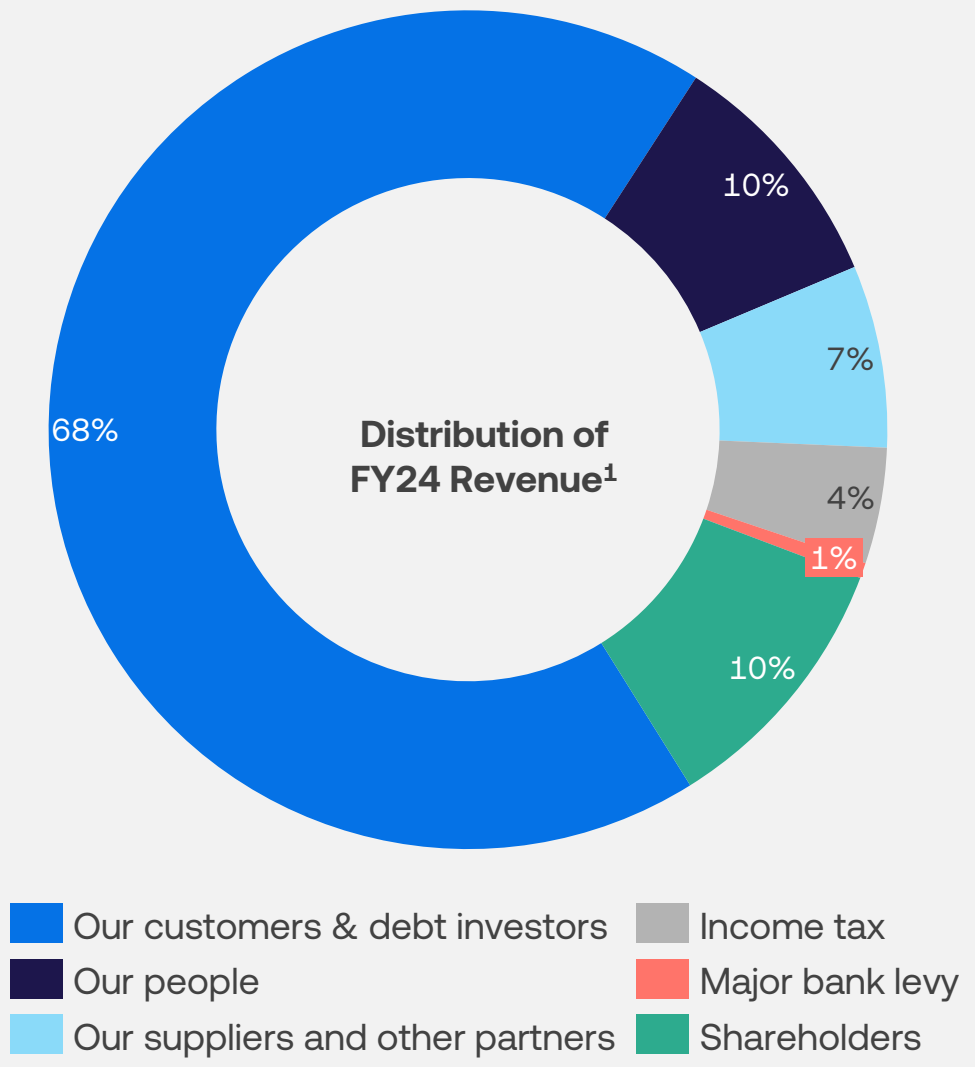
Start or buy and sustainably grow their business



Move capital and goods around the region and sustainably grow their business



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# Supporting our stakeholders

## Our customers & debt (fixed income) investors

Paying interest to our customers and debt investors, enabling us to provide lending and related services to our customers

## Our people

Employing >42,000 staff, paying salaries and investing in their skills

## Our suppliers and other partners

Technology, property and other products and services to help support our customers

## Government

Paying taxes and Major Bank Levy, supporting our broader community

## Our shareholders

Paying dividends to superannuation funds and other equity investors and increasing equity to reinvest in the company's future

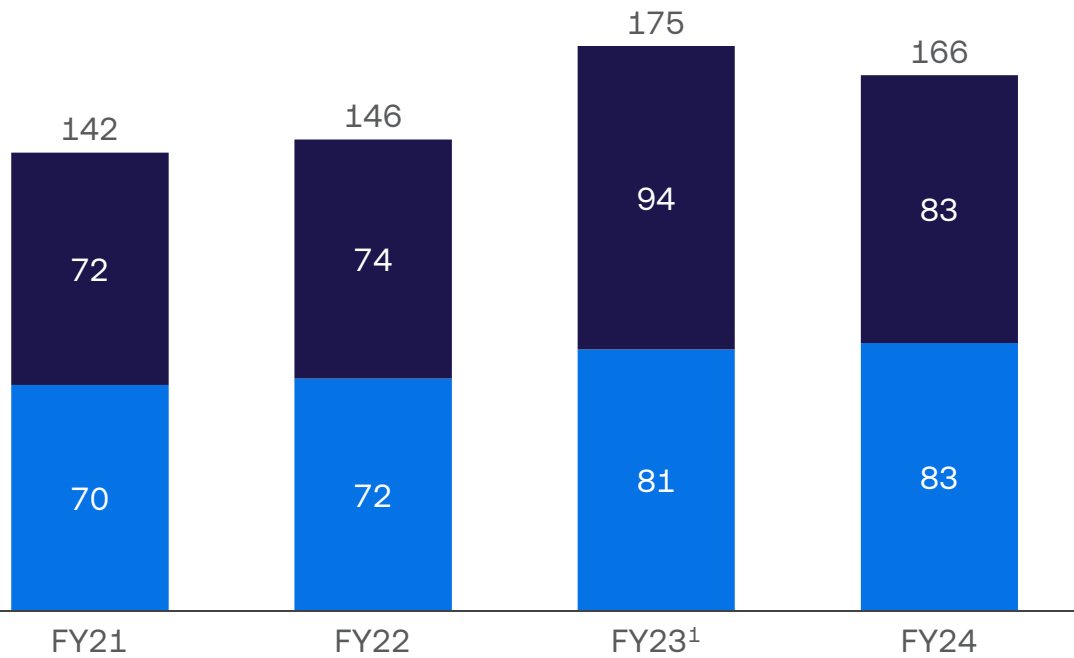
1. Based on total Cash profit for the Group including gross interest income and other operating income, net of credit impairment charges and non-controlling interests



# Delivering shareholder returns

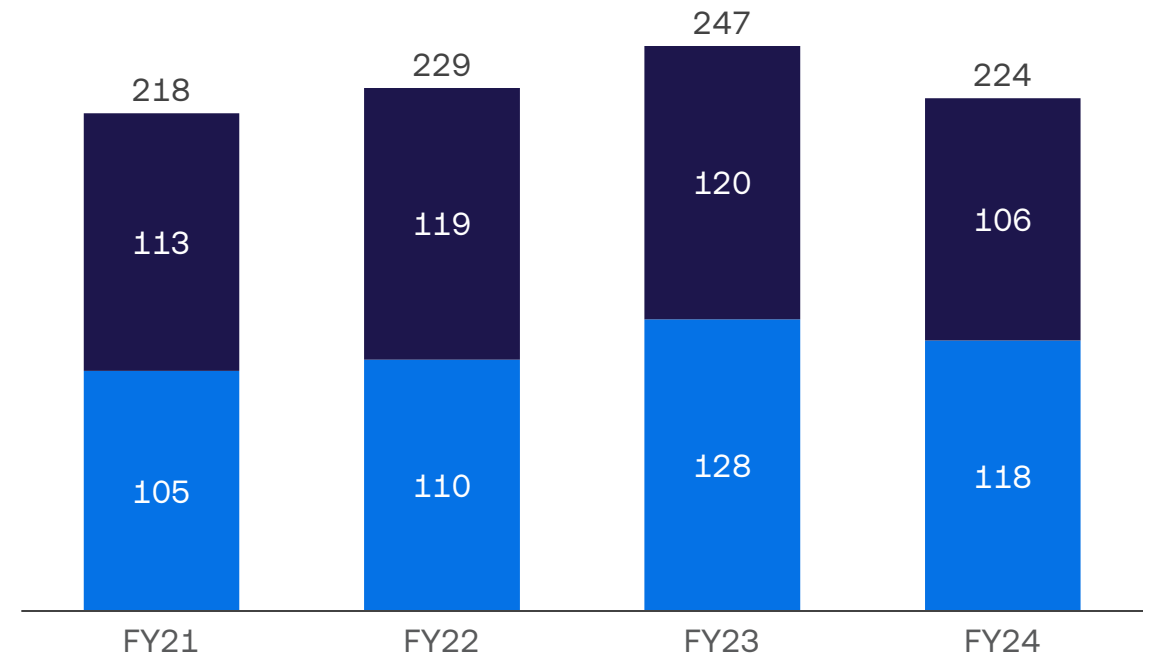
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Dividend per share (DPS), cents



■ Interim DPS ■ Final DPS

Earnings per share (EPS), cents



■ Interim EPS ■ Final EPS

1. The final dividend comprised an 81 cents dividend partially franked and an additional one-off unfranked dividend of 13 cents

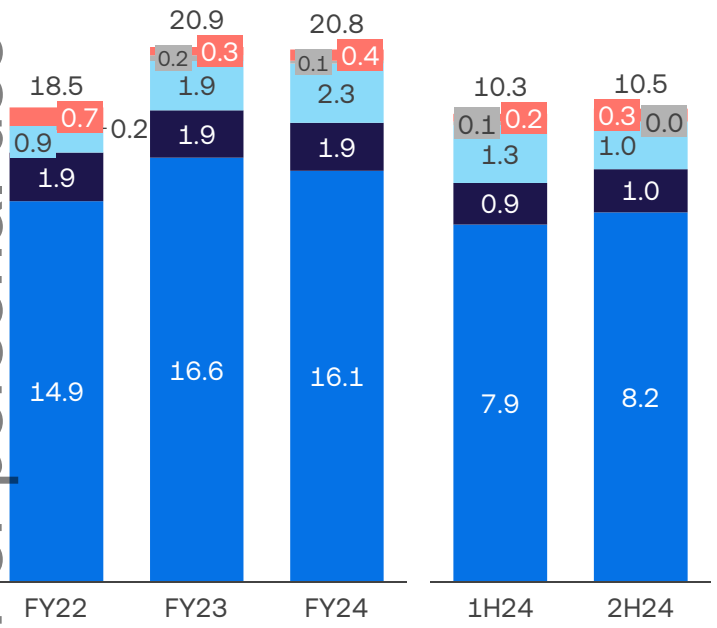


# Total operating income & expenses

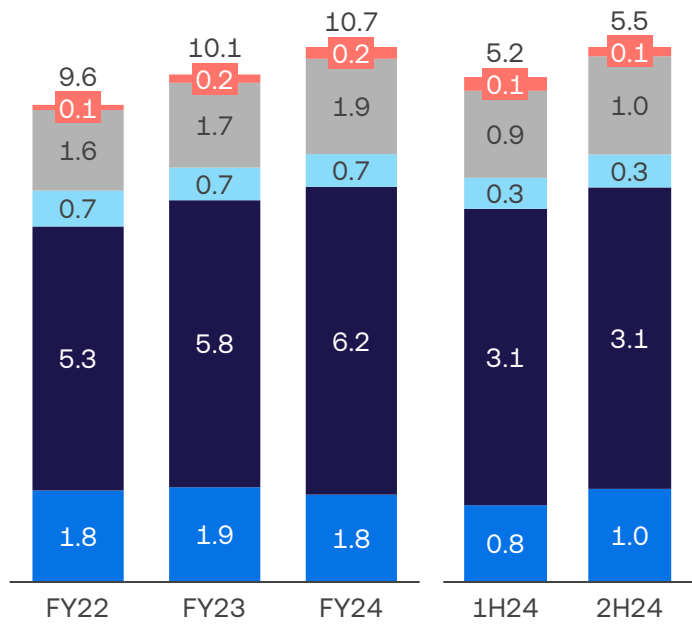
including Suncorp Bank

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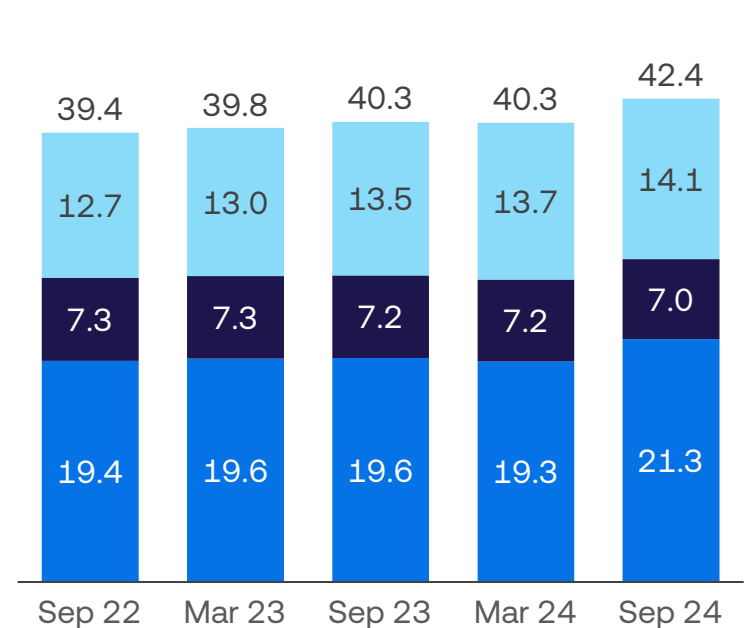
Total income, \$b



Total expenses, \$b



FTE by geography, '000



- Other
- Share of Associates profit
- Markets OOI
- Net fee & comm.
- Nil

- Restructuring
- Technology
- Premises
- People
- Other

- Australia
- New Zealand
- Rest of the World





# Total balance sheet composition

## including Suncorp Bank

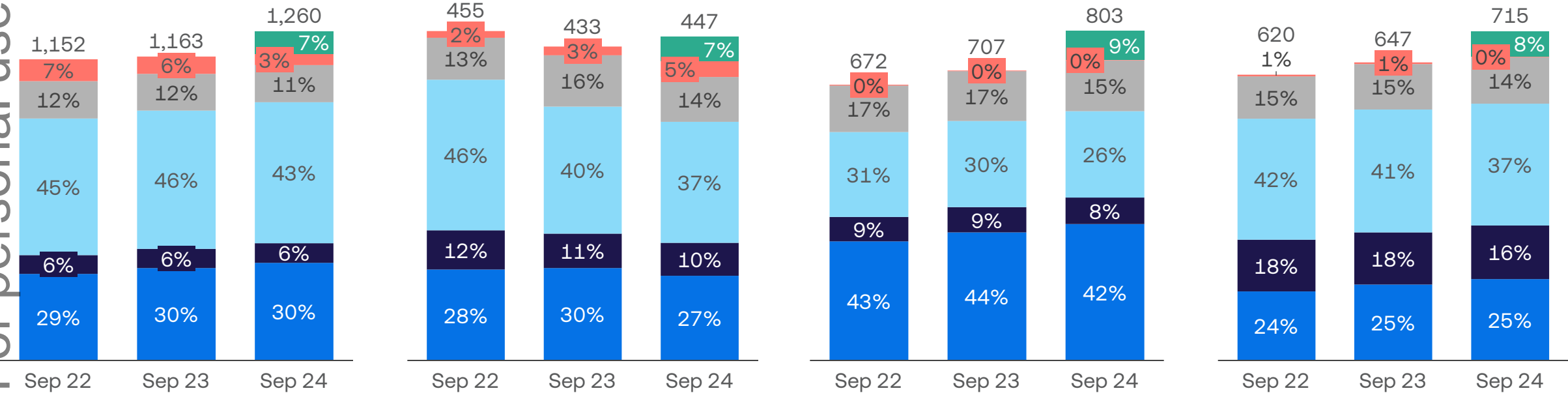
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Exposure at default<sup>1</sup>, EOP \$b

Risk weighted assets, EOP \$b

Net loans & advances, EOP \$b

Customer deposits, EOP \$b



■ Australia Retail 
 ■ Australia Commercial 
 ■ Institutional 
 ■ New Zealand 
 ■ Other 
 ■ Suncorp Bank

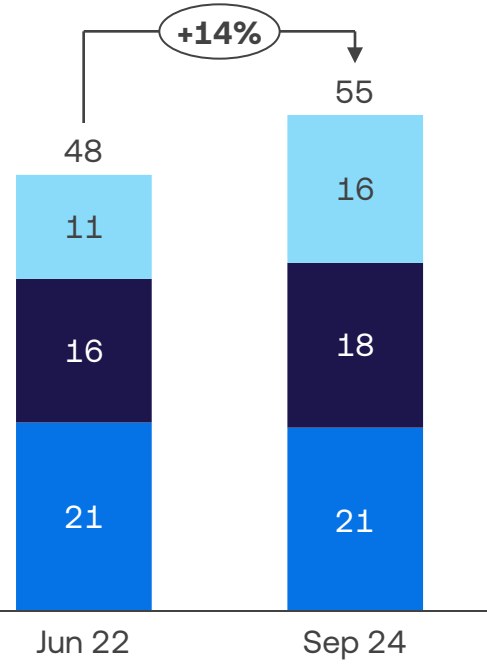
1. EAD excludes amounts for 'Securitisation', and for 'Other assets' prior to March 2023 (included from March 2023 due to the implementation of APRA's new capital framework). EAD data provided is on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral



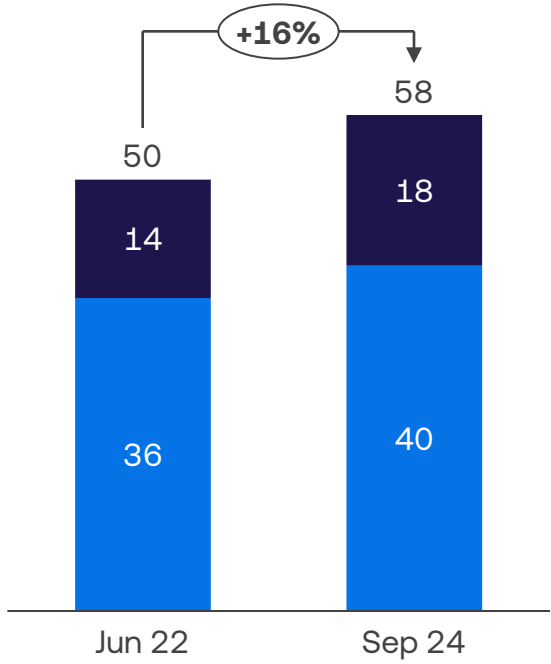
# Suncorp Bank - strong growth since 2022 announcement

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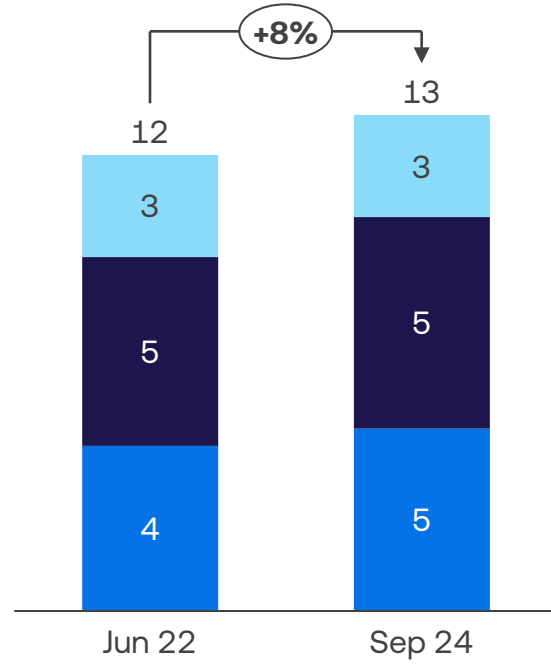
Total customer deposits, \$b



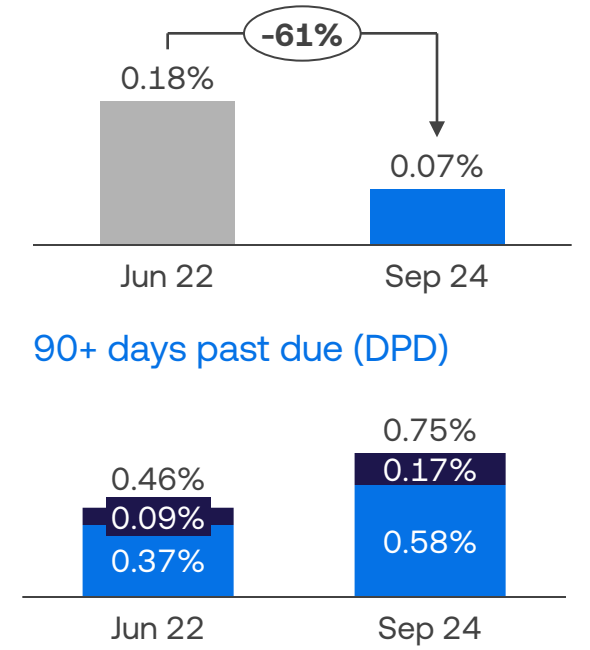
Home Lending, \$b



Business lending, \$b



Gross impaired assets as a % of gross credit exposures



■ Transact 
 ■ Term Deposits 
 ■ Savings

■ Owner 
 ■ Investor

■ Agribusiness 
 ■ SME 
 ■ Commercial

■ Retail lending 
 ■ Business lending



# Full Year 2024 – Overview of financial performance

excluding Suncorp Bank

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	Banking <sup>1</sup>		Markets		Group Centre		Total	
	FY24, \$m	vs FY23	FY24, \$m	vs FY23	FY24, \$m	vs FY23	FY24, \$m	vs FY23
Total income	17,854	-3%	2,184	+4%	514	+18%	20,552	-2%
Operating expenses	8,238	+4%	1,174	+1%	1,141	+5%	10,553	+4%
Profit / (loss) before credit impairment charge	9,616	-8%	1,010	+7%	(627)	-3%	9,999	-7%
Credit impairment charge	151	-35%	10	-29%	2	Lrg	163	-33%
Cash Profit / (loss)	6,686	-8%	717	+8%	(556)	+5%	6,847	-8%
Net loans & advances	685,596	+3%	47,563	+5%	(648)	+29%	732,511	+4%
Customer deposits	552,306	+3%	109,666	-3%	(1,476)	Lrg	660,496	+2%

1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific



# Second Half 2024 – Overview of financial performance

excluding Suncorp Bank

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	Banking <sup>1</sup>		Markets		Group Centre		Total	
	2H24, \$m	vs 1H24	2H24, \$m	vs 1H24	2H24, \$m	vs 1H24	2H24, \$m	vs 1H24
Total income	8,952	+1%	972	-20%	281	+21%	10,205	-1%
Operating expenses	4,146	+1%	577	-3%	615	+17%	5,338	+2%
Profit / (loss) before credit impairment charge	4,806	0%	395	-36%	(334)	+14%	4,867	-5%
Credit impairment charge	83	+22%	8	Lrg	2	Lrg	93	+33%
Cash Profit / (loss)	3,325	-1%	275	-38%	(305)	+22%	3,295	-7%
Net loans & advances	685,596	+2%	47,563	+5%	(648)	+2%	732,511	+2%
Customer deposits	552,306	+2%	109,666	+12%	(1,476)	Lrg	660,496	+3%

1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific



# Full Year 2024 – Banking<sup>1</sup>

excluding Suncorp Bank

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FY24, \$m	Australia Retail		Australia Commercial		New Zealand (NZD) (Personal and Business)		Institutional (ex Markets)		Pacific	
	\$	vs FY23	\$	vs FY23	\$	vs FY23	\$	vs FY23	\$	vs FY23
Total income	5,887	-8%	3,506	-2%	3,841	0%	4,705	+2%	214	+3%
Operating expenses	3,516	+2%	1,507	+6%	1,492	+6%	1,701	+9%	138	-5%
Profit before credit impairment charge	2,371	-19%	1,999	-8%	2,349	-4%	3,004	-2%	76	+21%
Cash profit	1,607	-17%	1,342	-7%	1,666	-1%	2,141	-6%	60	-15%
Net Interest Margin	1.91%	-31bps	2.59%	-11bps	2.57%	-7bps	2.38%	+7bps	Not material	Not material
Risk Adjusted Margin (Net Interest Income / Avg credit RWA)	4.97%	-98bps	8.69%	+10bps	5.80%	+4bps	3.68%	+48bps	Not material	Not material
Risk Adjusted Returns (Net profit after tax / Avg total RWA)	1.26%	-32bps	2.88%	0bps	2.33%	+4bps	1.86%	+15bps	Not material	Not material

1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific



# Second Half 2024 – Banking<sup>1</sup>

excluding Suncorp Bank

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2H24, \$m	Australia Retail		Australia Commercial		New Zealand (NZD) (Personal and Business)		Institutional (ex Markets)		Pacific	
	\$	vs 1H24	\$	vs 1H24	\$	vs 1H24	\$	vs 1H24	\$	vs 1H24
Total income	2,978	+2%	1,757	0%	1,925	0%	2,348	0%	107	+0%
Operating expenses	1,781	+3%	744	-2%	763	+5%	854	+1%	68	-3%
Profit before credit impairment charge	1,197	+2%	1,013	+3%	1,162	-2%	1,494	-1%	39	+5%
Cash profit	813	+2%	677	+2%	814	-4%	1,061	-2%	29	-6%
Net Interest Margin	1.89%	-5bps	2.59%	-1bp	2.57%	+1bp	2.36%	-3bps	Not material	Not material
Risk Adjusted Margin (Net Interest Income / Avg credit RWA)	5.03%	+11bps	8.69%	-1bps	6.06%	+50bps	3.70%	+4bps	Not material	Not material
Risk Adjusted Returns (Net profit after tax / Avg total RWA)	1.30%	+7bps	2.94%	+11bps	2.34%	+2bps	1.86%	+3bps	Not material	Not material

1. Banking includes Australia Retail, Australia Commercial, New Zealand Division, Institutional (excluding Markets), Pacific

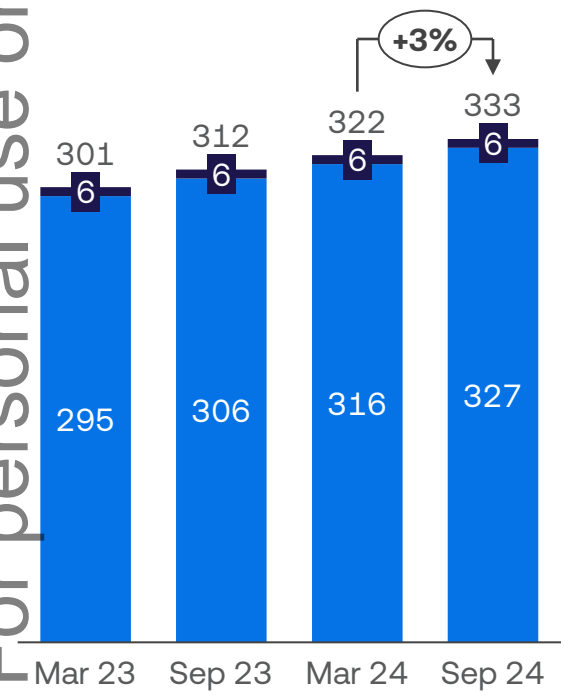


# Banking - Net loans and advances

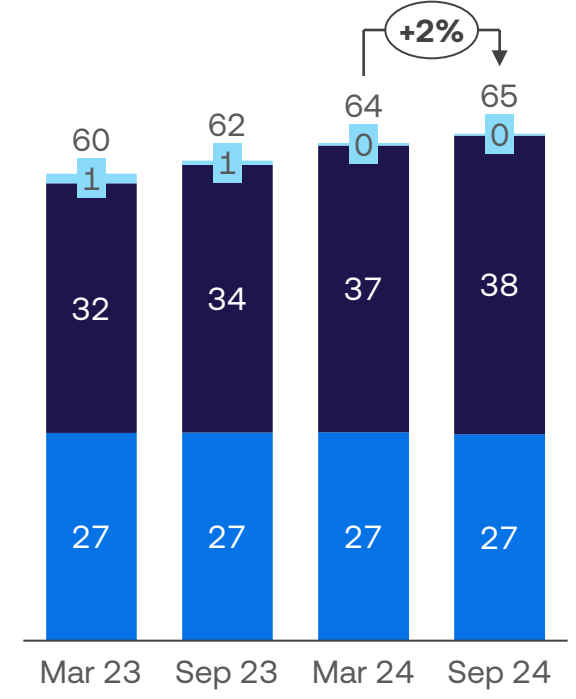
excluding Suncorp Bank

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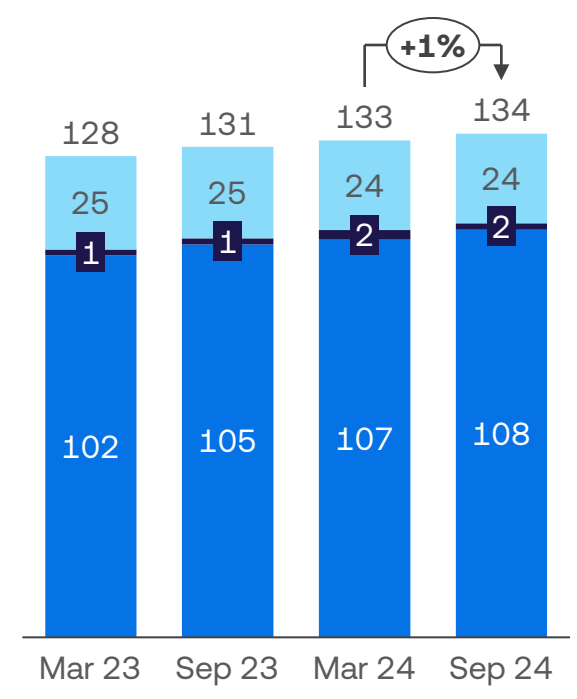
Australia Retail, \$b



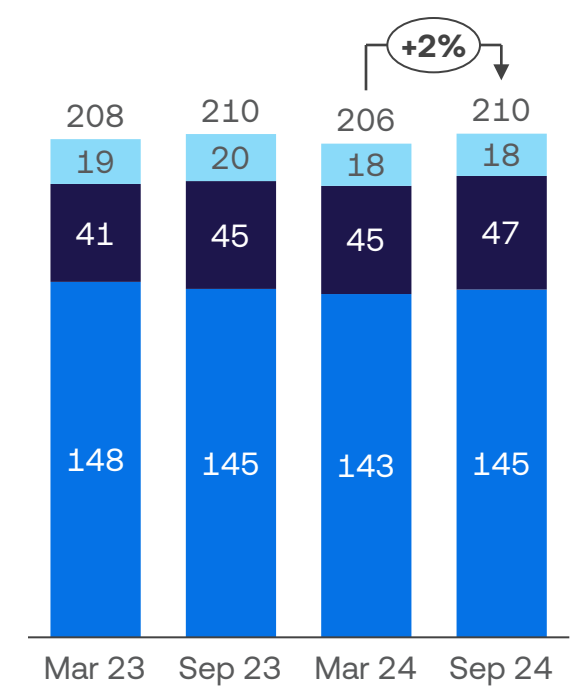
Australia Commercial<sup>1</sup>, \$b



New Zealand, NZDb



Institutional, \$b



Home Loans  
Cards, Personal Loans & Other

SME Banking  
Diversified & Specialist Businesses  
Central Functions

Home Loans  
Other Personal  
Business

Corporate Finance  
Markets  
Transaction Banking

1. Prior period divisional comparative information was restated to reflect customer re-segmentation within the Australia Commercial division to better meet the needs of our customers during the September 2024 half

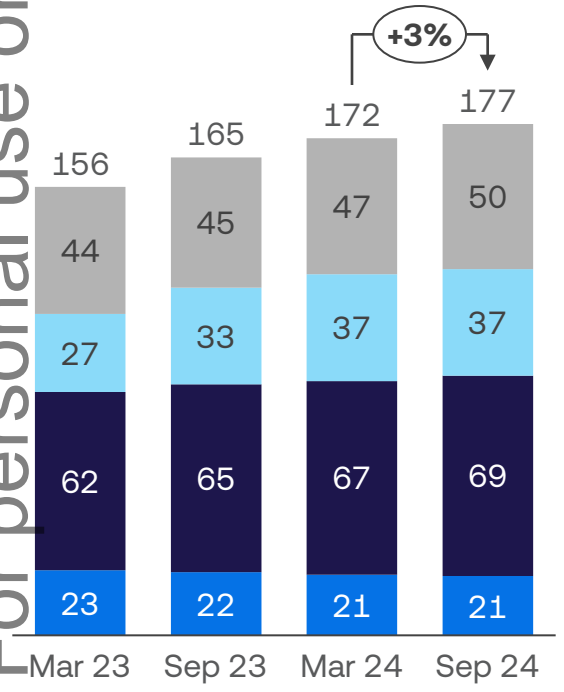


# Banking - Customer deposits

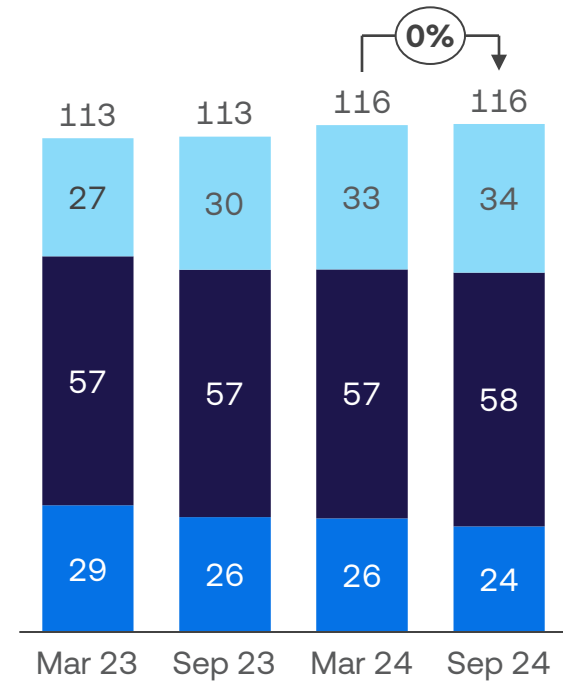
excluding Suncorp Bank

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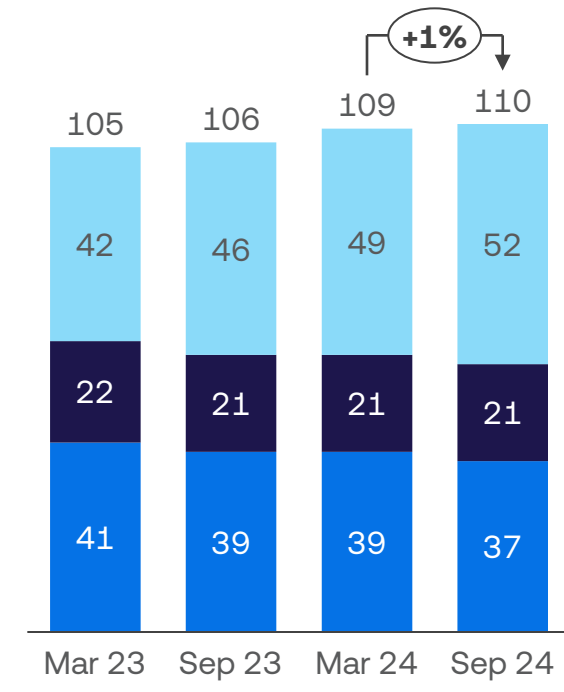
Australia Retail, \$b



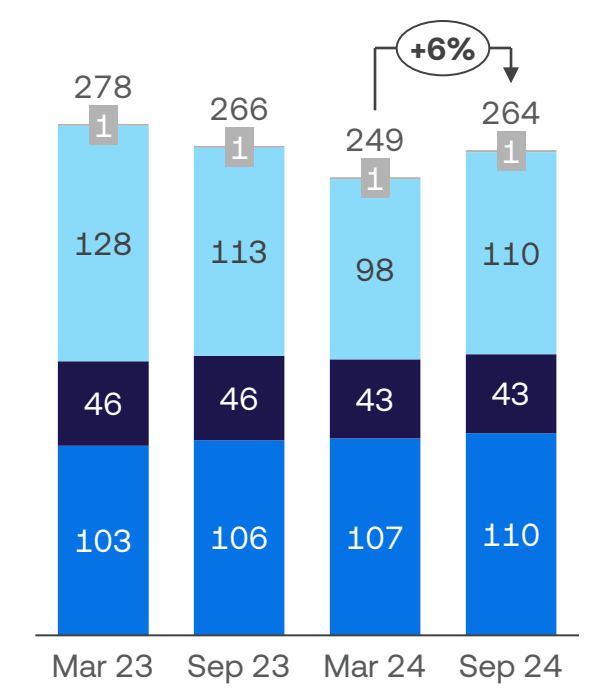
Australia Commercial<sup>1</sup>, \$b



New Zealand, NZDb



Institutional, \$b



■ Transact    ■ Term Deposits  
■ Savings    ■ Offset

■ Transact    ■ Term Deposits  
■ Savings

■ Transact    ■ Term Deposits  
■ Savings

■ PCM<sup>2</sup>                      ■ Markets  
■ Term Deposits<sup>3</sup>    ■ Other

1. Prior period divisional comparative information was restated to reflect customer re-segmentation within the Australia Commercial division to better meet the needs of our customers during the September 2024 half  
 2. Payments & Cash Management  
 3. Excluding Markets Business Unit





# Australia Retail

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## Sustaining momentum

- ANZ Plus customers increased 84% with over \$7bn additional FUM
- Improved Home Lending capability enabling growth of 1.3x system
- Increased personalised messaging supported two-year high in brand consideration
- Sustainable productivity contained cost growth to 2%, largely self-funding Plus costs

## Deepening customer engagement through innovation

- Launched features to drive engagement – ANZ Circle; view ‘My Accounts’ in ANZ Plus
- Cashrewards members grew 9% to 2.4 million, with members benefiting from almost \$50m of cashback
- 71% of accounts opened through digital channels<sup>1</sup>, with 84% of customers regularly engaging digitally<sup>2</sup>

## Enhancing customer care and protection

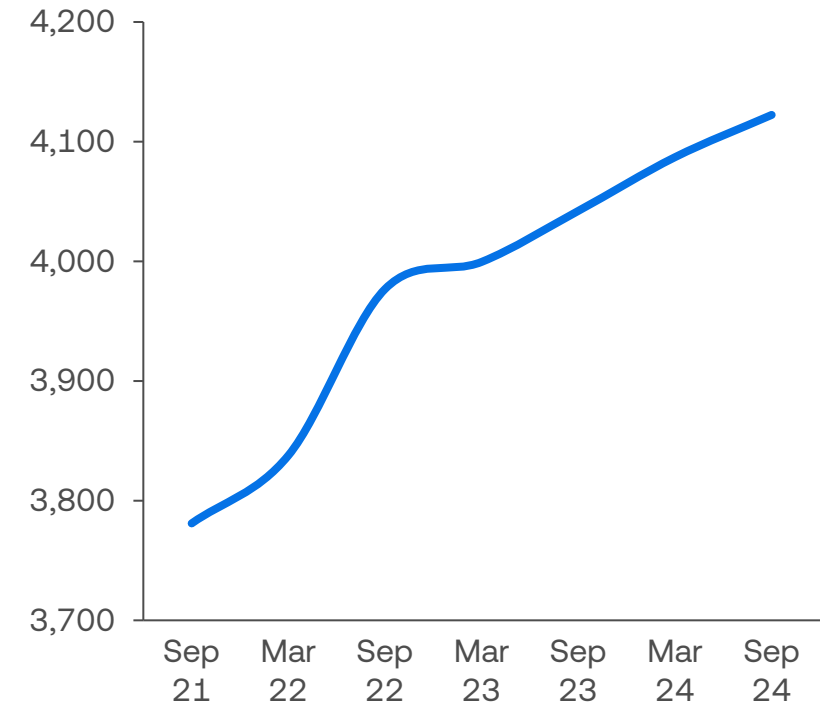
- Using AI and latest technology to deliver a 46%<sup>3</sup> reduction in customer scam losses
- Our people & systems prevented customers losing >\$140 million<sup>4</sup> to fraud and scams
- Multi-faceted approach – customer education, mule detection capability, personalised customer warning messages on high-risk transactions, AI detection of scams

Metrics apply to FY24 unless stated otherwise

1. Everyday Banking, Wealth & Business accounts sold through Retail channels (excludes Home Loans)
2. % of customers (in-use transaction or savings accounts that are eligible for digital access) who have logged on to ANZ App or ANZ Internet Banking in the last 30 days
3. ANZ Classic customers
4. ANZ Classic and ANZ Plus customers

## Increasing Digitally active users

Users, '000s



# Australia Retail

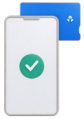
## Everyday Banking – improved capability driving momentum

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### Attract & seamlessly onboard new customers

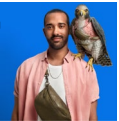


**Join ANZ Plus |** Join ANZ Plus digitally in ~3mins with Selfie ID. 50%<sup>1</sup> of new-to-bank customers onboarded through ANZ Plus with an NPS of +57<sup>2</sup>



**Enhanced online application experience reducing time to decision |** led to increase in acquisition market share across both Credit Cards (+4%) and Personal Loans (+1%) in FY24

### Enhancing digital experience & customer protection



**ANZ Falcon |** enhanced technology working around the clock to recognise, flag and identify suspicious transactions



**View 'My Accounts' in ANZ Plus |** industry leading feature giving customers a consolidated view of their bank accounts held with ANZ and other financial institutions

### Engaging customers through personalisation



**Launched ANZ Circle |** rewarding ANZ Visa cardholders with priority access to event pre-sales, best in market Hoyts movie prices and other exclusive offers – >1.5m customers have actively engaged since launch in September



**Personalised digital interactions & nudges |** meeting customers needs at the right moment through tailored and personalised content and offers – over 300 million interactions in FY24

### Providing effortless service across multiple channels



**Message Us |** messaging used to engage customers for over 50%<sup>3</sup> of servicing with AI embedded containment of interactions – Customer NPS >50<sup>4</sup>



**Video Call with a Coach |** Australian-first service enables ANZ Plus customers to book a secure 1-on-1 session with a Coach, scoring an NPS of +57<sup>5</sup>

1. % of New to Bank Customers as a % of total customers joining in Q4 FY24
2. Join episode based on 12-month score at Sep-24
3. Applicable servicing volumes
4. Score as at Aug 24
5. Coaching interaction episode based on 12-month score at Sep 24



# Australia Retail

## Home Loans – ongoing improvement in home buying experience

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Proposition

Enhanced experience for customers and brokers

- **New tools & training:** new CRM for mobile salesforce, launched brokerology training program, new pricing & serviceability calculators
- **New broker segmentation model:** tailored service offering driving better broker experience
- **Proprietary salesforce:** growing capacity and effectiveness, deepening customer relationships

Process

Greater automation within application processing, increasing operational capacity

- **HLQ Platform:** use of AI to automate operational tasks and reduce manual handling
- **ANZ eSign:** digital acceptance and settlement loan documentation
- **Valuations:** increased use of automated valuations to drive speed and efficiency

Policy

Ongoing policy enhancement and simplification

- **Simplified policy suite (e.g. PAYG):** improving customer, banker & broker experience
- **Low risk LMI waiver:** targeted risk-based policy innovation for selected customer cohorts
- **Capital optimisation:** delivered model enhancements that reduced risk-weight intensity

1.3x

Lending growth in FY24 vs APRA system

1.7x

Investor lending growth in FY24 vs APRA system

+32

Broker NPS at Sep-24

<3 days

Time to First Decision Deals via BML (FY24 Avg)

>80%

Auto approvals via branch network

82%

Customers ahead on home loan repayments



# ANZ Plus

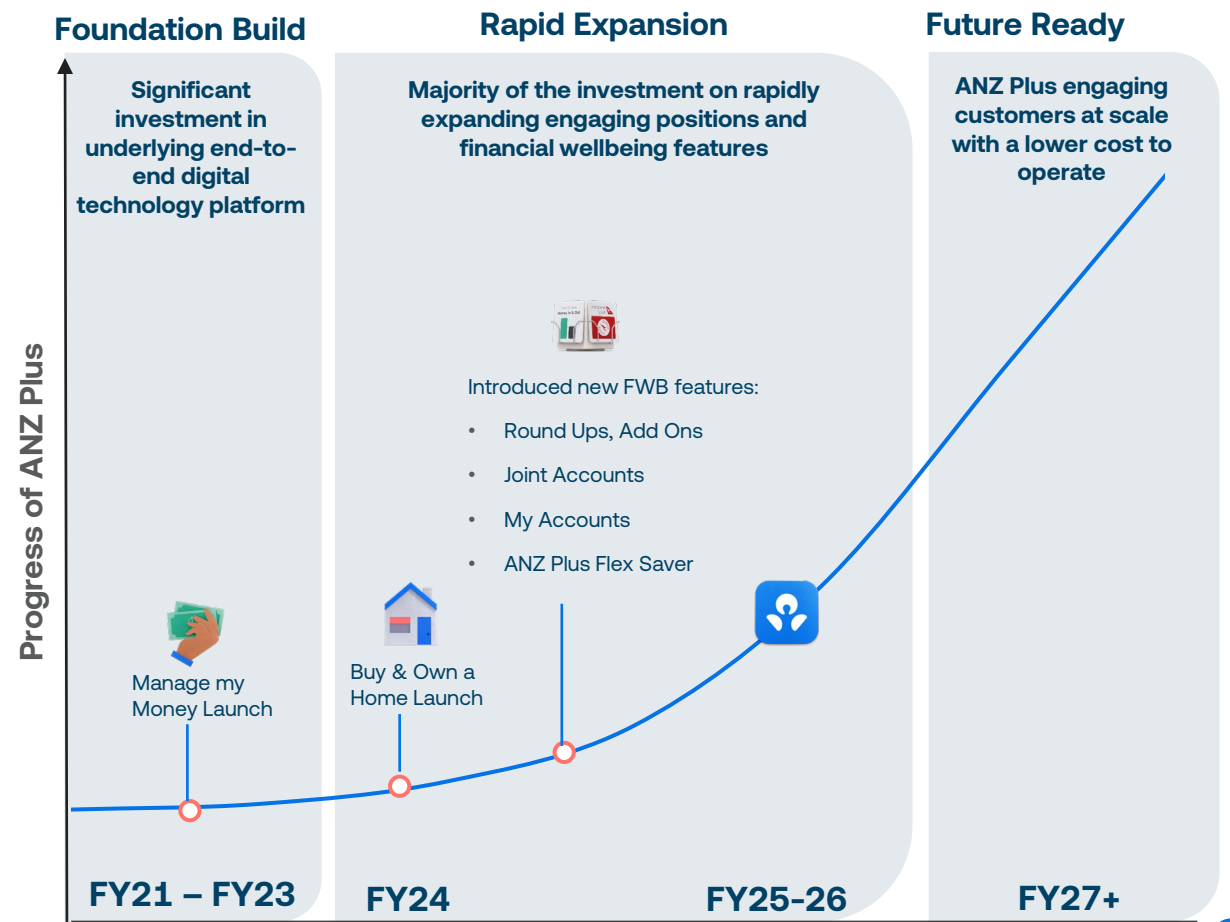
Capability to deliver compelling customer propositions at pace

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New Digital Banking Platform- leveraging best-in-class global partners



- Cloud-based**  
20 new platforms – partnering with globally leading service providers
- Open & adaptable**  
systems architecture with a high degree of flexibility
- Highly reuseable**  
1500+ re-useable business services leveraged for product & proposition expansion

ANZ Plus is now able to rapidly launch new features and propositions



# ANZ Plus

Rapidly launching new features and propositions

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## Leading ecosystem capabilities More attractive, more engaging



### My Accounts | First major bank to leverage Open-Banking data-in

- Consolidated view of your accounts at other financial institutions within the ANZ Plus app
- Launched in September, ~50k customers have interacted with this feature



### Add Ons | Framework for rapid integration with external partners

- Enabled rapid integration of partner experiences for richer customer interactions
- Customers can now access Qantas Frequent Flyer, Cashrewards & Visa International ATM locators

## Fully digital end-to-end Lower cost to acquire & serve



### Joint Accounts | A fully digital joint account join experience

- Customers onboarded within minutes with no need to visit a branch
- Launched in April, joint accounts are now ~10% of newly opened accounts



### Home Loans | A bank integrated fully digital home loan experience

- Digital statement of position and automated property valuations, for a faster credit process
- Customers can manage offset activation for eligible ANZ Plus accounts from within the app

## Faster change and delivery More efficient, more secure



### Round Ups | Financial Wellbeing feature built and deployed in 6 weeks

- Supporting Financial Wellbeing by rounding up purchases and transferring the excess to savings
- 57k customers currently using the feature, growing by ~5k per month



### Scam Safe | The highest default fraud & scam protection settings

- Enhanced security controls designed to reduce likelihood of customer fraud and scam rate by 25x
- 99%+ of customers have either retained the default protections or added to them



# Australia Commercial

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## Customer contribution

- 24% of total group revenue<sup>1</sup>
- ~66% of customers have at least one Retail product
- ~71% of Australian based Transactive Global users are Commercial customers

## Investment and innovation

- ~1/3 eligible SME customer transaction account openings occurred digitally
- GoBiz streamlined origination channel now includes term loans, overdrafts, asset finance, corporate cards and broker referrals
- National Business Centre enhancements and improved data driven leads resulted in a 28% increase in Retail to Commercial referrals<sup>2</sup> and continued uplift in sales conversion
- ~60% reduction in ANZ Worldline<sup>3</sup> merchant onboarding time for SME customers

## Strength

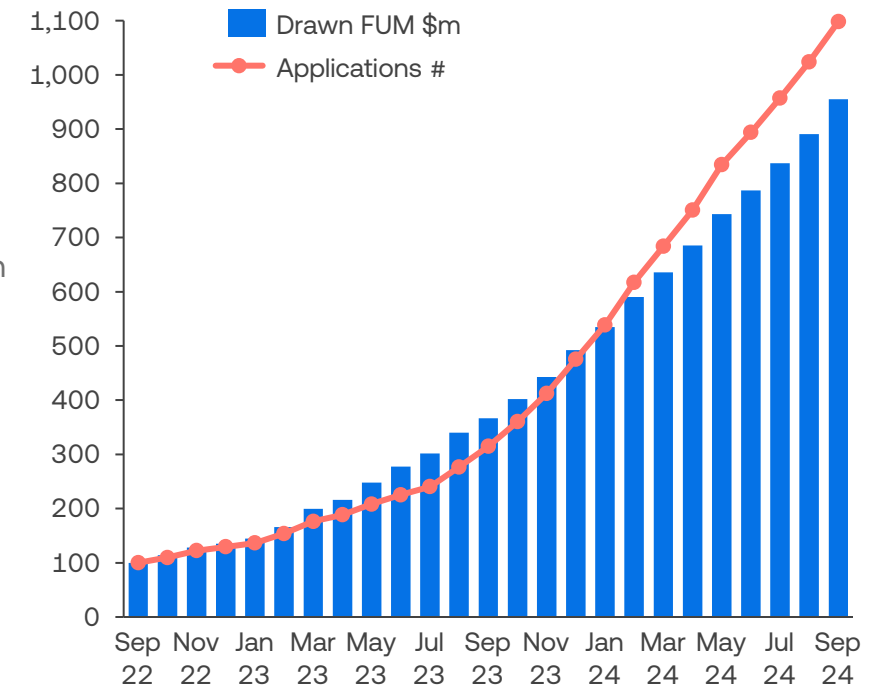
- ~\$1.80 in deposits for every \$1.00 in loans
- ~83% of exposures are fully secured
- Revenue on RWA 7.54%, up 36bps vs FY23

Growth Rates FY24 vs FY23 / Sep 24 vs Sep 23

1. Including Commercial customer revenue in Institutional and Retail  
 2. 4Q24 v 4Q23  
 3. ANZ and Worldline hold 49% and 51% interest respectively

## Momentum in digital solution

GoBiz applications & drawn FUM, indexed data  
 Sep 22 = 100



# Australia Commercial

Creating a simpler, more secure and profitable Commercial Bank

Australia Commercial - changes to simplify the business and bring the best of ANZ to our customers

2015 / 16

2018

2021

2022

2022 / 2023

2024

Sale of Esanda  
Retail & Wholesale  
(~\$8.0b Lend.)

Ceased Consumer  
Asset Finance  
(~\$2.5b Lend.)

Ceased Stand Alone  
Third Party Asset Finance  
(~\$1.5b Lend.)

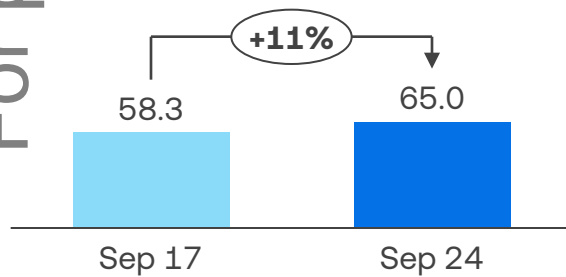
Established Merchants  
JV with global partner  
(~\$140m Rev. p/a)

Sale of Investment Lending and  
Affluent Advice businesses  
(~\$50m Rev. p/a & ~\$0.7b Lend.)

Realigned customer volumes /  
relationships to Retail and Insto  
(~\$2.8b Dep. & ~\$0.3b Lend.)

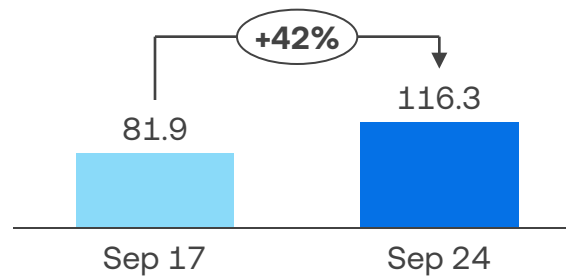
## Growth

(Lending, \$b)



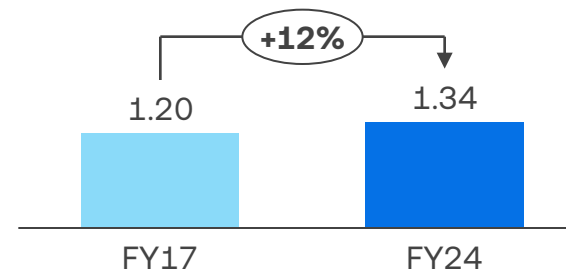
## Stability

(Deposits, \$b)



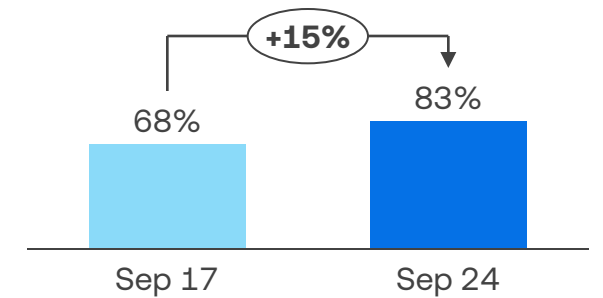
## Profitability

(NPAT, \$b)



## Security

(Fully Secured Lending)



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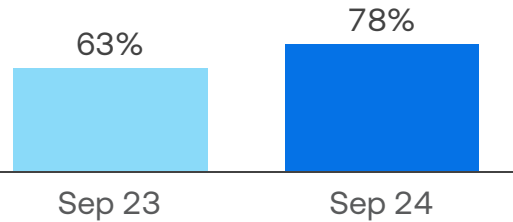
# Australia Commercial

## Customer Proposition, Experience and Quality

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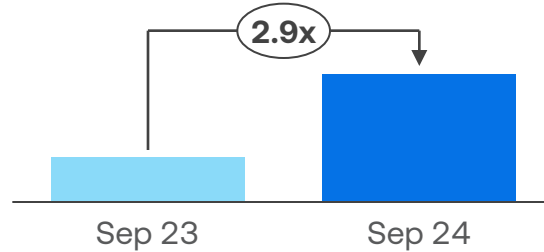
### Simplifying customer experience

SME Retail applications via streamlined processes



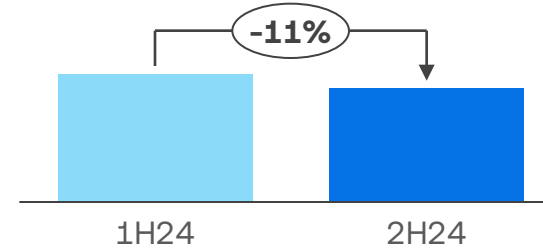
### Raising quality deposits

FUM in digitally opened transaction accounts

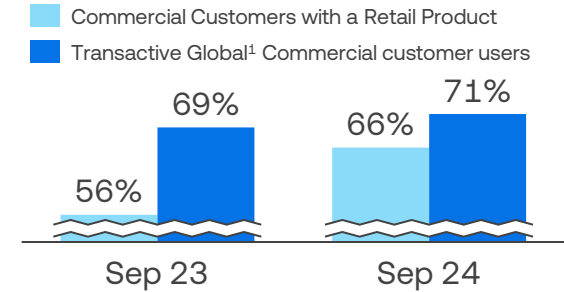


### Digital driving efficiency

GoBiz cost to originate

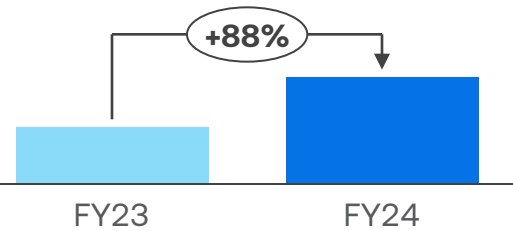


### Deepening customer relationships



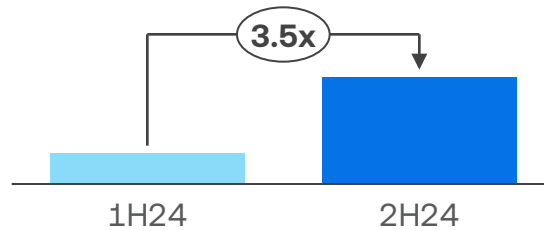
### Solving more customer needs

NTB GoBiz customers returning for additional requirements



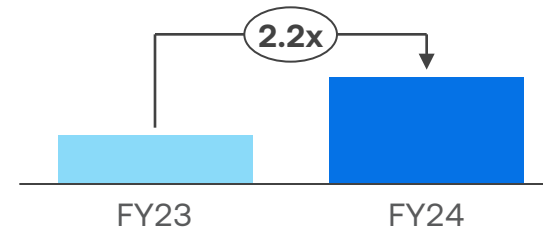
### Digital solutions enhancing customer experience

Messages closed via Message Us

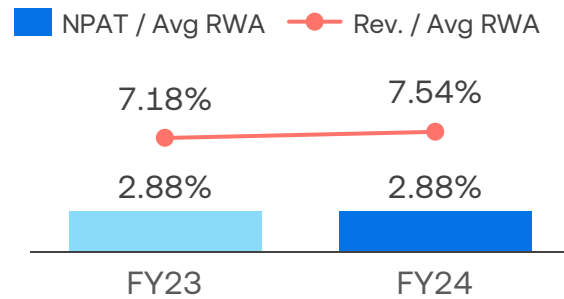


### Accelerating volume growth

Expansion of GoBiz proposition driving an increase in FUM drawn



### Strength and return



1. Australia based Transactive Global users





# New Zealand

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## Market Strength

- #1 market position in New Zealand, incl. Home Loans, Agri and KiwiSaver
- #1 Brand Consideration<sup>1</sup> among banks in NZ
- Canstar Bank of the Year in Small Business and Business Credit Cards for the 5th consecutive year, and for Small Business Merchant Services

## Digital Engagement

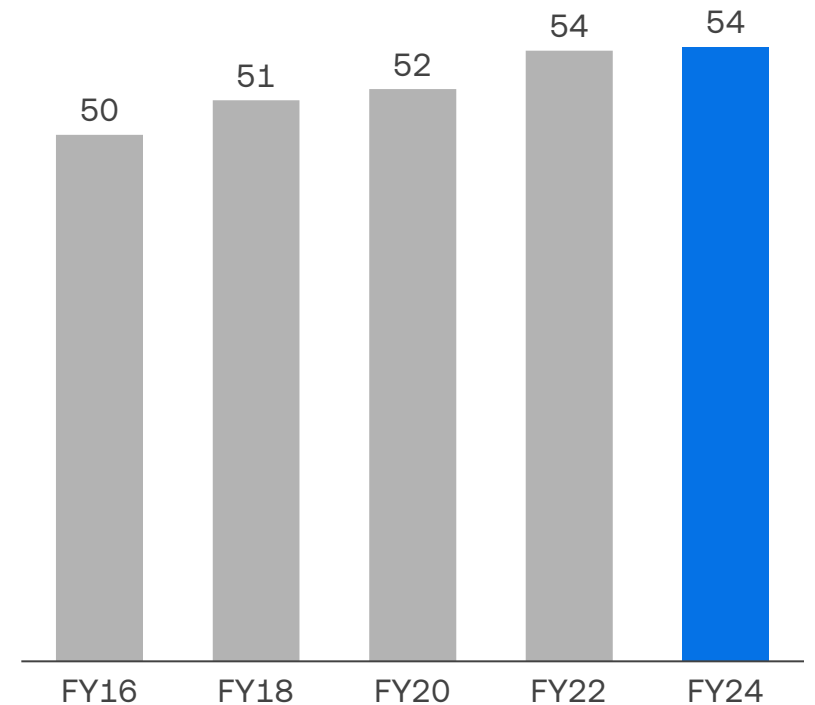
- Digitally active customers ~1.8m , up 3.9% on September 2023
- First to market in New Zealand, the ANZ Dynamic Security Code offers safer online shopping with a frequently changing code instead of the static CVV code
- Over 13 million Two-Factor Authentication messages and over 1 million ANZ Fraud Check messages sent to customers to validate transactions

## Customer Engagement

- Reached 100k KiwiSaver members making \$2.5 billion in first home withdrawals
- Over 7.7 million customer education communications sent about scams and delivered over 110 sessions with more vulnerable customers directly
- The HOWTWO Small Business Programme offers two years fee-free on the Start Up package, insights from Dot Loves Data, and a check-in call from a Business Banking Specialist to support customers beyond their first two years

## Market Strength

Brand Consideration<sup>1</sup>, %



1. McCulley Research (first choice or seriously considered); six month rolling average September 2024



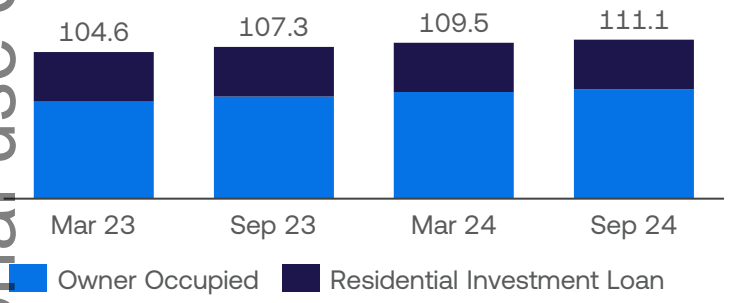
# New Zealand division

## Balance sheet and financial strength

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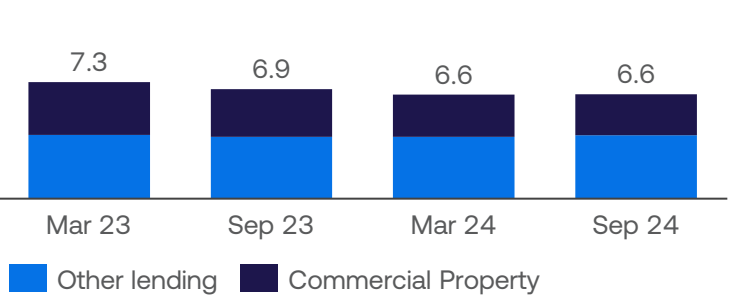
### Housing<sup>1</sup>

ANZ Performance, NZDb



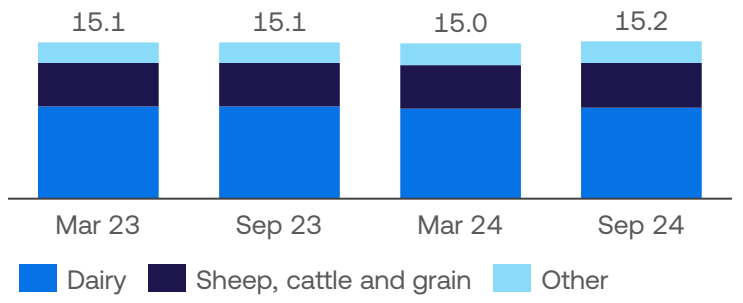
### Business<sup>2</sup>

ANZ Performance, NZDb



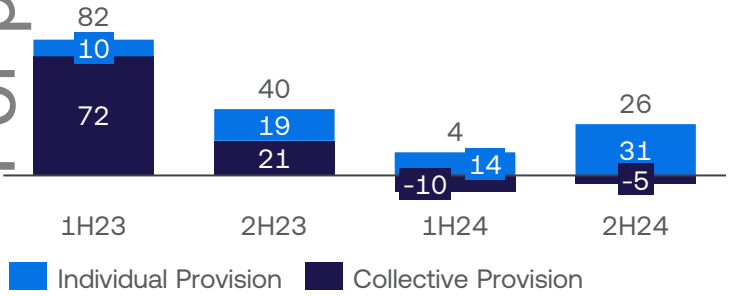
### Agri

ANZ Performance, NZDb



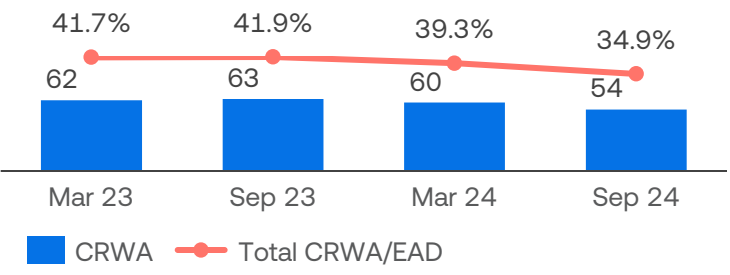
### Credit quality

Total Provision Charge/(Release), NZDm



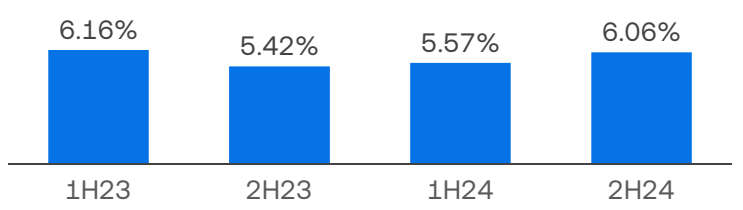
### Exposures<sup>3</sup>

Credit Risk Weighted Assets (CRWA) EOP & intensity, NZDb



### Balanced Financial Performance

Net Interest Income / Avg Credit Risk Weighted Assets (CRWA), %



- Housing includes business loans secured by residential properties
- Business excludes business loans secured by residential properties
- Credit Risk Weighted Assets impacted by the implementation of the new NZ Agri credit model in 1H24 and a Mortgage credit model change in 2H24



# Institutional

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## Leading Institutional Franchise

- #1 Institutional and Corporate Bank across Australia, NZ and Asia<sup>1</sup>
- Deep, long-term relationships with core customers who value our network and capabilities (~60% customers use multiple products)
- We operate in 29 markets including 13 across Asia

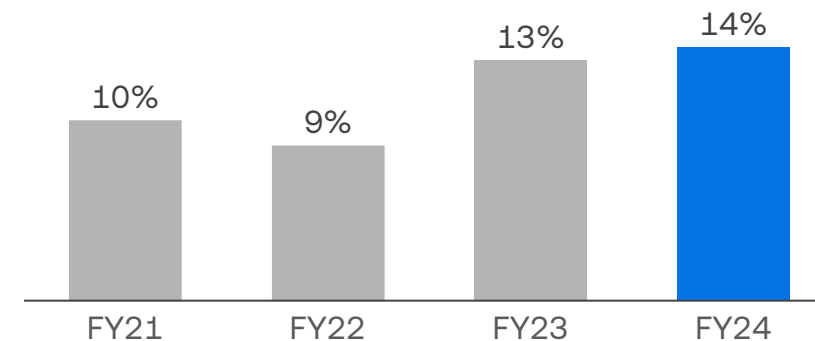
## Unique Markets and Payments Capability

- #1 Transaction Banking Lead Bank and market penetration (AUS/NZ)<sup>2</sup>
- #1 FX penetration and market share with Australia corporates<sup>2</sup> with digital comprising ~90% of volume
- Invested \$1.4b+ in technology & payment systems over 8 years

## Sustainable Financial Returns

- Well diversified business across both product & region
- Resilient credit quality, with 77% of exposures investment grade
- Moderate downside to lower interest rates

## Return on Equity



Key Metrics	FY24	Rank <sup>3</sup> (FY24 performance vs prior financial years)
Revenue	\$6.89b	Highest
Cash profit	\$2.86b	2 <sup>nd</sup> highest
Return on equity	14.0%	Highest
Cost to income ratio	41.7%	2 <sup>nd</sup> lowest
Risk adj NIM (ex Markets)	3.68%	Highest
Revenue / avg risk weighted assets	4.05%	Highest

1. No.1 Relationship Strength Index in the Coalition Greenwich Large Corporate & Institutional Relationship Banking surveys, Australia 2005–06, 2008, 2010, 2011, 2014–21, 2023–24 (equal No.1 in 2010) (Coalition Greenwich, a division of Crisil, and formerly known as Peter Lee & Associates), and in the Peter Lee Associates Large Corporate & Institutional Relationship Banking surveys, New Zealand 2010–23. No.1 Overall Relationship Quality in the Coalition Greenwich Voice of Client – Asian Large Corporate Banking Study, 2017–23

2. Source: Peter Lee Associates

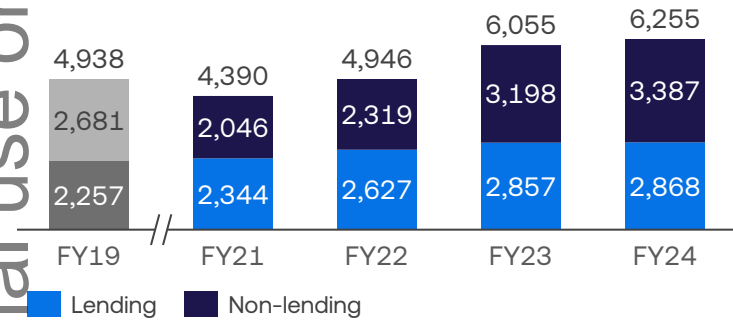
3. Represents FY24 performance ranking under the current business structure versus prior financial years since ANZ Institutional transformation in FY16



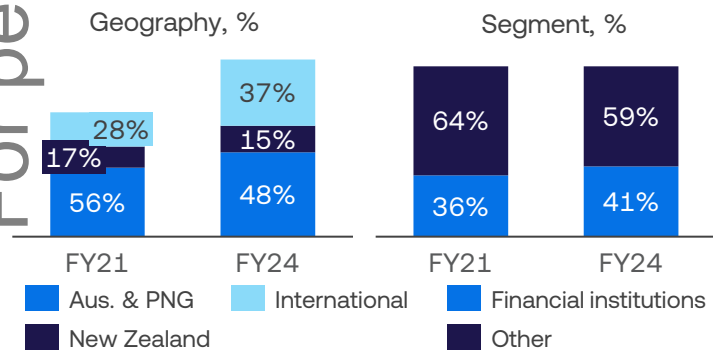
# Institutional Summary

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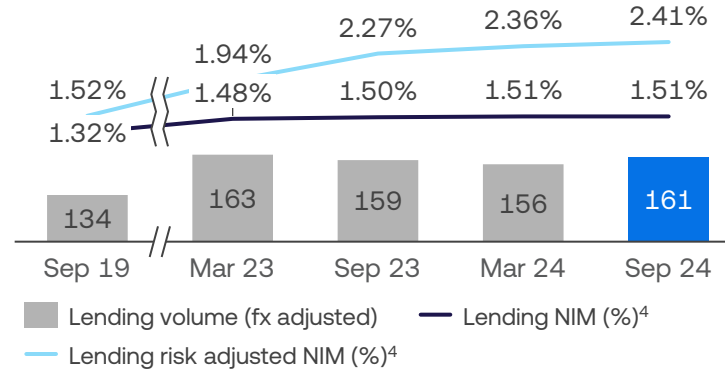
### Customer franchise revenue<sup>1</sup>, \$m



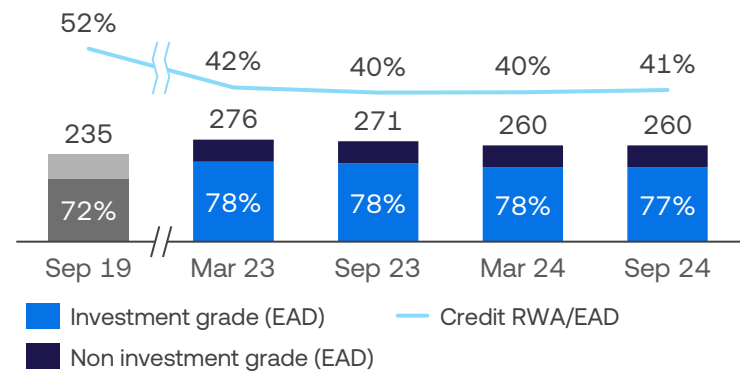
### Customer franchise revenue<sup>1</sup> mix, %



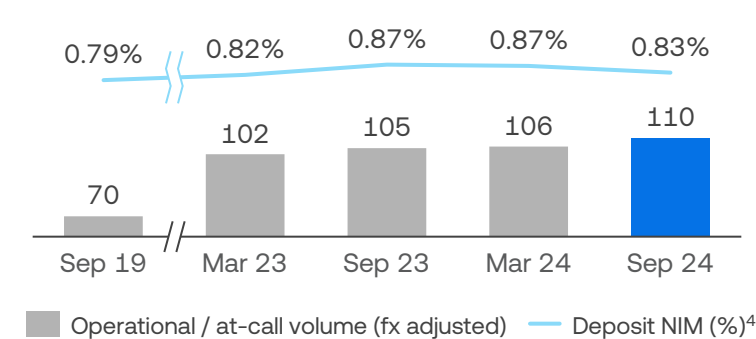
### Core lending<sup>2,3</sup>, \$b



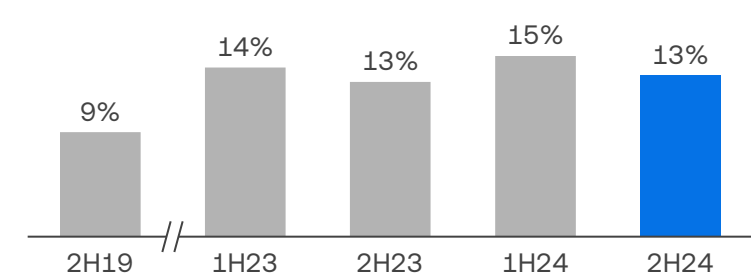
### Risk intensity (ex Markets)



### Operational / at-call deposits, \$b



### Return on equity, %



1. Excludes: Balance Sheet Trading and Derivative Valuation Adjustments
2. Represents Corporate Finance and Trade & Supply Chain
3. Lending risk adjusted NIM is calculated as net interest income divided by average Credit Risk Weighted Assets (CRWA) for Corporate Finance and Trade & Supply Chain
4. Margins represents half year average



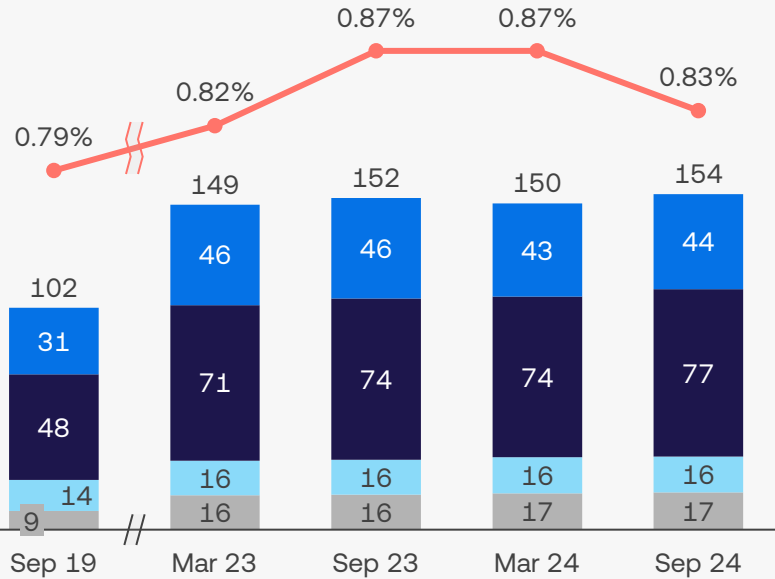
# Institutional

## Payments and cash management

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PCM deposit volumes & margins<sup>1</sup>

Balance, \$b



**Change vs pre-pandemic 2H24 vs 2H19**

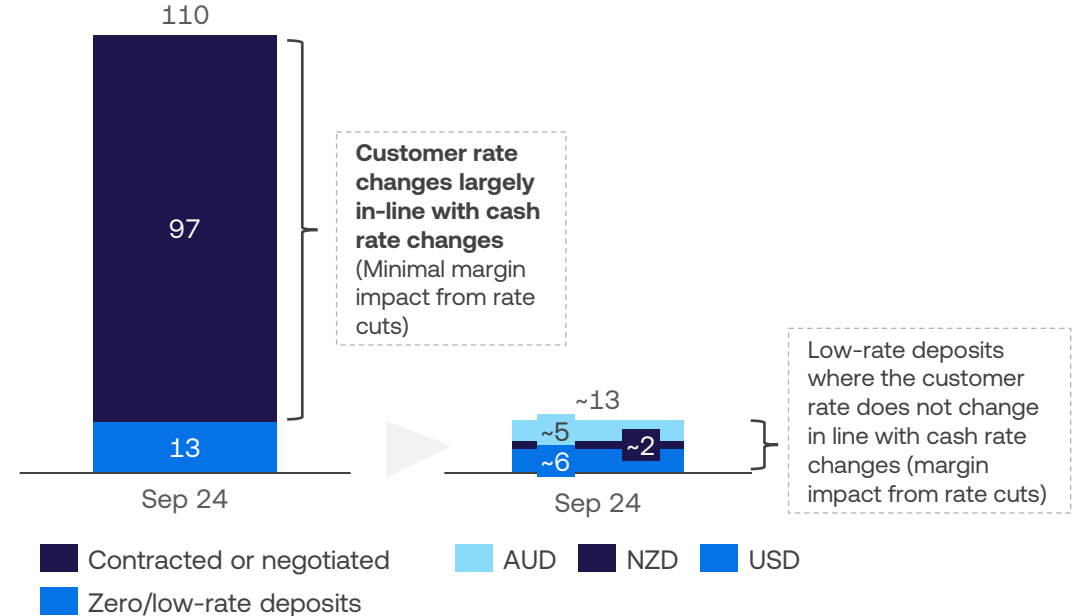
**Margins**  
+4bps

**Volumes**  
+\$52b, +51%

- Deposit margin
- Term deposits
- Operational / at-call (Aus. & PNG)
- Operational / at-call (International)
- Operational / at-call (NZ)

**Balance by rate sensitivity**  
(excluding Term Deposits)

**Zero/low-rate deposits**  
(by currency)



The relationship between cash rates and deposit margins is not linear and can be impacted by changes in deposit mix and deposit price competition

1. Deposit NIM represents net interest income divided by net internal assets for Payments and Cash Management. Margins represents half year average

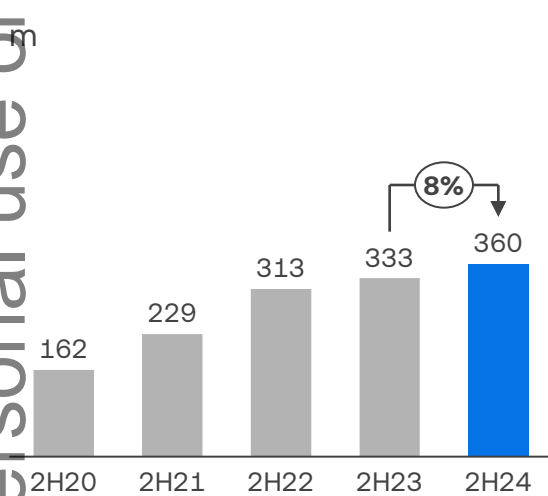


# Institutional

Digital platforms- scalable operating leverage, capital light

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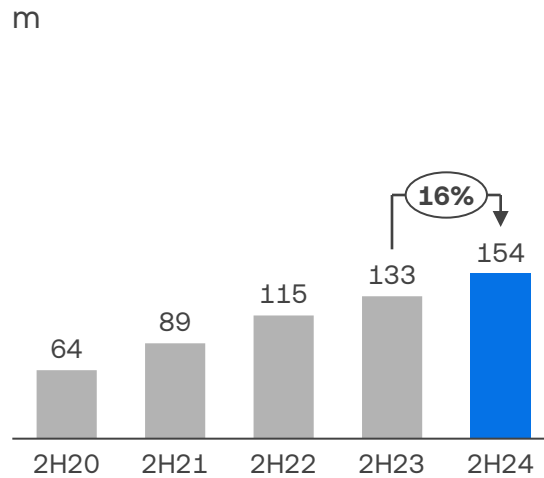
## Payments<sup>1</sup>



Payments made by customers to their suppliers and employees through our digital channels.

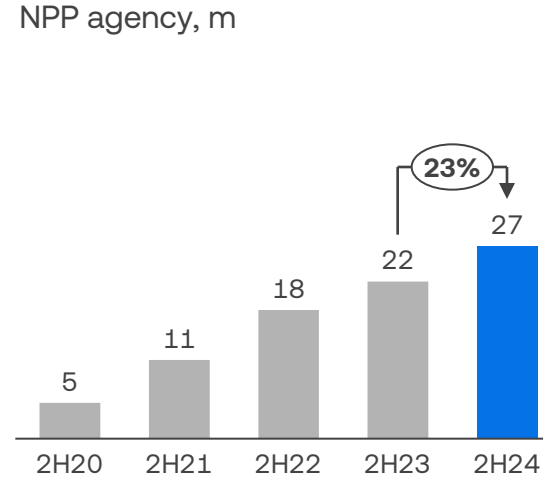
Covers payments initiated via Web & Mobile, direct integration with ANZ or via agency agreements whereby ANZ clears payments on behalf of other banks.

## Direct integration payments<sup>1,2</sup>



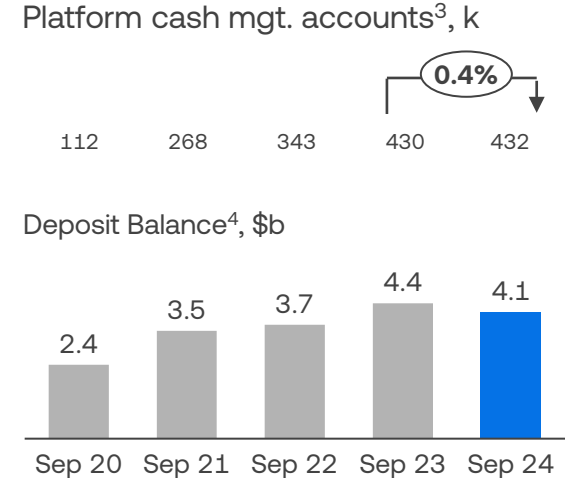
- Automated payments initiated via direct integration between the banks and our customers' systems.
- Enables a high degree of automation and control for customers, replacing manual processes with a scalable alternative that removes the need for human intervention.

## Real time payments<sup>1,2</sup>



- A service whereby ANZ clears & settles real-time payments for customers of Appointer banks on their behalf.
- Powering other banks' customers with real-time payments.

## Client monies



- Deposit management for entities holding funds on behalf of their clients.
- Supporting CX in provision of client money accounts to activate services/transactions.

Platform initiatives are enabling additional revenue opportunities within ANZ Payments & Cash Management

1. Number of payments  
 2. Subset of total payments  
 3. Platform Cash Mgt. Accounts- Note: Reduction between September 2023 and September 2024 includes one-off bulk closure of ~45k inactive accounts in 1H24  
 4. Total deposit balances in Australia virtual client monies accounts



# Institutional

## Financial metrics

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\$'m	Total Institutional			Aus. & PNG			New Zealand			International		
	2H24 Actual	Vs. 1H24 (HoH)	Vs. 2H23 (PcP)	2H24 Actual	Vs. 1H24 (HoH)	Vs. 2H23 (PcP)	2H24 Actual	Vs. 1H24 (HoH)	Vs. 2H23 (PcP)	2H24 Actual	Vs. 1H24 (HoH)	Vs. 2H23 (PcP)
Income	3,320	-7%	1%	1,631	-2%	1%	475	-5%	-1%	1,214	-13%	1%
Expenses	1,431	-1%	3%	706	-1%	0%	116	3%	3%	609	-2%	8%
Total provision charge	(4)	-33%	-33%	(4)	Lrg	(Lrg)	(14)	(Lrg)	(Lrg)	14	(Lrg)	(Lrg)
Cash profit	1,336	-12%	-2%	643	-3%	5%	269	4%	7%	424	-29%	-15%
Customer deposits (\$b)	264	6%	-1%	106	2%	4%	24	-1%	0%	134	11%	-4%
Operational / at-call deposits	110	3%	3%	77	5%	5%	17	3%	4%	16	0%	2%
Net loans and advances (\$b)	210	2%	0%	121	3%	4%	16	-5%	-8%	73	1%	-5%
RWA EOP (\$b)	167	-3%	-5%	87	-3%	-3%	21	-3%	-12%	60	-2%	-5%
Risk adjusted NIM ex Mkts <sup>1</sup> (%)	3.70%	3bps	19bps	3.64%	-9bps	4bps	3.84%	13bps	37bps	3.73%	18bps	32bps
ROE (%)	13%	-2%	1%	13%	0%	1%	15%	1%	2%	14%	-5%	-1%

1. Risk adjusted NIM represents Institutional ex Markets net interest income divided by average Credit Risk Weighted Assets



# 2024 Full Year Results

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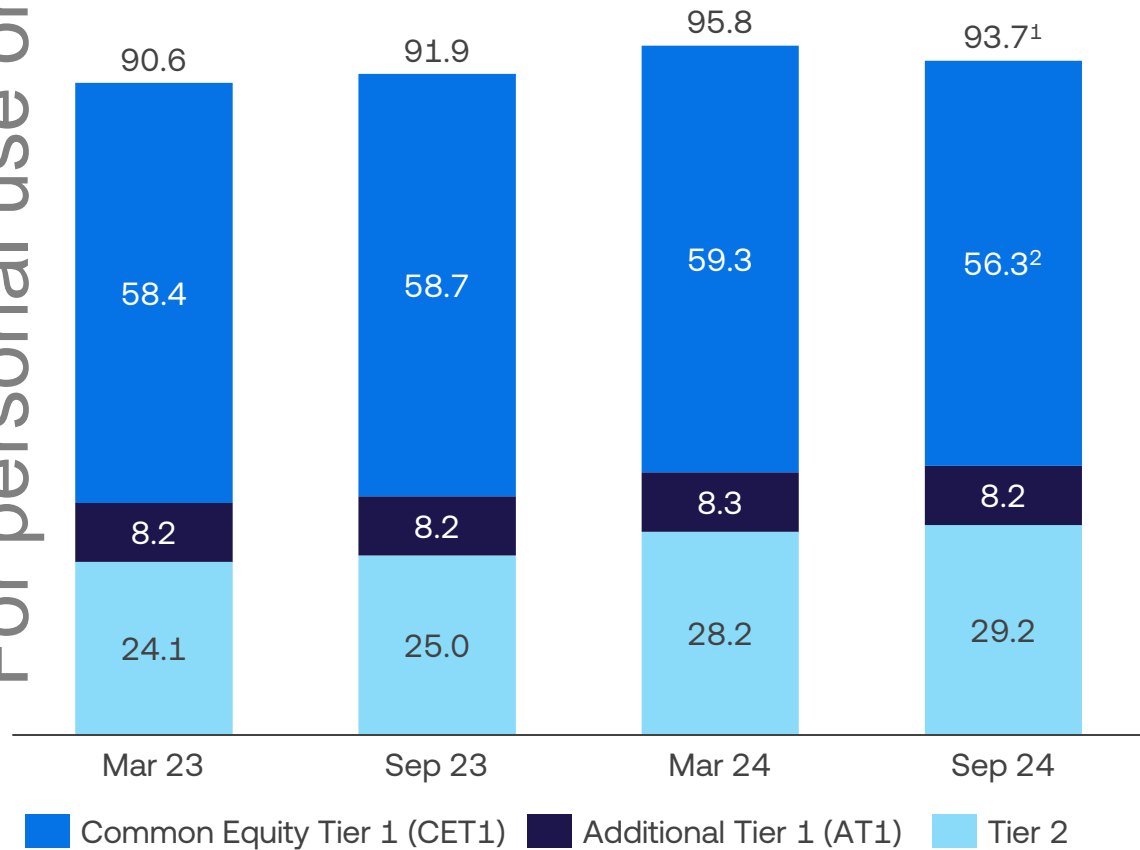




# ANZ Group capital

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ANZ Group capital composition, \$b



ANZ Bank Group key capital ratios (%)	Sep 23	Mar 24	Sep 24
<b>Level 2 CET1 capital ratio</b>	13.3	13.5	<b>12.2</b>
Level 2 CET1 HoH mvmt	+16 bps	+16 bps	<b>-130 bps</b>
Additional Tier 1 capital ratio	1.9	1.9	<b>1.8</b>
Tier 1 capital ratio	15.2	15.4	<b>14.0</b>
Tier 2 capital ratio	5.8	6.5	<b>6.5</b>
Total regulatory capital ratio	21.0	21.9	<b>20.6</b>
Leverage ratio	5.4	5.4	<b>4.7</b>
Risk weighted assets	\$433b	\$433b	<b>\$447b</b>
<b>Level 1 CET1 capital ratio<sup>3</sup></b>	13.1	13.3	<b>12.6</b>
Level 1 CET1 HoH mvmt	+23 bps	+18 bps	<b>-72 bps</b>
Level 2 vs Level 1 mvmt	-7 bps	-2 bps	<b>-58 bps</b>
Level 1 risk weighted assets <sup>3</sup>	\$368b	\$371b	<b>\$372b</b>
<b>Basel Harmonised ratios (%)</b>			
Leverage ratio	6.0	6.0	<b>5.2</b>
Level 2 CET1 capital ratio	19.7	19.7	<b>17.6</b>

1. Sep 24 capital composition excludes an additional \$2.8b of RBNZ compliant capital in ANZ New Zealand  
 2. Sep 24 Common Equity Tier 1 (CET1) of \$56.3b includes \$1.3b of NOHC surplus capital and \$0.6b of Non-Bank Group Capital. The NOHC surplus capital of \$1.3b includes the ~\$1.1b capital for the remaining share buy-back  
 3. Level 1 comparatives have been restated with updated Operational Risk RWA



# Regulatory capital

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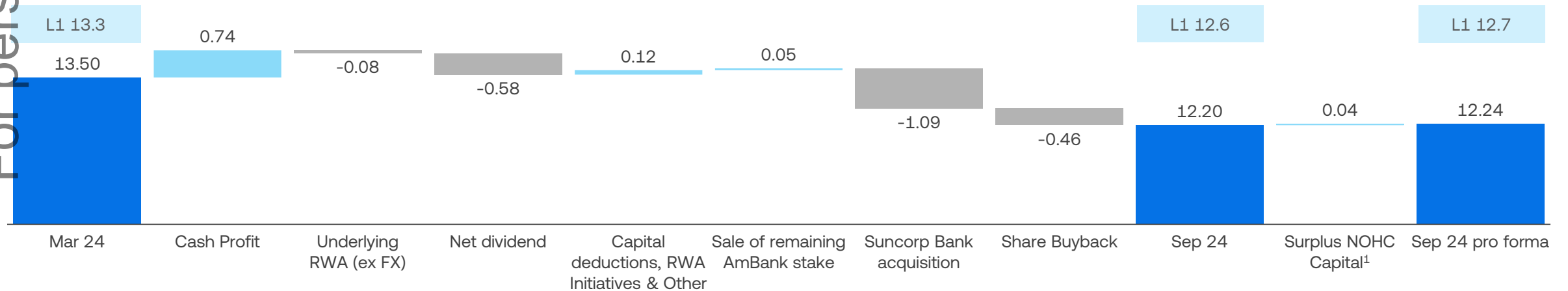
## ANZ Bank Group capital

- Level 2 CET1 ratio of 12.2% (Level 1 (L1) CET1 ratio of 12.6%). This is above APRA's expectation of an 11% - 11.5% operating range
- Underlying RWA growth primarily driven by lending growth in the Australia Retail and Institutional divisions, partially offset by lower IRRBB RWA reflecting decreases in embedded losses and reduction in market risk RWA
- RWA initiatives include mortgage PD/LGD RWA modelling changes, partially offset by higher capital deductions, higher IRB capital floor and additional Operational Risk RWA overlay
- Suncorp Bank acquisition impact includes Expected Credit Loss (ECL) Completion Accounting adjustment and recent Suncorp Bank balance sheet growth (~2 pts)

## ANZ Group dividend

Final dividend of 83 cents per share partially franked at 70%, ~74% Full Year DPOR on Cash NPAT basis

## APRA Level 2 Common Equity Tier 1 (CET1) ratio – 2H24 Movement, %



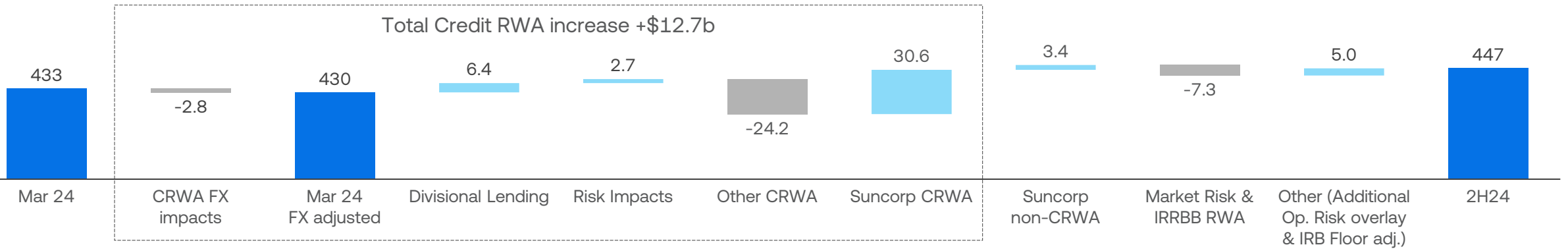
1. Excluding the capital for the remaining share buy-back



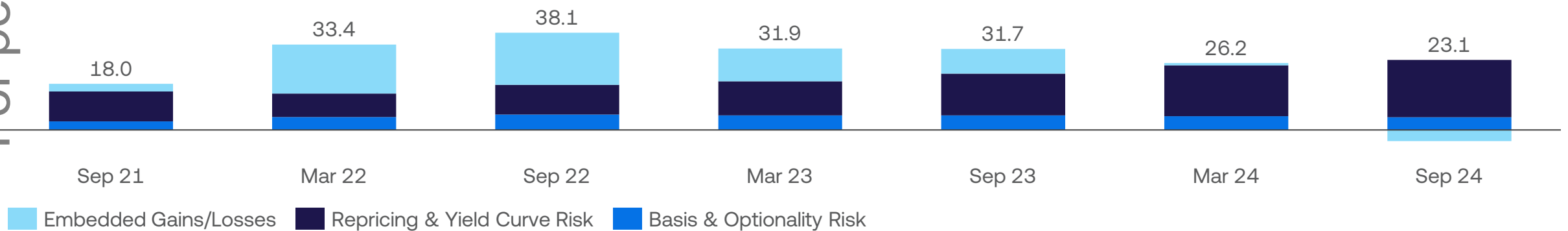
# Regulatory capital – risk weighted assets

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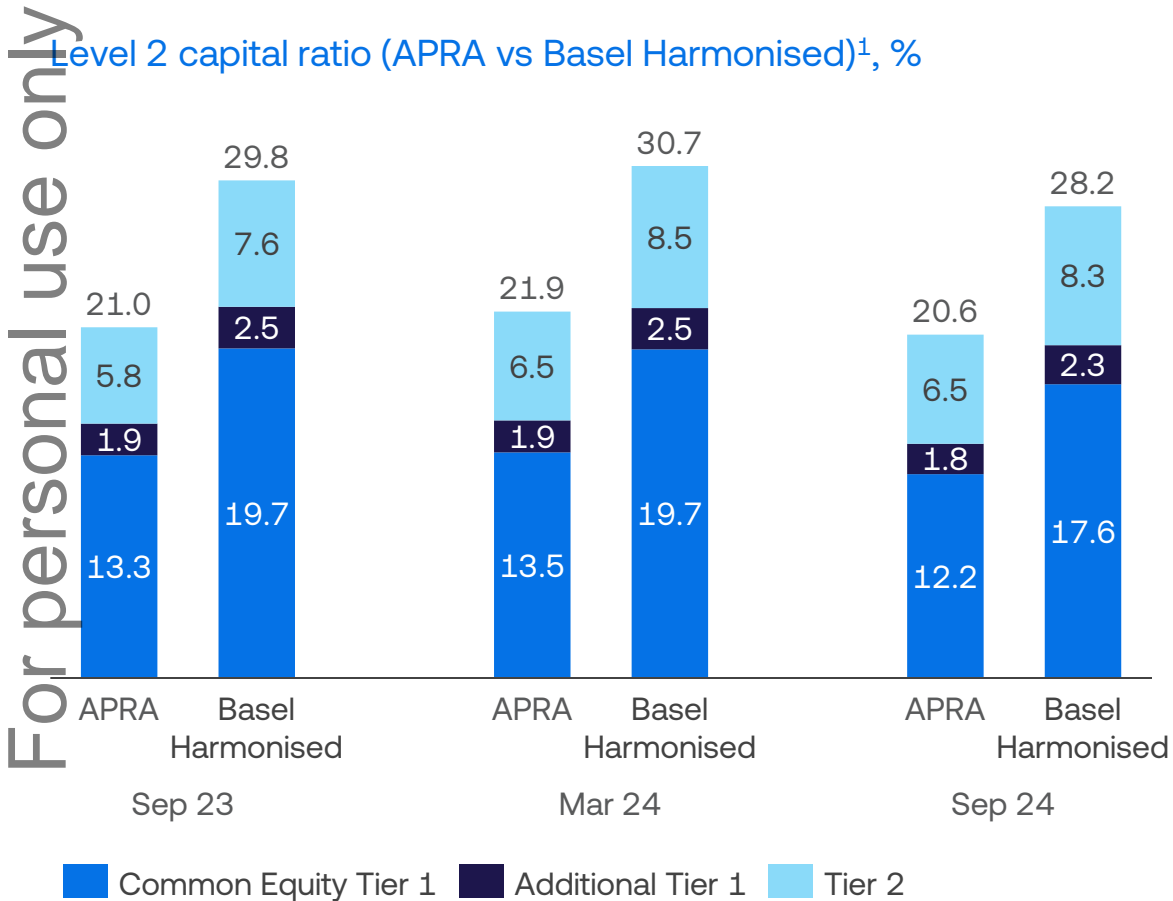
Risk weighted assets – Level 2, \$b



Risk weighted assets – IRRBB, \$b



# Capital ratios on a Basel Harmonised basis



APRA Level 2 CET1 ratio – 30 September 2024		12.2%
Australia Residential Mortgages	APRA requires cohort specific multipliers (i.e. 1.4x for Owner Occupier Principal and Interest & 1.7x for all Other mortgage types) and other adjustments that are not imposed by Basel	+1.05%
IRB Scaling Factor	APRA requires a scaling factor of 1.1 times for all Risk Weighted Assets, unlike Basel	+0.86%
New Zealand Exposures	APRA requires the use of Reserve Bank of New Zealand (RBNZ) capital rules to calculate the Credit Risk Weighted Assets for all New Zealand subsidiary credit exposures, which are generally more conservative than the Basel rules	+0.85%
Equity Investments & DTA	APRA requires 100% deduction from CET1, unlike Basel	+0.86%
IRRBB RWA	APRA includes IRRBB in Pillar 1 RWA, which is not a requirement under Basel	+0.70%
Non-NZ Non-Retail Loss Given Default	APRA specifies non-retail LGDs that are lower than Basel for sovereigns (5% or 25%) and critical infrastructure operators (25%), but higher for other general corporate exposures (50%)	+0.48%
Other Risk Weighted Assets	Includes impact of reversing APRA required 1.5x scalar for IPRE exposures and conservative supervisory slotting risk weights for project, object and commodity finance	+0.25%
Other Capital	Includes impact of reversing APRA required deductions from CET1 for capitalised expenses & deferred fee income	+0.36%
Basel Harmonised CET1 ratio - 30 September 2024		17.6%

1. IRB capital floor of ~\$5b not adjusted in Basel Harmonised ratios



# Regulatory capital update:

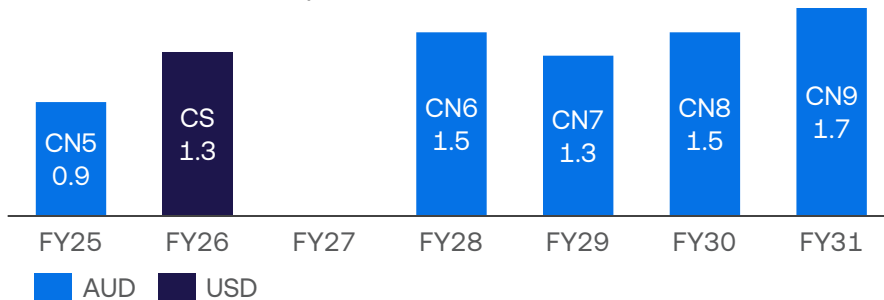
## APRA's Additional Tier 1 (AT1) discussion paper

### Proposed changes to simplify the capital framework

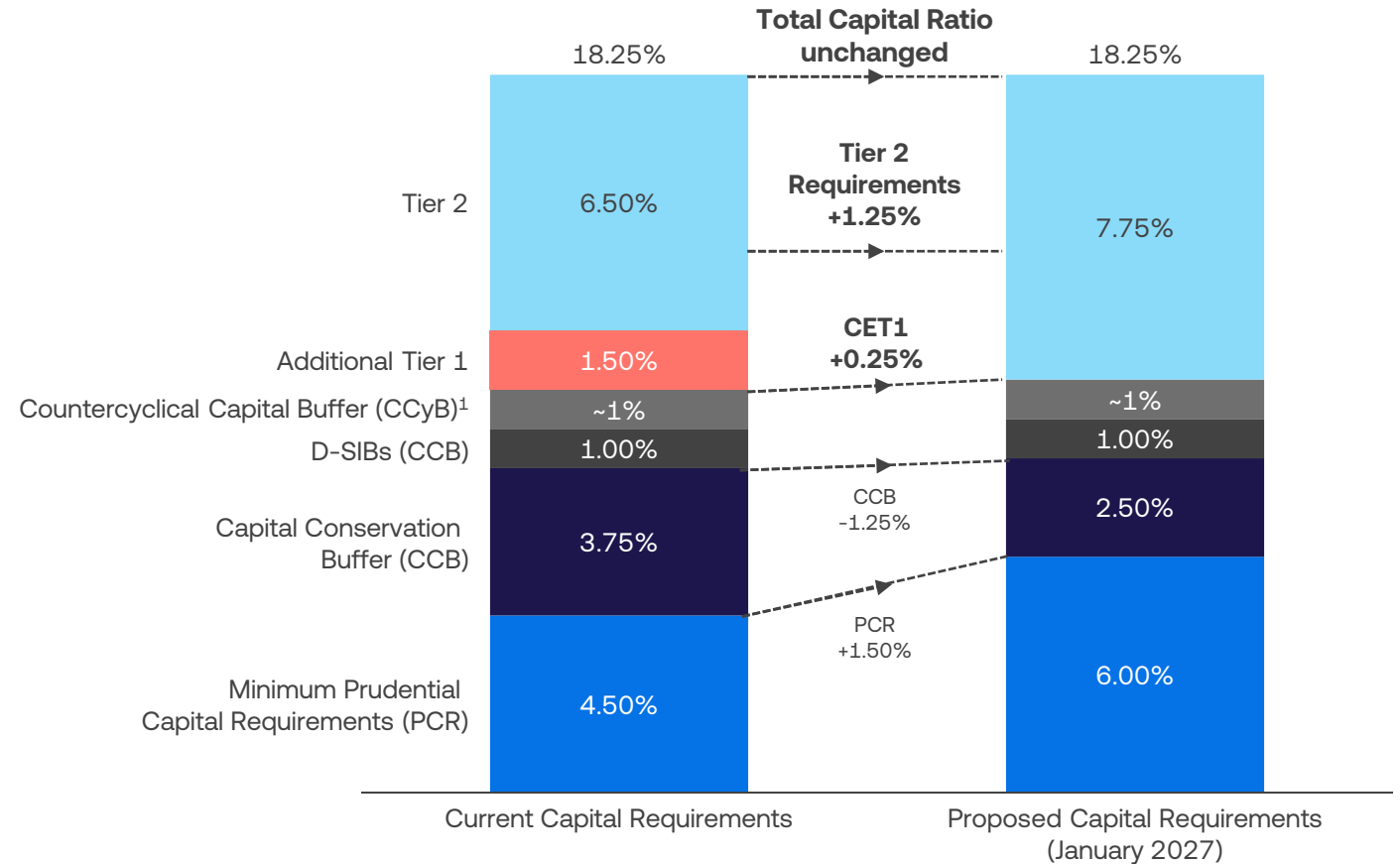
- APRA released a discussion paper in September 2024, proposing changes to phase out AT1
- The proposal is to replace the current requirement for 1.5% of AT1 with 1.25% of Tier 2 capital (Tier 2) and 0.25% of Common Equity Tier 1 capital (CET1)
- The changes are proposed to come into effect from January 2027
- Existing AT1 are proposed to be grandfathered as Tier 2 until their first scheduled call date

### AT1 First call date profile<sup>2</sup>

Notional amount A\$b



### Updated minimum APRA capital requirements including buffers



1. The CCyB is calculated on a bank's Australian assets only. The final CCyB requirement will reduce based on a bank's international exposures

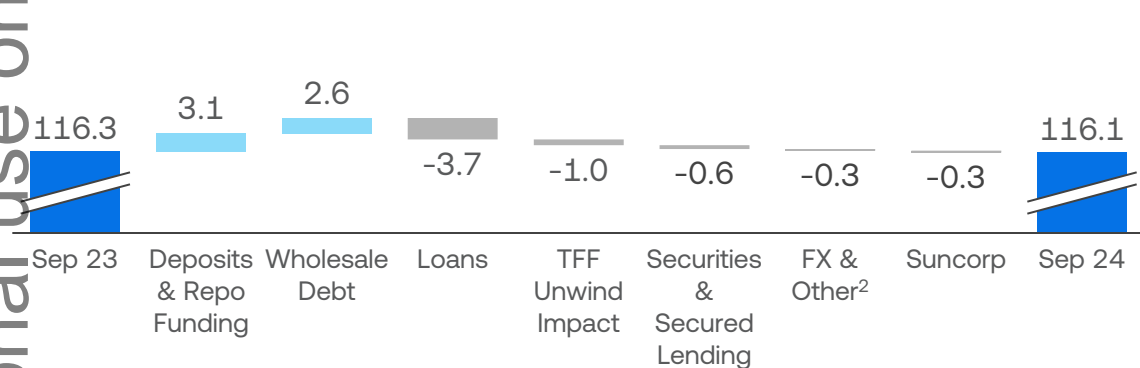
2. Profile is AUD equivalent based on historical FX. AT1 securities profiled to the first call date. No redemption may be made without the prior written approval of APRA. Approval is at the discretion of APRA and may or may not be given. There can be no certainty that APRA will provide its prior written approval for any such redemption. Holders should not expect that APRA's approval will be given for any redemption if requested by ANZ



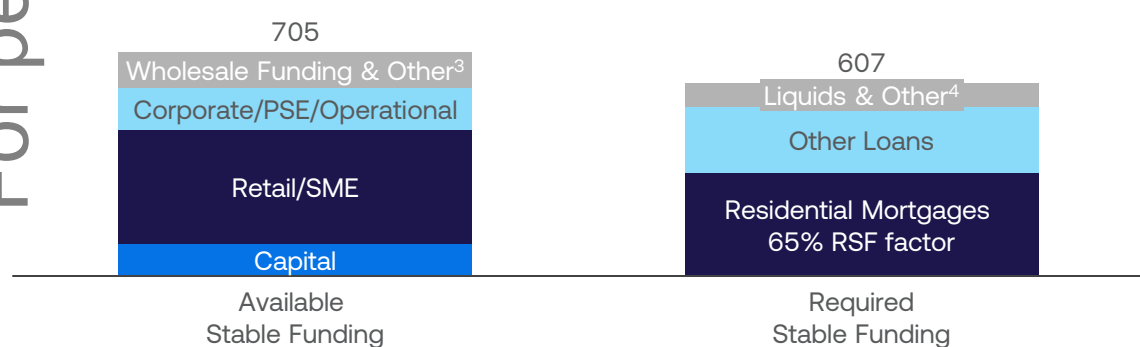
# Balance sheet structure<sup>1</sup>

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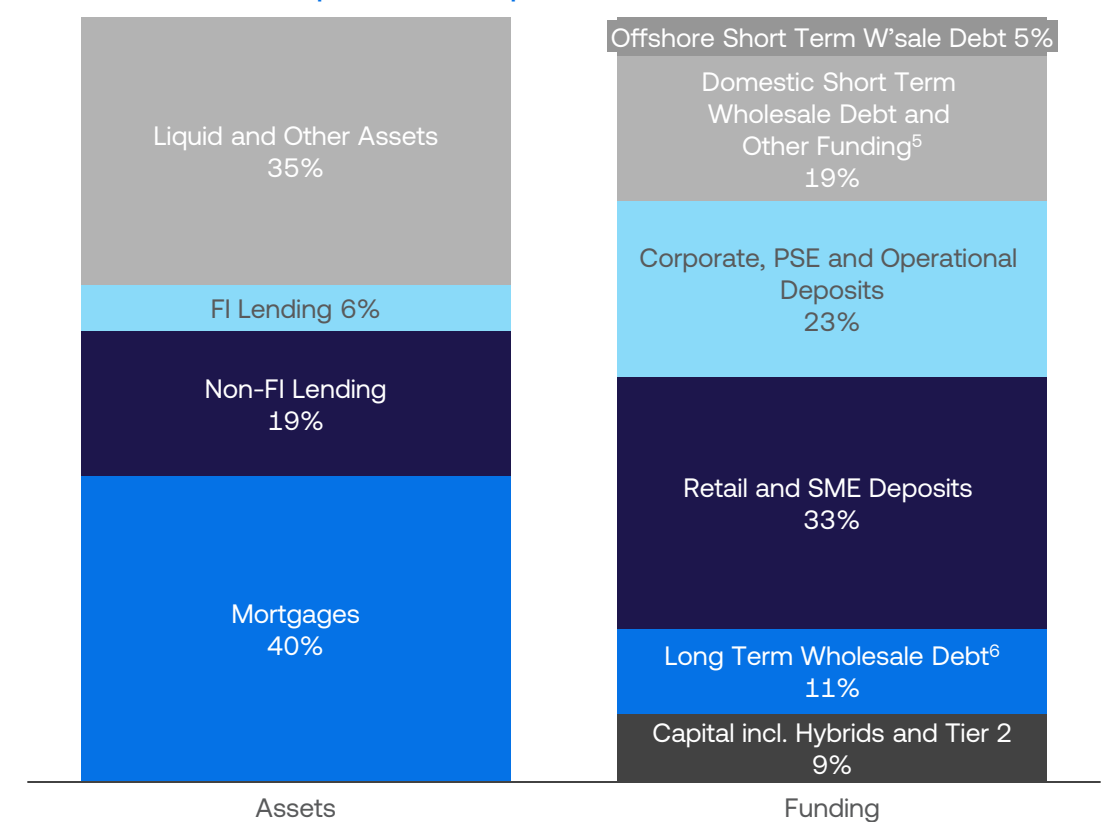
NSFR movement, %



NSFR composition, Sep 24



Balance sheet composition, Sep 24



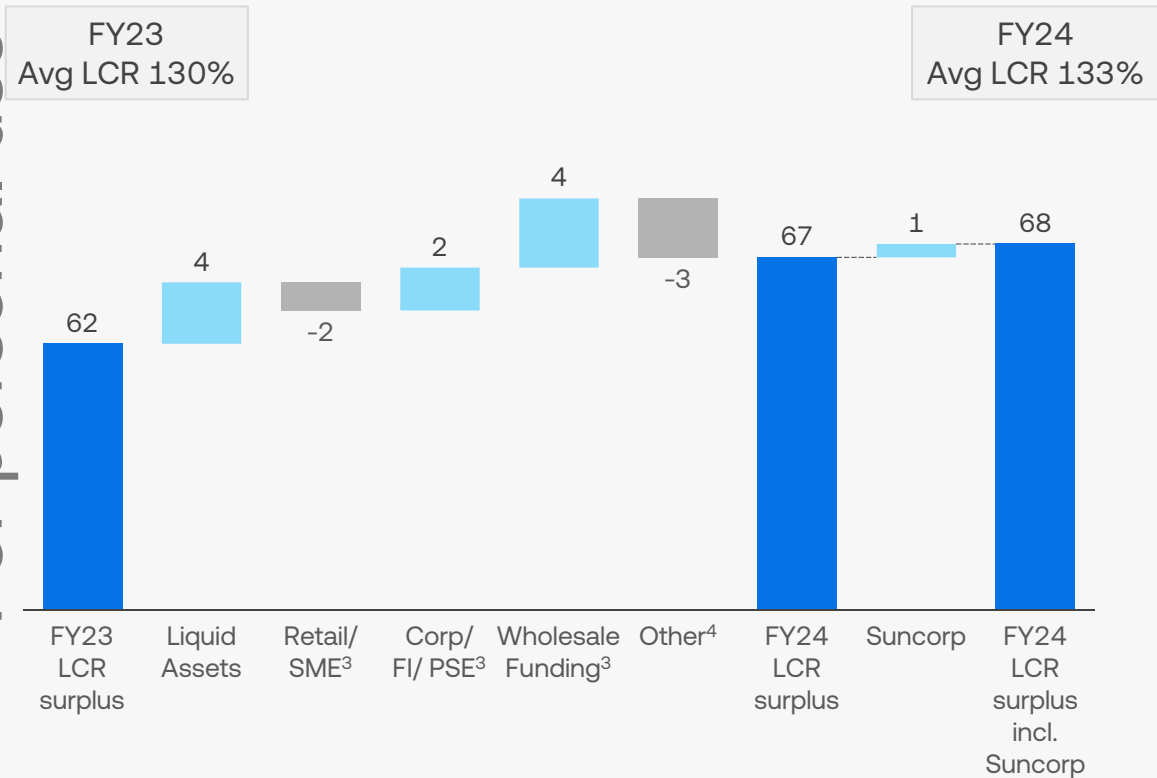
1. NSFR Required Stable Funding (RSF) and Available Stable Funding (ASF) categories and all figures shown are on a Level 2 basis per APRA prudential standard APS210
2. 'Other' includes Off Balance Sheet, Derivatives, Other Assets and Capital
3. 'Other' includes Sovereign and non-operational FI Deposits
4. 'Other' includes Off Balance Sheet, Derivatives and Fixed Assets
5. 'Other' includes FI/Bank deposits, Repo funding and other short dated liabilities
6. Includes Central Bank Term Funding (RBNZ FLP/TLF)



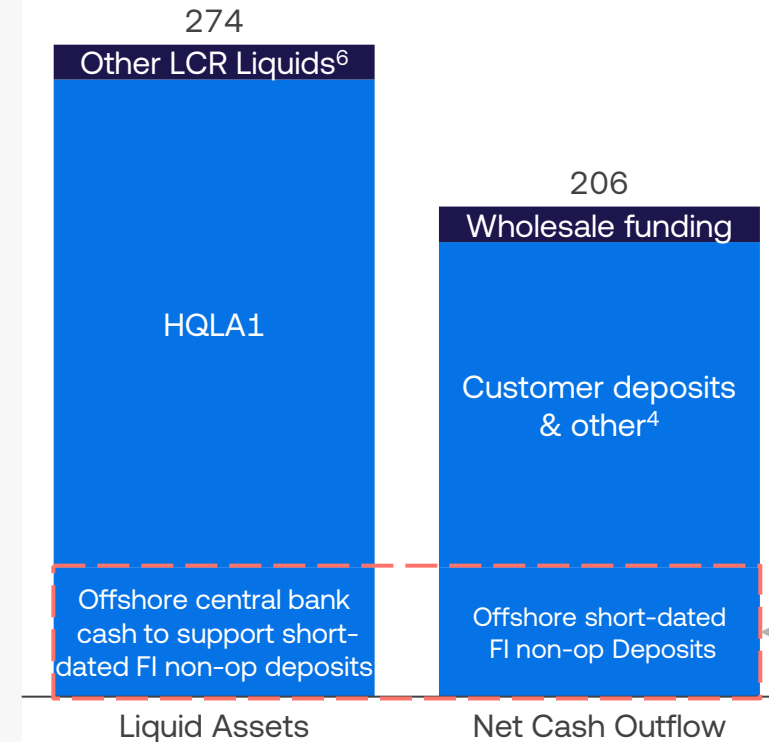
# Liquidity coverage ratio (LCR) summary<sup>1</sup>

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Movement in average LCR surplus<sup>2</sup>, \$b



LCR composition<sup>5</sup>, Average FY24 \$b



Offshore short-dated Financial Institution (FI) deposits are typically placed with Central Banks.

Whilst this has no effect on LCR \$ surplus, the LCR ratio reduces by ~12% (i.e. dilutive to the ratio)

**Pro forma FY24 LCR ~145%**

1. All figures shown on a Level 2 basis as per APRA Prudential Standard APS210
2. LCR surplus excludes surplus liquids considered non-transferrable across the Group. As at 30 September 2024, this included \$12.5b of surplus liquids held in New Zealand
3. Change in cash outflow impacts on LCR surplus
4. 'Other' includes off-balance sheet and cash inflows
5. Inclusive of Suncorp Bank
6. Comprised of HQLA2 and Alternative Liquid Assets (ALA)



# Term wholesale funding<sup>1</sup>

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## ANZ has access to a diverse range of wholesale funding

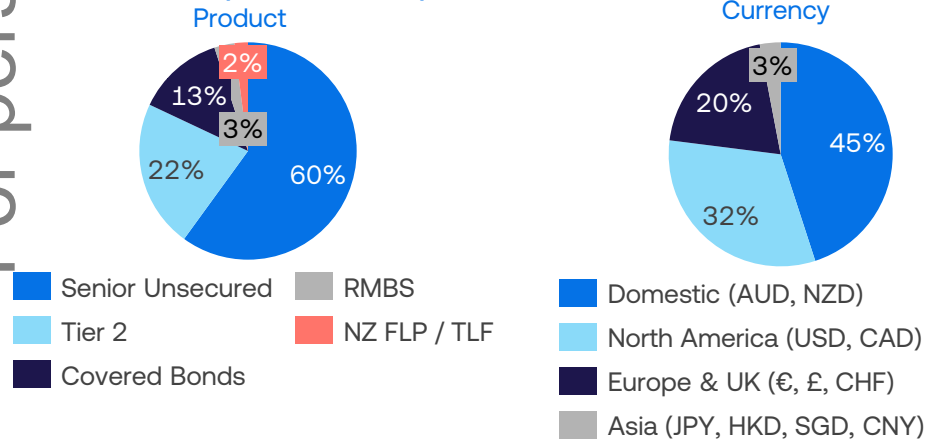
FY24 term funding issuance of \$42b<sup>2</sup>, with a further \$3b issued in FY24 by Suncorp Bank pre-acquisition

Expected FY25 term funding needs of ~\$35b across ANZ<sup>3</sup> (~\$30b) and Suncorp Bank (~\$4-6b)

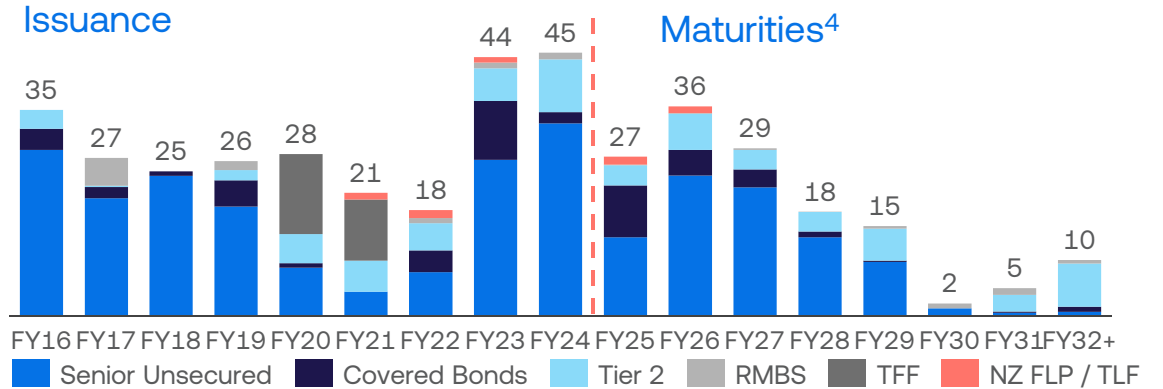
ANZ continues to benefit from favourable conditions in the domestic market, issuing ~40% of term debt domestically in FY24

ANZ's future term funding issuance depends on market conditions, balance sheet needs and exchange rates, amongst other factors

## Portfolio composition, Sep 24



## Term funding profile by product (including Suncorp Bank)<sup>1</sup>, \$b



## Credit rating upgrades from all three major rating agencies in FY24

	ANZ Banking Group Ltd		ANZ New Zealand		Suncorp Bank
	Senior	Tier 2	Senior	Tier 2	Senior
<b>S&amp;P</b>	AA-	A- (+1)	AA-	A (+1)	AA- (+1)
<b>Moody's</b>	Aa2 (+1)	A3 (+1)	A1	A3	Aa2 (+2)
<b>Fitch</b>	AA- (+1)	A-	A+	Not rated	AA- (+1)

1. All figures based on historical FX. Excludes unsubordinated debt with shorter tenors (such as 12 to 18 months), APRA compliant Additional Tier 1 capital and ANZ New Zealand Perpetual Preference Shares.  
 2. Includes the A\$800m ANZ Holdings (New Zealand) Limited Perpetual Subordinated Notes issued in September 2024  
 3. Includes \$4b of pre-funding issued in FY24, for FY25  
 4. Maturity profile is based on the next callable date





# Suncorp Bank term wholesale funding

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## Suncorp Bank funding requirements are consistent with prior years

Post the acquisition in July, Suncorp Bank's credit ratings were equalised to that of ANZBGL by each of the key rating agencies (AA-/Aa2/AA-)

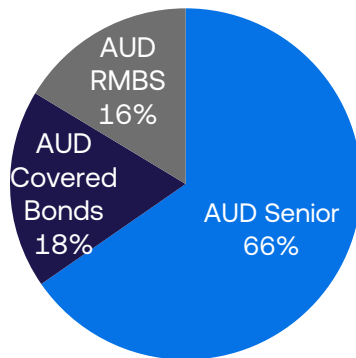
For the interim period that Suncorp Bank remains a separate ADI, Suncorp Bank will continue to issue wholesale debt to fund its own balance sheet

Suncorp Bank has expected FY25 term wholesale funding needs of ~\$4-6b, across both unsecured and secured format

Suncorp Bank's Tier 2 requirement is expected to continue to be sourced intra-group from ANZBGL

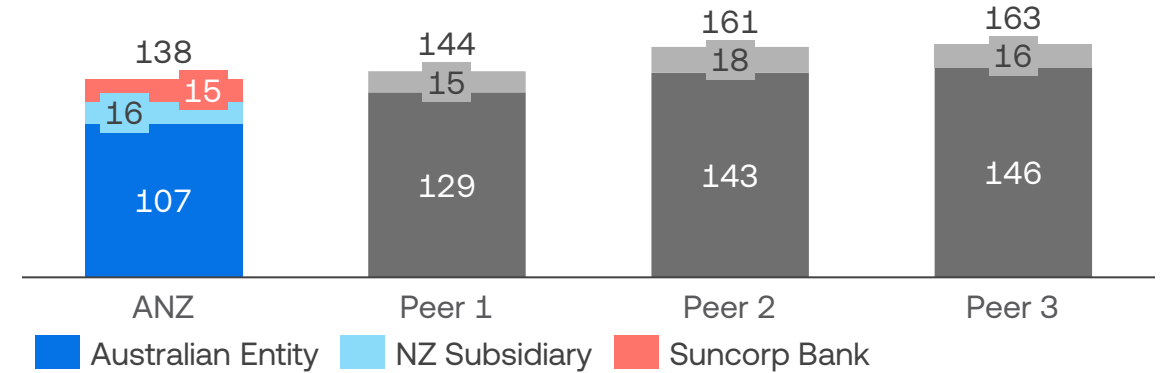
Suncorp Bank's future term funding issuance depends on market conditions, balance sheet needs and exchange rates, amongst other factors

## Suncorp Bank wholesale funding portfolio composition, Sep 24



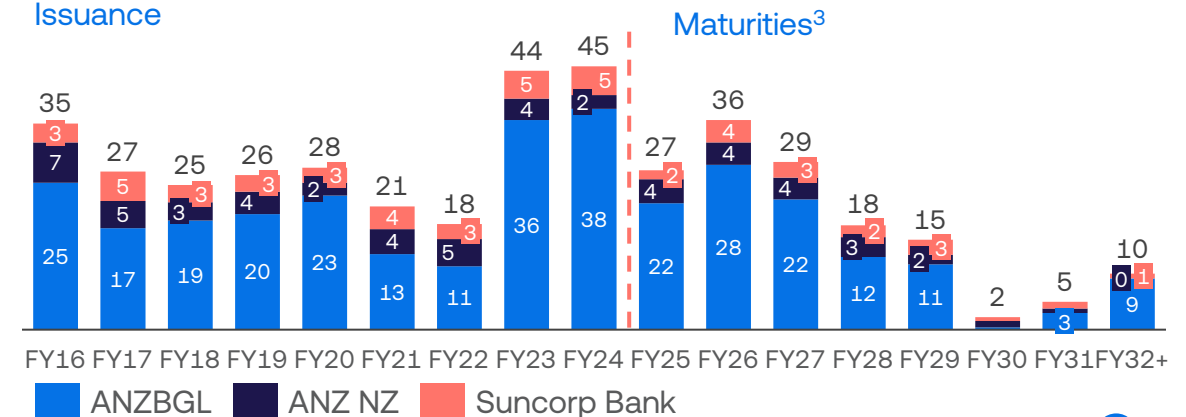
## Post the Suncorp Bank acquisition, ANZ Group continues to have the lowest term portfolio of peers<sup>1</sup>

### Term Funding Outstandings, Sep 24 A\$b



## ANZ Group term funding profile by issuer<sup>2</sup>, \$b

### Issuance



1. Source: Bloomberg. All figures based on FX as at 30 September 2024. Excludes unsubordinated debt with shorter tenors (such as 12 to 18 months), Additional Tier 1, FLP/TLF and Callable Structured Notes. RMBS as at 21 October 2024

2. All figures based on historical FX. Excludes unsubordinated debt with shorter tenors (such as 12 to 18 months), APRA compliant Additional Tier 1 capital and ANZ New Zealand Perpetual Preference Shares. Includes the A\$800m ANZ Holdings (New Zealand) Limited Perpetual Subordinated Notes issued in September 2024

3. Maturity profile is based on the next callable date



# Tier 2 capital<sup>1</sup>

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## ANZ is well placed to meet APRA and RBNZ Tier 2 requirements

APRA Level 2 Total Capital ratio is 20.6%. On a Basel Harmonised basis, total capital ratio is 28.2%

Current APRA Level 2 Tier 2 ratio is 6.5% (in line with the January 2026 requirement)

ANZBGL issued \$7.5b of Tier 2 in FY24. Expected FY25 Tier 2 requirements of ~\$6-7b (subject to the finalisation of APRA's AT1 proposals)

ANZ NZ has an RBNZ compliant Tier 2 requirement of 2%, with a current Tier 2 ratio of 2.1%

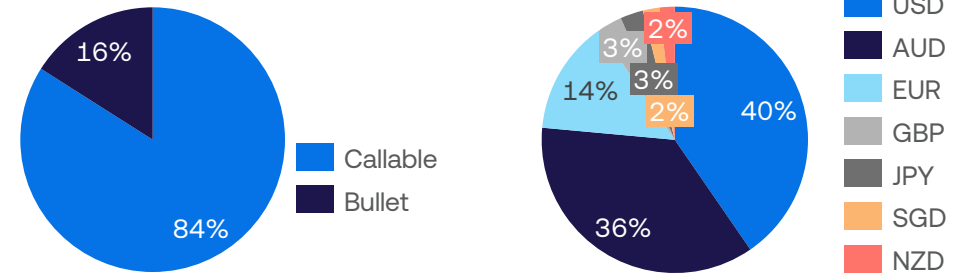
Following credit rating upgrades during the year, ANZBGL's Tier 2 bonds are now rated in the "A" category by all three major rating agencies

ANZBGL and ANZ NZ Tier 2 calls remain subject to APRA or RBNZ approvals respectively

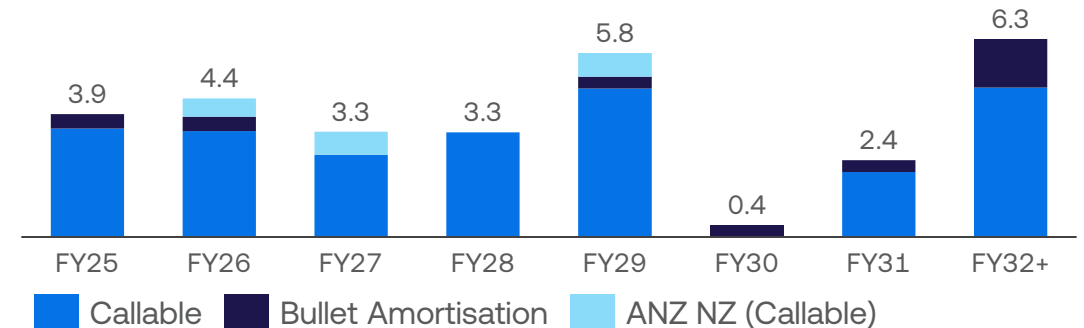
## Recent Tier 2 Transactions

Date	Issuer	Trade	Volume
Sep 24	ANZBGL	11NC10	USD 1,250m
Jul 24	ANZBGL	15NC10	AUD 1,900m
Jul 24	ANZ NZ	10NC5	USD 500m
Mar 24	ANZBGL	10.5NC5.5	USD 1,000m
Jan 24	ANZBGL	10NC5	AUD 2,285m

## Tier 2 capital, Notional amount %



## Tier 2 capital amortisation profile<sup>2</sup>, A\$b



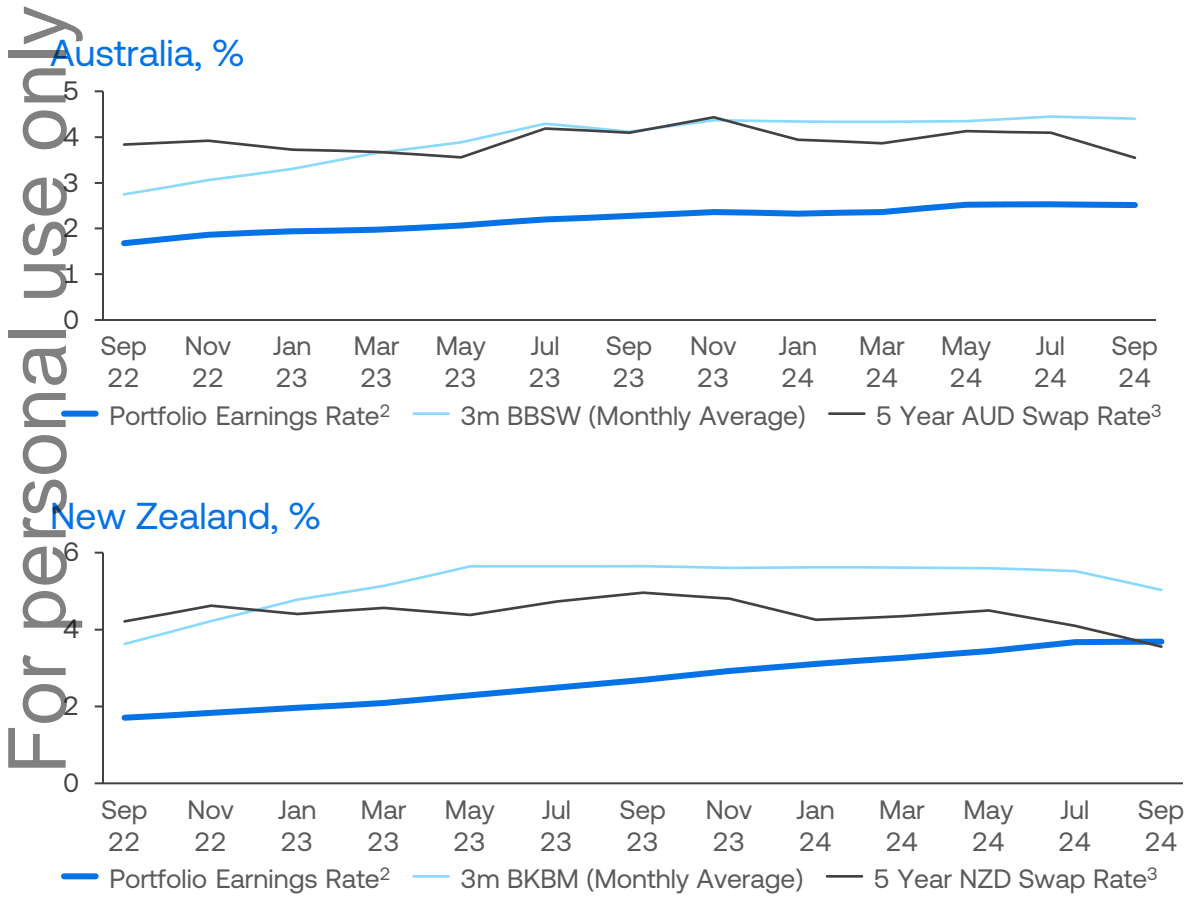
1. Profile is AUD equivalent based on historical FX. Excludes the A\$800m ANZ Holdings (New Zealand) Limited Perpetual Subordinated Notes issued to fund ANZ NZ Perpetual Preference Shares that qualify as RBNZ AT1 issued in September 2024. Comprises Tier 2 capital in the form of capital securities only (i.e. does not include other Tier 2 capital such as eligible General reserve for impairment of financial assets). ANZ NZ Tier 2 does not constitute APRA compliant regulatory capital

2. Amortisation profile is modelled based on scheduled first call date for callable structures and in line with APRA's amortisation requirements for bullet structures



# Capital and Replicating Deposits Portfolio<sup>1</sup>

Includes unhedged component



## Portfolio earnings rate, Average %

	Australia	New Zealand
2H21	0.85%	0.99%
1H22	0.84%	1.13%
2H22	1.32%	1.53%
1H23	1.90%	1.93%
2H23	2.16%	2.43%
1H24	2.35%	3.06%
2H24	2.49%	3.57%

## Capital & replicating deposits portfolio

	Australia	New Zealand	International
Volume (\$A)	~77b	~28b	~11b <sup>4</sup>
Volume Change (YoY)	~10b decrease	~2b decrease	flat
Target Duration	Rolling 3 to 5 years		Various
Proportion Hedged	~82%	~92%	Various

1. Excludes Suncorp Bank Capital and Replicating Deposits
2. Portfolio Earnings Rate is a combination of term swap rates (hedged component) and 3mth BBSW (unhedged)
3. Proxy for hedged investment rate
4. This balance comprises of various currencies of which ~40% is USD

# Capital & liquidity prudential outlook<sup>1</sup>

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	Quarter 4 CY2024	CY2025	CY2026	Implementation Date
APRA Additional Tier 1 Discussion Paper	Consultation following feedback			2027 (TBC)
Loss-Absorbing Capacity (LAC)	Transition			2026
Comprehensive review of APS210 (Liquidity)		Consultation	Implementation (TBC)	2026/2027 (TBC)
Recovery and Resolution planning	Implementation			2024
Interest Rate Risk in the Banking Book		Implementation		2025
Fundamental Review of the Trading Book (incl. Counterparty Credit Risk)		Consultation		2027 (TBC)
RBNZ Capital Framework	Transition			2028
RBNZ Crisis Management under the Deposit Takers Act 2023	Submissions due end of November			TBC

1. Timeline is based on calendar year and is largely based on APRA's Corporate Plan 2024-2025 (published August 2024)



# 2024 Full Year Results

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Investor Discussion Pack  
Risk Management & Housing

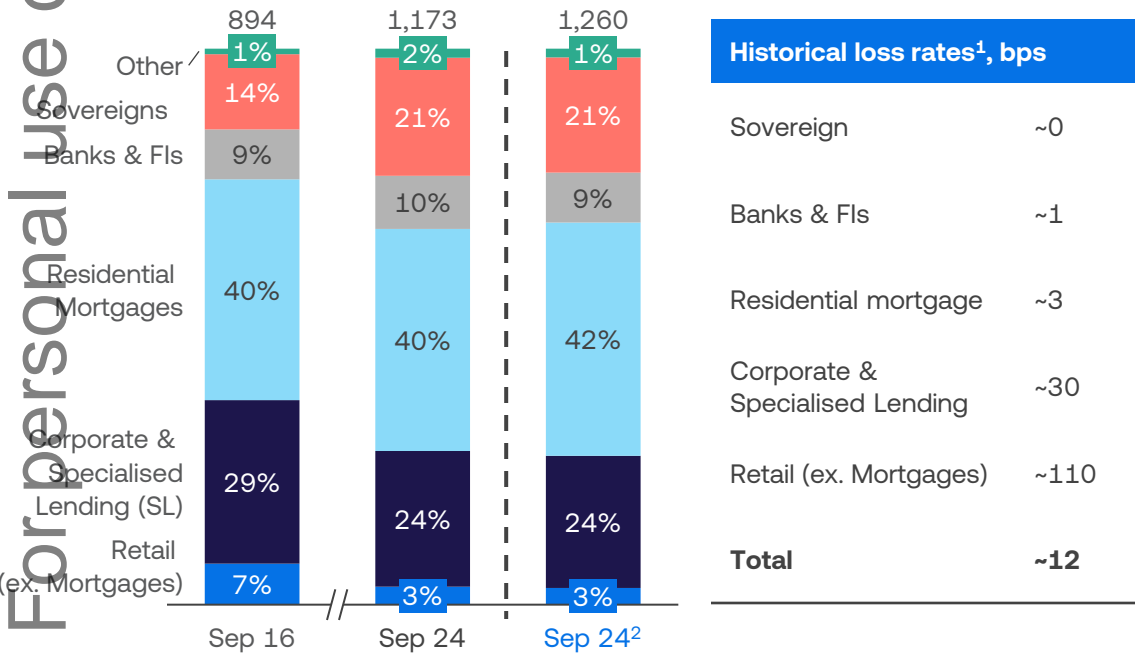
Risk Management disclosures for September 2024 period are presented both including and excluding Suncorp Bank unless otherwise stated



# De-risked through portfolio reshaping

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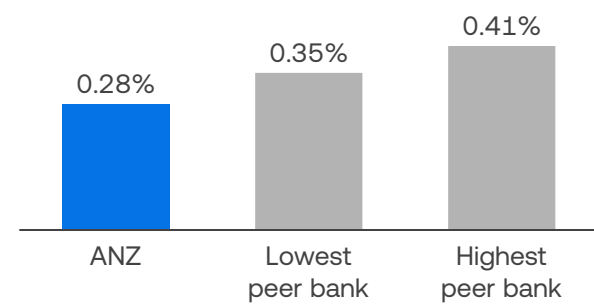
Total exposures, EAD \$b



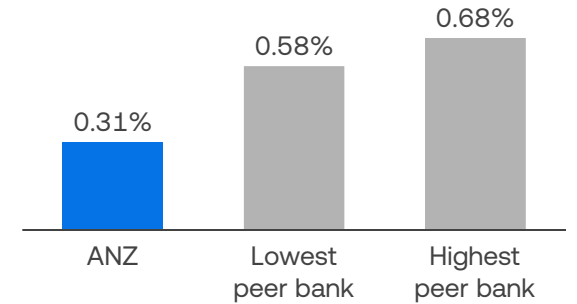
Historical loss rates <sup>1</sup> , bps	
Sovereign	~0
Banks & FIs	~1
Residential mortgage	~3
Corporate & Specialised Lending	~30
Retail (ex. Mortgages)	~110
<b>Total</b>	<b>~12</b>

~50% reduction in long run loss rate since FY16<sup>3</sup>

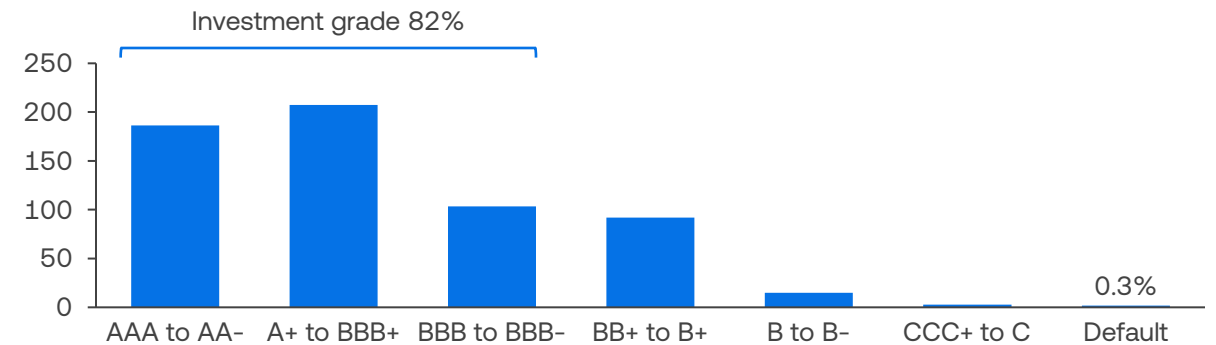
Regulatory expected loss (REL)<sup>4,5</sup>  
REL/IRB EAD, 2H24



% of EAD defaulted<sup>5</sup>  
Wholesale portfolio, 2H24



Probability of default distribution, wholesale IRB EAD<sup>6</sup> Sep 24 \$b



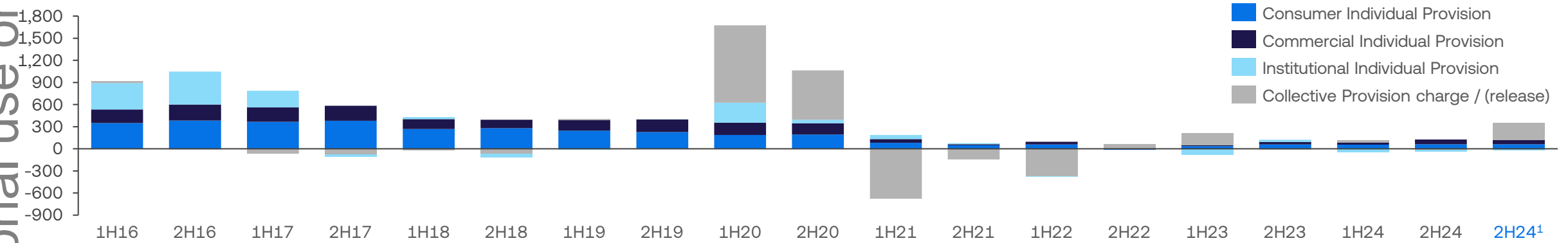
1. Historical loss rates represent IPC/EAD over the period 2008 to 2019
2. Includes Suncorp Bank
3. Based on Internal Expected Loss (IEL). Sep 24 (18bps) compared to Sep 16 (35bps)
4. Regulatory Expected Loss is an expected loss measure calculated in accordance with Attachment C of APS 113 using regulator-approved models
5. Peers include Australian major banks. Comparison data based on 2H24 Pillar 3 disclosures
6. Wholesale exposures subject to the Internal Ratings Based (IRB) approach, includes Corporate, Financial Institution and Sovereign asset classes



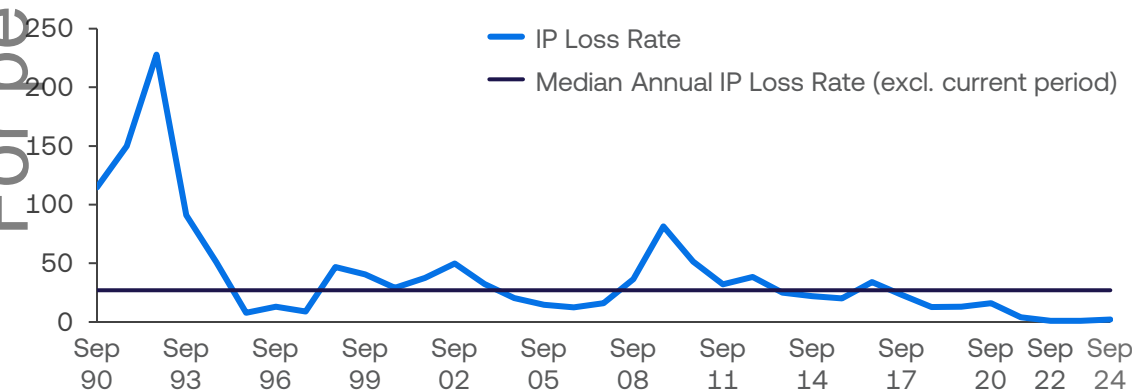
# Long run provisions & loss rates

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Total credit impairment charge, \$m



ANZ historical loss rates<sup>2</sup>, bps



Long run loss rate (internal expected loss<sup>3</sup>), %

Division	Sep 21	Sep 22	Sep 23	Mar 24	Sep 24	Sep 24 <sup>1</sup>
Australia Retail	0.12	0.11	0.10	0.09	0.11	0.11
Australia Commercial	0.68	0.56	0.52	0.53	0.52	0.52
New Zealand	0.13	0.11	0.12	0.13	0.17	0.17
Institutional	0.25	0.21	0.19	0.21	0.20	0.20
Suncorp Bank	-	-	-	-	-	0.14
Pacific	2.15	2.44	2.17	1.96	1.96	1.96
<b>Total</b>	<b>0.22</b>	<b>0.19</b>	<b>0.17</b>	<b>0.18</b>	<b>0.19</b>	<b>0.18</b>

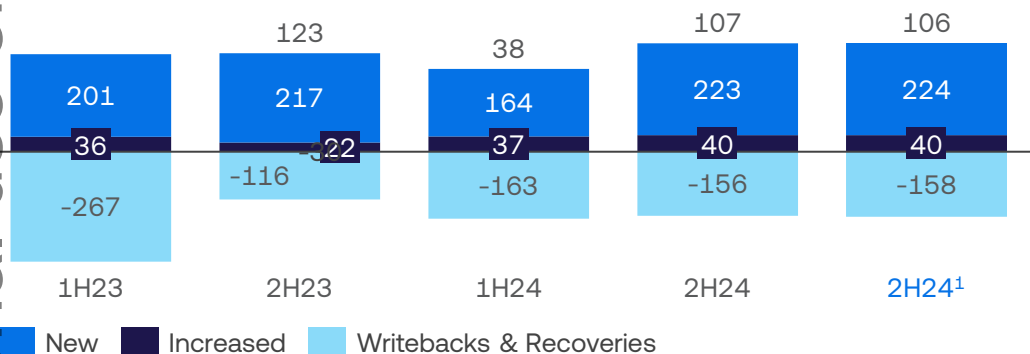
1. Including Suncorp Bank  
 2. IP Charge as a % of average Gross Loans and Advances (GLA)  
 3. Internal Expected Loss (IEL) is an internal estimate of the average annualised loss likely to be incurred through a credit cycle. Presented as a % of Gross Loans and Advances (GLA)



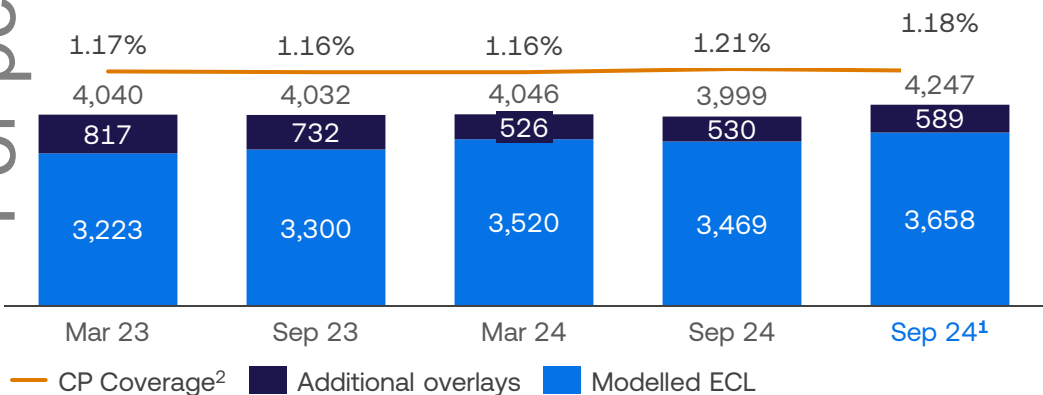
# Individual and Collective Credit Impairment (provision) charge

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Individual provision (IP) charge / (release), \$m



Collective provision balance, \$m



Collective provision (CP) charge, \$m

	1H23	2H23	1H24	2H24	2H24 <sup>1</sup>
<b>Total CP charge</b>	<b>163</b>	<b>-11</b>	<b>32</b>	<b>-14</b>	<b>230</b>
Volume/Mix	-41	-28	63	25	210
Change in Risk	24	30	169	98	98
Economic forecast & scenario weights	100	71	5	-141	-141
Additional overlays	80	-84	-205	4	63

Ratios	1H23	2H23	1H24	2H24	2H24 <sup>1</sup>
IP loss rate (bps) <sup>3</sup>	-1	4	1	3	3
Total loss rate (bps) <sup>3</sup>	4	3	2	3	9 <sup>5</sup>
IP balance / GIA <sup>4</sup>	35%	25%	21%	19%	18%

- Including Suncorp Bank
- Collective Provision as a % of Credit Risk Weighted Assets (CRWA)
- Annualised loss rate as a % of Gross Loans and Advances (GLA). Total loss rate is inclusive of the collective provision charge
- Gross Impaired Assets
- Includes \$244m establishment of ECL allowance for performing loans in the Suncorp Bank portfolio. This does not reflect a change in the credit quality of the portfolio and therefore, it is considered a one-time charge

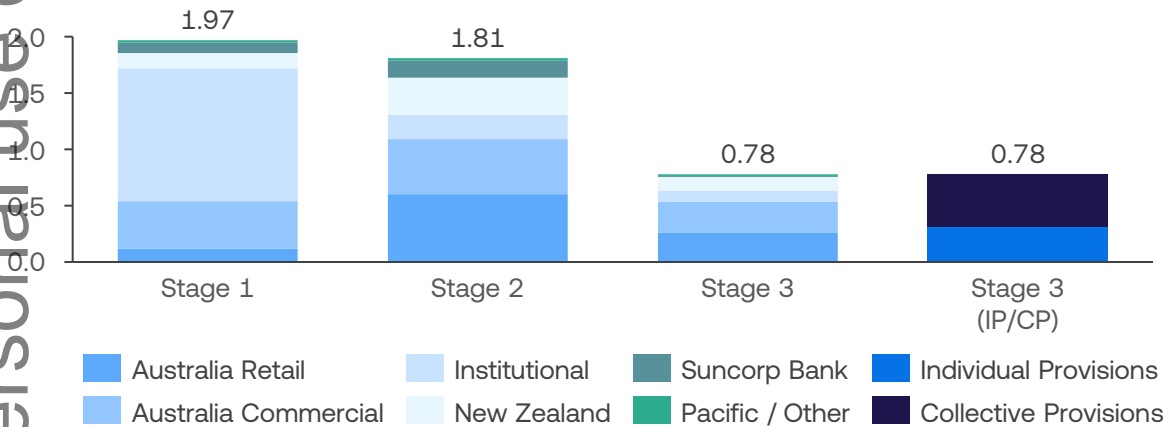




# Collective provision (CP) balance

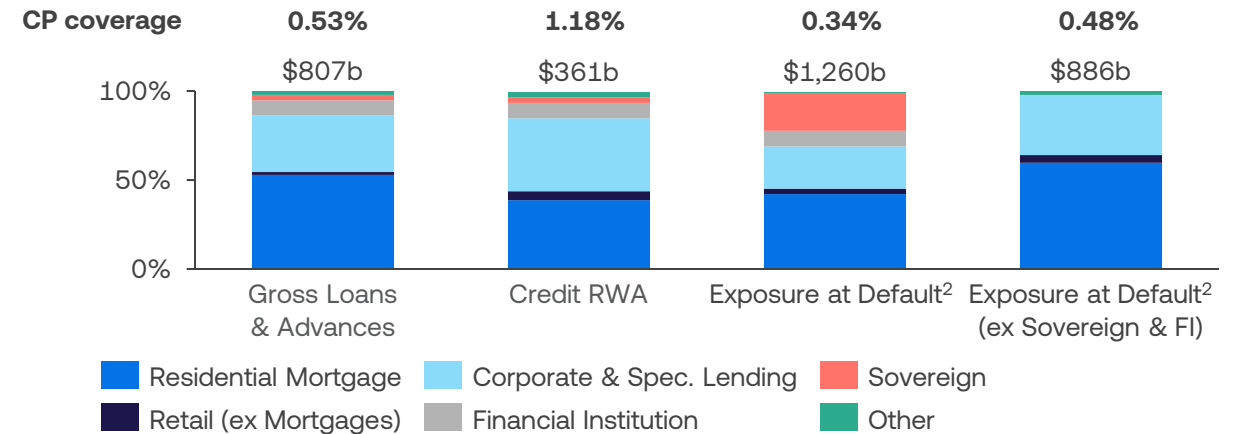
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Provision balance by stage, Sep 24<sup>1</sup> \$b



CP balance by division \$b	Mar 23	Sep 23	Mar 24	Sep 24	Sep 24 <sup>1</sup>
Australia Retail	0.95	0.95	0.95	0.93	0.93
Australia Commercial	1.03	1.04	1.05	1.05	1.05
Institutional	1.45	1.43	1.46	1.44	1.44
New Zealand	0.54	0.56	0.54	0.54	0.54
Suncorp Bank	-	-	-	-	0.25
Pacific & Other	0.07	0.05	0.05	0.04	0.04
<b>Total</b>	<b>4.04</b>	<b>4.03</b>	<b>4.05</b>	<b>4.00</b>	<b>4.25</b>

Portfolio composition and coverage, Sep 24<sup>1</sup> %



CP balance by portfolio \$b	Mar 23	Sep 23	Mar 24	Sep 24	Sep 24 <sup>1</sup>
Corporate	1.84	1.87	1.86	1.81	1.93
Specialised Lending	0.28	0.27	0.29	0.32	0.36
Residential Mortgage	0.82	0.79	0.81	0.75	0.84
Retail (ex Mortgages)	0.84	0.82	0.81	0.84	0.84
Sovereign / Financial Institution <sup>3</sup>	0.26	0.28	0.28	0.28	0.28
<b>Total</b>	<b>4.04</b>	<b>4.03</b>	<b>4.05</b>	<b>4.00</b>	<b>4.25</b>

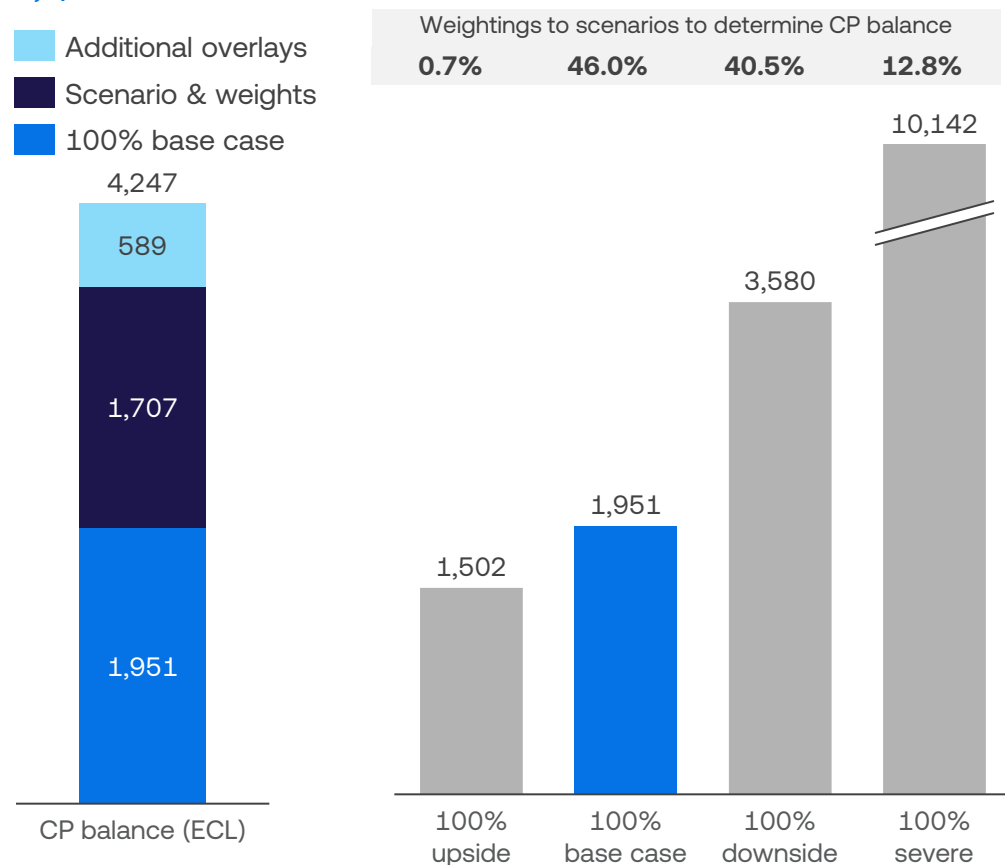
1. Including Suncorp Bank  
 2. EAD excludes amounts for the 'Securitisation' Basel class, as per APS330. Data provided is on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral



# Expected credit loss – Economic scenarios and modelled outcomes

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Sep 24<sup>1</sup>, \$m



Economic scenarios 30 September 2024	Actual		Base case <sup>2</sup>		
	CY2022A	CY2023A	CY2024F	CY2025F	CY2026F
<b>Australia</b>					
GDP change <sup>3</sup>	3.6%	2.0%	1.2%	2.0%	2.4%
Unemployment rate <sup>4</sup>	3.7%	3.7%	4.1%	4.4%	4.3%
Resi. property price change <sup>3</sup>	-6.9%	9.1%	7.3%	5.5%	5.5%
<b>New Zealand</b>					
GDP change <sup>3</sup>	2.8%	0.8%	-0.1%	0.8%	2.2%
Unemployment rate <sup>4</sup>	3.3%	3.7%	4.7%	5.4%	5.4%
Resi. property price change <sup>3</sup>	-13.0%	-0.7%	-1.0%	4.5%	5.0%

Australia peak impacts of economic scenarios		Downside	Severe
<b>GDP</b>	Lowest over 3 years	-1.8%	-4.4%
<b>Unemployment</b>	Peak next 2 years	6.9%	10.7%
<b>Resi. property prices</b>	Peak to trough drop	-8.0%	-41.0%

New Zealand peak impacts of economic scenarios		Downside	Severe
<b>GDP</b>	Lowest over 3 years	-3.7%	-6.8%
<b>Unemployment</b>	Peak next 2 years	6.3%	7.5%
<b>Resi. property prices</b>	Peak to trough drop	-19%	-35%

- Including Suncorp Bank. The Downside Scenario is specified in terms of an index of economic stress. The economic variables shown represent a characterisation of the scenario to facilitate comparison
- Subset of a range of economic indicators shown. Economic forecasts also undertaken for international markets
- 12 months to December Year on Year change
- Annual average: 12 months to December

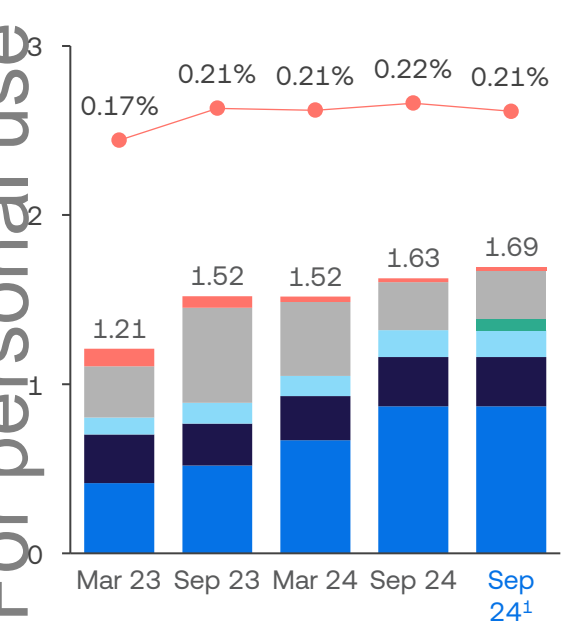


# Impaired Assets

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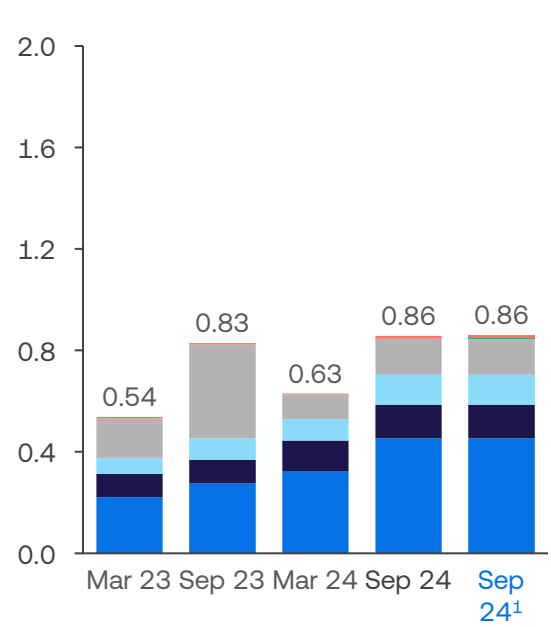
Gross impaired assets, \$b

By division



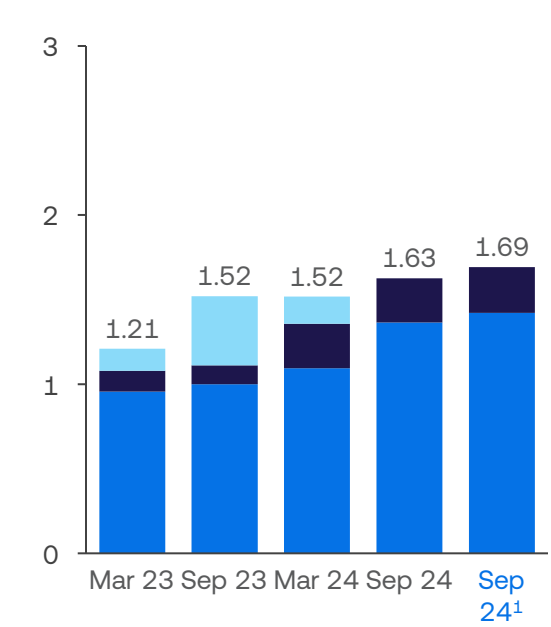
New impaired assets, \$b

By division



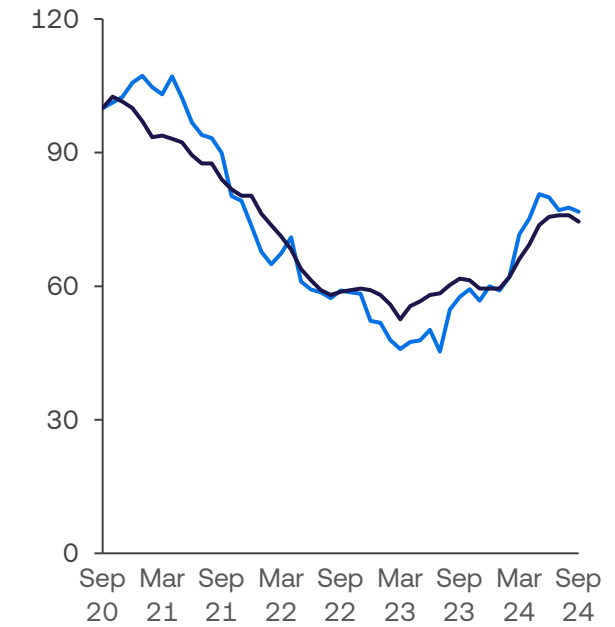
Gross impaired assets, \$b

By size of exposure



Control list, Indexed data

Sep 20=100



■ Australia Retail    ■ New Zealand    ■ Institutional    ● % of GLA  
■ Australia Commercial    ■ Suncorp Bank    ■ Pacific / Other

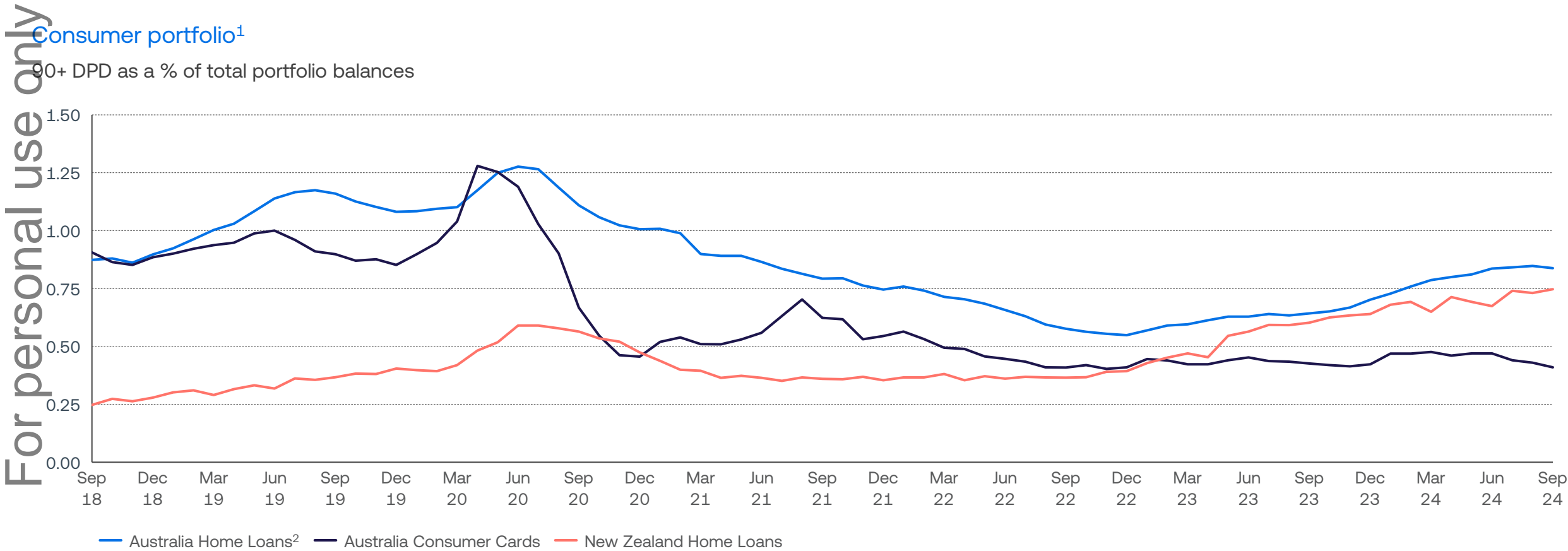
■ <\$10m    ■ >\$100m  
■ \$10m to \$100m

— Control List by Limits  
— Control List by No. of Groups

1. Including Suncorp Bank



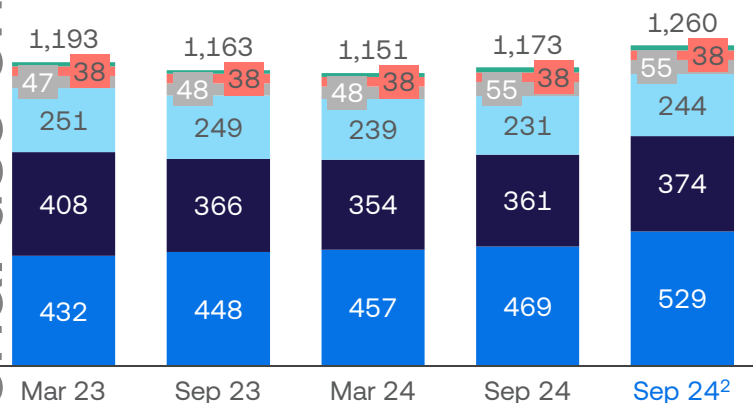
# Australia<sup>1</sup> & New Zealand 90+ days past due (DPD)



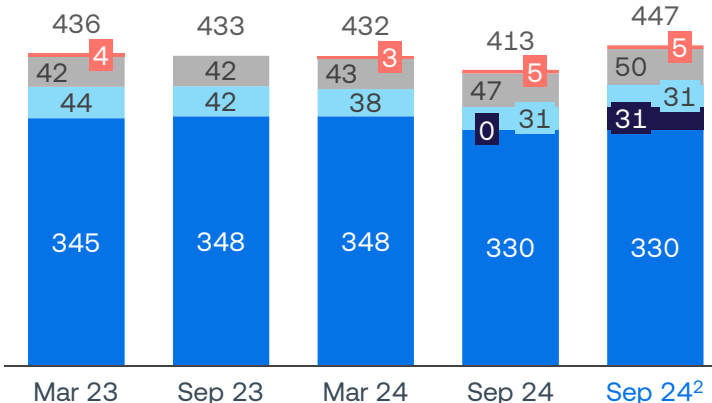
1. Excludes Suncorp Bank  
 2. Includes Gross Impaired Assets and Hardship accounts. ANZ delinquencies are calculated on a missed payment basis for amortising and Interest Only loans. Australia Home Loans 90+ between Mar-20 and Jun-20 excludes eligible Home Loans accounts that had requested COVID-19 assistance but due to delays in processing had not had the loan repayment deferral applied to the account

# Risk Weighted Assets (RWAs) and Exposure at Default

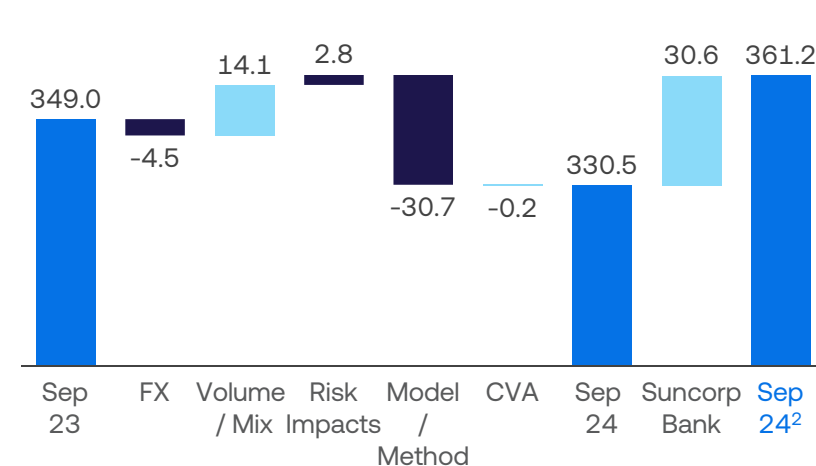
Exposure at Default<sup>1</sup>, \$b



Total Risk Weighted Assets, \$b



Credit Risk Weighted Asset drivers<sup>3</sup>, \$b



CRWA "Model/Method" includes implementation of:

- Revised Probability of Default models for Aust. Mortgages (\$9b), NZ Mortgages (\$6.9b) and NZ Rural (\$2.9b);
- Revised Loss Given Default model for Aust. Mortgages (\$5.8b);
- Refinement in processes, data and associated methodology treatments.

Risk intensity (CRWA/EAD), %	1H23	2H23	1H24	2H24	2H24 <sup>2</sup>
Total Group	29	30	30	28	29
Corporate & Specialised	49	49	48	48	50
Retail (ex Mortgages)	53	53	53	52	52
Residential Mortgage	28	29	30	25	26
Sovereign & FI (inc. Bank)	11	12	12	11	11

1. EAD excludes amounts for the 'Securitisation' Basel class, as per APS330. Data provided is on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral

2. Including Suncorp Bank

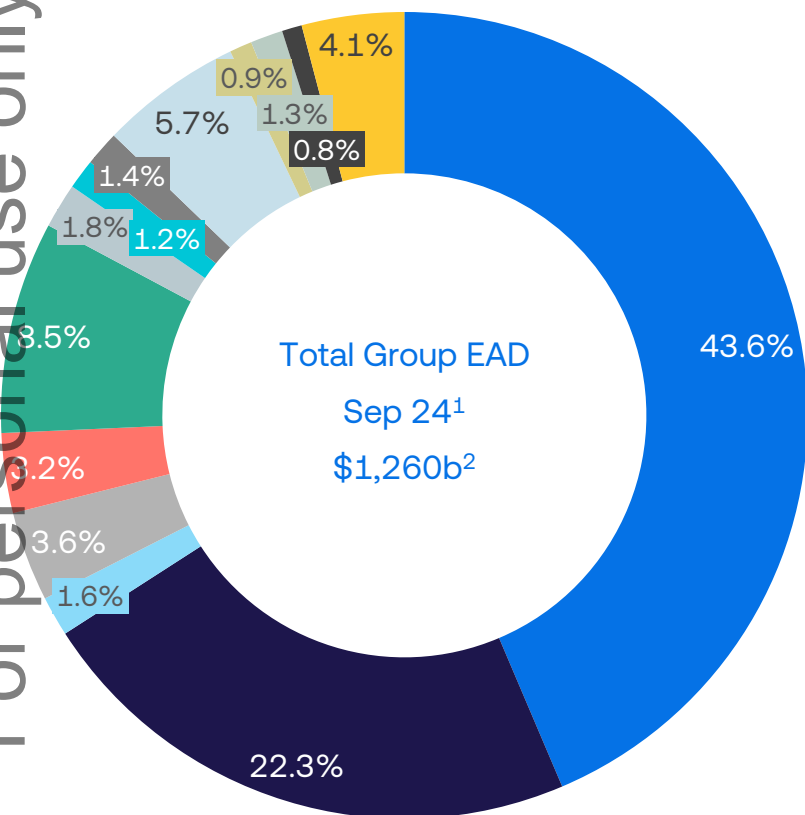
3. The attribution of CRWA movements requires assumptions and judgement; different assumptions could lead to different attributions



# Total portfolio composition

Exposure at Default (EAD) distribution

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Category	% of Group EAD <sup>2</sup>			% of Impaired Assets to EAD <sup>2</sup>			Gross Impaired Assets <sup>3</sup>
	Sep 23	Mar 24	Sep 24 <sup>1</sup>	Sep 23	Mar 24	Sep 24 <sup>1</sup>	Sep 24 <sup>1</sup>
Consumer Lending	40.3%	41.4%	43.6%	0.1%	0.2%	0.2%	\$950m
Finance, Investment & Insurance	26.4%	24.5%	22.3%	0.0%	0.0%	0.0%	\$16m
Business & Property Services	1.6%	1.7%	1.6%	0.2%	0.3%	0.3%	\$52m
Manufacturing	4.4%	4.1%	3.6%	0.1%	0.1%	0.2%	\$95m
Agriculture, Forestry, Fishing	3.0%	3.0%	3.2%	0.3%	0.3%	0.4%	\$142m
Government & Official Institutions	6.1%	7.4%	8.5%	0.0%	0.0%	0.0%	\$0m
Wholesale Trade	2.0%	2.0%	1.8%	0.1%	0.2%	0.1%	\$24m
Retail Trade	1.5%	1.4%	1.2%	0.5%	0.5%	0.4%	\$62m
Transport & Storage	1.6%	1.5%	1.4%	0.1%	0.1%	0.2%	\$40m
Commercial Property	5.6%	5.7%	5.7%	0.4%	0.3%	0.2%	\$135m
Resources (Mining)	1.1%	1.0%	0.9%	0.1%	0.1%	0.1%	\$9m
Electricity, Gas & Water Supply	1.4%	1.3%	1.3%	0.0%	0.0%	0.0%	\$2m
Construction	0.7%	0.8%	0.8%	0.5%	0.3%	0.4%	\$38m
Other	4.1%	4.1%	4.1%	0.7%	0.4%	0.2%	\$127m
<b>Total Group EAD<sup>2</sup></b>	<b>\$1,163b</b>	<b>\$1,151b</b>	<b>\$1,260b</b>	<b>0.1%</b>	<b>0.1%</b>	<b>0.1%</b>	<b>\$1,693m</b>

1. Including Suncorp Bank

2. EAD excludes amounts for the 'Securitisation' Basel class, as per APS330. Data provided is on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral

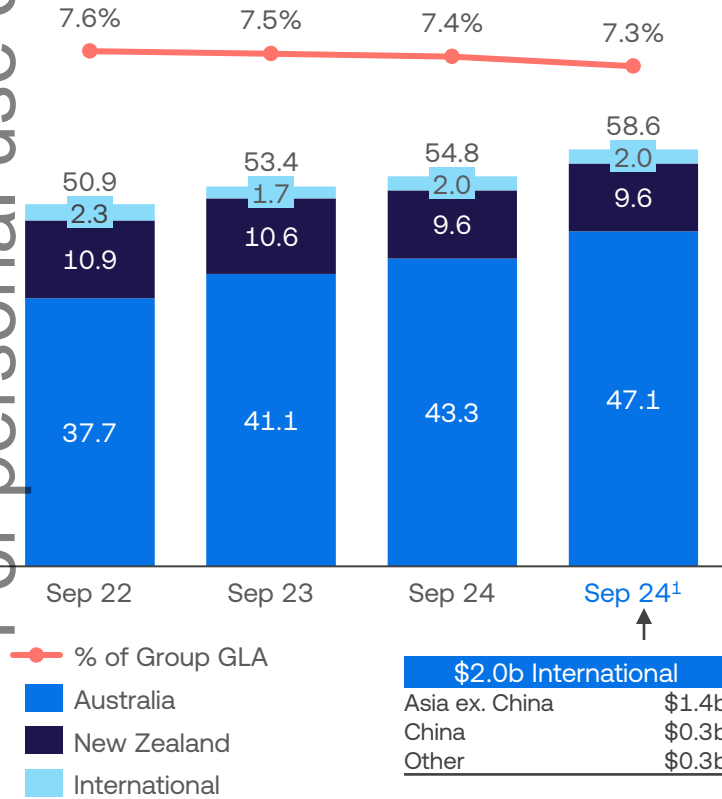
3. Excludes unsecured retail products which are 90+ DPD



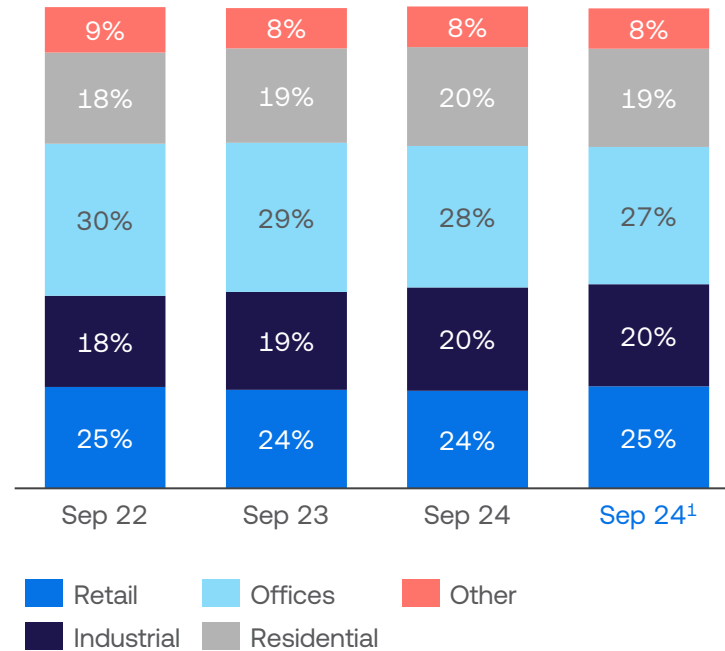
# Commercial Property

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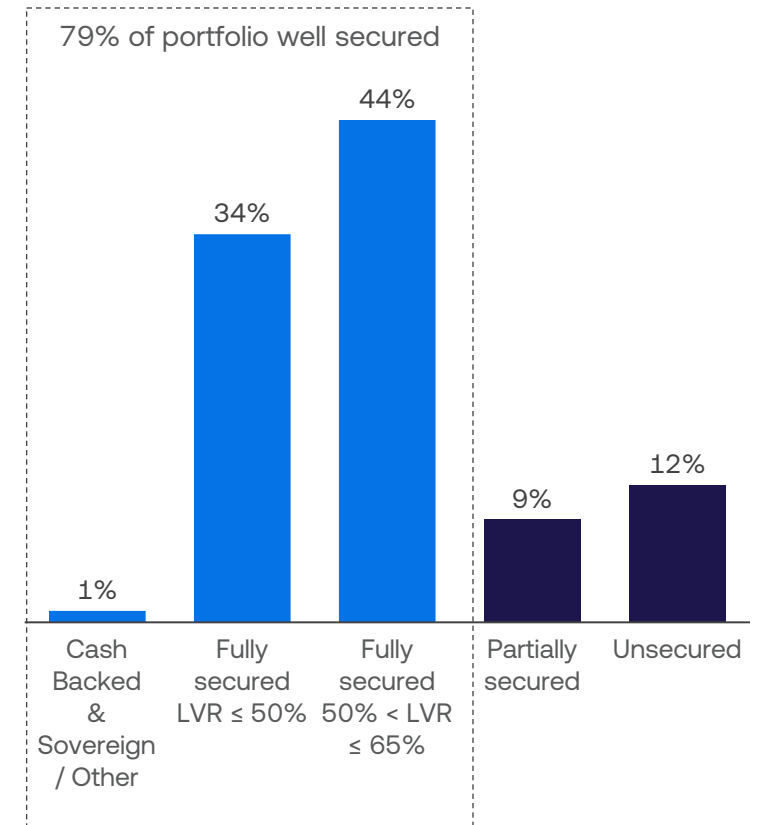
### Outstandings by region, GLA \$b



### Outstandings by sector, %



### Commercial property collateral<sup>2,3</sup>, %



1. Including Suncorp Bank  
 2. Figures including Suncorp Bank. Commercial property collateral distribution based on limits (includes drawn and undrawn exposures)  
 3. Fully Secured: loan amount ≤ 100% of extended security value; Partially Secured: loan amount > 100% of the extended security value

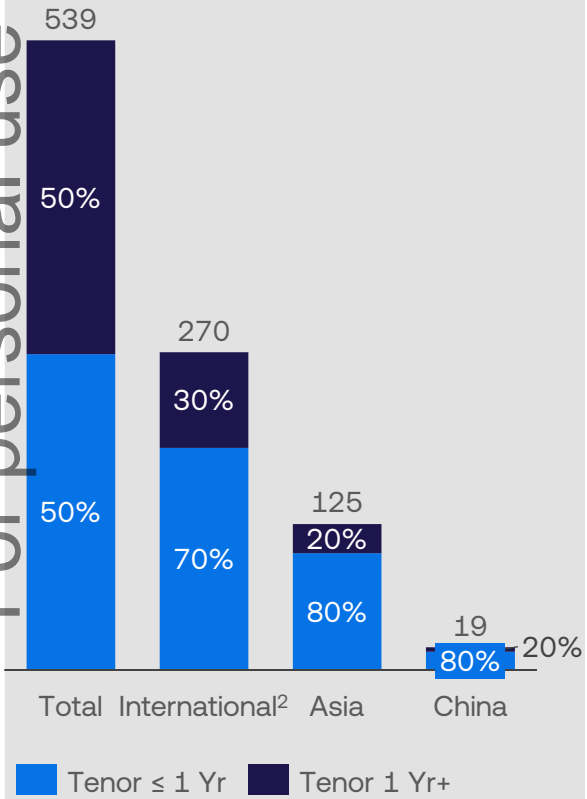


# ANZ Institutional portfolio

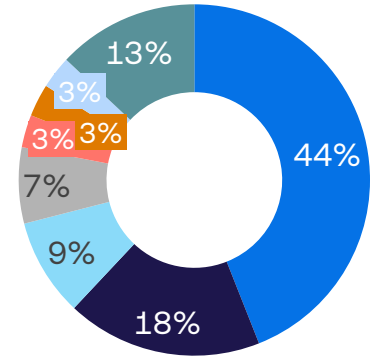
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Size & tenor by market of EAD<sup>1</sup>

By market of incorporation, \$b Sep 24

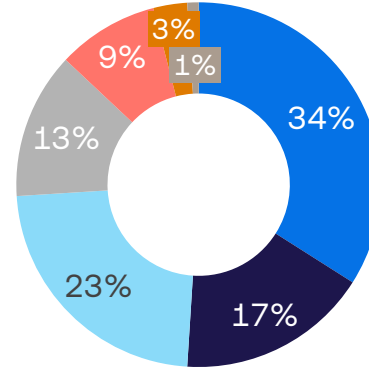


Industry composition, EAD<sup>1</sup>



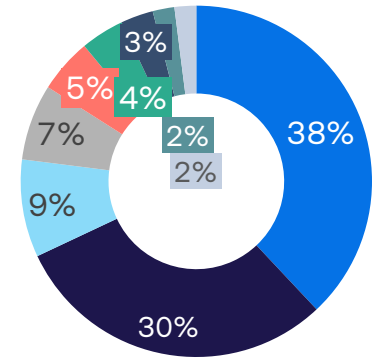
- Finance, Investment & Insurance
- Government & Official Institutions
- Commercial Property
- Manufacturing
- Wholesale Trade
- Electricity Gas & Water Supply
- Business & Property Services
- Other

Product composition, EAD<sup>1</sup>



- Net Loans, Advances & Acceptances
- Contingents liabilities, commitments, and other off-balance sheet exposures
- Investment Securities
- Cash
- Derivatives
- Trading Securities
- Other

Market of incorporation, EAD<sup>1</sup>



- Australia
- New Zealand
- Japan
- Singapore
- China
- South Korea
- Hong Kong (SAR)
- Asia - Other
- International (Exc. Asia)

1. EAD excludes amounts for the 'Securitisation' Basel class, as per APS330. Data provided is on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral  
 2. International includes Asia Pacific, Europe and America

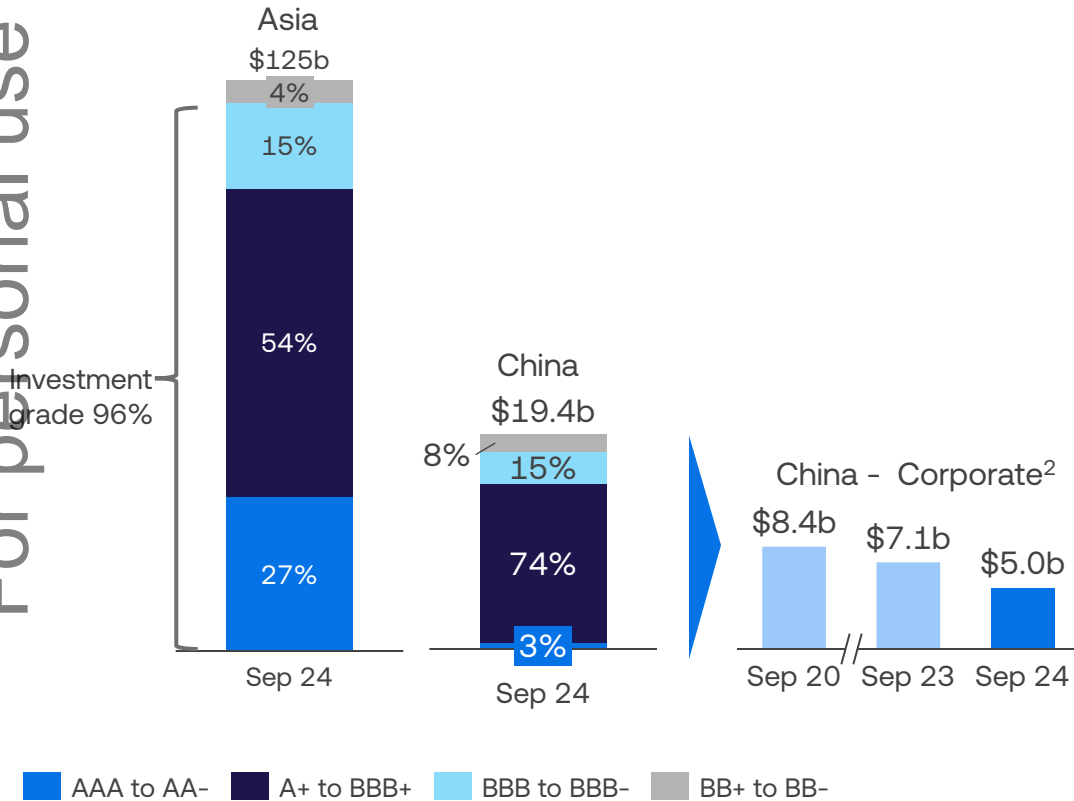




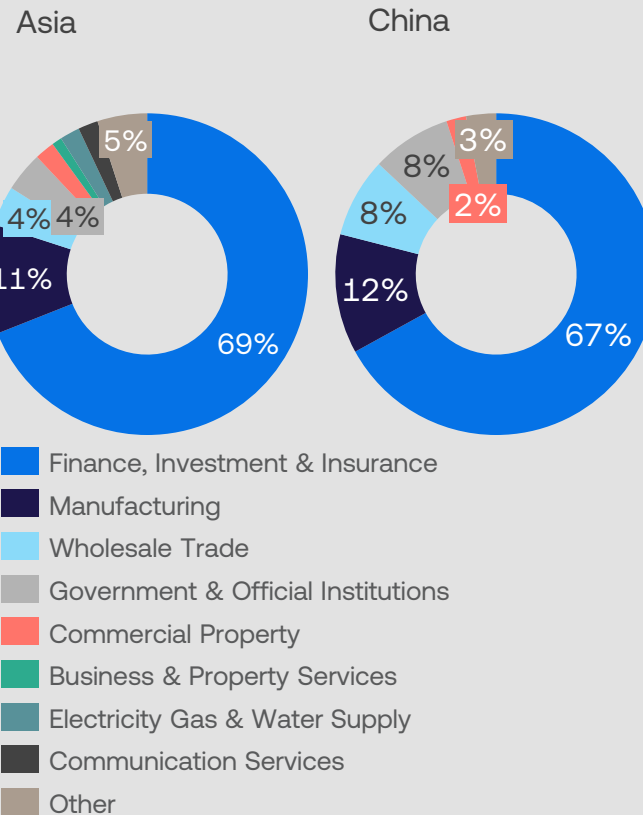
# Institutional Asia portfolio

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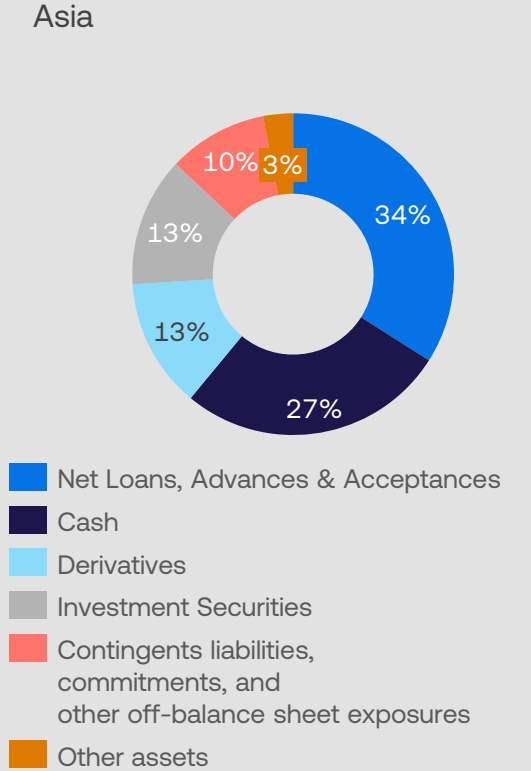
Asia portfolio composition, % of EAD<sup>1</sup>



Asia industry composition, EAD<sup>1</sup>



Asia product composition, EAD<sup>1</sup>



1. EAD excludes amounts for the 'Securitisation' Basel class, as per APS330. Data provided is on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral  
 2. Corporate exposure includes AIRB, FIRB and Standardised Corporate Basel asset class treatments



# Australia home loans – portfolio overview

## excluding Suncorp Bank

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	Portfolio <sup>1</sup>			Flow	
	Sep 22	Sep 23	Sep 24	FY23	FY24
Number of Home Loan accounts	968k	958k	944k	193k <sup>2</sup>	177k <sup>2</sup>
Total FUM	\$283b	\$304b	\$324b	\$89b	\$89b
Average Loan Size <sup>3</sup>	\$292k	\$317k	\$344k	\$486k	\$498k
% Owner Occupied <sup>4</sup>	68%	68%	68%	66%	62%
% Investor <sup>4</sup>	31%	31%	31%	34%	38%
% Equity Line of Credit <sup>5</sup>	1%	1%	1%	0%	0%
% Paying Variable Rate Loan <sup>6</sup>	72%	84%	96%	95%	99%
% Paying Fixed Rate Loan <sup>6</sup>	28%	16%	4%	5%	1%
% Paying Interest Only <sup>7</sup>	9%	9%	9%	15%	17%
% Broker <sup>6,8</sup>	55%	57%	59%	64%	65%

	Portfolio <sup>1</sup>		
	Sep 22	Sep 23	Sep 24
Average LVR at Origination <sup>9,10</sup>	68%	65%	66%
Average Dynamic LVR (excl. offset) <sup>10,11</sup>	49%	49%	48%
Average Dynamic LVR (incl. offset) <sup>10,11</sup>	43%	43%	42%
Market share <sup>12</sup>	13.0%	13.3%	13.6%
% Ahead of Repayments <sup>6,13</sup>	71%	75%	82%
Offset Balances <sup>14</sup>	\$39b	\$42b	\$48b
% First Home Buyer	8%	8%	8%
% Low Doc <sup>15</sup>	2%	1%	1%
Loss Rate <sup>16</sup>	0.01%	0.01%	0.01%
% of Australia Geography Lending <sup>17,18</sup>	61%	62%	63%
% of Group Lending <sup>17</sup>	42%	43%	44%

Unless otherwise stated metrics are based on balances

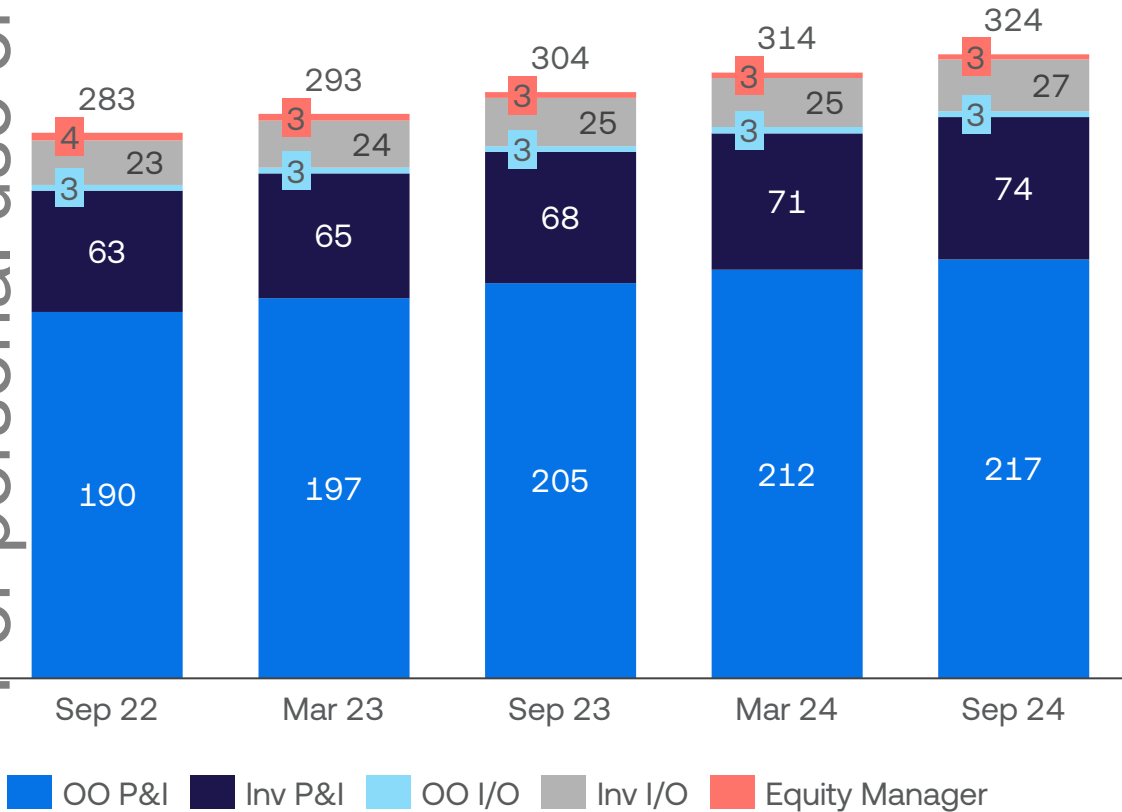
1. Home Loans portfolio (includes Non-Performing Loans, excludes Offset balances) 2. New accounts includes increase to existing accounts and split loans (fixed and variable components of the same loan) 3. Average loan size for Flow excludes increases to existing accounts 4. The current classification of Investor vs Owner Occupied is based on ANZ's product category, determined at origination as advised by the customer and the ongoing precision relies primarily on the customer's obligation to advise ANZ of any change in circumstances 5. ANZ Equity Manager product is no longer offered for sale as of 31 July 2021 6. Excludes Equity Manager accounts 7. Based on customers that request a specific interest only period and does not include loans being progressively drawn e.g. construction. Historical 'Flow' numbers restated as a result of data quality improvements 8. Historical 'Portfolio' numbers restated due to changes in reporting classifications 9. Based on accounts originated in the respective year 10. Unweighted based on # accounts and includes capitalised LMI premiums 11. Valuations updated to Aug 24 where available. Excludes unknown DLVR 12. Source: APRA Monthly Authorised Deposit-Taking Institutions Statistics (MADIS) to Sep 24 13. Excess repayments based on available redraw and offset. Historical numbers restated as a result of data quality improvements 14. Offset balances reflect only those balances linked to Home Loan accounts 15. Low Doc lending at ANZ is no longer offered 16. Annualised write-off net of recoveries 17. Based on Gross Loans & Advances 18. Australia Geography includes Australia Retail, Australia Commercial and Institutional Australia



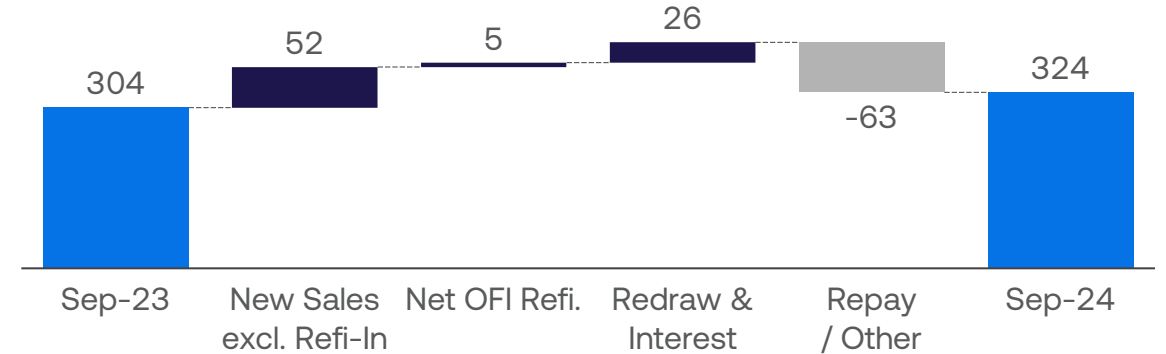
# Australia home loans – portfolio composition

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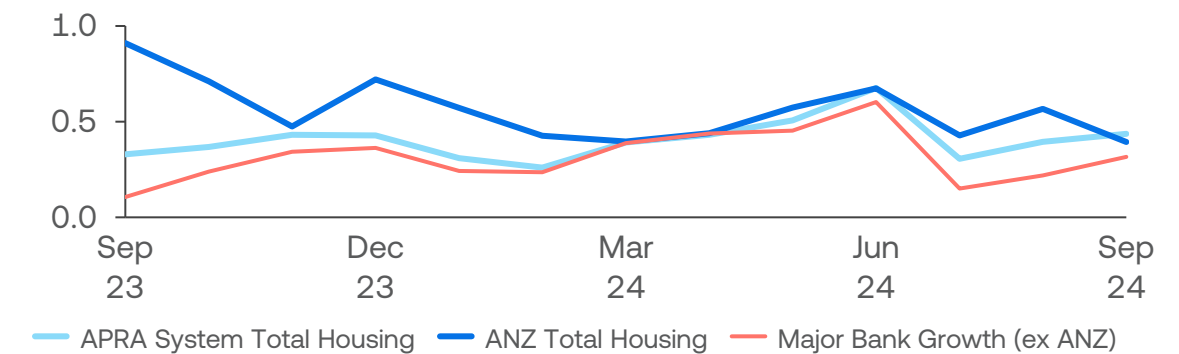
Home loan balance composition<sup>1,2</sup>, \$b



Home loan balance & lending flow<sup>1</sup>, \$b



Home loan growth – ANZ & system<sup>3</sup>, MoM %



1. Based on Gross Loans and Advances. Includes Non-Performing Loans  
 2. The current classification of Investor vs Owner Occupied is based on ANZ's product category, determined at origination as advised by the customer and the ongoing precision relies primarily on the customer's obligation to advise ANZ of any change in circumstances. Interest Only (I/O) is based on customers that request a specific interest only period and does not include loans being progressively drawn e.g. construction. ANZ Equity Manager product is no longer offered for sale as of 31 July 2021  
 3. Month-on-month growth. Source: APRA Monthly Authorised Deposit-taking Institution Statistics (MADIS)

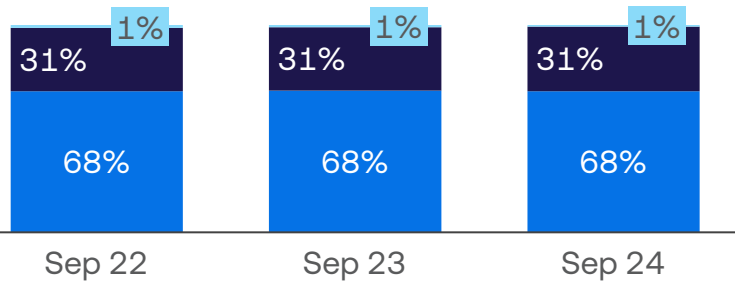


# Australia home loans – portfolio composition & flow

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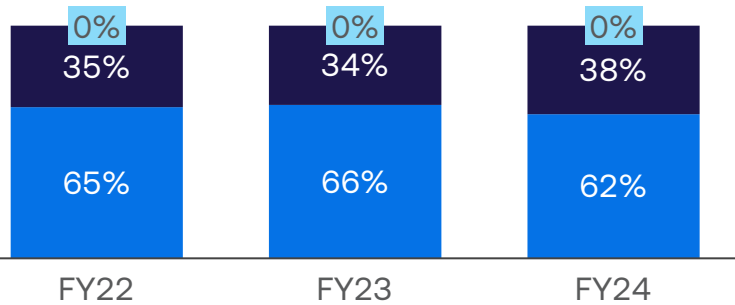
By purpose, % of total balances

Portfolio<sup>1,2</sup>



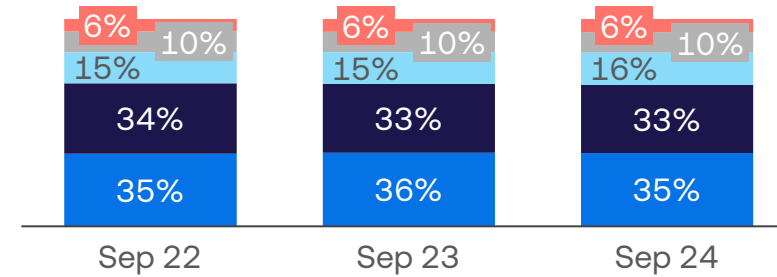
■ Owner Occupied  
■ Investor  
■ Equity Manager<sup>4</sup>

Flow<sup>3</sup>



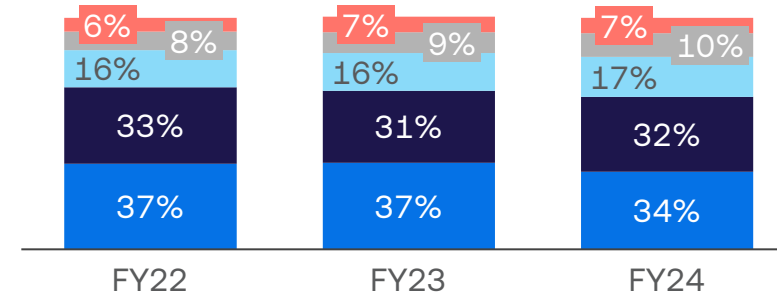
By Location, % of total balances

Portfolio<sup>1</sup>



■ VIC/TAS  
■ NSW/ACT  
■ QLD  
■ WA  
■ SA/NT

Flow<sup>3</sup>



1. Includes Non-Performing Loans
2. The current classification of Investor vs Owner Occupied is based on ANZ's product category, determined at origination as advised by the customer and the ongoing precision relies primarily on the customer's obligation to advise ANZ of any change in circumstances
3. Based on drawn month
4. ANZ Equity Manager product is no longer offered for sale as of 31 July 2021

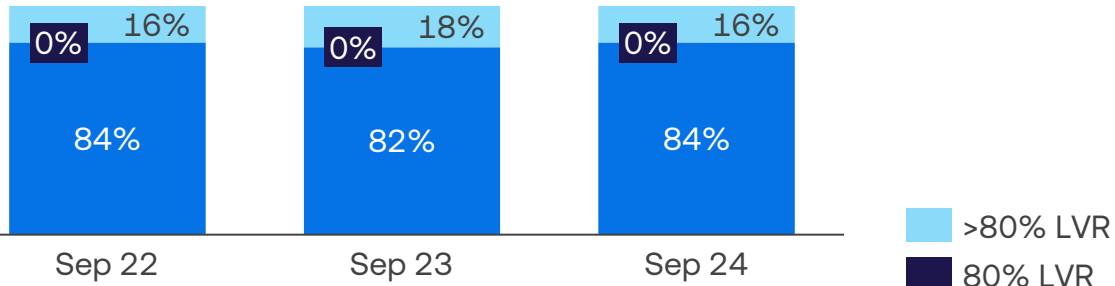


# Australia home loans – portfolio composition & flow

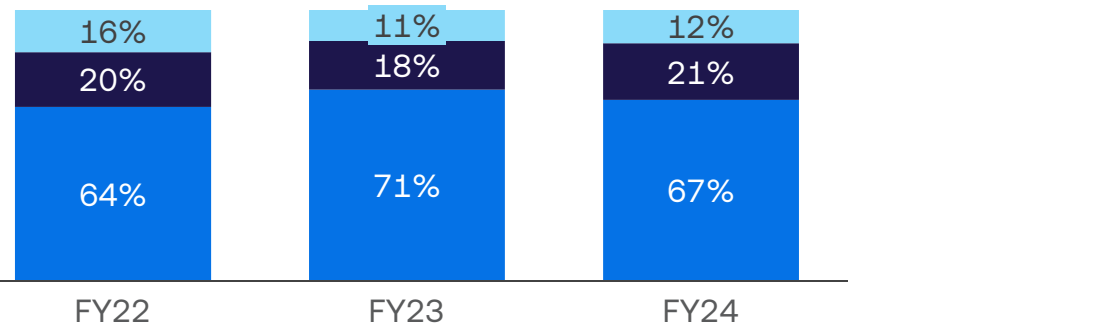
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LVR profile<sup>1</sup>, % of total balances

Dynamic LVR – Portfolio<sup>2,3</sup>

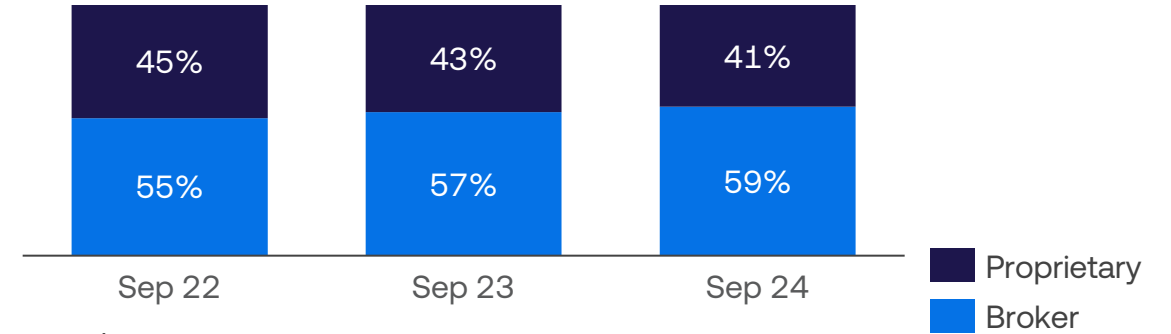


Origination LVR – Flow<sup>4,5</sup>

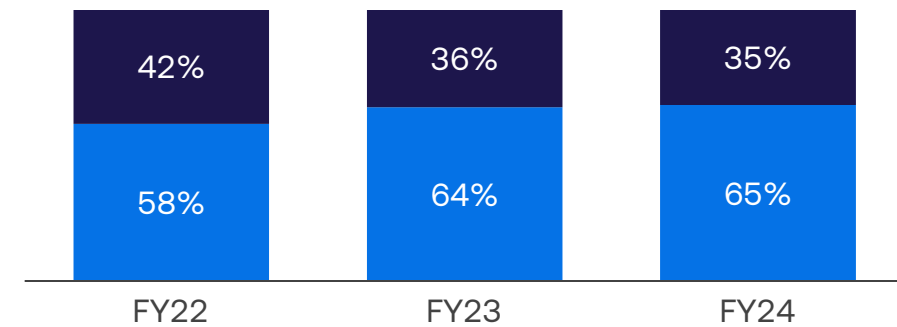


By channel, % of total balances

Portfolio<sup>2,6</sup>



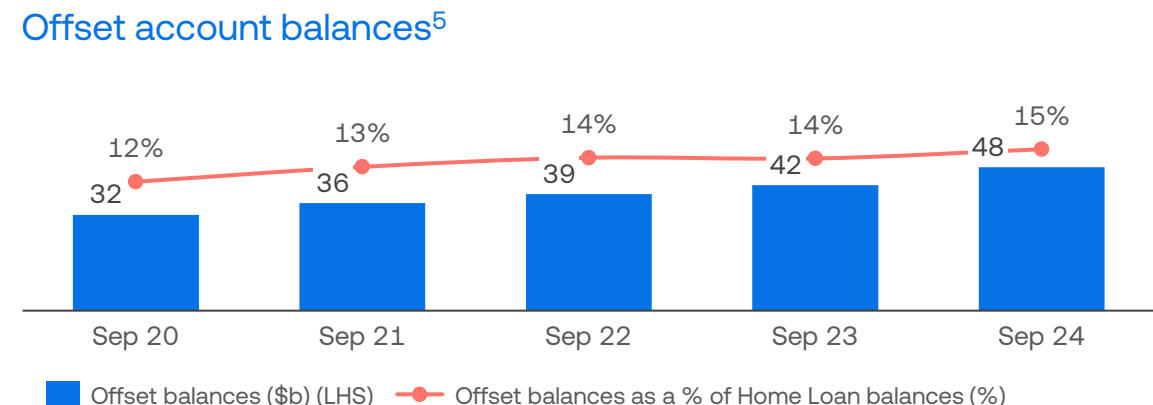
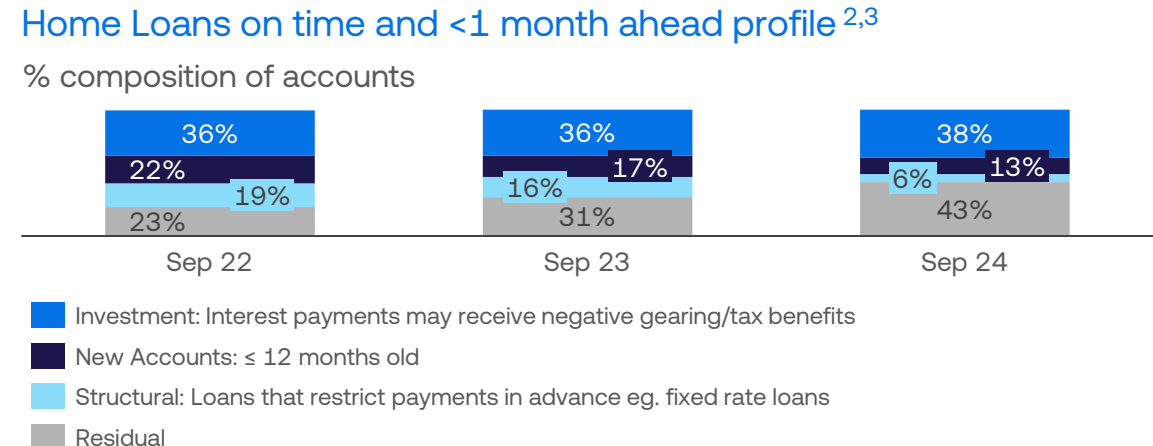
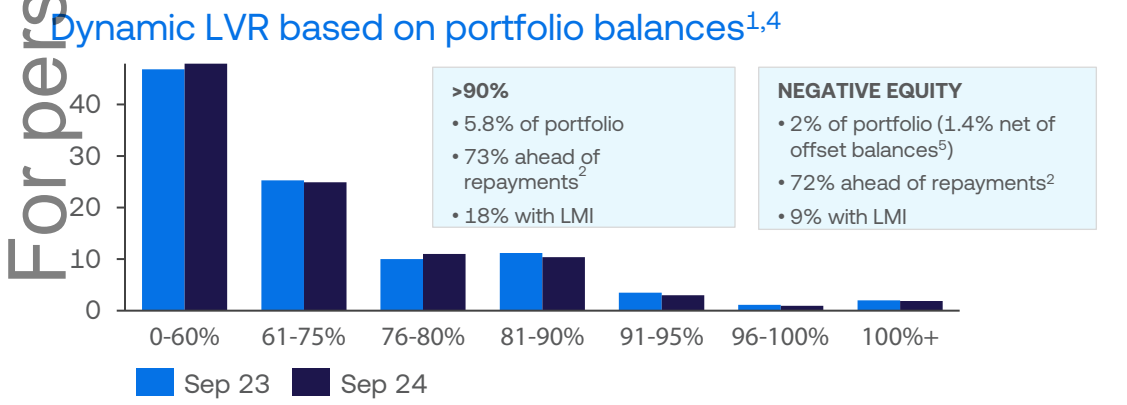
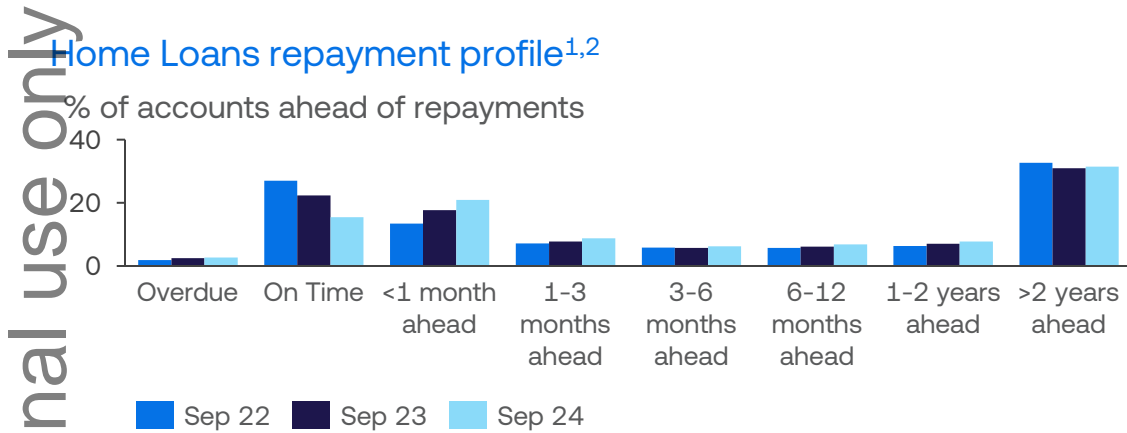
Flow<sup>4</sup>



1. Includes capitalised LMI premiums
2. Includes Non-Performing Loans
3. Doesn't consider offset balances, and excludes unknown DLVR. Valuations updated to Aug 24 where available
4. Based on drawn month
5. Historical 'Flow' numbers restated as a result of data quality improvements
6. Excludes Equity Manager accounts. Historical 'Portfolio' numbers restated due to changes in reporting classifications



# Australia home loans- portfolio resilience



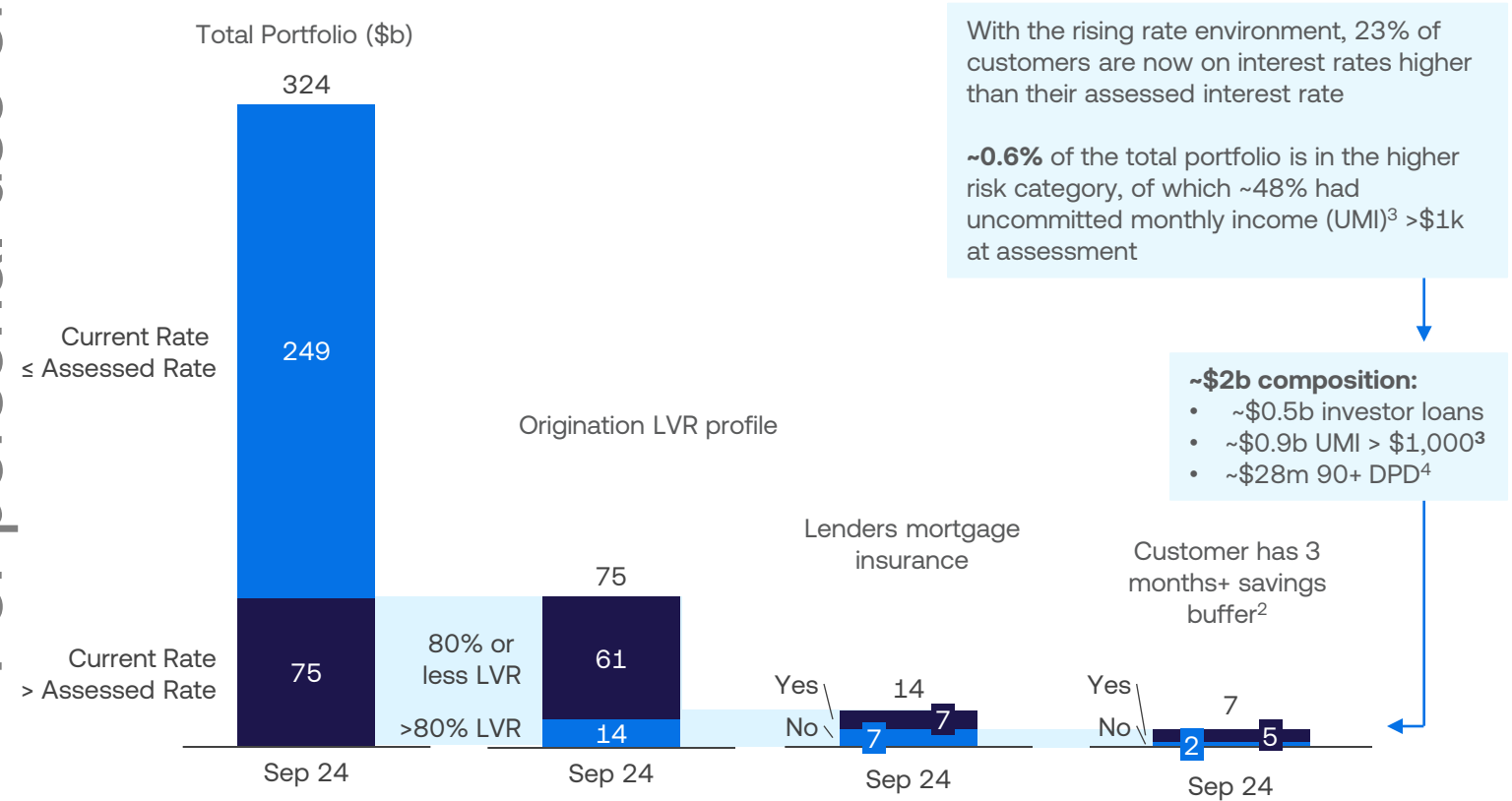
1. Includes Non-Performing Loans
2. Excess repayments based on available redraw and offset. Excludes Equity Manager accounts. Historical numbers restated as a result of data quality improvements
3. The current classification of Investor vs Owner Occupied, is based on ANZ's product category, determined at origination as advised by the customer and the ongoing precision relies primarily on the customer's obligation to advise ANZ of any change in circumstances
4. Includes capitalised LMI premiums, doesn't consider offset balances, and excludes unknown DLVR. Valuations updated to Aug 24 where available
5. Offset balances reflect only those balances linked to Home Loan accounts



# Australia home loans - portfolio origination and attributes

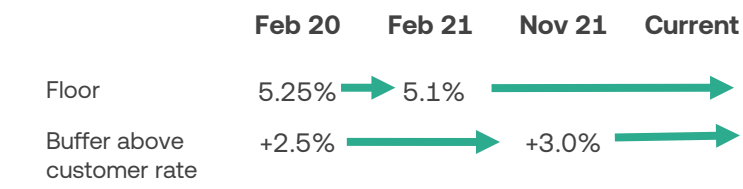
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## Home loans portfolio, Sep 24

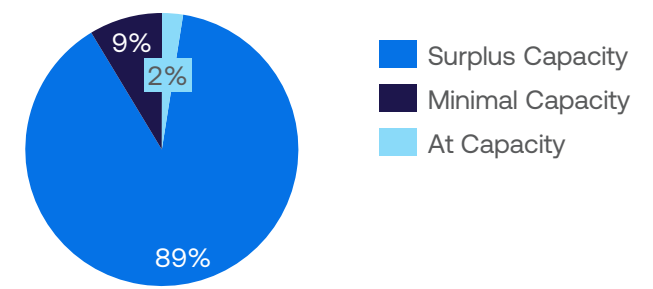


## ANZ Interest rate buffer & floor

Home loan applications are assessed at the greater of the customer interest rate plus the interest rate buffer or an interest rate floor



## ANZ flow borrowing capacity<sup>3,5</sup>, FY24



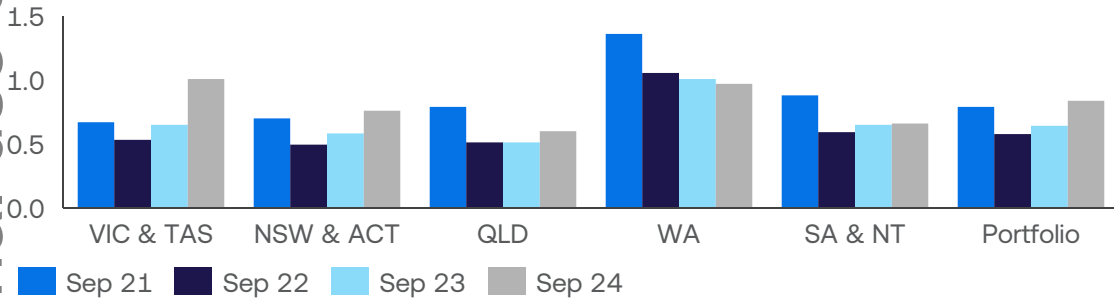
- Accounts with missing assessed rate information are grouped into Customer Rate ≤ Assessed Rate based on the assumption that the assessed rate used in the mortgage assessment stage to account for borrower's ability to repay at origination should be higher than the current interest rate
- Buffers are calculated at customer level, incorporating all Retail debts within the customer cluster at ANZ, and all funds available in ANZ redraw, offset and transaction and savings accounts
- Uncommitted Monthly Income (UMI) is determined after income and expense buffers and shading are applied, and based on verified income only
- The ~\$28m 90+ days past due (DPD) represents <0.01% of the total Home Loans portfolio. ANZ delinquencies are calculated on a missed payment basis for amortising and Interest Only loans. Australia Home Loans 90+ between Mar 20 and Jun 20 excludes eligible Home Loans accounts that had requested COVID-19 assistance but due to delays in processing had not had the loan repayment deferral applied to the account
- Majority of lending 'at capacity' is bridging finance while 'minimal capacity' reflects the proportion of customers with a borrowing capacity of less than \$50 of uncommitted monthly income (UMI)

# Australia home loans – portfolio performance

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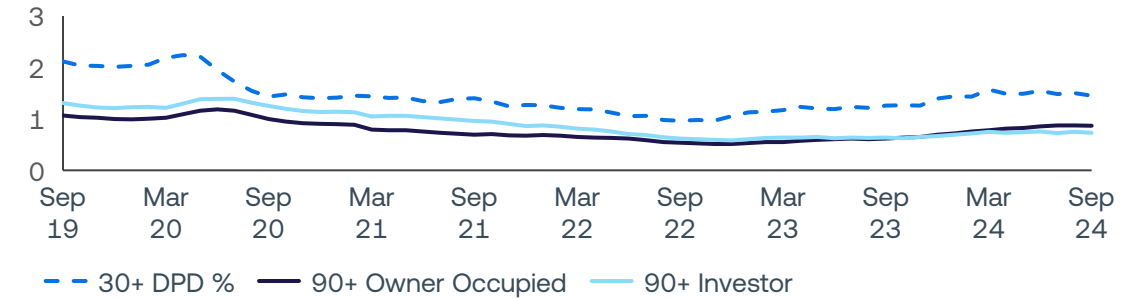
## Home loans 90+ DPD (by state) <sup>1,2</sup>

% of portfolio segment balances



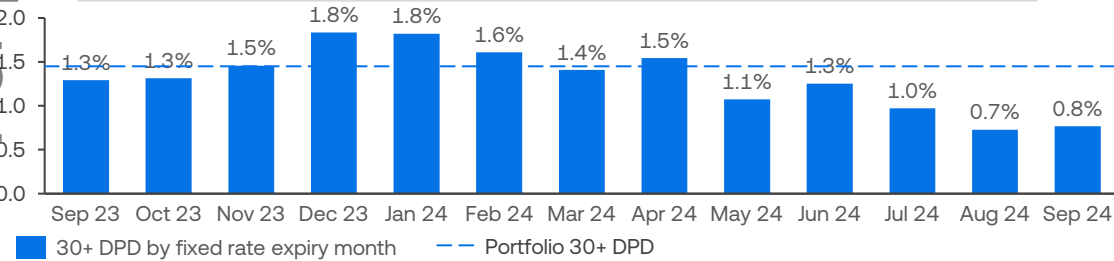
## Home loans delinquencies <sup>1,2,3,4</sup>

% of portfolio segment balances

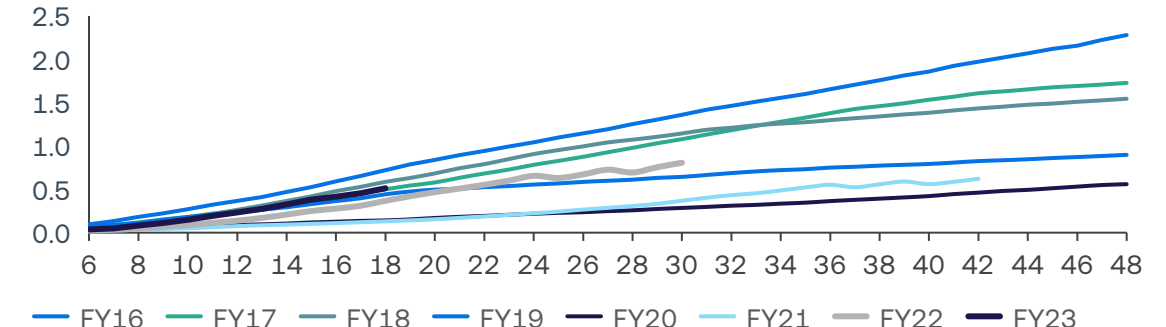


## 30+ DPD at September 24 by fixed rate expiry month

The chart reflects the 30+ DPD as at Sep 24 for all fixed rate loans that expired in the specified month e.g. the 30+ DPD as at Sep 24 for all fixed rate loans that expired in Oct 23 is 1.31%.



## Home loans 90+ DPD (by vintage) <sup>5</sup>, %



- Includes Gross Impaired Assets and Hardship accounts
- ANZ delinquencies are calculated on a missed payment basis for amortising and Interest Only loans
- The current classification of Investor vs Owner Occupied, is based on ANZ's product category, determined at origination as advised by the customer and the ongoing precision relies primarily on the customer's obligation to advise ANZ of any change in circumstances
- 30+ and 90+ between Mar 20 and Jun 20 excludes eligible Home Loans accounts that had requested COVID-19 assistance but due to delays in processing had not had the loan repayment deferral applied to the account
- Home Loans 90+ days past due (DPD) vintages represent % ratio of ever 90+ delinquent (measured by # accounts), contains credit critical applications with at least 6 months on book



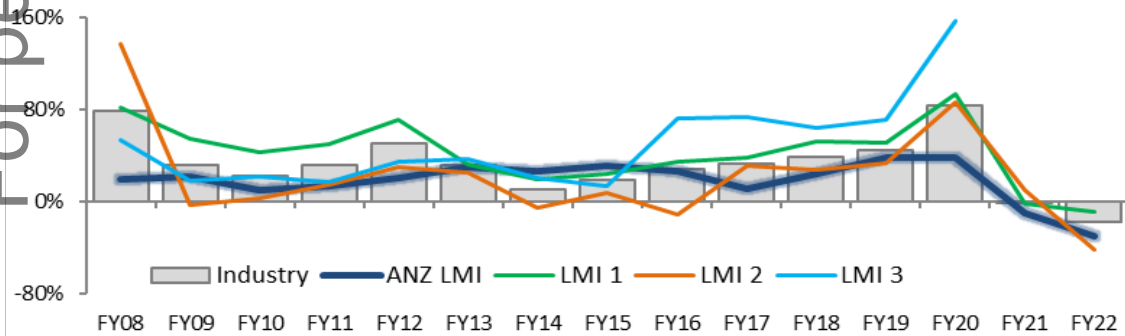


# Lenders mortgage insurance excluding Suncorp Bank

September full year 2024 results

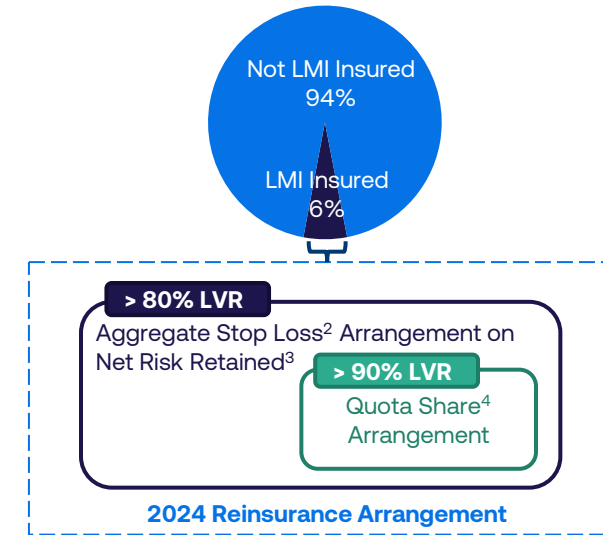
Gross Written Premium (\$m)	\$89.1m
Net Claims Paid (\$m)	\$3.4m
Loss Rate (of Loan Exposure - annualised)	1.2bps

ANZLMI claims loss ratios remained comparable to peers<sup>1</sup>



## LMI & Reinsurance structure

Australian Home Loan portfolio LMI and Reinsurance structure at 30 Sep 24  
(% New Business FUM Oct 23 to Sep 24)



ANZLMI uses a **diversified panel of reinsurers** (10+) comprising a mix of APRA authorised reinsurers and reinsurers with highly rated security

Reinsurance is comprised of a **Quota Share arrangement** with reinsurers for mortgages 90% LVR and above and in addition an **Aggregate Stop Loss arrangement** for policies over 80% LVR

- Source: APRA general insurance statistics (loss ratio net of reinsurance) – Last publication of LMI Industry data was December 2022
- Aggregate Stop Loss arrangement –reinsurer indemnifies ANZLMI for an aggregate (or cumulative) amount of losses in excess of a specified aggregate amount. When the sum of the losses exceeds the pre-agreed amount, the reinsurer will be liable to pay the excess up to a pre-agreed upper limit
- Net Risk Retained – risk after accounting for recoveries from Quota Share reinsurance arrangements
- Quota Share arrangement - reinsurer assumes an agreed reinsured % whereby reinsurer shares all premiums and losses accordingly with ANZLMI



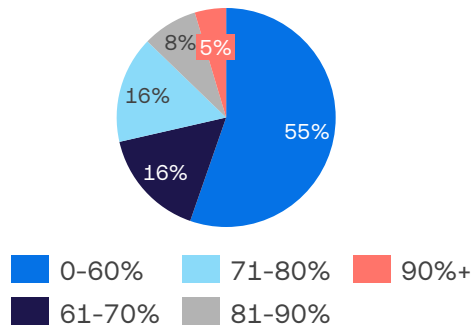
# New Zealand home loans – portfolio overview

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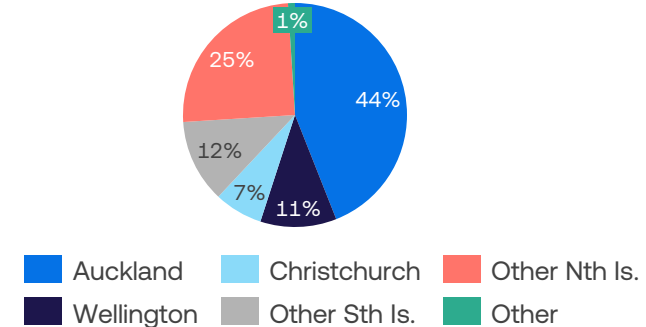
	Portfolio			Flow	
	FY22	FY23	FY24	FY23	FY24
Number of Home Loan Accounts	538k	545k	555k	50k	56k
Total FUM (NZD)	104b	107b	111b	19b	21b
Average Loan Size (NZD)	194k	197k	200k	371k	382k
Market Share <sup>1</sup>	30.4%	30.4%	30.4%		
% Owner Occupied	76%	77%	77%	81%	79%
% Investor	24%	23%	23%	19%	21%
% Paying Variable Rate Loan <sup>2</sup>	11%	11%	10%	19%	14%
% Paying Fixed Rate Loan <sup>2</sup>	89%	89%	90%	81%	86%

	Portfolio			Flow	
	FY22	FY23	FY24	FY23	FY24
% Paying Interest Only	13%	11%	11%	17%	16%
% Paying Principal & Interest	87%	89%	89%	83%	84%
% Broker Originated	47%	50%	52%	60%	61%
Average LVR at Origination	56%	55%	56%		
Average Dynamic LVR	37%	40%	42%		
% Low Doc <sup>3</sup>	0.22%	0.20%	0.18%		
Home Loan Loss Rate	0.00%	0.00%	0.01%		
% of NZ Geography Lending	71%	72%	73%		

Home loan dynamic basis LVR profile



Housing portfolio by region



Unless otherwise stated metrics are based on balances

1. Source: RBNZ, market share at NZ Geography level 2. Flow excludes revolving credit facilities 3. Low documentation (Low Doc) lending allowed customers who met certain criteria to apply for a mortgage with reduced income confirmation requirements. New Low Doc lending ceased in 2007



# Our ESG approach and related disclosures

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At ANZ, our purpose is to shape a world where people and communities thrive.

Integrating ESG and purpose into our strategy has created an opportunity for us to better serve our customers and generate long-term shareholder value.

Our ESG approach is focused on responding to the five key materials issues:



Housing



Ethics, conduct and culture



Environmental sustainability



Information security



Financial wellbeing



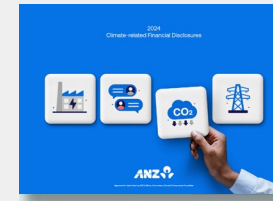
Responsible customer engagement



[Environmental, Social and Governance \(ESG\) reporting | ANZ](#)



[ESG Shareholder Centre | ANZ](#)



[Climate change | ANZ](#)



[ANZ 2023 Modern Slavery Statement](#)



[Accessing affordable housing | ANZ](#)



[Financial wellbeing | ANZ](#)



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ANZ Shareholder Centre

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