

2019 HALF YEAR RESULTS

HALF YEAR ENDED 31 MARCH 2019

RESULTS PRESENTATION
& INVESTOR DISCUSSION PACK

1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED



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All figures within this investor discussion pack are presented on Cash Profit (Continuing operations) basis in Australian Dollars unless otherwise noted. In arriving at Cash Profit, Statutory Profit has been adjusted to exclude non-core items, further information is set out on page 73-77 of the 2019 First Half Consolidated Financial Report.

2019 HALF YEAR RESULTS

SHAYNE ELLIOTT
CHIEF EXECUTIVE OFFICER

1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED



A SIMPLER, STRONGER, MORE PRODUCTIVE BANK

3 YEAR PROGRESS

- ❑ Absorbed inflation of ~\$550m and reduced absolute costs by over \$300m¹
- ❑ Sold 23 businesses, reduced Institutional RWAs by \$50b, freed up ~\$12b of capital
- ❑ Cut number of products in Australia by 1/3
- ❑ Transferred 2 million customers to contemporary platforms
- ❑ Simplified processes, decommissioned systems, reduced branch footprint by >20%²
- ❑ Built a stronger, safer balance sheet
- ❑ Resourced a remediation team, well progressed on customer refunds
- ❑ Rebuilt senior leadership, changed the way we work

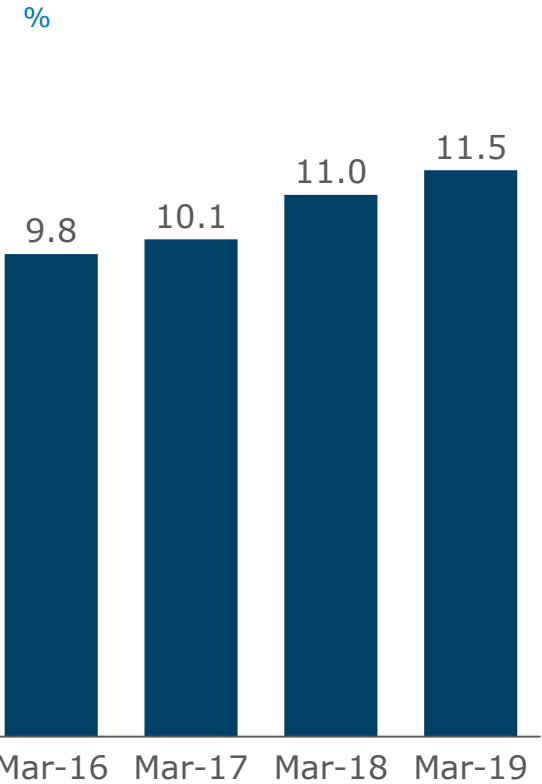
1. Cash Profit from continuing operations, excluding large / notable items
2. Australia & New Zealand

1H19 FINANCIAL PERFORMANCE

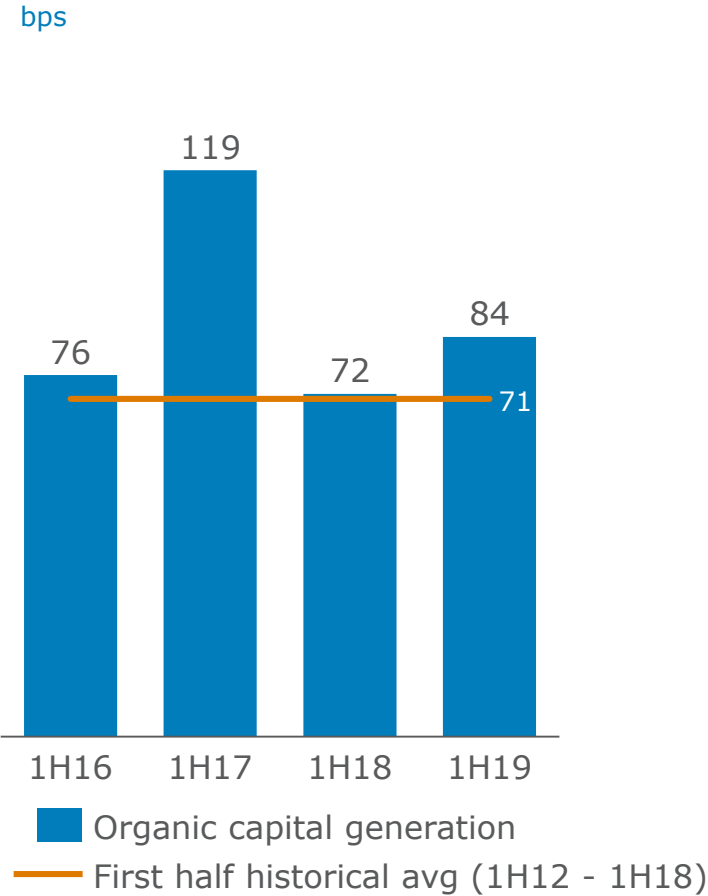
	1H19	Change (v 2H18)	Change (v 1H18)
Statutory Profit (\$m)	3,173	+3%	-5%
Cash Profit (continuing operations) (\$m)	3,564	+19%	+2%
Earnings Per Share (cents)	124.8	+20%	+5%
Return on Equity	12.0%	+193bps	+13bps
Dividend Per Share (cents)	80	Flat	Flat
CET1 Ratio (APRA)	11.5%	+5bps	+45bps
Net Tangible Assets Per Share (\$)	18.94	+3%	+4%

CAPITAL MANAGEMENT

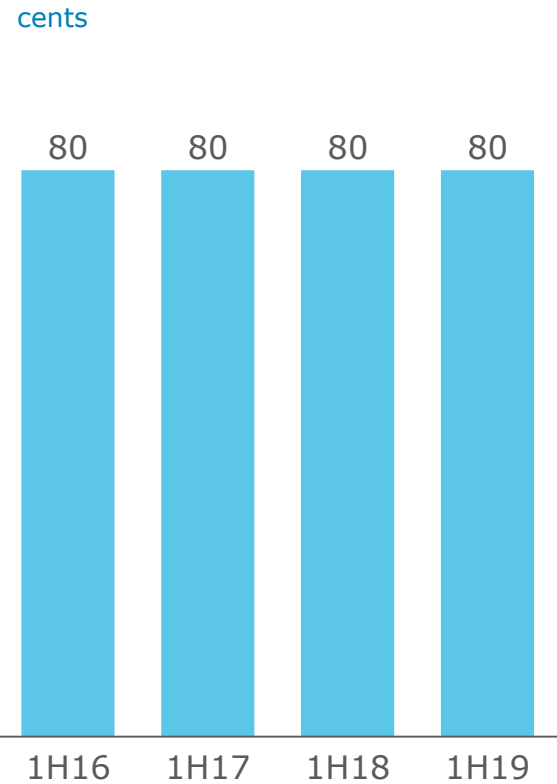
CET1 RATIO (APRA LEVEL 2)



ORGANIC CAPITAL GENERATION



DIVIDEND PER SHARE



BUSINESS PERFORMANCE

CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

1H19 (\$m)	Revenue	Expenses	Profit before provisions	NPAT	RORWA	RORWA 3 year change (1H19 v 1H16)
New Zealand Division (NZD) 1H19 v 1H18	1,756 1%	638 2%	1,118 1%	782 0%	2.5% -1bps	+28bps
Institutional 1H19 v 1H18	2,705 +8%	1,313 -4%	1,392 +22%	1,017 +33%	1.2% +27bps	+55bps
Australia Division 1H19 v 1H18	4,769 -6%	1,787 -2%	2,982 -8%	1,809 -12%	2.3% -27bps	-52bps

PRIORITIES

FIVE PRIORITIES

- ❑ Facing into mistakes of the past
- ❑ Continuing to simplify & strengthen the bank
- ❑ Step up in re-positioning & re-tooling the Australian business
- ❑ Further work on costs
- ❑ Transforming skills, capabilities & talent for the future

PURPOSE

AN INTEGRAL PART OF OUR STRATEGY

Helped guide our decision to provide relief to farmers impacted by natural disasters

Informed our approach to sustainable and affordable housing

- ❑ Affordable, secure & sustainable homes
- ❑ 'Healthy Home' Loan Package
- ❑ Environmentally sustainable solutions

Rebuilding trust

- ❑ Currently resolving issues with more than 2.6m customer accounts¹
- ❑ \$928m in remediation charges taken since 1H17, \$698m on Balance Sheet (31 March 2019)



1. Retail & Commercial customer accounts

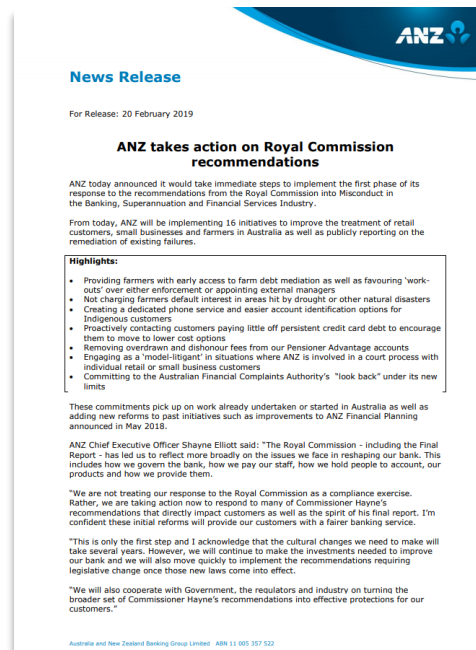
KEY MESSAGES

1. We have prepared well for an increasingly difficult environment
2. Future success requires a different strategy
3. This is a team with a proven track record

ROYAL COMMISSION

FIRST PHASE OF OUR RESPONSE TO THE ROYAL COMMISSION

16 INITIATIVES TO IMPROVE THE TREATMENT OF CUSTOMERS



Commitment		Why we are making the commitment
2.2. Giving Aboriginal and Torres Strait Islander customers a better banking experience		
TABLE OF COMMITMENTS		
Commitment	Why we are making the commitment	
Retail customers		
1. Make our products fairer and better matched to our customers by:		
1.1. Removing overdrawn and dishonour fees on our Pensioner Advantage account	Commissioner Hayne's recommendation 1.8 was that the Australian Banking Association (ABA) should amend the Banking Code of Practice 2019 (Banking Code) to, among other things, provide that banks: - Without prior express agreement with the customer, will not allow informal overdrafts on basic accounts; and - Will not charge dishonour fees on basic accounts. Our commitment concerning overdrawn (or "honour") fees on our Pensioner Advantage account was foreshadowed in our response to the Royal Commission's Interim Report. Removing both overdrawn and dishonour fees from this account will help us to meet the anticipated amendment of the Banking Code. Our Access Basic account does not have overdrawn or dishonour fees. Offers of informal overdrafts are not a feature of our Access Basic account and we have recently withdrawn this feature from our Pensioner Advantage accounts. We will work with the ABA on Commissioner Hayne's recommendation.	
1.2. Accelerating work on how we design and distribute products so that customers get products that meet their needs	In response to the Royal Commission's Final Report, the Government has agreed to extend the design and distribution obligations in the Treasury Laws Amendment (Design and Distribution Obligations and Product Intervention Powers) Bill 2018 to products regulated by the National Consumer Credit Protection Act 2009 (NCCP) and the Australian Securities and Investments Commission Act 2001 (ASIC). Our commitment reflects our intent to step up the pace of the work we have underway and be ready for the obligations when they become law. This work looks at how we design and sell products and the use and value which customers get from our products.	
2. Improve our service to Aboriginal and Torres Strait Islander customers in remote communities by:		
2.1. Setting up a dedicated phone service that will help Aboriginal and Torres Strait Islander customers manage their banking	Commissioner Hayne encouraged banks, at page 83 of the Royal Commission's Final Report, to develop a telephone service to assist Aboriginal and Torres Strait Islander peoples (and others living in remote areas) to access their banking. Our commitment responds to Commissioner Hayne's encouragement.	

- ❑ Commitments made within weeks of the final report
- ❑ Publicly reporting on the remediation of failures
- ❑ 16 initiatives, covering:
 - Retail customers
 - Farmers
 - Remuneration
 - Accountability, culture & governance
 - Remediation
 - Dispute resolution
 - Financial Advice

Table of commitments and FY19 half year update included in the Investor Discussion Pack

2019 HALF YEAR RESULTS

MICHELLE JABLKO
CHIEF FINANCIAL OFFICER

1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED

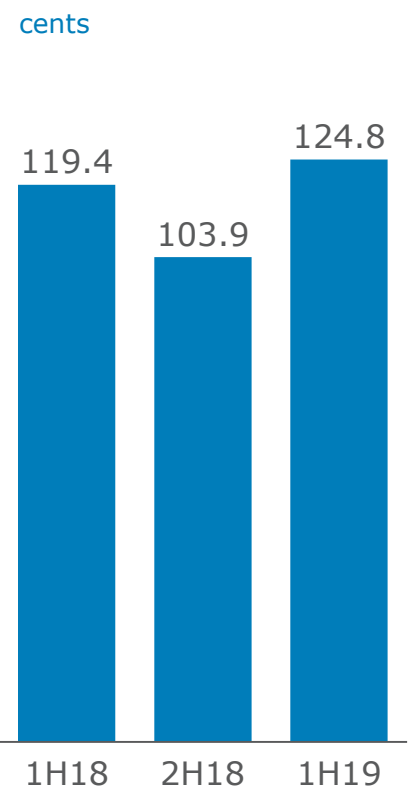


OVERVIEW

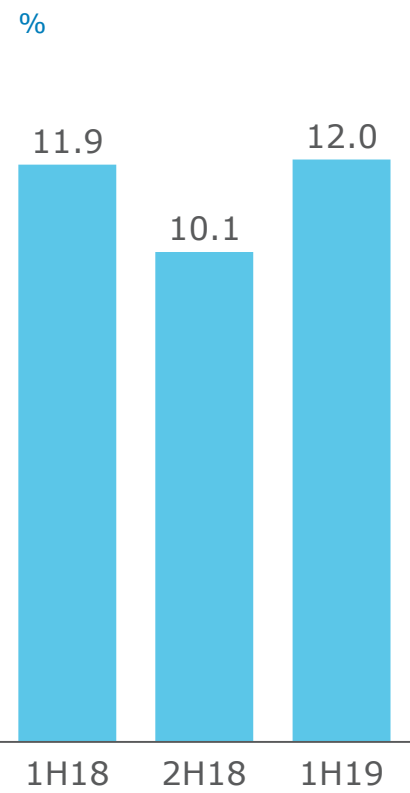
CASH PROFIT¹



CASH EPS¹



ROE¹



CET1 RATIO (LEVEL 2)



1. Cash Profit from continuing operations

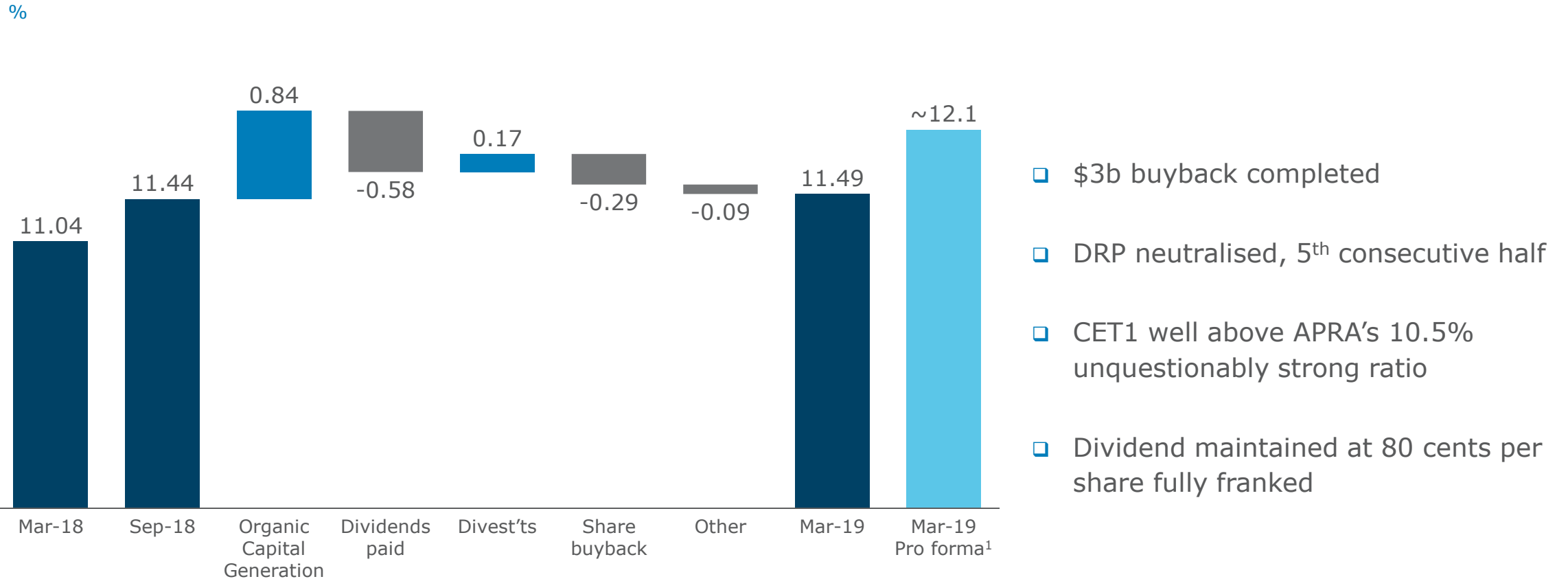
AGENDA

- ❑ Strong Balance Sheet
- ❑ Comparing the result to prior periods
- ❑ Group performance & drivers
- ❑ Divisional performance

STRONG BALANCE SHEET

CAPITAL

APRA COMMON EQUITY TIER 1 CAPITAL (CET1) – LEVEL 2

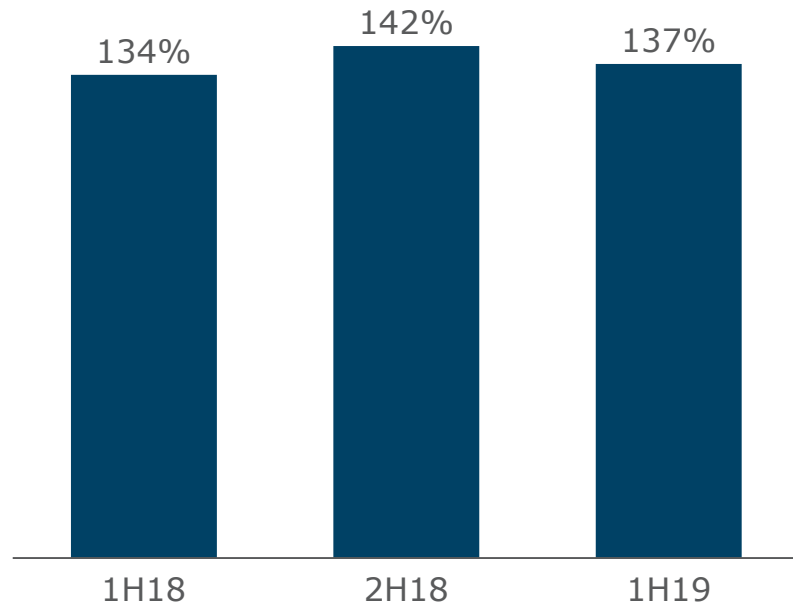


1. Includes expected ~60bps impact of announced divestments (OnePath P&I, OnePath Life, Cambodia JV and PNG Retail, Commercial and SME business)

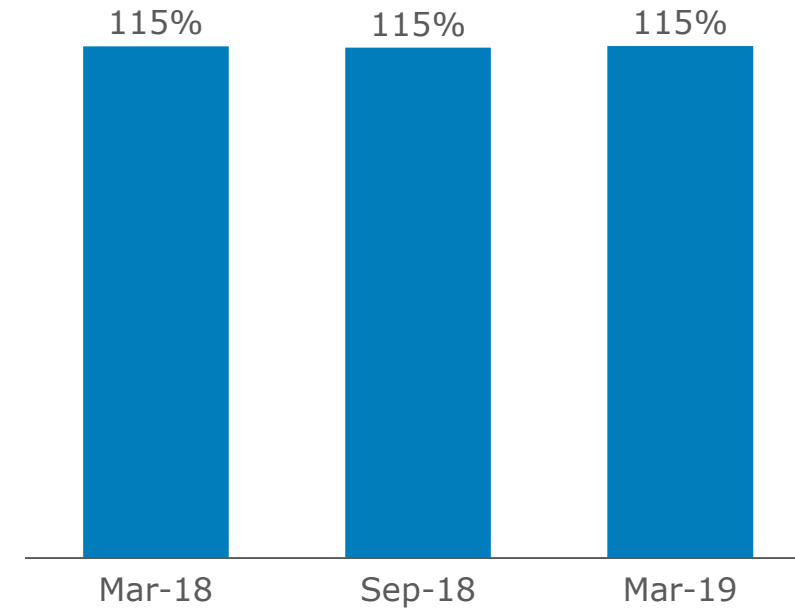
STRONG BALANCE SHEET

LIQUIDITY

AVERAGE LIQUIDITY COVERAGE RATIO (LCR)



NET STABLE FUNDING RATIO (NSFR)



CAPITAL MANAGEMENT APPROACH

DECISIONS ON BUYBACKS, DIVIDENDS & FRANKING WILL DEPEND ON THREE FACTORS

- ❑ Impact and timing of regulatory requirements
- ❑ Ongoing business needs
- ❑ Earnings and growth outlook, including composition

FINANCIAL PERFORMANCE

CONTINUING OPERATIONS: IMPACT OF DIVESTMENTS & OTHER LARGE / NOTABLE ITEMS

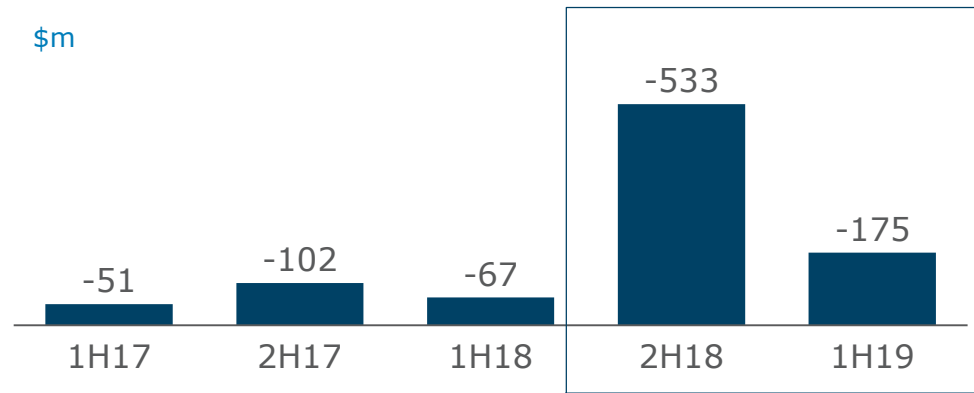
\$m	Cash Profit Continuing	Large / Notable items within Cash Profit					Total large / notable items	Cash Profit ex large / notable items
		Divestments	Restructuring	Royal Commission legal fees	Customer Remediation	Accelerated Software Amortisation		
1H19	3,564	201	-36	-9	-70	-	86	3,478
2H18	2,994	98	-104	-27	-250	-206	-489	3,483
1H18	3,493	197	-55	-11	-45	-	86	3,407
PCP ¹	+2%							+2%
HOH ¹	+19%							0%

1. PCP: 1H19 v 1H18; HOH: 1H19 v 2H18

CUSTOMER REMEDIATION

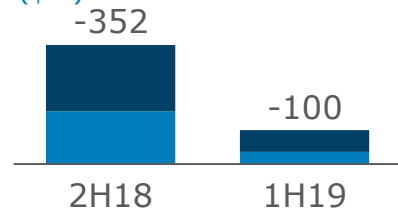
TOTAL PRE TAX IMPACT

\$m



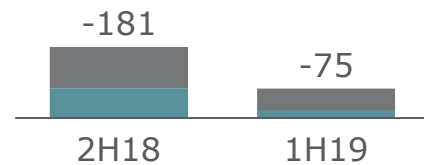
CONTINUING OPERATIONS

(\$m)



DISCONTINUED OPERATIONS¹

(\$m)



■ Revenue ■ Expenses

■ Revenue ■ Expenses

Financial impact

- \$175m (\$123m post tax) charge in 1H19
- \$928m (\$657m post tax) charges since 1H17
- \$698m provisions on balance sheet at 31 March 2019

Progress to date

- Salaried Financial Planner² largely addressed in prior years
- Aligned Dealer Group remediation provided for in 2H18
- Retail Banking product & service review well progressed

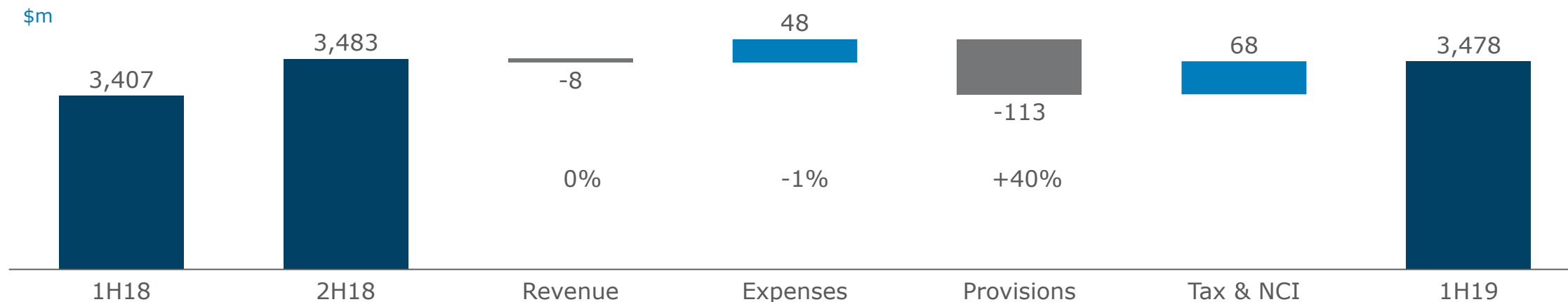
1. Primarily compensation for customers receiving inappropriate advice or for services not provided including those relating to ANZ's former Aligned Dealer Groups (ADGs). ANZ completed the sale of its ADGs to IOOF on 1 October 2018.

2. Fee for no service

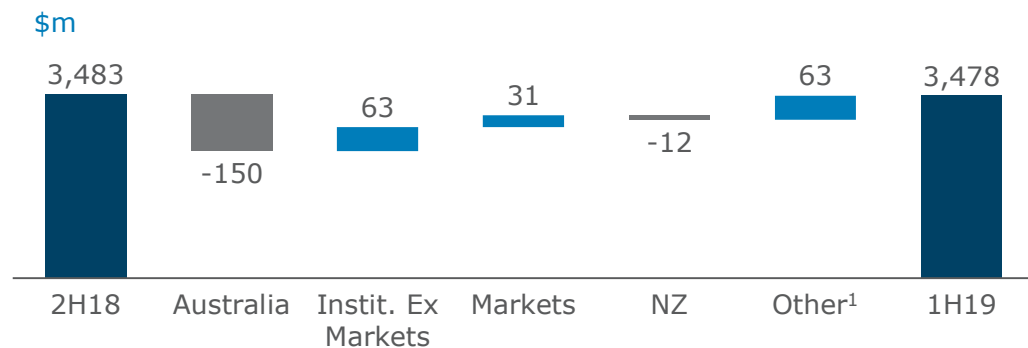
FINANCIAL PERFORMANCE

CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

CASH PROFIT



CASH PROFIT DIVISIONAL PERFORMANCE



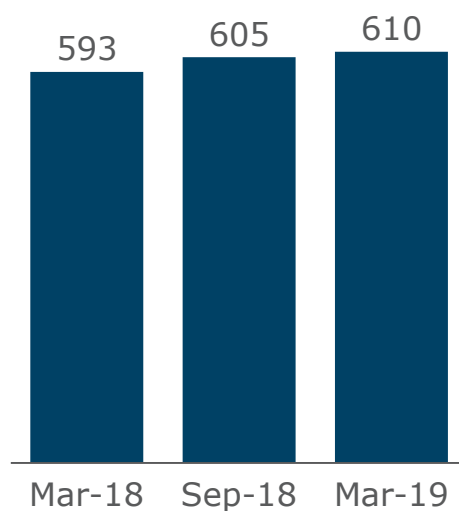
1H19 v 2H18	Australia	Institutional	NZ (NZD)
Revenue	-4%	+6%	0%
Expenses	0%	-2%	+1%
Cash Profit	-8%	+10%	-4%

1. Other divisions include Pacific, Wealth Australia, TSO & Group Centre (including Asia Partnerships)

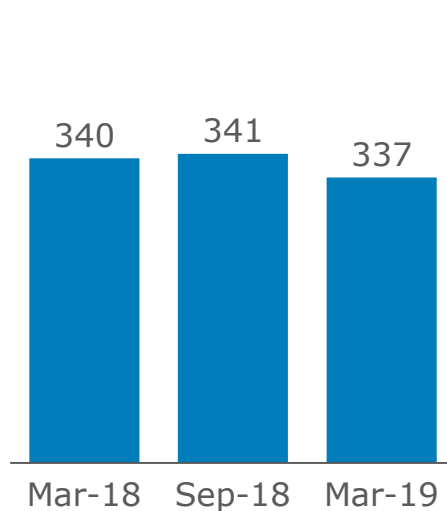
BALANCE SHEET COMPOSITION

NET LOANS & ADVANCES (\$b)

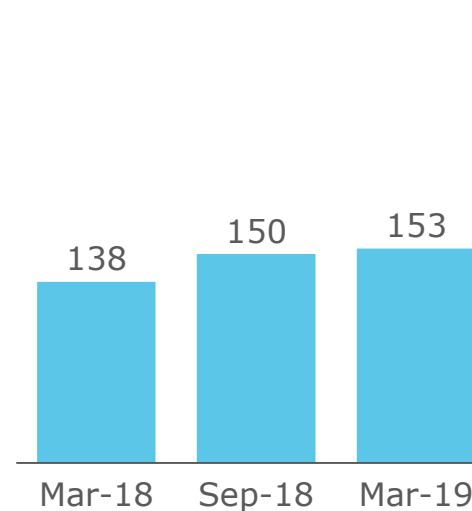
TOTAL GROUP



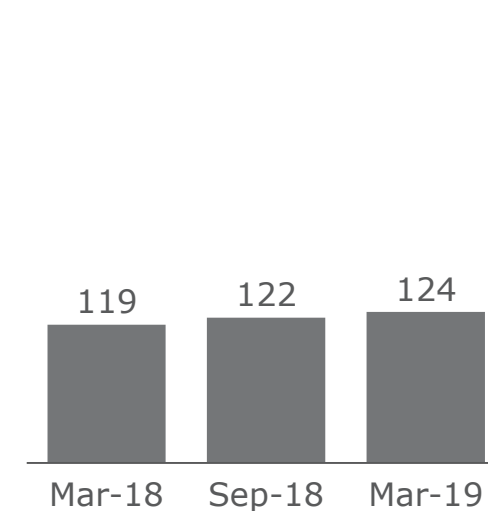
AUSTRALIA DIVISION



INSTITUTIONAL



NEW ZEALAND DIVISION (NZD)



GROWTH (1H19 v 2H18)

	NLA	Deposits ¹
Total	+1%	+1%

	NLA	Deposits ¹
Total	-1%	0%
Retail	-1%	-2%
Comm.	-2%	+4%

	NLA	Deposits ¹
Total	+2%	0%
TB ²	+5%	0%
L&SF ³	+7%	n/a
Markets	-17%	0%

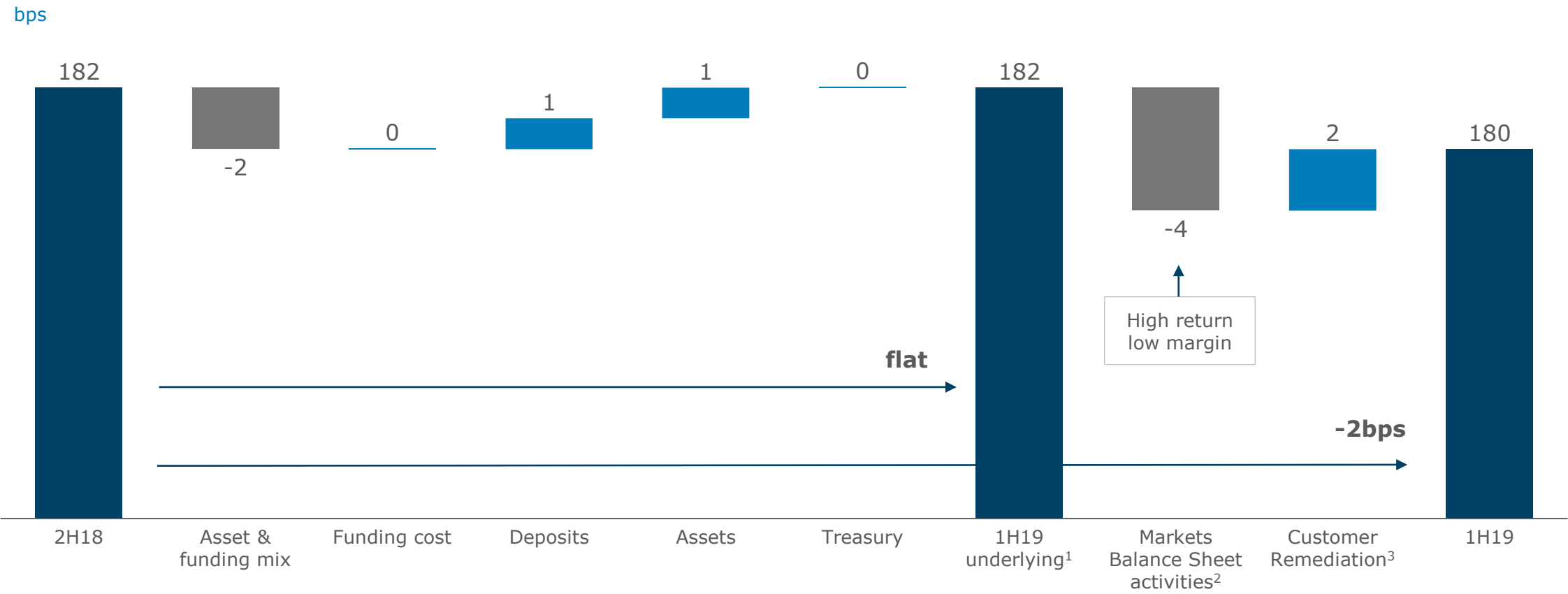
NZD	NLA	Deposits ¹
Total	+2%	+2%
Retail	+3%	+2%
Comm.	+1%	+2%

1. Customer Deposits 2. Transaction Banking (includes Payments and Cash Management, Trade and Supply Chain) 3. Loans & Specialised Finance

NET INTEREST MARGIN

CONTINUING OPERATIONS

GROUP NET INTEREST MARGIN (NIM)



1. Excluding customer remediation and Markets Balance Sheet activities
2. Includes the impact of growth in discretionary liquid assets and other balance sheet activities
3. Included as a large / notable item

RISK ADJUSTED PERFORMANCE

CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

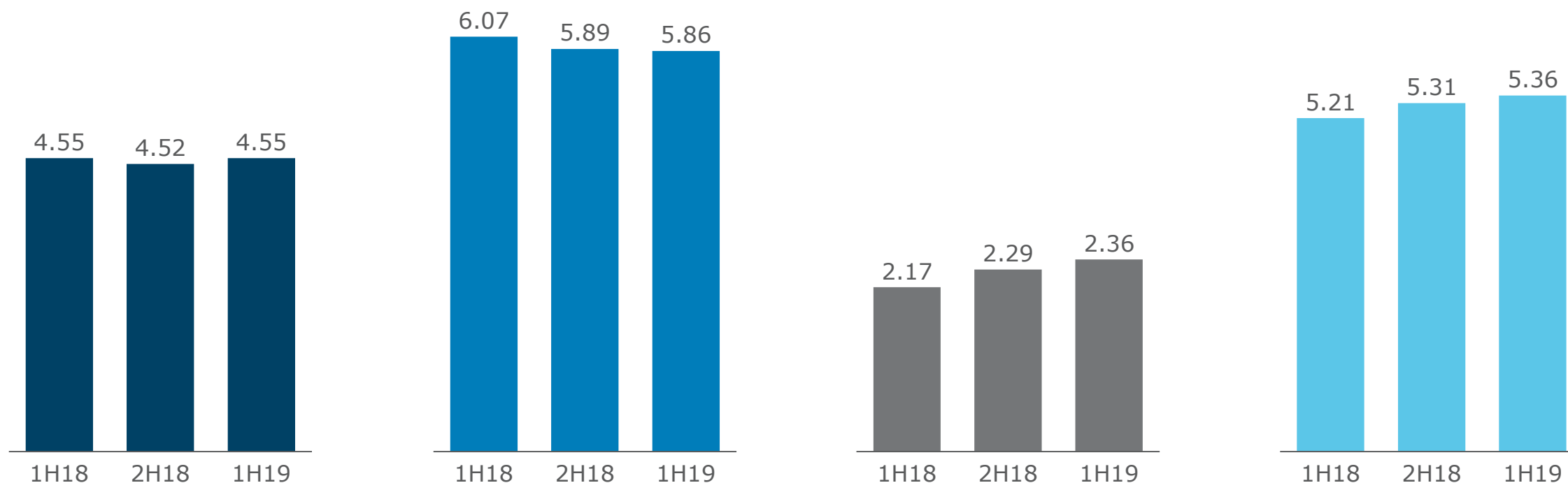
NET INTEREST INCOME / AVERAGE CREDIT RISK WEIGHTED ASSETS (%)

GROUP TOTAL¹

AUSTRALIA DIVISION

INSTITUTIONAL¹

NEW ZEALAND DIVISION

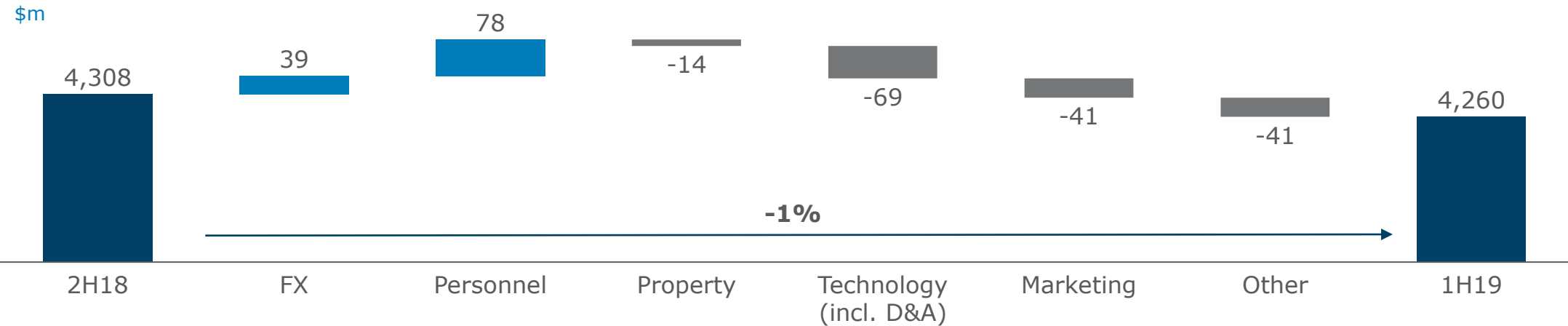


1. Excluding Markets business unit

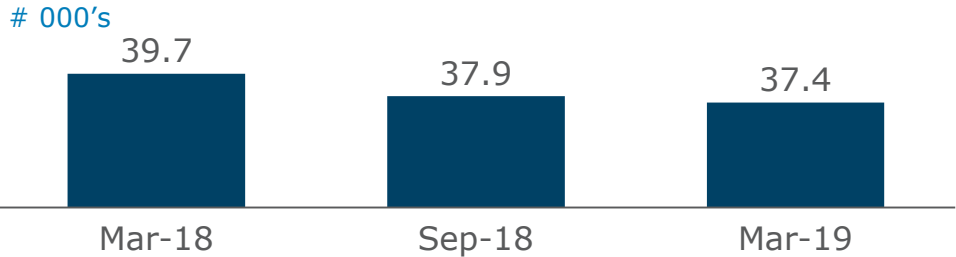
EXPENSES

CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

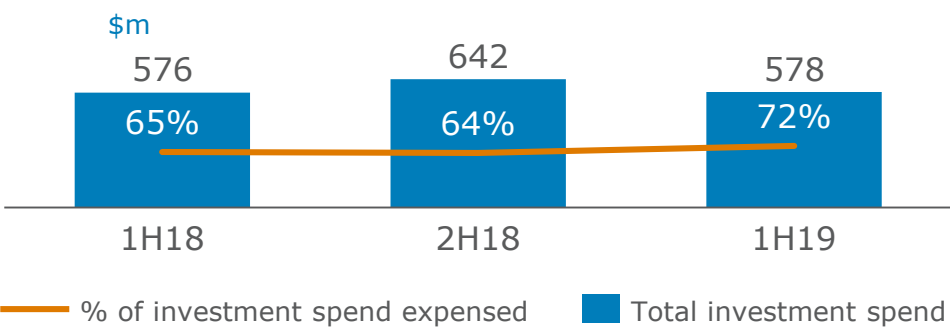
EXPENSE DRIVERS



FULL TIME EQUIVALENT STAFF (FTE)



INVESTMENT SPEND¹

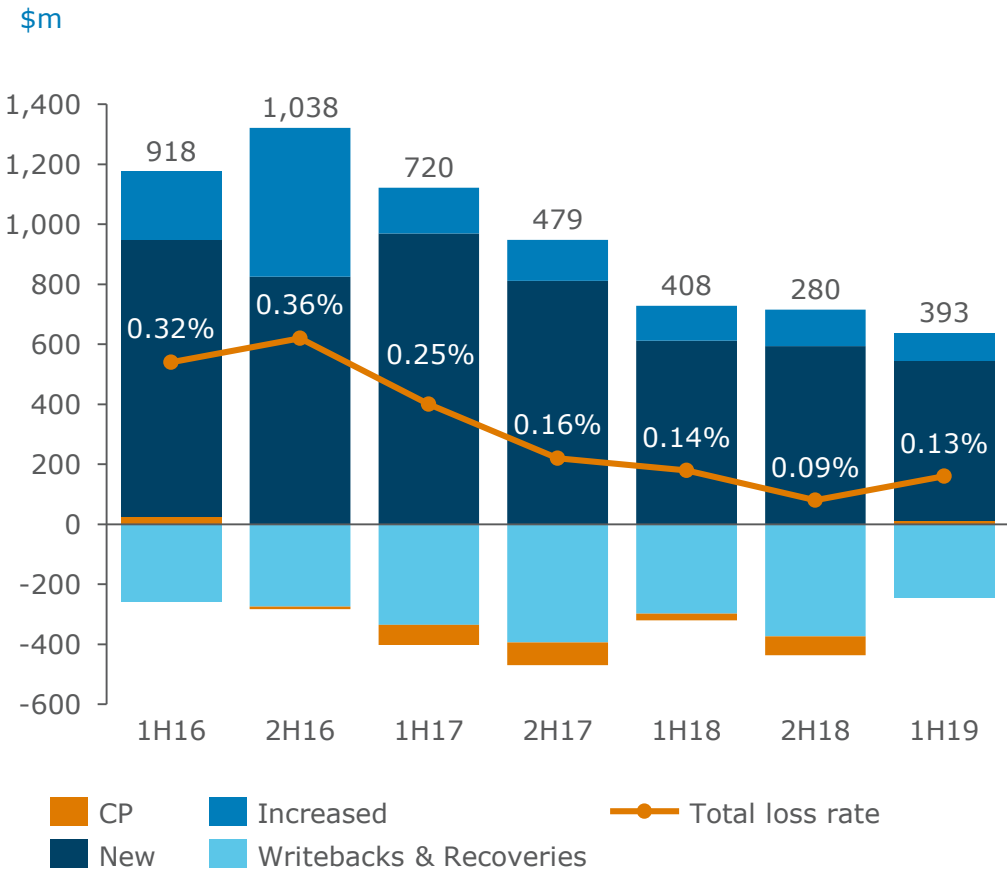


1. Inclusive of large / notable items (customer remediation). 1H18 restated from previously reported information to include technology infrastructure spend, property projects and scaled agile delivery methodology

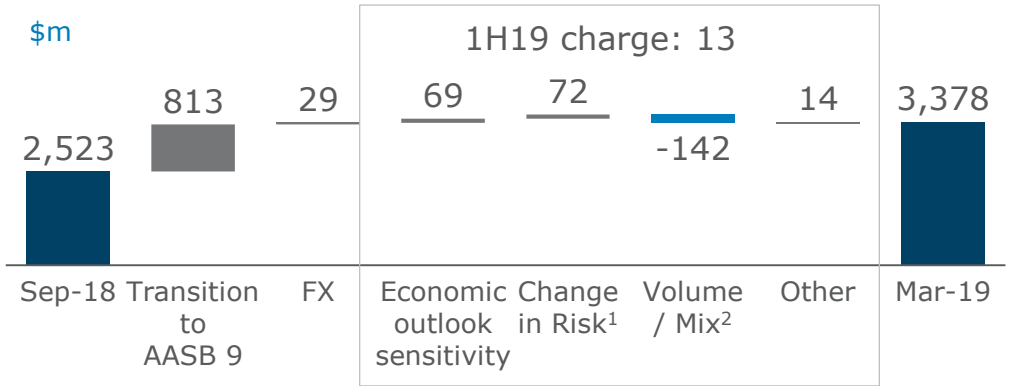
PROVISIONS

CONTINUING OPERATIONS

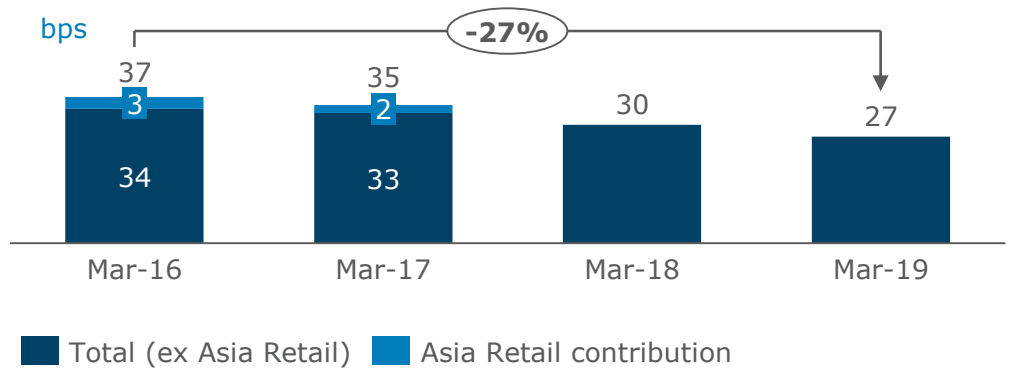
CREDIT IMPAIRMENT CHARGE COMPOSITION



COLLECTIVE PROVISION BALANCE & MOVEMENT



LONG RUN LOSS RATES³



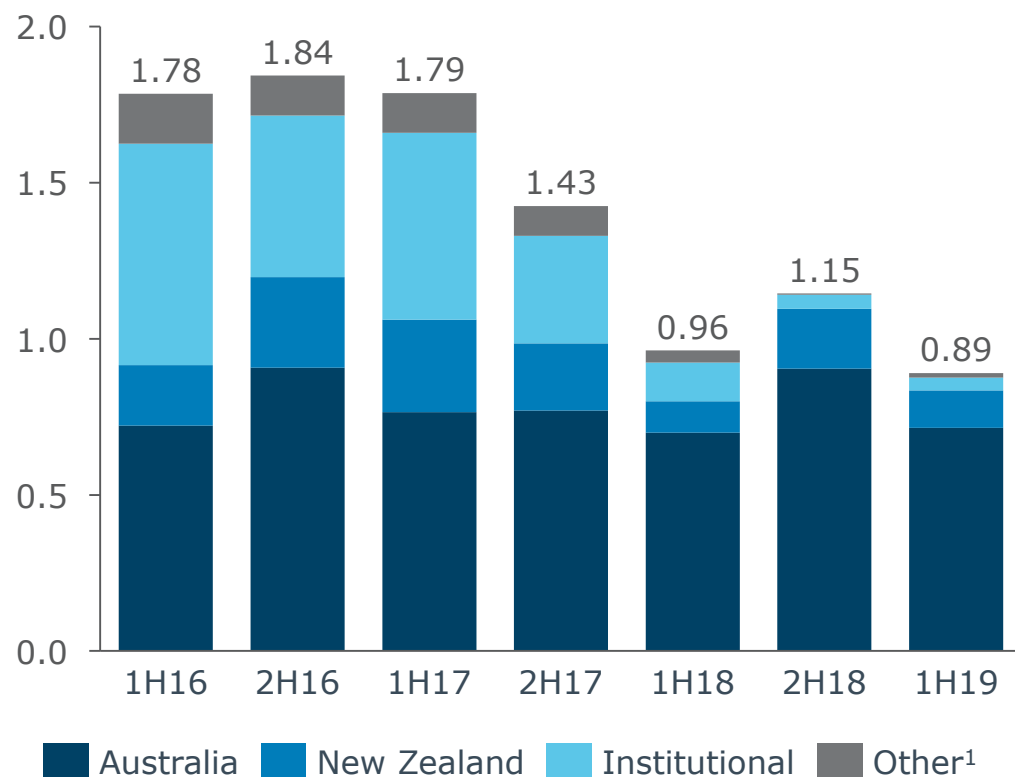
1. Measures the impact of PD or LGD migration of existing customers
2. Measures the impact of new and increased lending offset by maturing loans / exiting customers
3. Internal Expected Loss basis, not consistent with AASB 9 methodology

CREDIT QUALITY

CONTINUING OPERATIONS

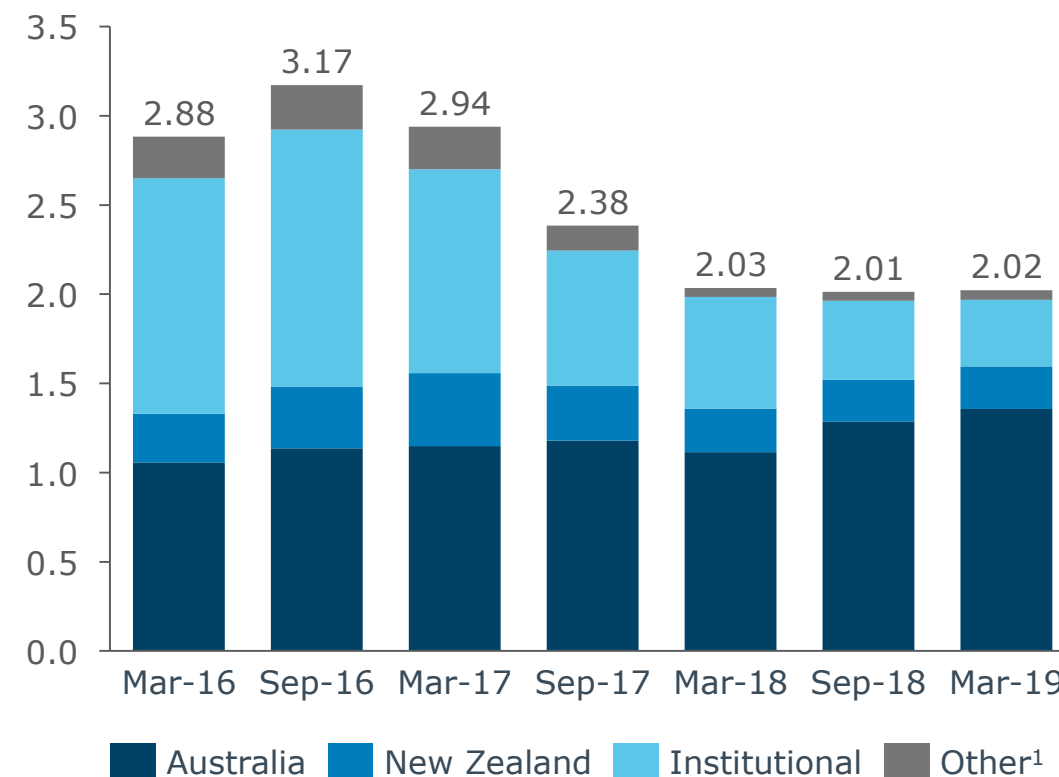
NEW IMPAIRED ASSETS BY DIVISION

\$b



GROSS IMPAIRED ASSETS BY DIVISION

\$b

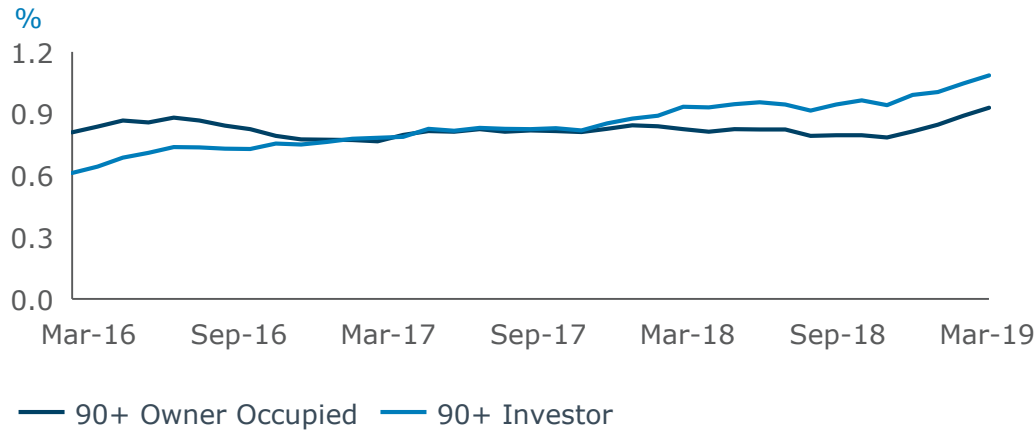


1. Includes Pacific, Wealth Australia, TSO & Group Centre

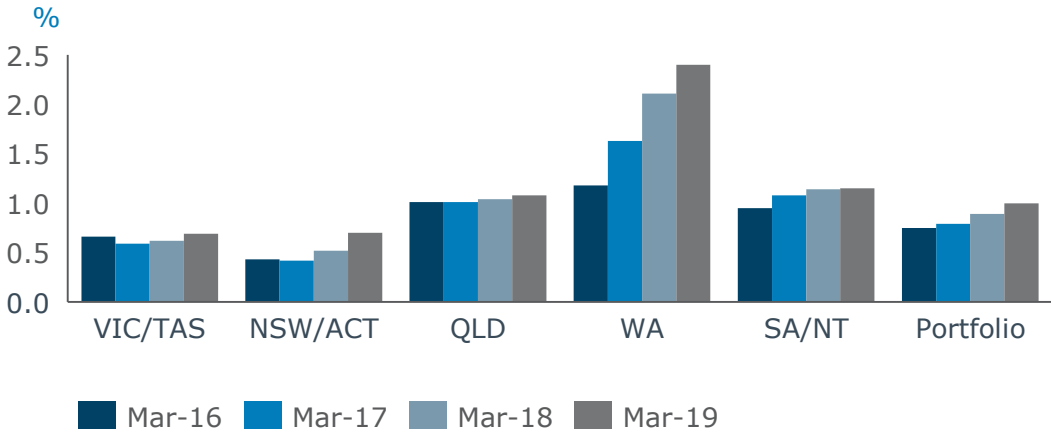
CREDIT QUALITY

AUSTRALIA HOUSING

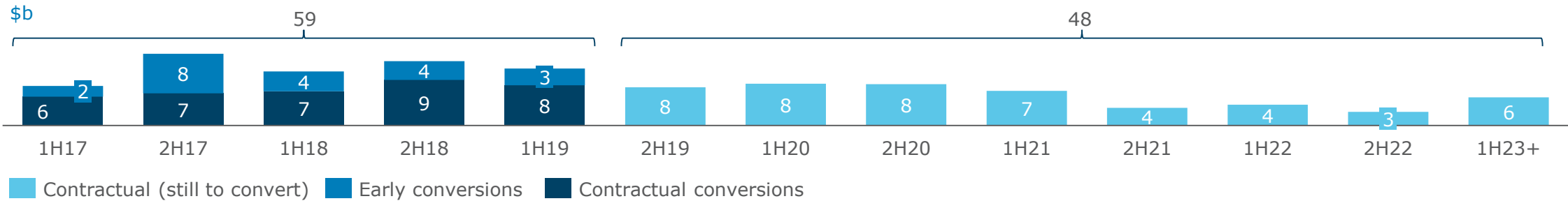
AUSTRALIA HOME LOAN 90+ DAY DELINQUENCIES¹



AUSTRALIA HOME LOAN 90+ DAY DELINQUENCIES¹



SWITCHING FROM INTEREST ONLY TO PRINCIPAL & INTEREST



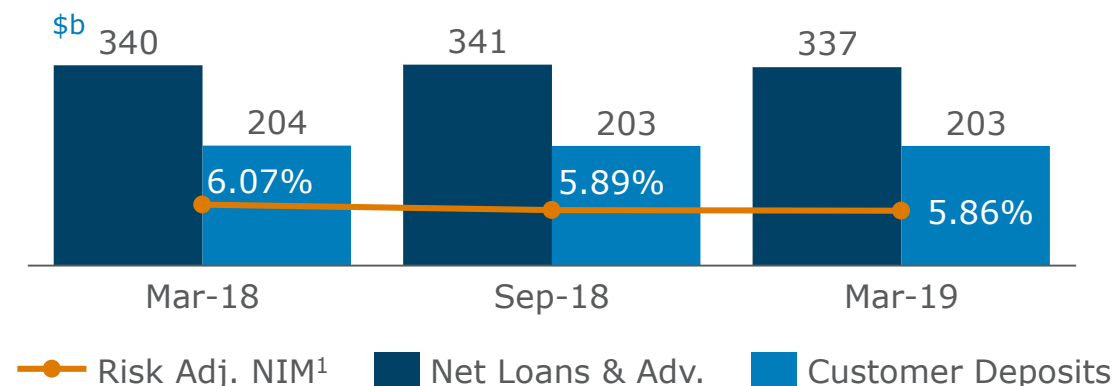
1. Includes Non Performing Loans. ANZ delinquencies calculated on a missed payment basis

AUSTRALIA DIVISION

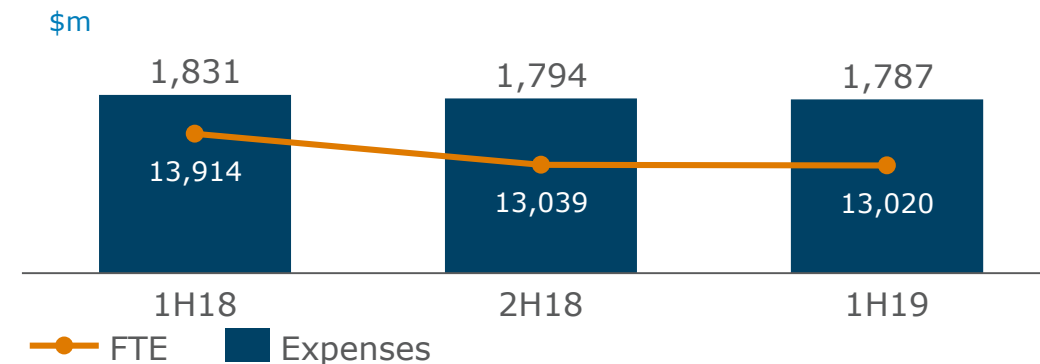
CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

	1H19 (\$m)	1H19 v 2H18	1H19 v 1H18
Income	4,769	-4%	-6%
Net interest income	4,113	-2%	-5%
Other operating income	656	-17%	-12%
Expenses	1,787	0%	-2%
Profit before Provisions	2,982	-6%	-8%
Provisions	396	3%	27%
Cash Profit	1,809	-8%	-12%
Net Loans & Adv. (\$b)	337	-1%	-1%
Customer Deposits (\$b)	203	0%	0%

VOLUMES



EXPENSES



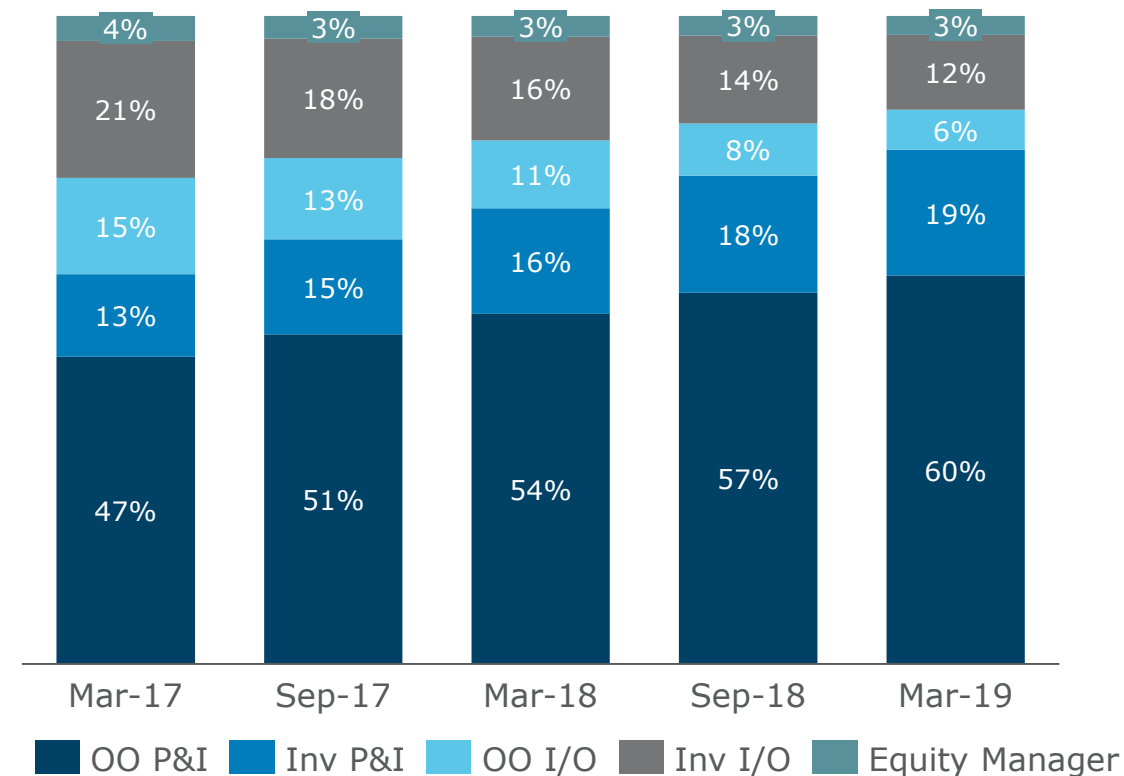
1. Net interest income divided by average credit risk weighted assets

AUSTRALIA DIVISION - RETAIL

CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

	1H19 v 2H18	1H19 v 1H18
Total Retail Income	-5%	-9%
Net interest income	-2%	-8%
Other operating income	-21%	-13%
Net Loans & Advances	-1%	-1%
Housing	-1%	-1%
Cards & Personal loans	-5%	-10%
Customer Deposits	-2%	-3%

HOUSING COMPOSITION¹



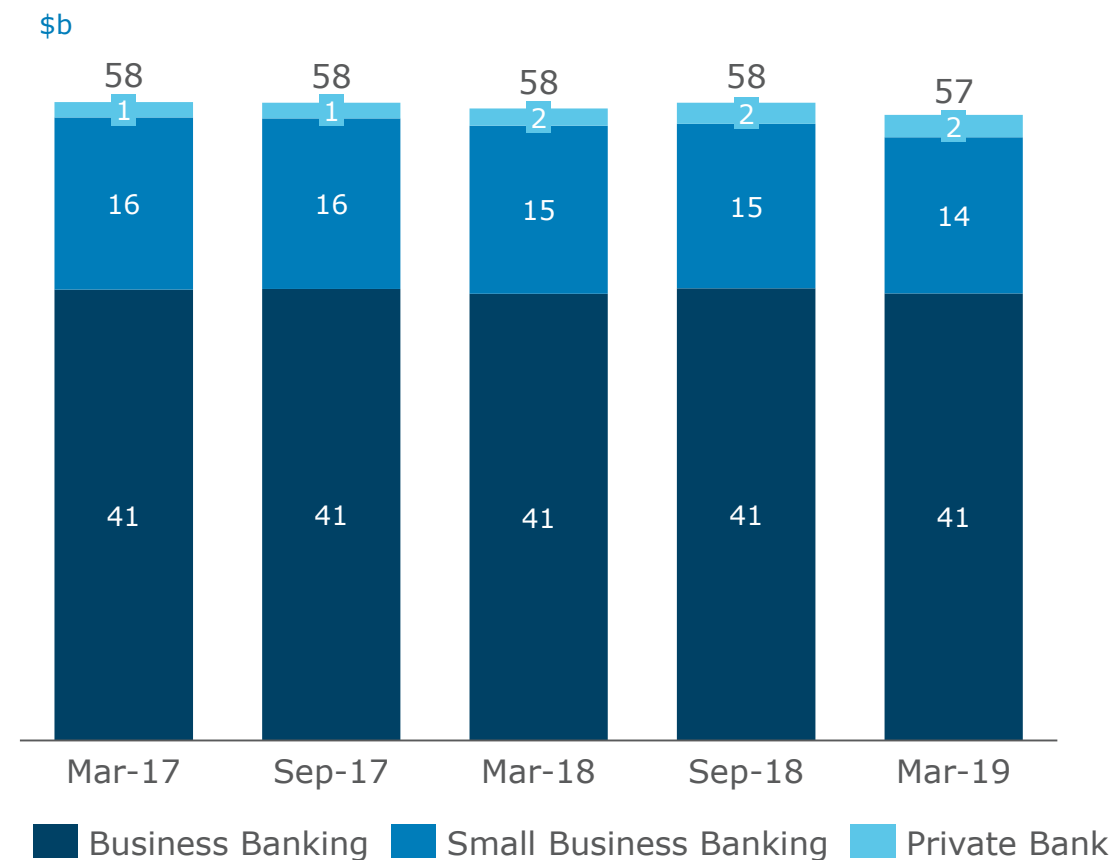
1. Includes Non Performing Loans. OO: Owner Occupier; Inv: Investor; P&I: Principal & Interest; I/O: Interest Only

AUSTRALIA DIVISION - BUSINESS & PRIVATE BANK

CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

	1H19 v 2H18	1H19 v 1H18
Total Business Income	-3%	-1%
Net interest income	-2%	1%
Other operating income	-8%	-9%
Net Loans & Advances	-2%	-1%
Small Business Banking	-5%	-7%
Business Banking	-1%	0%
Private Bank	5%	29%
Customer Deposits	4%	3%

LENDING COMPOSITION

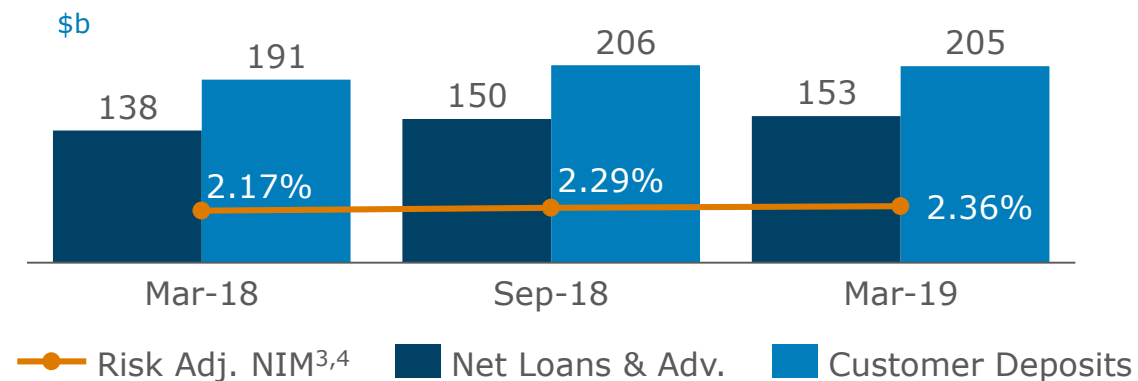


INSTITUTIONAL

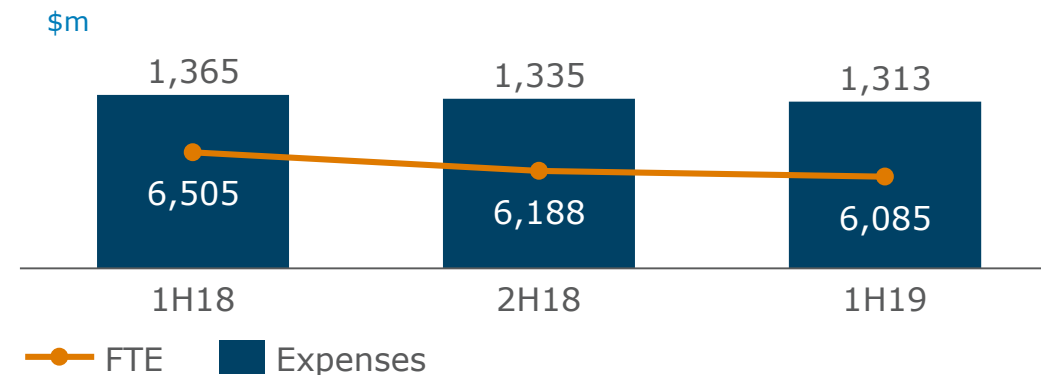
CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

	1H19 (\$m)	1H19 v 2H18	1H19 v 1H18
Income	2,705	6%	8%
Net interest income	1,579	4%	7%
Other operating income	1,126	8%	10%
Expenses	1,313	-2%	-4%
Profit before Provisions	1,392	14%	22%
Provisions	-35	62% ¹	-171% ²
Cash Profit	1,017	10%	33%
Net Loans & Adv. (\$b)	153	2%	10%
Customer Deposits (\$b)	205	0%	8%

VOLUMES



EXPENSES



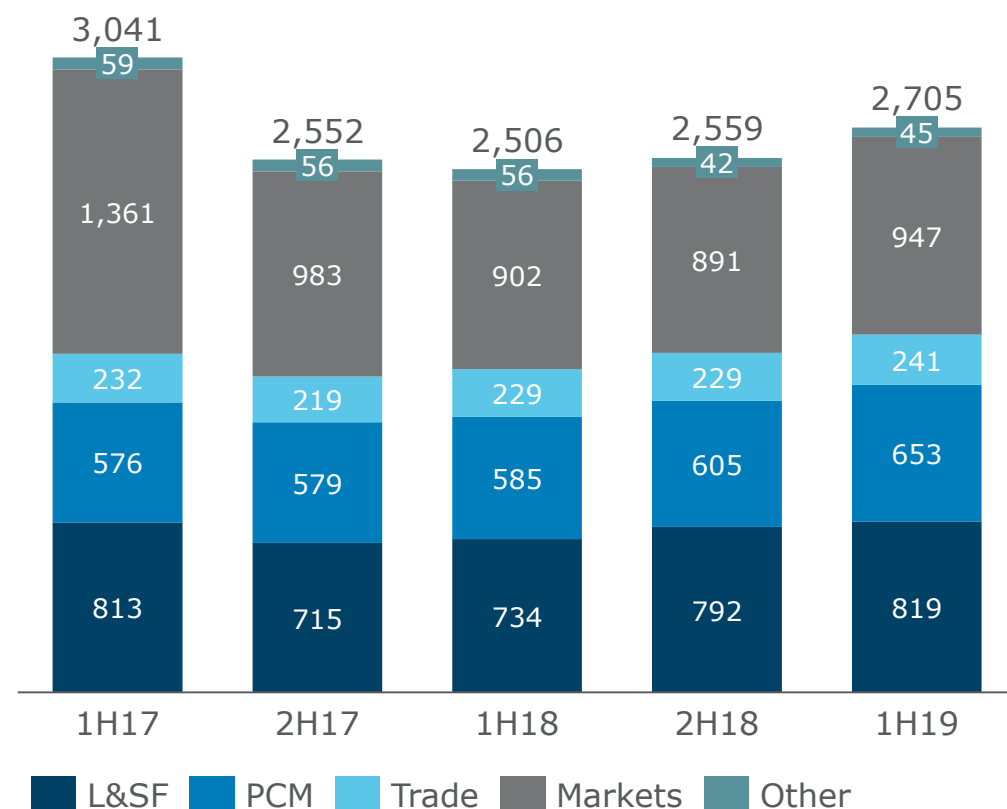
1. 1H19 release of \$35m v 2H18 release of \$93m
2. 1H19 release of \$35m v 1H18 charge of \$49m
3. Excluding Markets business unit
4. Net interest income divided by average credit risk weighted assets

INSTITUTIONAL - INCOME PERFORMANCE

CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

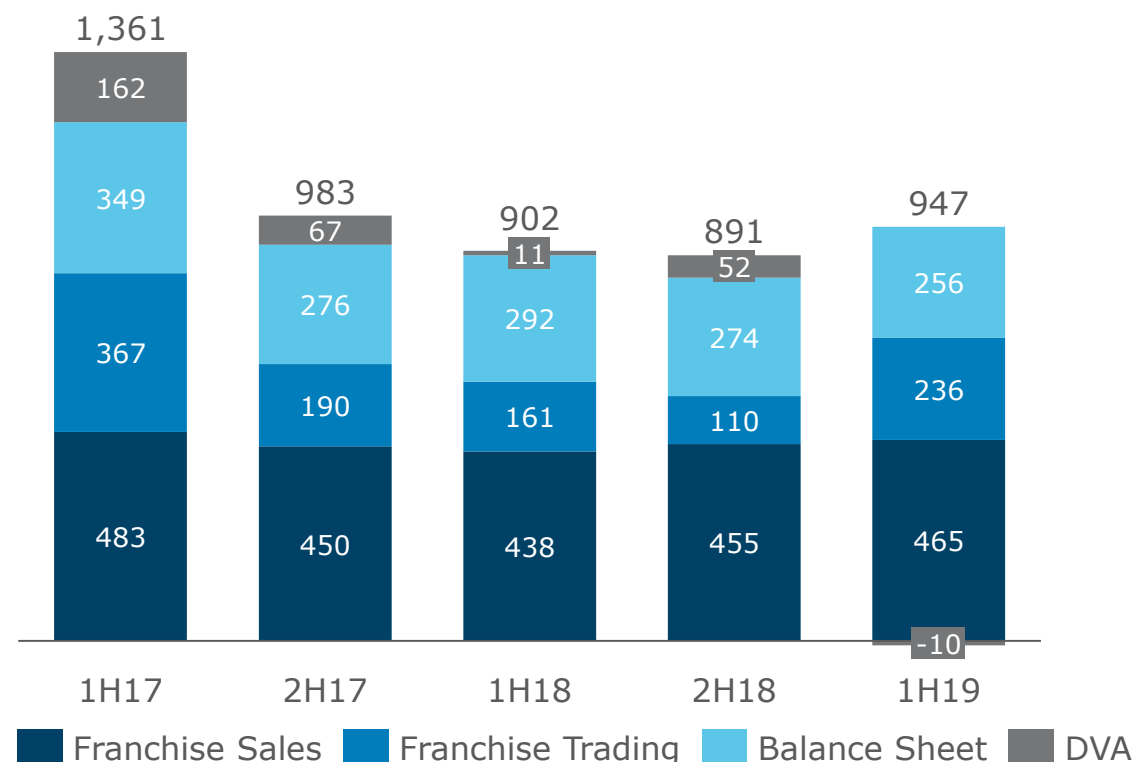
INSTITUTIONAL INCOME COMPOSITION¹

\$m



MARKETS INCOME COMPOSITION²

\$m



1. PCM: Payments & Cash Management; Trade: Trade & Supply Chain; L&SF: Loans & Specialised Finance

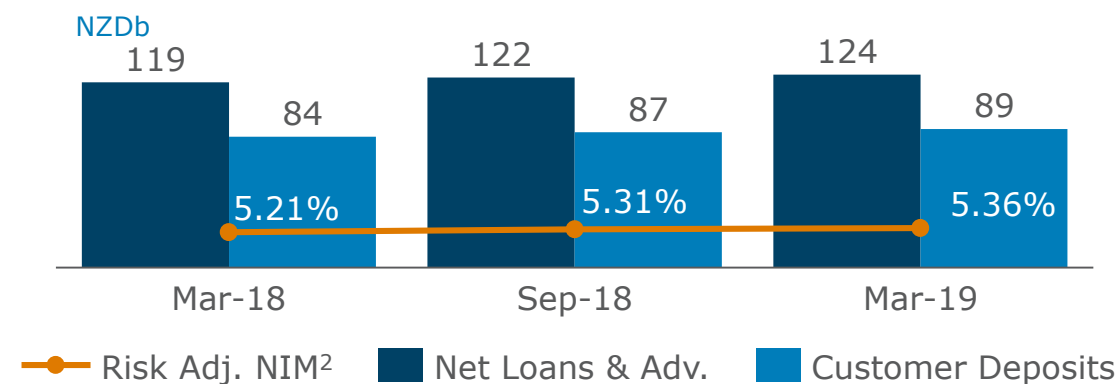
2. DVA: Derivative Valuation Adjustment

NEW ZEALAND DIVISION

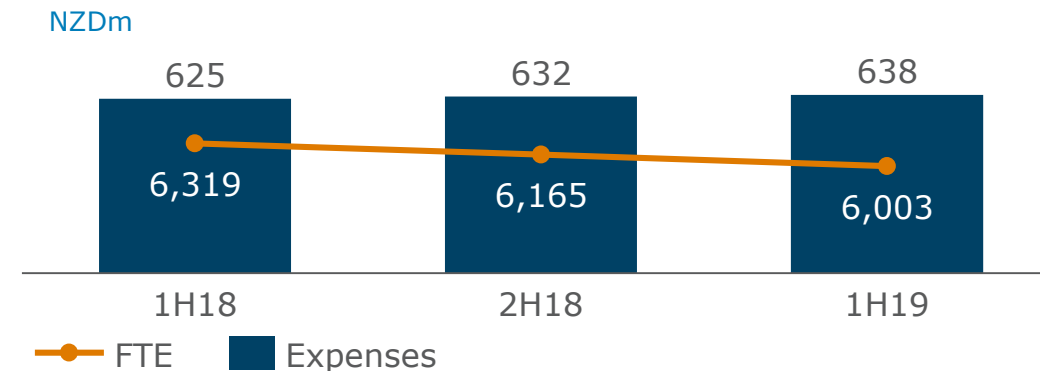
CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

	1H19 (NZDm)	1H19 v 2H18	1H19 v 1H18
Income	1,756	0%	1%
Net interest income	1,460	0%	3%
Other operating income	296	1%	-4%
Expenses	638	1%	2%
Profit before Provisions	1,118	0%	1%
Provisions	31	294% ¹	41%
Cash Profit	782	-4%	0%
Net Loans & Adv. (NZDb)	124	2%	5%
Customer Deposits (NZDb)	89	2%	6%

VOLUMES



EXPENSES



1. 1H19 charge of \$31m v 2H18 release of \$16m
 2. Net interest income divided by average credit risk weighted assets

2019 HALF YEAR RESULTS

GROUP & DIVISIONAL FINANCIAL PERFORMANCE
INVESTOR DISCUSSION PACK

1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED



FINANCIAL PERFORMANCE

CONTINUING OPERATIONS

\$m

	1H18	2H18	1H19	Change (v 2H18)	Change (v 1H18)
Income	9,870	9,497	9,746	3%	-1%
Net Interest Income	7,350	7,164	7,299	2%	-1%
Other Operating Income	2,520	2,333	2,447	5%	-3%
Expenses	(4,473)	(4,928)	(4,365)	-11%	-2%
Profit before Provisions	5,397	4,569	5,381	18%	0%
Provision	(408)	(280)	(393)	40%	-4%
Cash Profit Continuing	3,493	2,994	3,564	19%	2%

CONTINUING OPERATIONS EX. LARGE / NOTABLE ITEMS

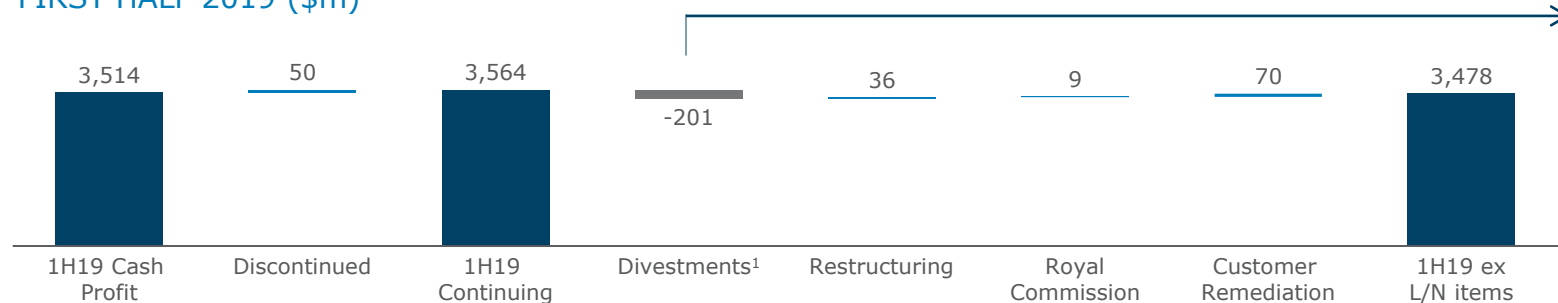
\$m

	1H18	2H18	1H19	Change (v 2H18)	Change (v 1H18)
Income	9,510	9,561	9,553	0%	0%
Net Interest Income	7,314	7,248	7,320	1%	0%
Other Operating Income	2,196	2,313	2,233	-3%	2%
Expenses	(4,294)	(4,308)	(4,260)	-1%	-1%
Profit before Provisions	5,216	5,253	5,293	1%	1%
Provision	(382)	(280)	(393)	40%	3%
Cash Profit Continuing (ex. large/notable Items)	3,407	3,483	3,478	0%	2%

FINANCIAL PERFORMANCE

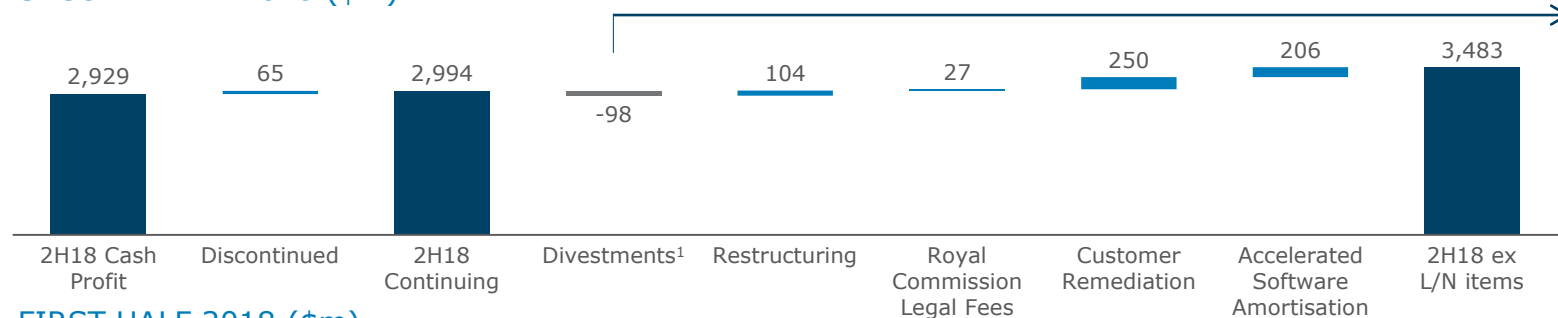
IMPACT OF DIVESTMENTS & OTHER LARGE / NOTABLE ITEMS

FIRST HALF 2019 (\$m)



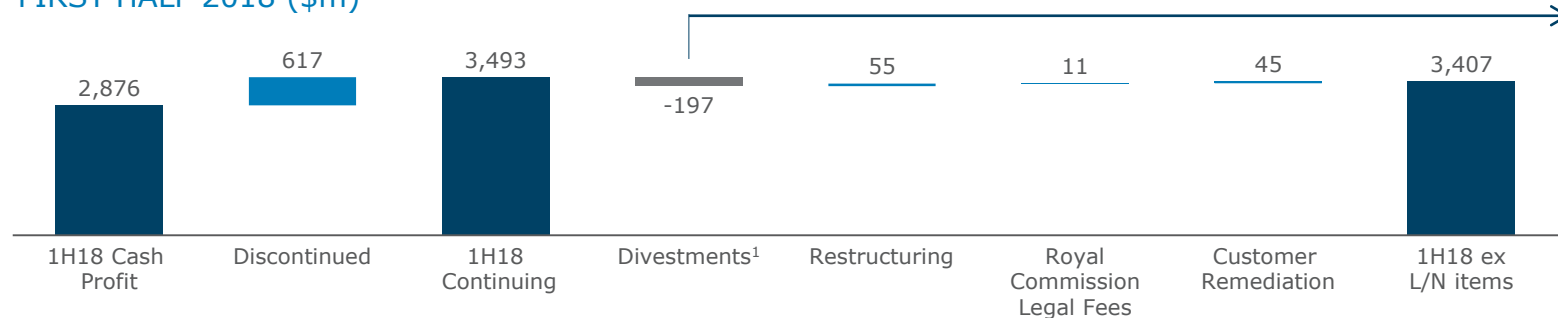
Pre-tax	Gain/(Loss) on Sale	Divested Bus. Results	Post-tax
OPL NZ	-197	-14	
Paymark	-37	-4	
TOTAL	-234	-18	-201

SECOND HALF 2018 (\$m)



Pre-tax	Gain/(Loss) on Sale	Divested Bus. Results	Post-tax
MCC	-121	-10	
UDC	7	0	
Cambodia JV	42	0	
OPL NZ	3	-43	
PNG Retail, Com, SME	19	0	
Paymark	0	-4	
TOTAL	-50	-57	-98

FIRST HALF 2018 (\$m)



Pre-tax	Gain/(Loss) on Sale	Divested Bus. Results	Post-tax
MCC	-119	0	
SRCB	-2	0	
Asia Retail	-99	-30	
UDC	-18	0	
OPL NZ	0	-47	
Paymark	0	-1	
TOTAL	-238	-78	-197

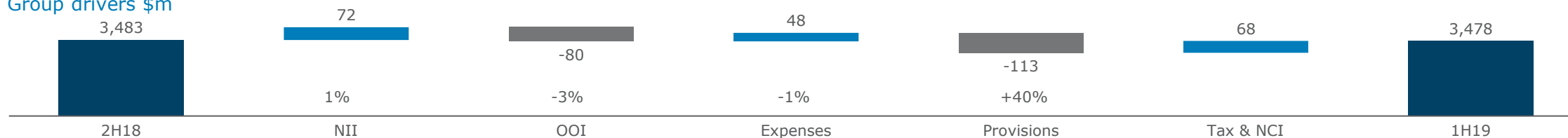
1. Divestments include Gain/(Loss) on sale and business results

FINANCIAL PERFORMANCE

CASH PROFIT CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

1H19 v 2H18

Group drivers \$m

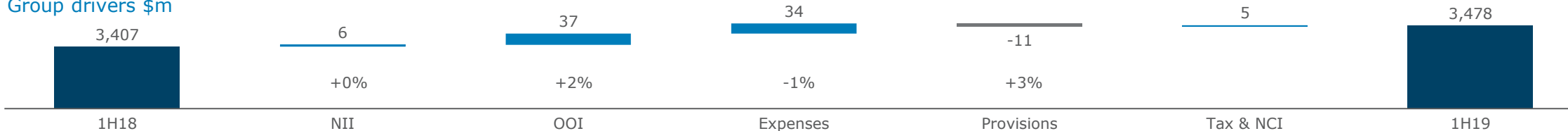


Divisional contribution to Cash Profit \$m

2H18	Australia	Institutional ex Markets	Markets	NZ	Other ¹	1H19
3,483	-150	+63	+31	-12	+63	3,478
1H19 v 2H18	-8%	10%		-2%		0%

1H19 v 1H18

Group drivers \$m



Divisional contribution to Cash Profit \$m

1H18	Australia	Institutional ex Markets	Institutional Markets	NZ	Other ¹	1H19
3,407	-249	+174	+76	+24	+46	3,478
1H19 v 1H18	-12%	+33%		3%		2%

1. Other divisions include Pacific, Wealth Australia, TSO & Group Centre

FINANCIAL PERFORMANCE - DIVISIONS

IMPACT OF DIVESTMENTS & OTHER LARGE / NOTABLE ITEMS ON DIVISIONS

\$m

Australia Division	1H19 cash continuing	Divestments	Other L/N	1H19 ex large / notable	1H18 cash continuing	Divestments	Other L/N	1H18 ex large / notable	2H18 cash continuing	Divestments	Other L/N	2H18 ex large / notable
Revenue	4,716	0	53	4,769	5,053	0	33	5,086	4,844	0	139	4,983
Expenses	1,843	0	(56)	1,787	1,905	0	(74)	1,831	1,990	0	(196)	1,794
Profit before provisions	2,873	0	109	2,982	3,148	0	107	3,255	2,854	0	335	3,189
Provisions	396	0	0	396	312	0	0	312	386	0	0	386
Cash Profit	1,733	0	76	1,809	1,983	0	75	2,058	1,726	0	233	1,959

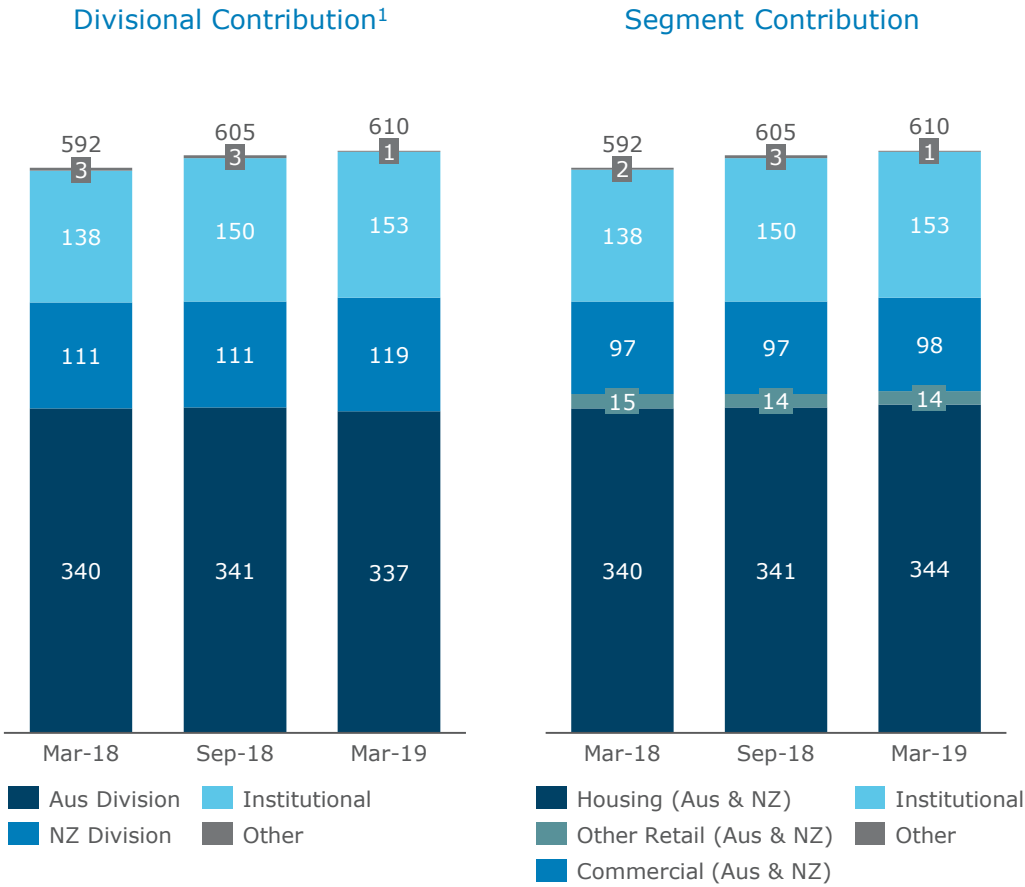
New Zealand Division (NZD)	1H19 cash continuing	Divestments	Other L/N	1H19 ex large / notable	1H18 cash continuing	Divestments	Other L/N	1H18 ex large / notable	2H18 cash continuing	Divestments	Other L/N	2H18 ex large / notable
Revenue	1,783	(27)	0	1,756	1,804	(75)	2	1,731	1,810	(74)	16	1,752
Expenses	647	(6)	(3)	638	646	(16)	(5)	625	664	(16)	(16)	632
Profit before provisions	1,136	(21)	3	1,118	1,158	(59)	7	1,106	1,146	(58)	32	1,120
Provisions	31	0	0	31	22	0	0	22	(16)	0	0	(16)
Cash Profit	796	(16)	2	782	818	(43)	5	780	837	(43)	23	817

Institutional Division	1H19 cash continuing	Divestments	Other L/N	1H19 ex large / notable	1H18 cash continuing	Divestments	Other L/N	1H18 ex large / notable	2H18 cash continuing	Divestments	Other L/N	2H18 ex large / notable
Revenue	2,705	0	0	2,705	2,511	0	(5)	2,506	2,548	0	11	2,559
Expenses	1,320	0	(7)	1,313	1,373	0	(8)	1,365	1,575	0	(240)	1,335
Profit before provisions	1,385	0	7	1,392	1,138	0	3	1,141	973	0	251	1,224
Provisions	(35)	0	0	(35)	49	0	0	49	(93)	0	0	(93)
Cash Profit	1,012	0	5	1,017	767	0	0	767	713	0	210	923

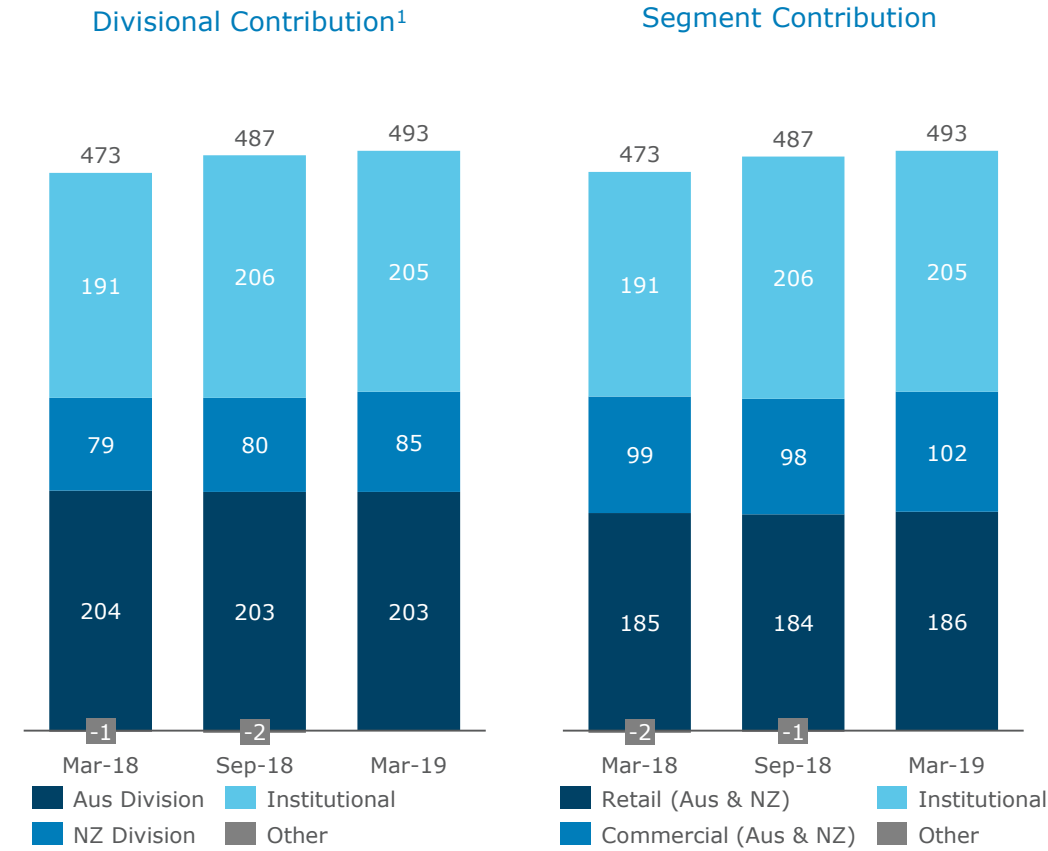
BALANCE SHEET COMPOSITION

BY DIVISION

NLA (\$b)



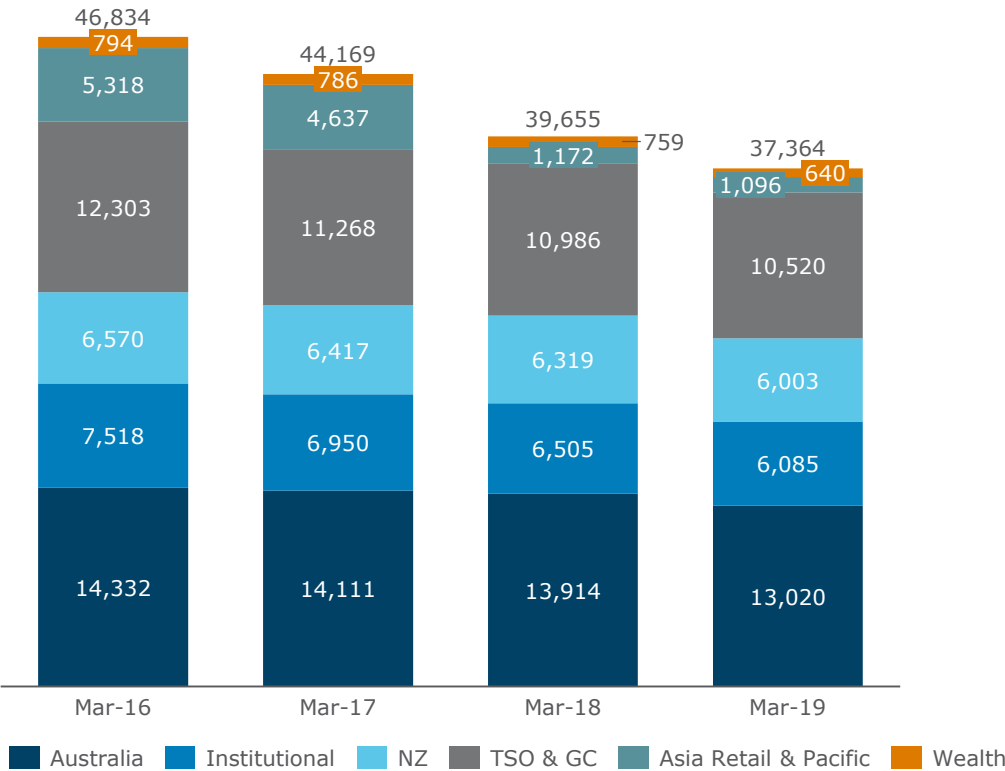
CUSTOMER DEPOSITS (\$b)



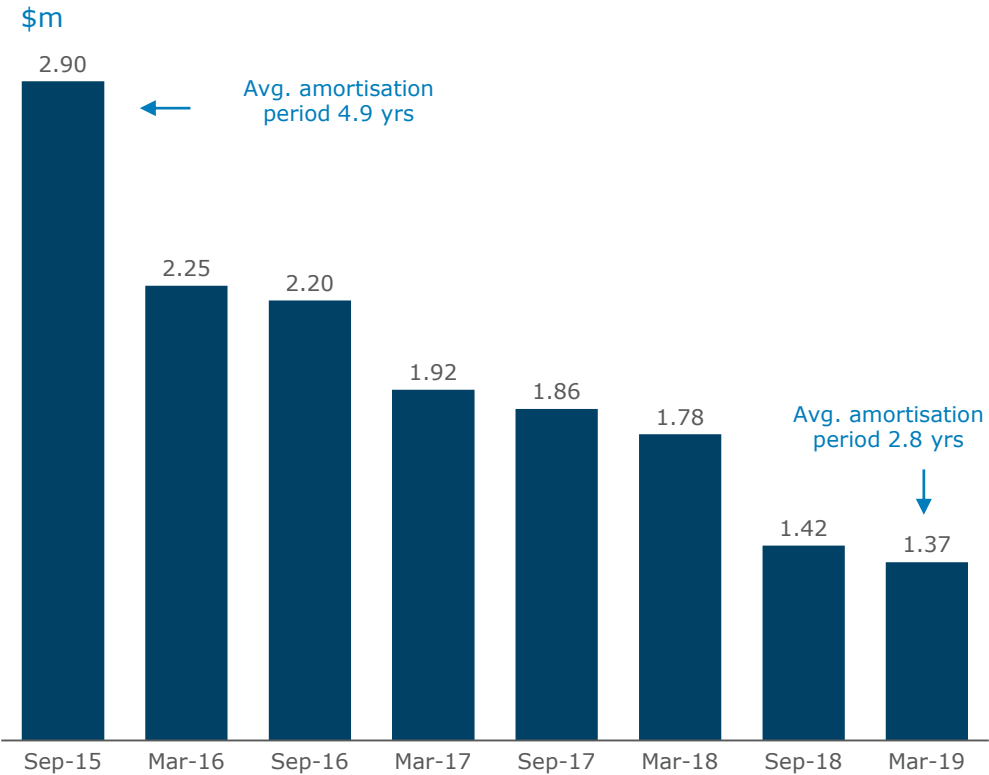
FTE COMPOSITION & CAPITALISED SOFTWARE

FTE MOVEMENT BY DIVISION¹

FULL TIME EQUIVALENT STAFF



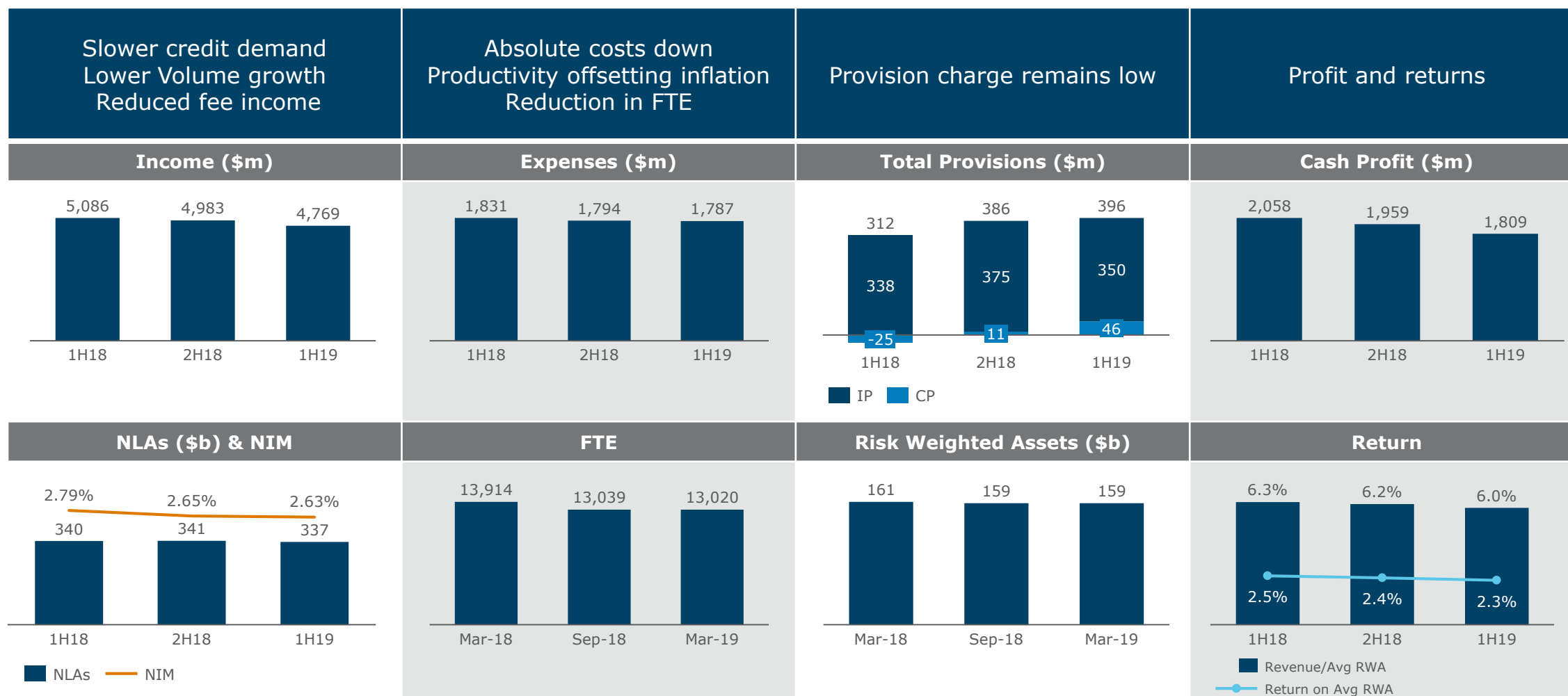
CAPITALISED SOFTWARE BALANCE



1. Continuing operations basis; End of Period

AUSTRALIA DIVISION

FINANCIAL PERFORMANCE: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS



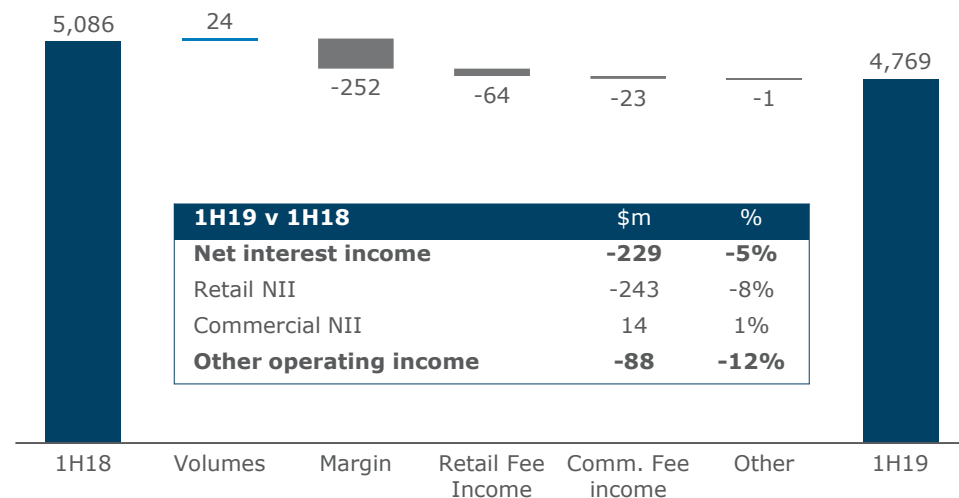
AUSTRALIA DIVISION

INCOME & EXPENSES: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

1H19 VS 1H18 (PRIOR COMPARATIVE PERIOD VIEW)

INCOME DRIVERS (\$m)

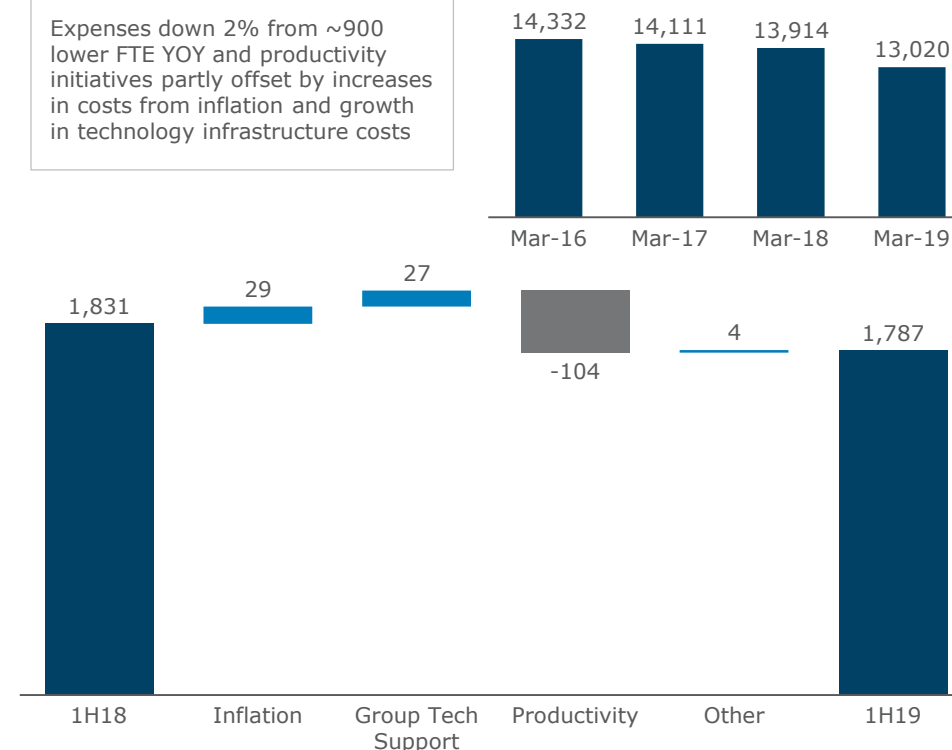
Revenue down 6% - Home Loan re-pricing benefits more than offset by higher funding costs, mix shifts, increased competition and discounts, regulatory changes to credit card interest calculations and fee compression.



EXPENSE DRIVERS (\$m)

Expenses down 2% from ~900 lower FTE YOY and productivity initiatives partly offset by increases in costs from inflation and growth in technology infrastructure costs

Full Time Equivalent Staff (FTE)

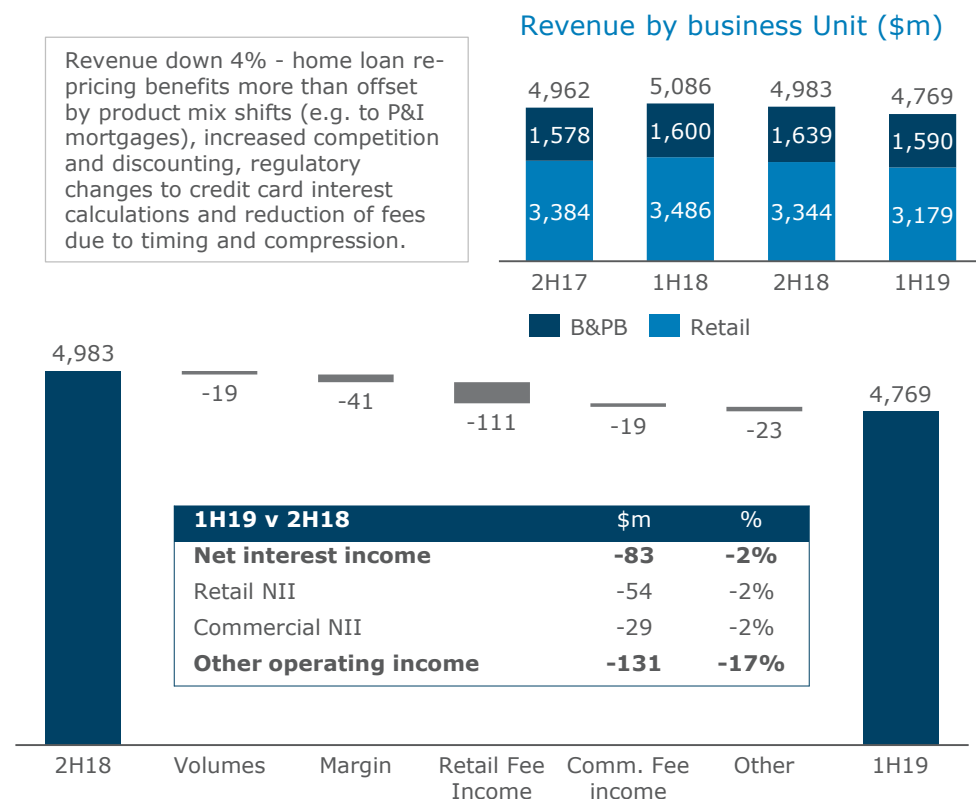


AUSTRALIA DIVISION

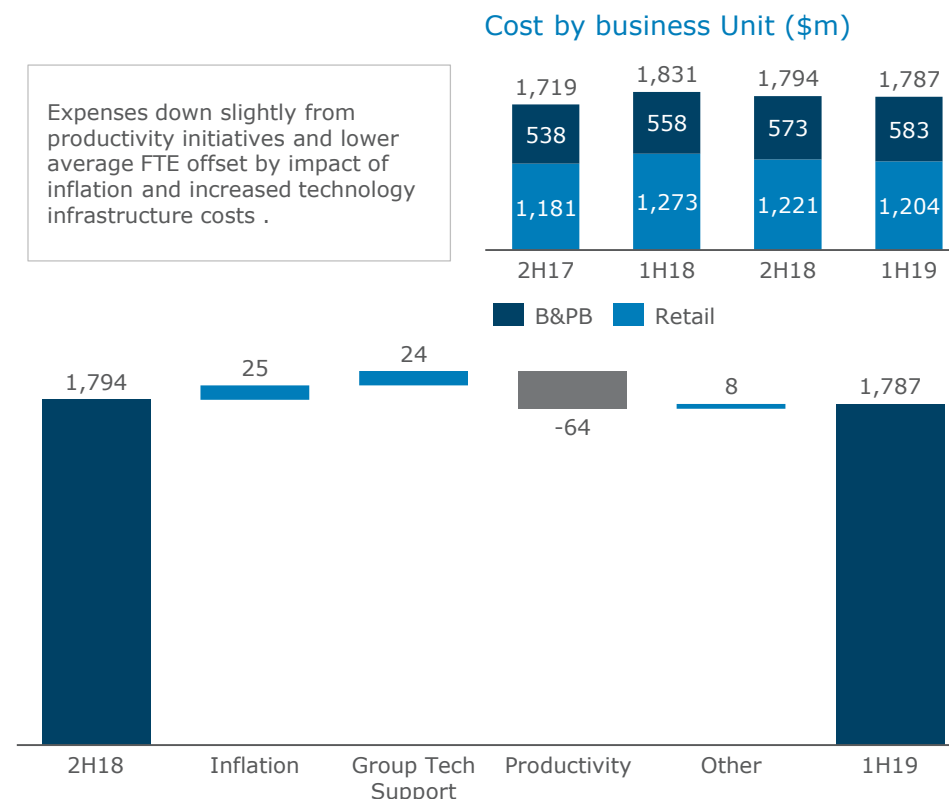
INCOME & EXPENSES: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

1H19 VS 2H18 (HALF ON HALF VIEW)

INCOME DRIVERS (\$m)



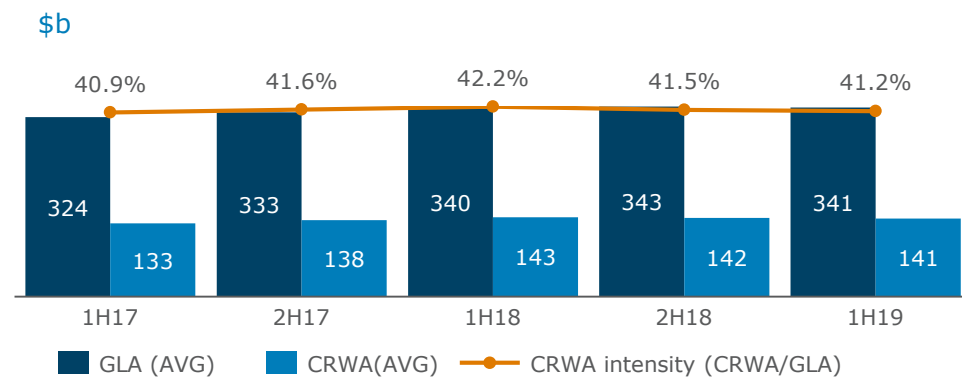
EXPENSE DRIVERS (\$m)



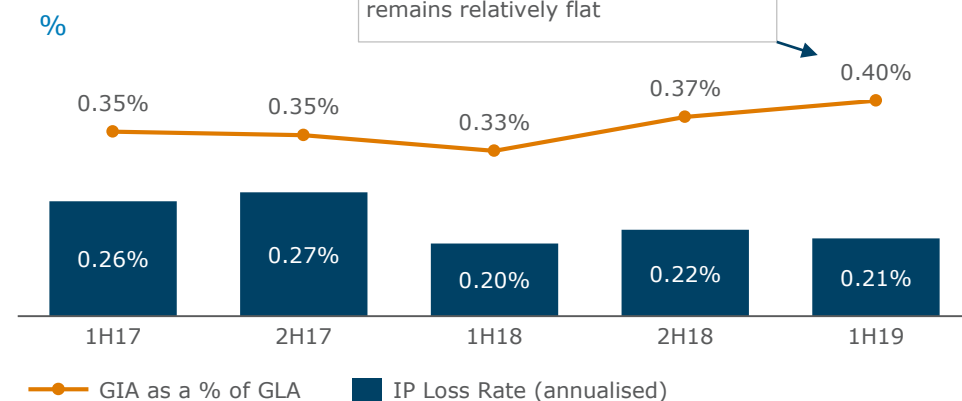
AUSTRALIA DIVISION

BALANCE SHEET

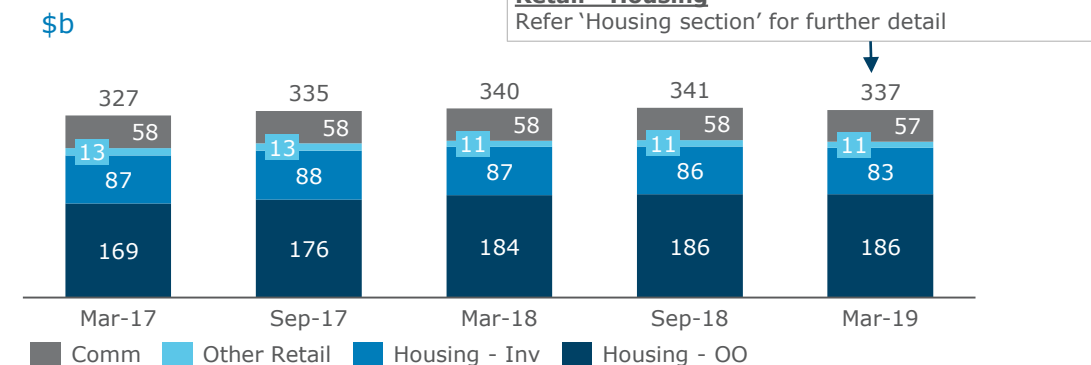
ASSET PROFILE



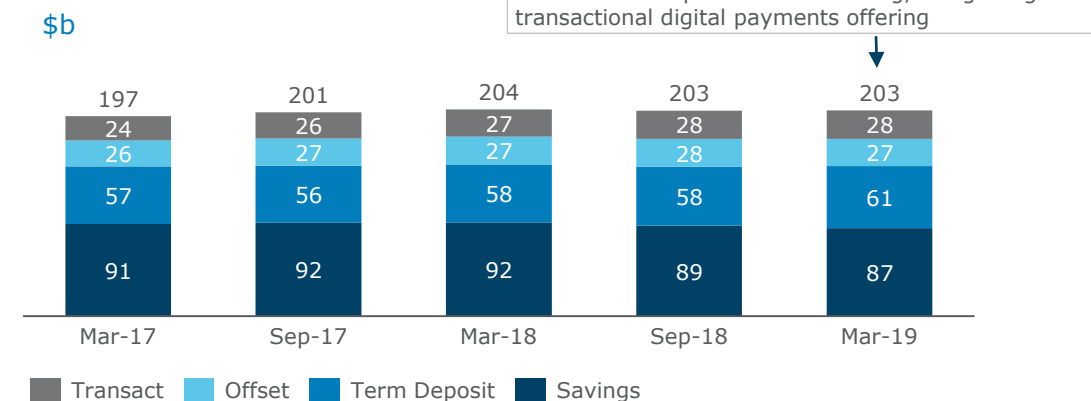
RISK PROFILE



NET LOANS & ADVANCES¹



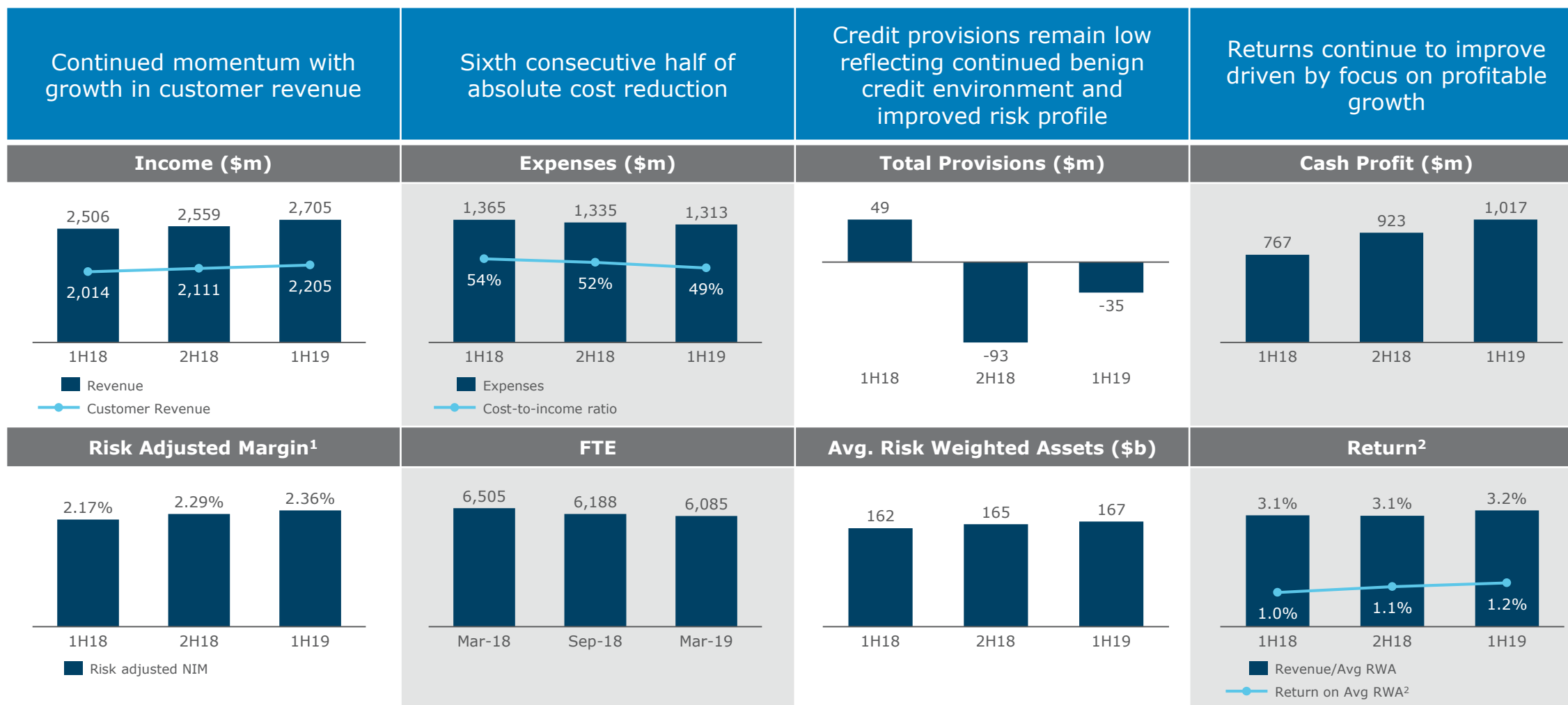
CUSTOMER DEPOSITS



1. Housing-OO includes Equity Manager (1H18: \$8.7b, \$8.2b; 2H18); Other retail includes Australia Wealth retained

INSTITUTIONAL

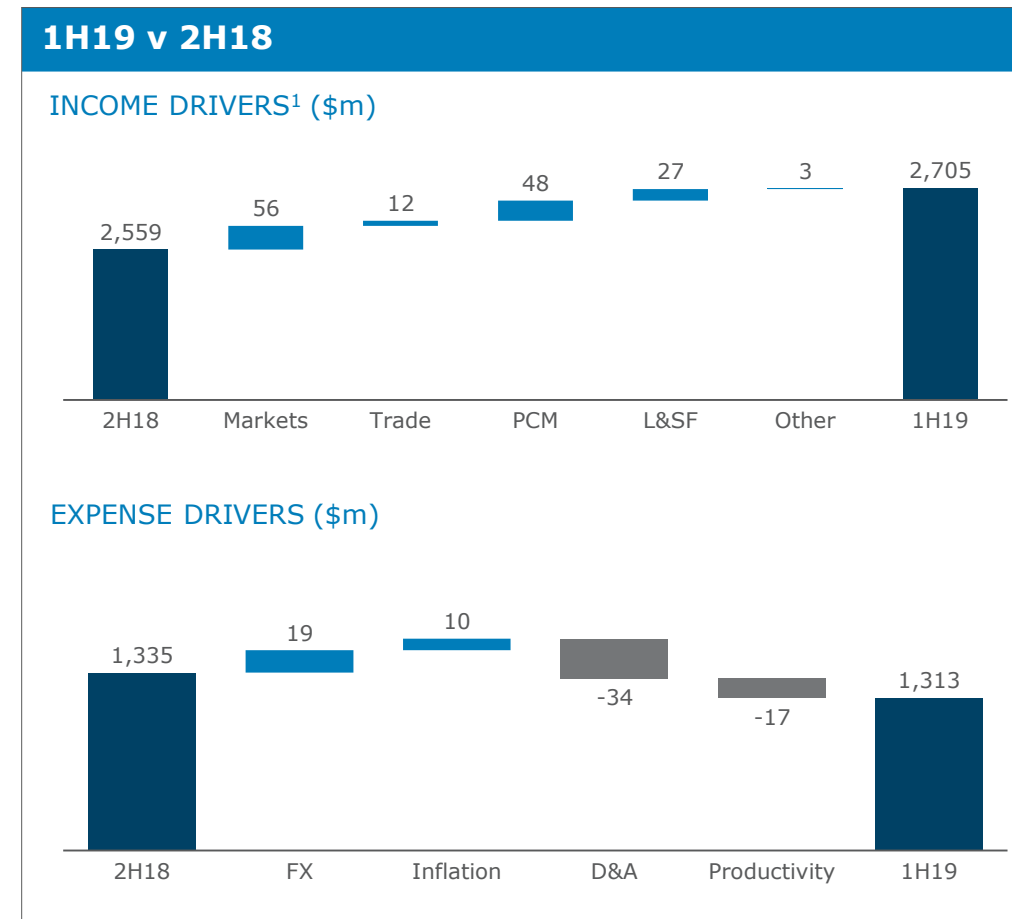
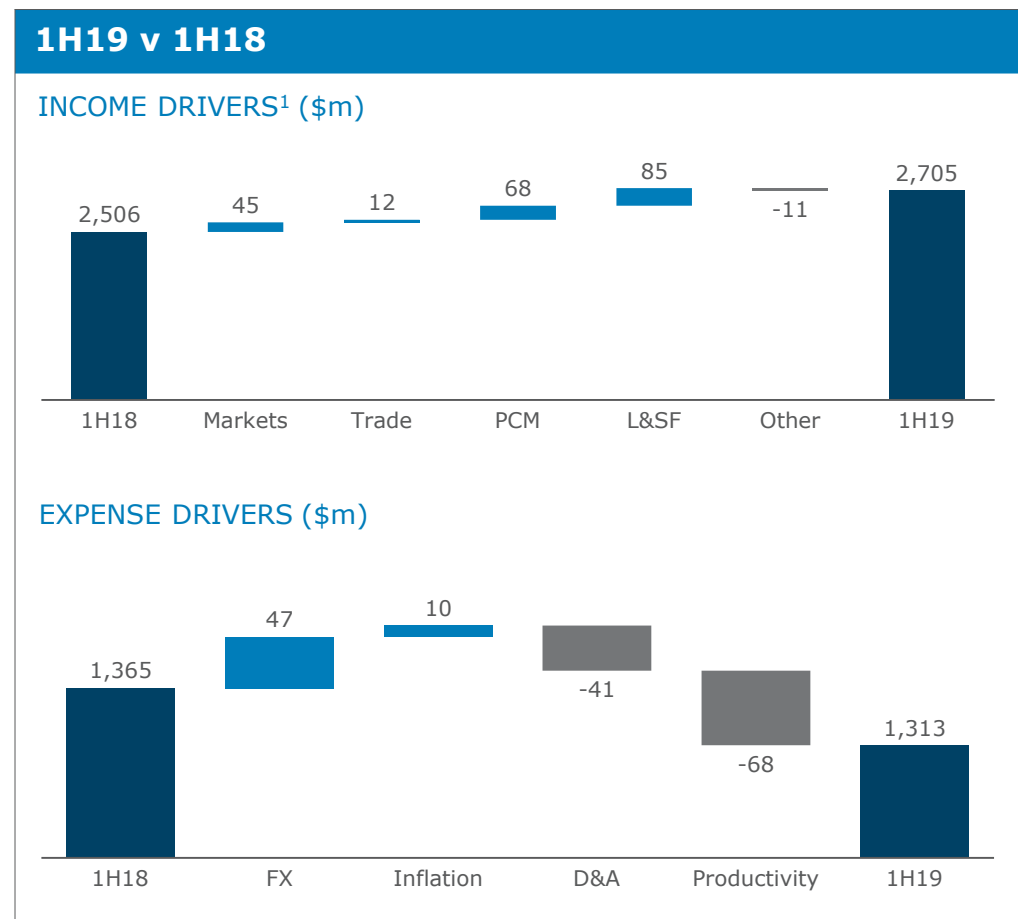
FINANCIAL PERFORMANCE: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS



1. Institutional ex-Markets net interest income divided by average credit risk weighted assets
2. Cash profit divided by average risk weighted assets

INSTITUTIONAL

INCOME & EXPENSES: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

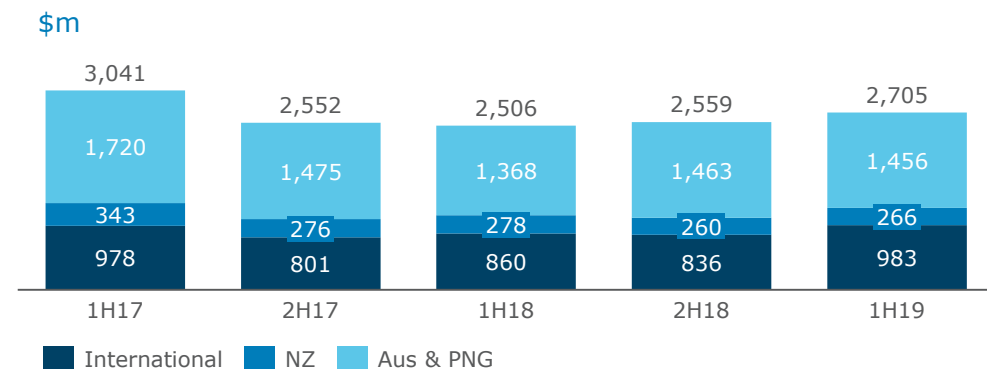


1. Trade = Trade and Supply Chain; PCM = Payments and Cash Management; L&SF = Loans and Specialised Finance

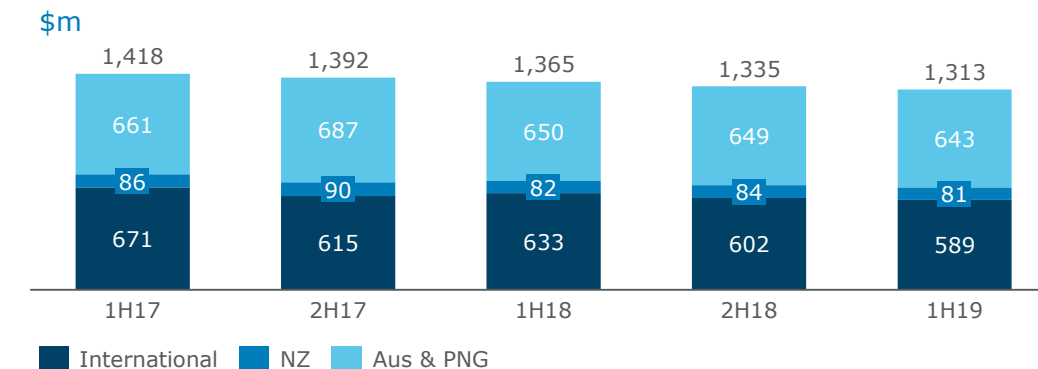
INSTITUTIONAL

INCOME & EXPENSES: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

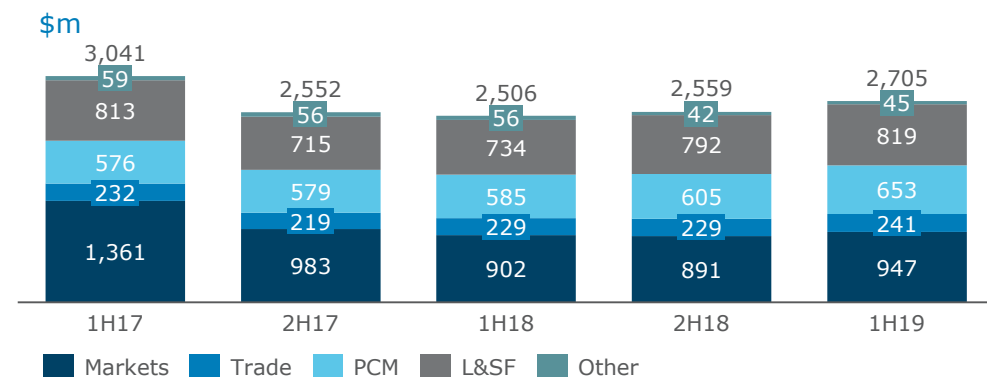
INCOME COMPOSITION



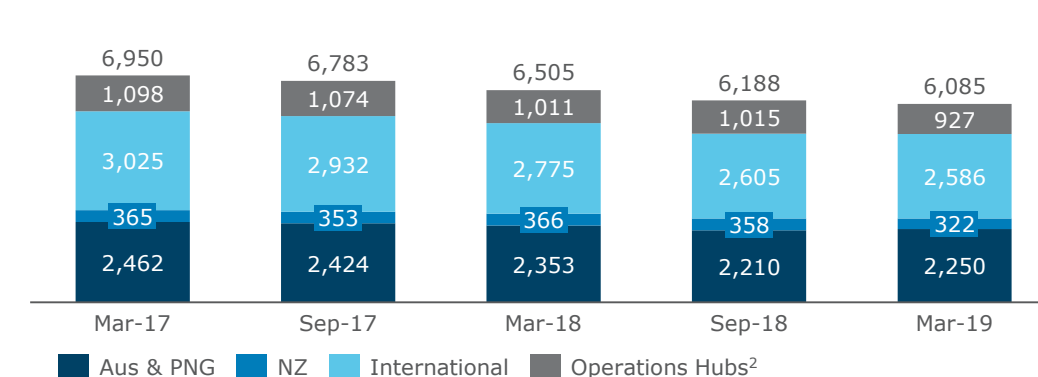
EXPENSE COMPOSITION



INCOME BY PRODUCT¹



FTE³



1. Trade = Trade and Supply Chain; PCM = Payments and Cash Management; L&SF = Loans and Specialised Finance

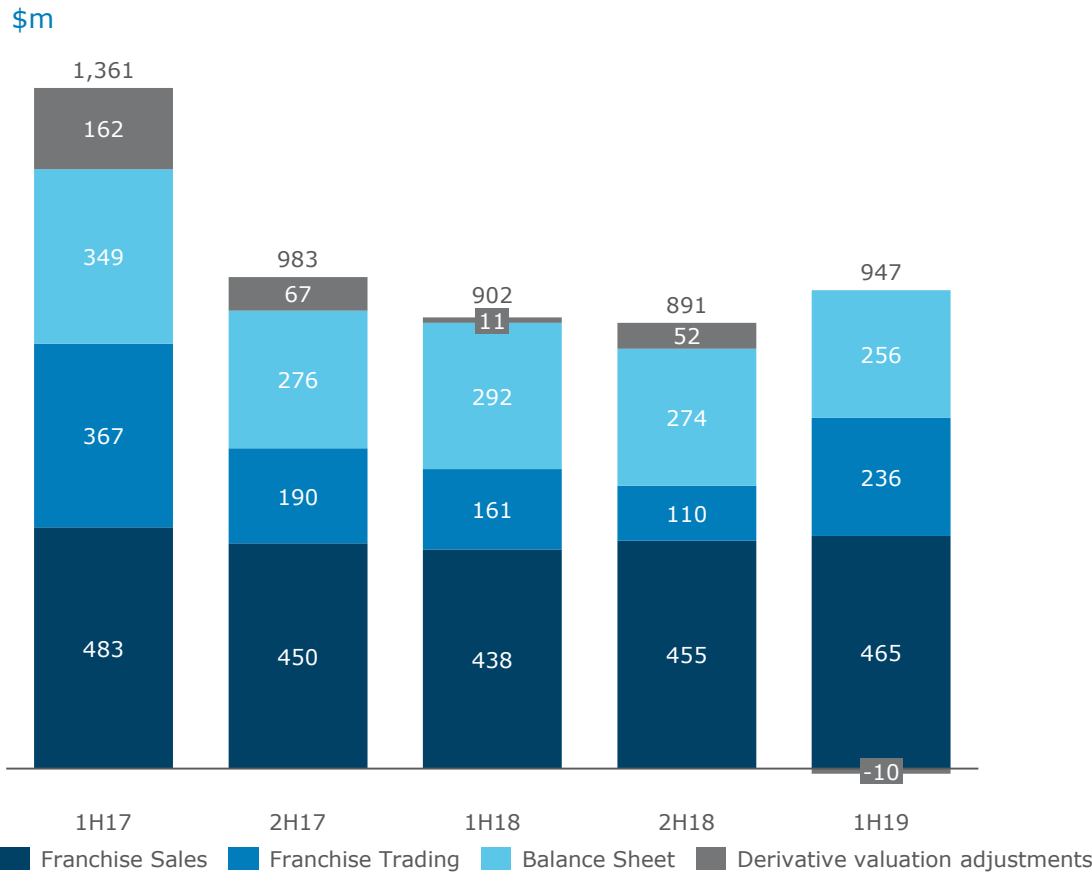
2. The cost associated with Operations hubs are allocated to all geographies

3. End of Period

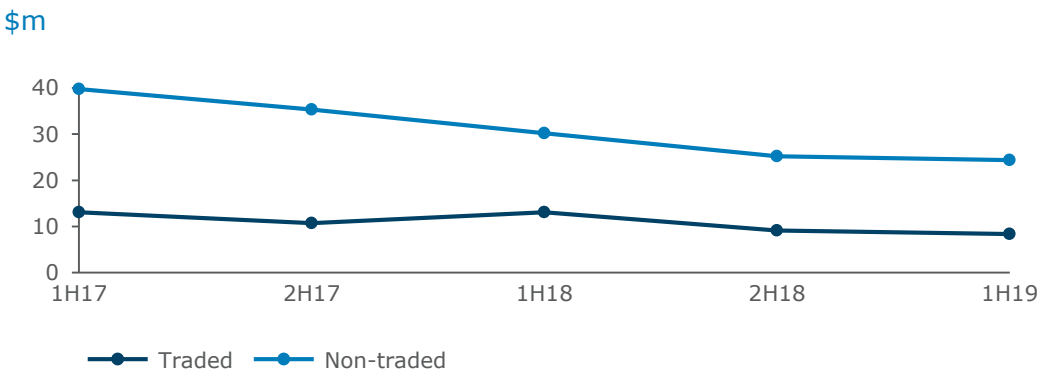
INSTITUTIONAL

MARKETS INCOME: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

MARKETS INCOME CONTRIBUTION

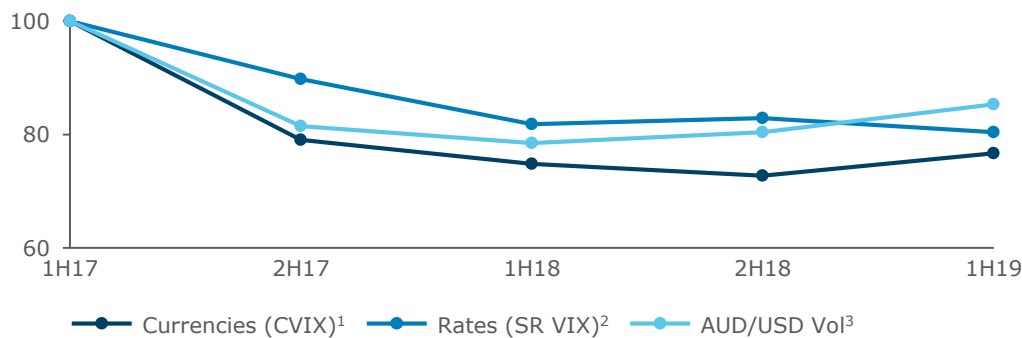


MARKETS AVERAGE VALUE AT RISK (99% VAR)



VOLATILITY

indexes: rebased to 100 (1H17)

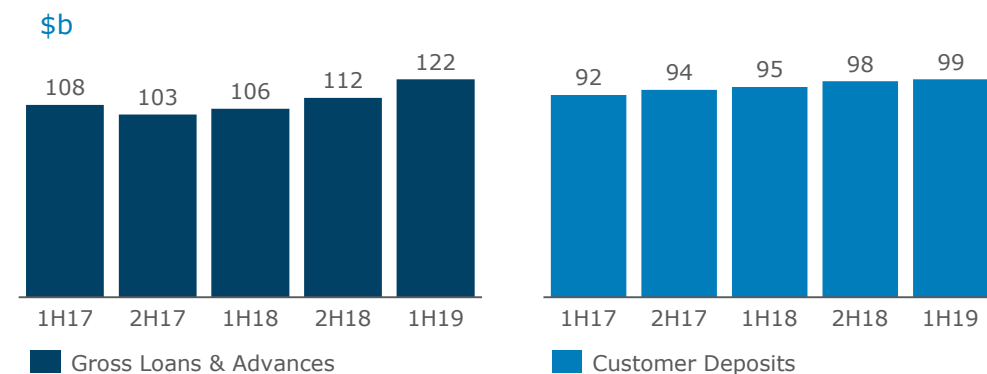


1. Deutsche Bank Currency Volatility Index – average for each period shown
2. CBOE Interest Rate Volatility Index – average for each period shown
3. AUD vs. USD 3 month at-the-money implied volatility – average for each period shown

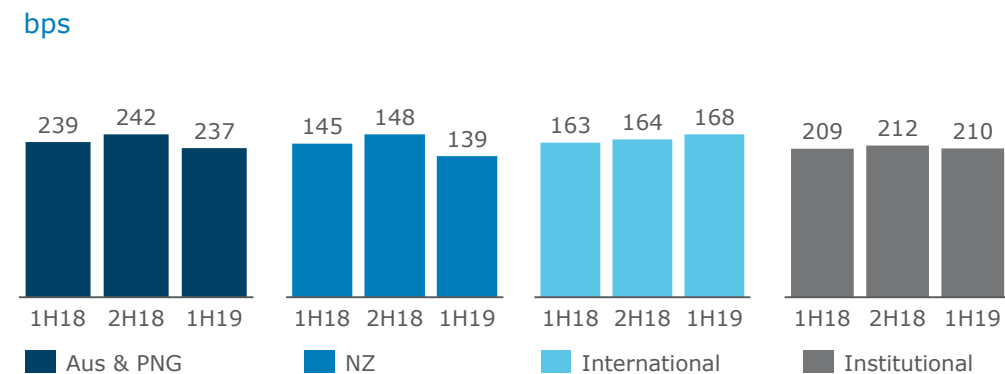
INSTITUTIONAL

VOLUME & MARGINS: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

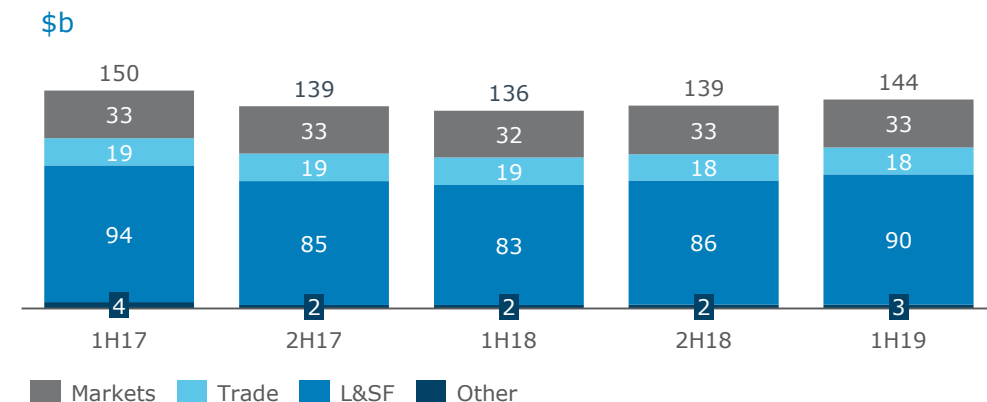
VOLUMES¹



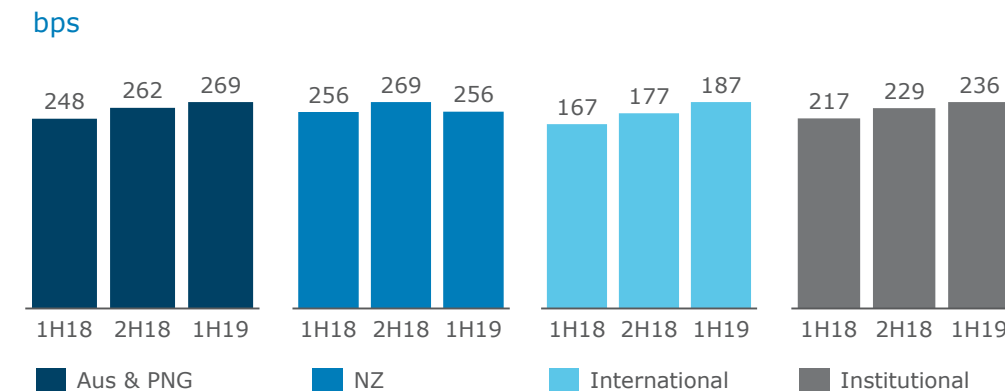
NIM BY REGION³



AVERAGE CREDIT RWA²



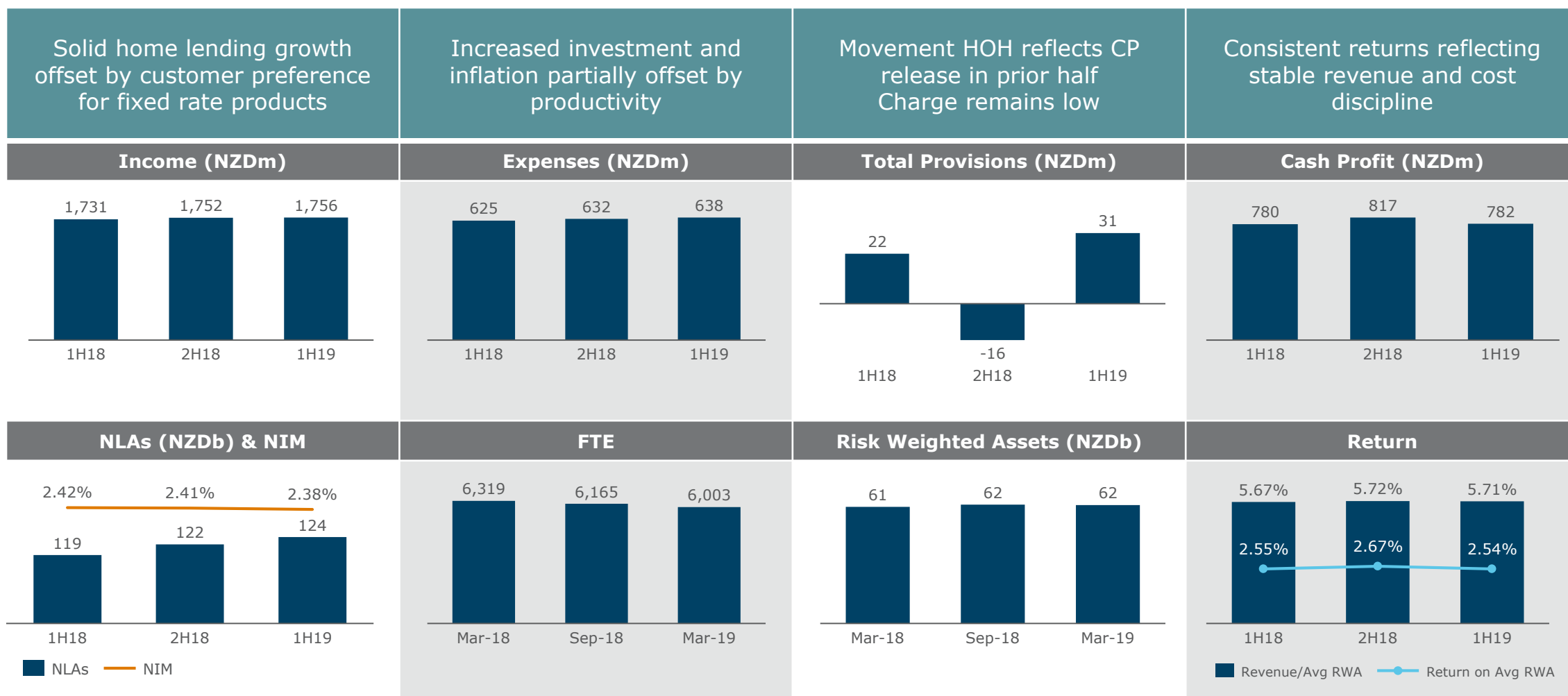
RISK ADJUSTED NIM⁴



1. Average Gross Loans & Advances for L&SF and Trade, Average Customer Deposits for Payments and Cash Management; 2. Trade = Trade and Supply Chain; L&SF = Loans and Specialised Finance; 3. Institutional ex-Markets net interest margin; 4. Institutional ex-Markets net interest income divided by average credit risk weighted assets

NEW ZEALAND DIVISION

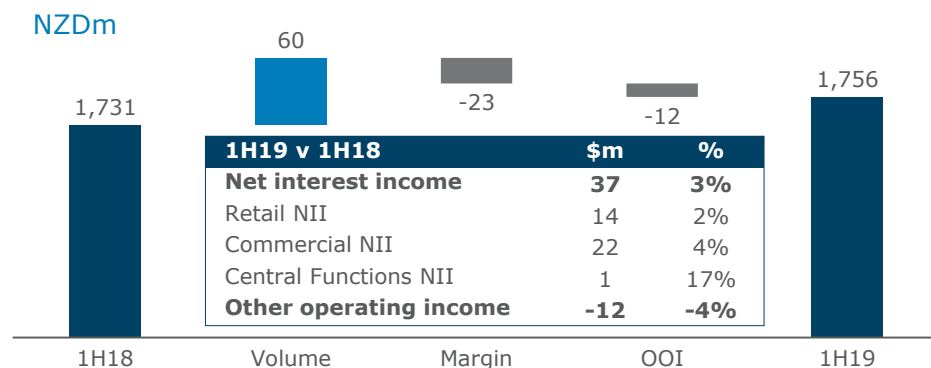
FINANCIAL PERFORMANCE: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS



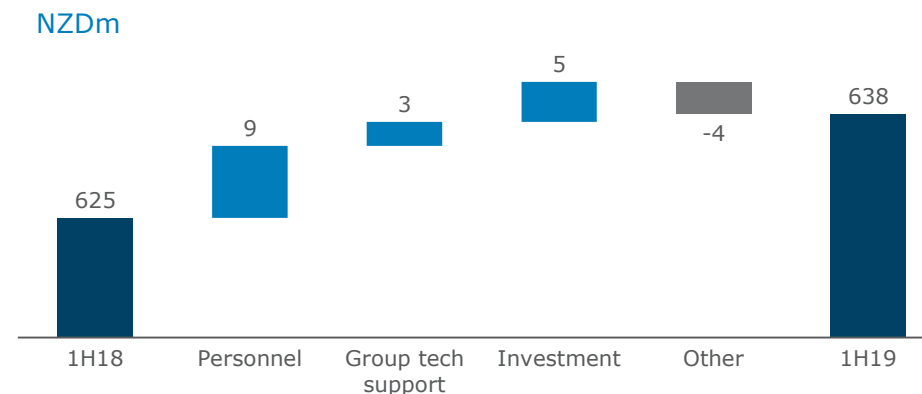
NEW ZEALAND DIVISION

INCOME & EXPENSES: CONTINUING OPERATIONS EXCLUDING LARGE / NOTABLE ITEMS

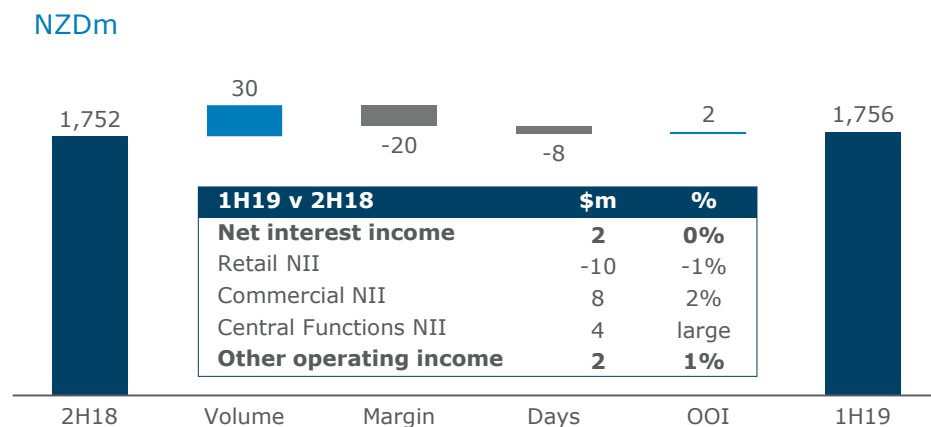
INCOME 1H19 v 1H18 (PCP)



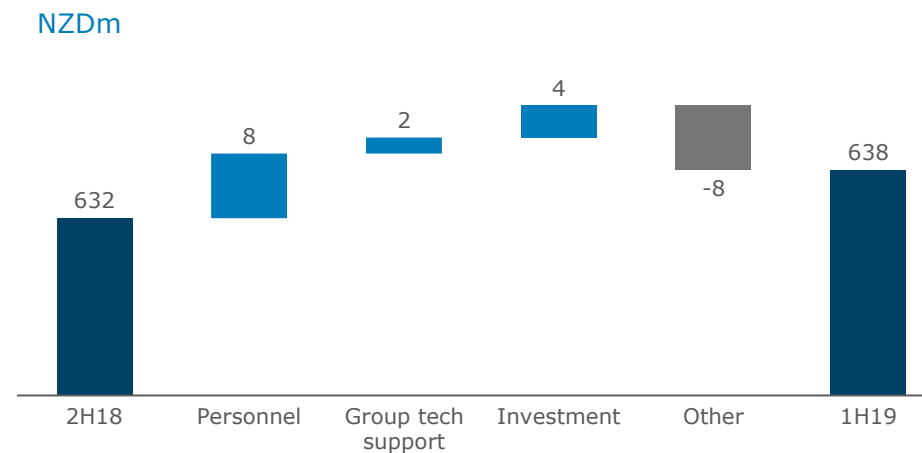
EXPENSES 1H19 v 1H18 (PCP)



INCOME 1H19 v 2H18 (HOH)



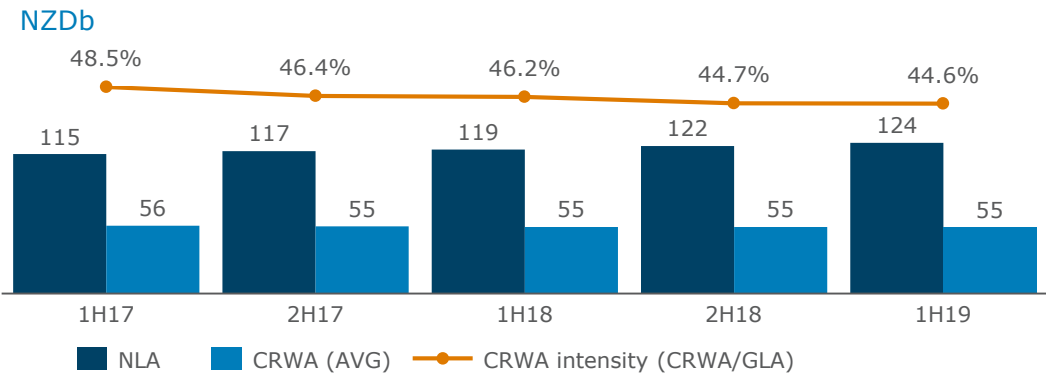
EXPENSES 1H19 v 2H18 (HOH)



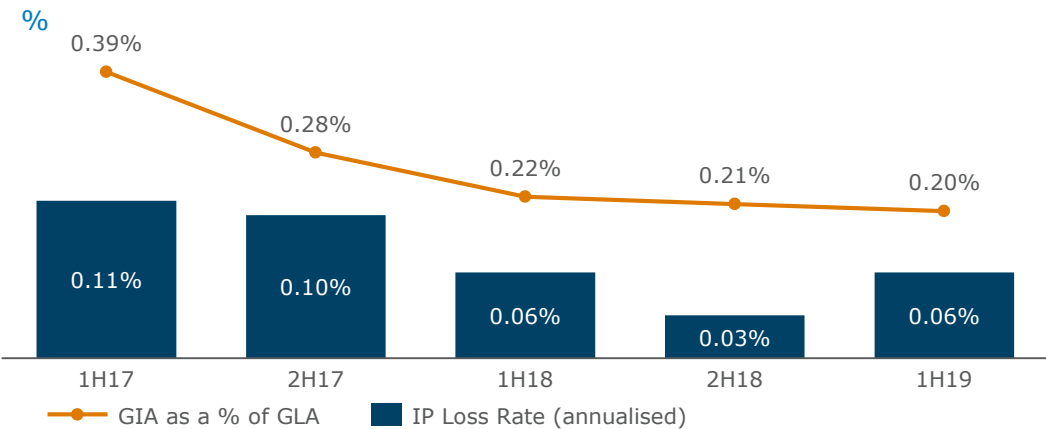
NEW ZEALAND DIVISION

BALANCE SHEET

ASSET PROFILE

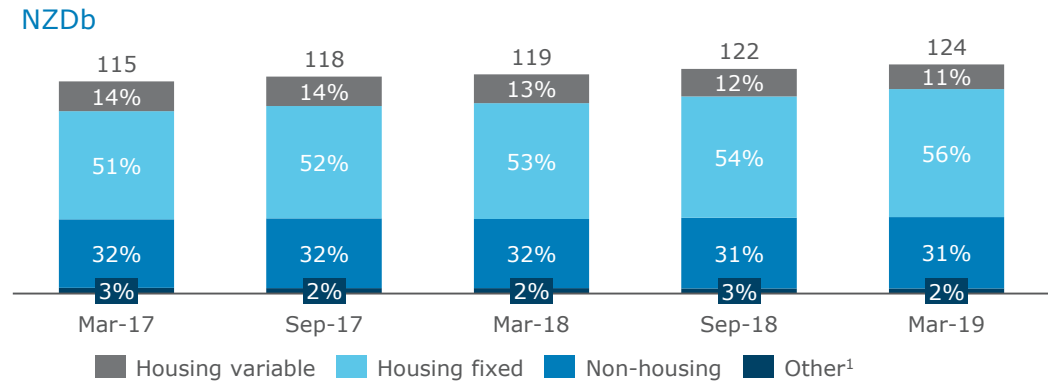


RISK PROFILE

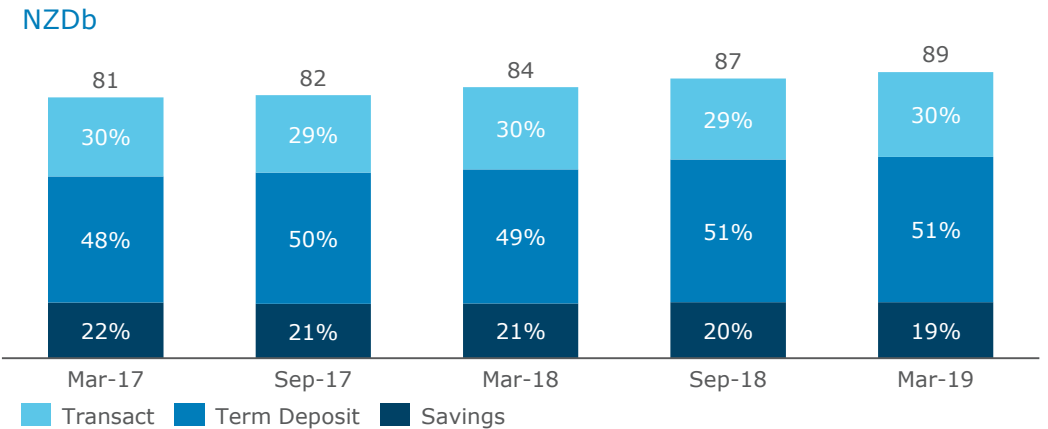


1. Other includes overdrafts, credit cards and personal loans

GROSS LOANS & ADVANCES



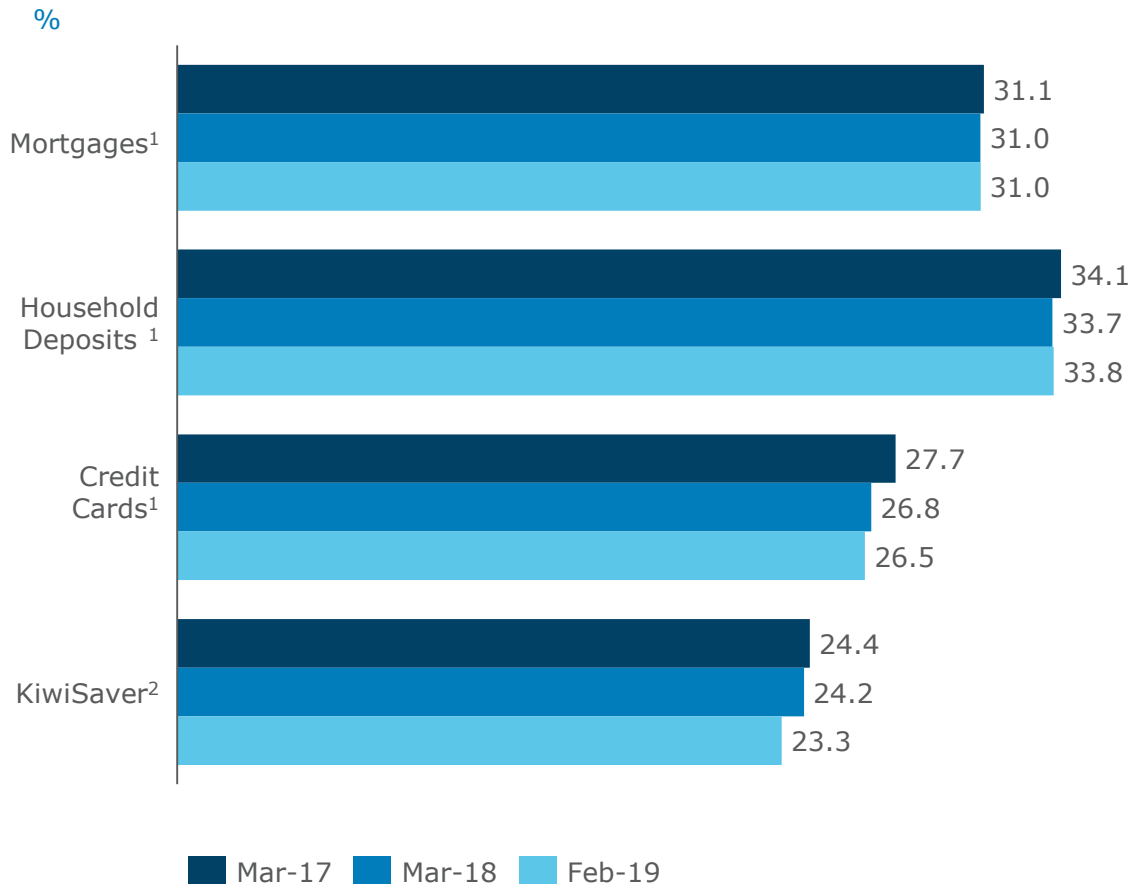
CUSTOMER DEPOSITS



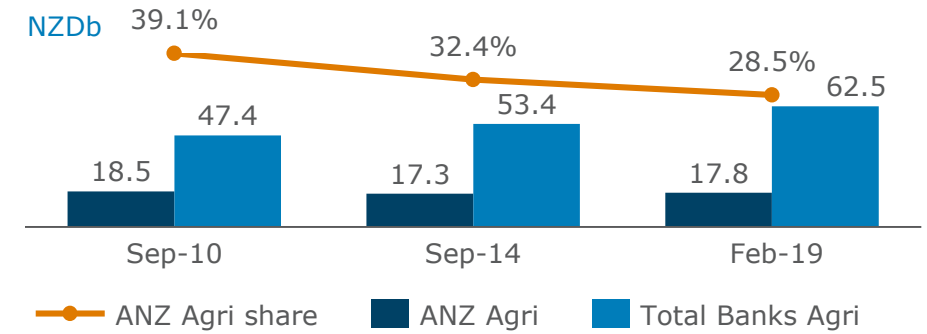
NEW ZEALAND DIVISION

MARKET SHARE AND BRAND STRENGTH

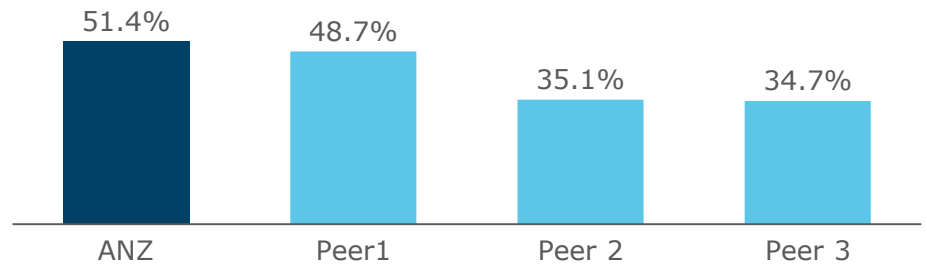
NZ SEGMENT MARKET SHARE¹



AGRI LENDING MARKET SHARE¹



ANZ BRAND CONSIDERATION^{3,4}

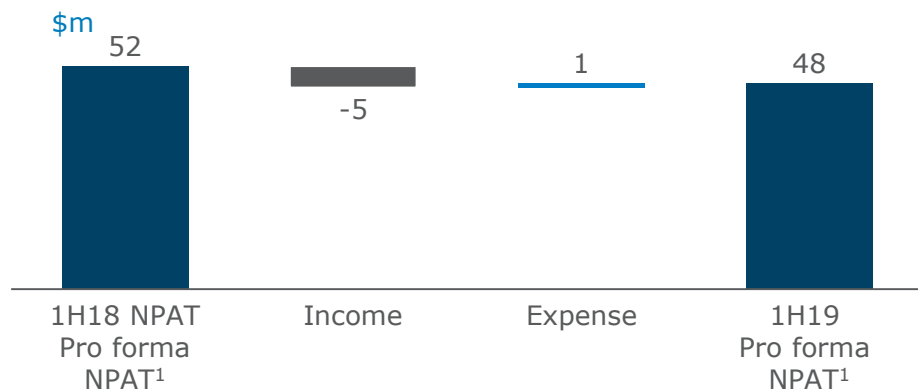


1 Source: RBNZ 2. Source: RBNZ, FUM market share 23.3% as of December 2018; 3. Major four banks; 4. Source: McCulley Research (online survey, first choice or seriously considered); six month rolling average, March 2019.

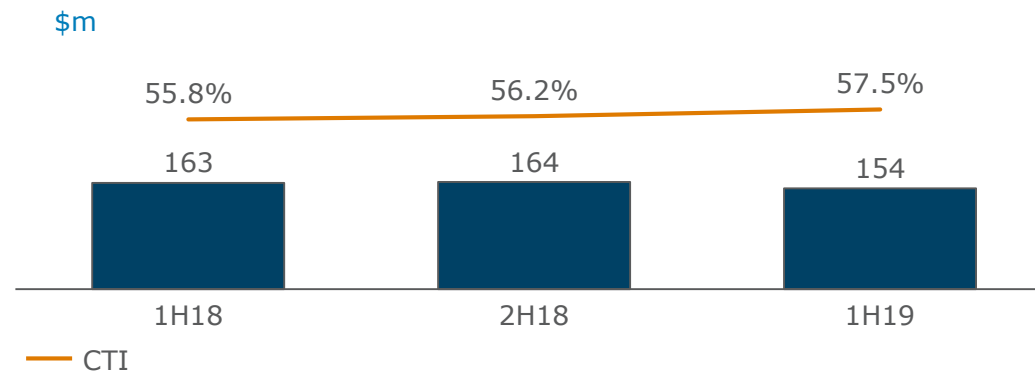
WEALTH AUSTRALIA

DIVESTED BUSINESSES - PENSIONS AND INVESTMENTS (P&I)

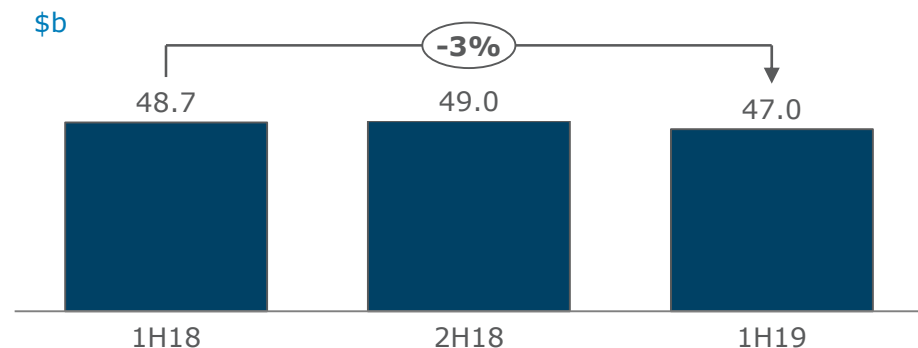
FINANCIAL PERFORMANCE



GROSS MARGIN²



AVERAGE FUM³



GUIDE TO FINANCIAL PERFORMANCE

- Prepared on a standalone pro forma basis¹ and excludes ANZ Group consolidation adjustments
- Is not comparable with financial performance as reported within ANZ discontinued operations
- The sale of the Aligned Dealer Groups business completed on 1 October 2018 and is excluded from the above results

1. Pro forma NPAT is prepared on a consistent basis as the UNPAT disclosed by IOOF on 17 October 2017 transaction announcement. This excludes DAC/DEF related net charges, ANZ consolidation adjustments and amortisation of acquisition related intangibles. This includes normalisation and market pricing adjustments

2. Gross margin excludes DAC/DEF related net charges and includes normalisation

3. Average FUM excludes legacy run-off portfolio of Pension and Investment products acquired by Zurich and FUM related to ANZ Private Bank trusts (Average FUM 1H18 : \$1.1b, 2H18 : \$1.4b, 1H19 : \$1.6b)

WEALTH AUSTRALIA

DIVESTED BUSINESSES – P&I FUM AND FLOWS

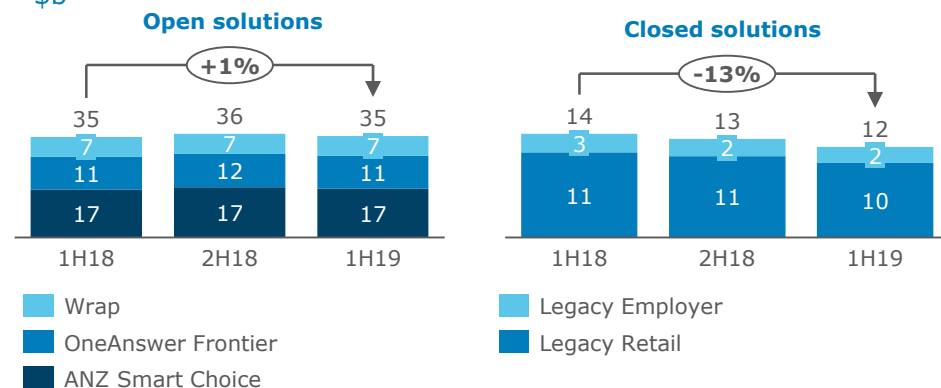
INFLOWS AND OUTFLOWS BY SOLUTION

\$b

	1H18		2H18		1H19	
	Inflows	Outflows	Inflows	Outflows	Inflows	Outflows
Open solutions	2.1	(2.0)	2.1	(2.5)	1.7	(2.3)
ANZ Smart Choice	1.1	(0.8)	1.1	(1.3)	0.9	(1.0)
Wrap	0.4	(0.5)	0.4	(0.5)	0.3	(0.4)
OneAnswer Frontier	0.6	(0.7)	0.6	(0.8)	0.4	(0.8)
Closed solutions	0.2	(0.9)	0.2	(1.0)	0.2	(1.0)
Legacy Retail	0.1	(0.7)	0.2	(0.8)	0.2	(0.8)
Legacy Employer	0.0	(0.2)	0.1	(0.2)	0.0	(0.2)
Total	2.3	(2.9)	2.3	(3.5)	1.9	(3.3)

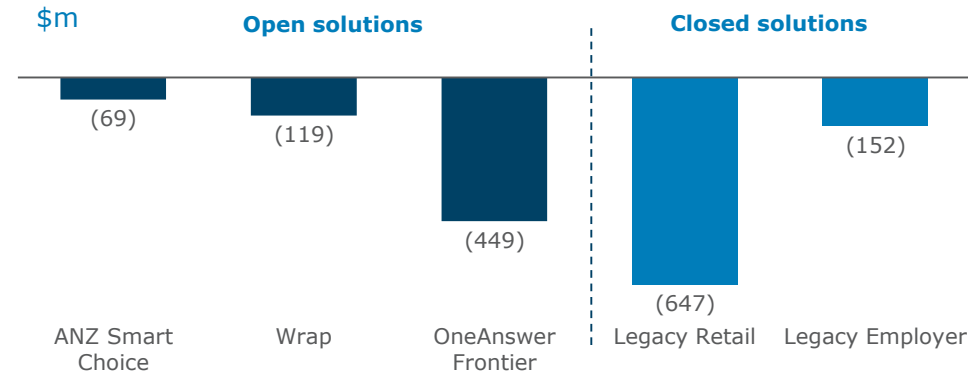
AVERAGE FUM BY SOLUTION¹

\$b



1H19 NETFLOWS BY SOLUTION

\$m



GUIDE TO FUM AND FLOW DISCLOSURES

- Definition of open and closed solutions is consistent with the classification disclosed by IOOF on 17 October 2017 ASX announcement and it is not comparable with Funds Management cash flows by product historically published in ANZ results
- FUM and flows information presented herein is not comparable with industry data as it excludes products not acquired by IOOF
- FUM outflows include pension payments
- This analysis has been prepared on a standalone pro forma basis

1. Average FUM excludes legacy run-off portfolio of Pension and Investment products acquired by Zurich and FUM related to ANZ Private Bank trusts (Average FUM 1H18 : \$1.1b, 2H18 : \$1.4b, 1H19 : \$1.6b). NOTE: The sum of inflows and outflows by solution may not align to total due to rounding.

2019 HALF YEAR RESULTS

TREASURY
INVESTOR DISCUSSION PACK

1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED



REGULATORY CAPITAL

CAPITAL UPDATE

Capital Position

- APRA Level 2 CET1 ratio of 11.5% (or 16.9% on an Internationally Comparable basis¹), which is in excess of APRA's 'unquestionably strong' benchmark², well ahead of the 2020 implementation timeframe.
- APRA Level 1 CET1 ratio of 11.2%. Level 1 consolidation primarily comprises ANZ BGL (the Parent including offshore branches) but excludes offshore banking subsidiaries³.
- APRA Leverage ratio of 5.4% (or 6.0% on an Internationally Comparable basis).
- Completed the \$3bn on-market share buy-back.
- Level 2 capital benefits from divestments yet to settle: OPL (~40bp) and P&I (~20bp)

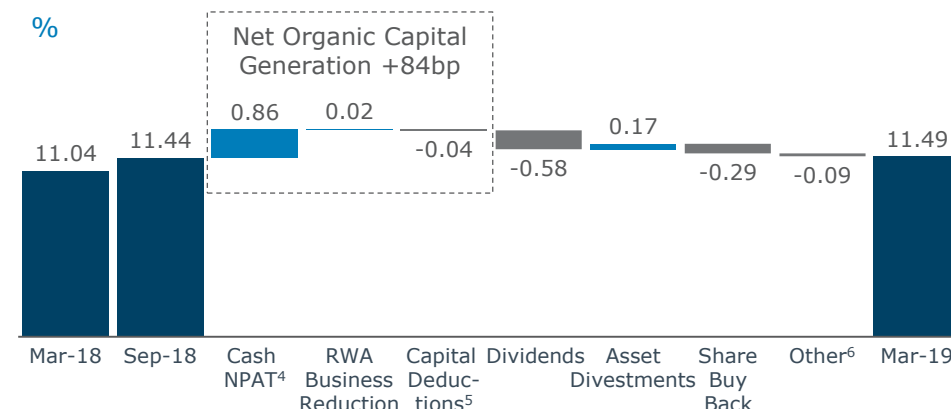
Organic Capital Generation & Dividend

- Final dividend of 80 cents per share fully franked.
- Net organic capital generation of 84bp for 1H19 compares favourably to historical averages (60bp ex Institutional rebalancing in FY16 and FY17).

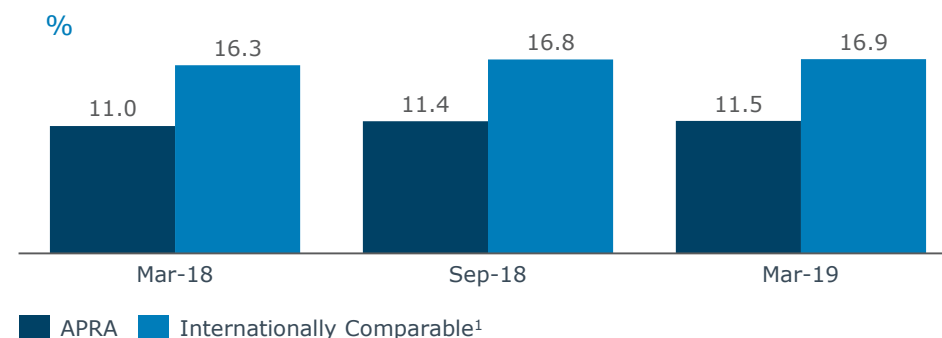
Capital Outlook – Regulatory Development

- RBNZ capital proposal – Potential capital increase in New Zealand of NZ\$6bn to NZ\$8bn (as per ASX announcement of 14 December) although the final impact on the Group depends on the outcome of the RBNZ consultation and other reviews currently underway by APRA.
- APRA loss absorbing capacity proposal – APRA is considering feedback from the industry. The proposal requires an increase in loss absorbing capacity of between 4% and 5% of RWA.
- Other ongoing APRA regulatory reviews potentially impacting the future capital position include: Revisions to capital framework (RWA), Unquestionably Strong capital calibration, Transparency, Comparability and Flexibility proposals and Related Party Exposures.

APRA LEVEL 2 COMMON EQUITY TIER 1 (CET1)



LEVEL 2 BASEL III CET1



1. Internationally Comparable methodology aligns with APRA's information paper entitled International Capital Comparison Study (13 July 2015). Basel III Internationally Comparable ratios do not include an estimate of the Basel I capital floor. 2. Based on APRA information paper "Strengthening banking system resilience – establishing unquestionably strong capital ratios" released in July 2017. 3. Refer to ANZ Basel III APS330 Pillar 3 disclosures. 4. Cash NPAT excludes 'Large/notable' items'. 5. Represents the movement in retained earnings in deconsolidated entities, capitalised software, expected losses in excess of eligible provisions shortfall and other intangibles. 6. Other impacts include large/notable items affecting the March 2019 cash earnings, movements in non-cash earnings, RWA modelling changes and net foreign currency translation.

REGULATORY CAPITAL GENERATION

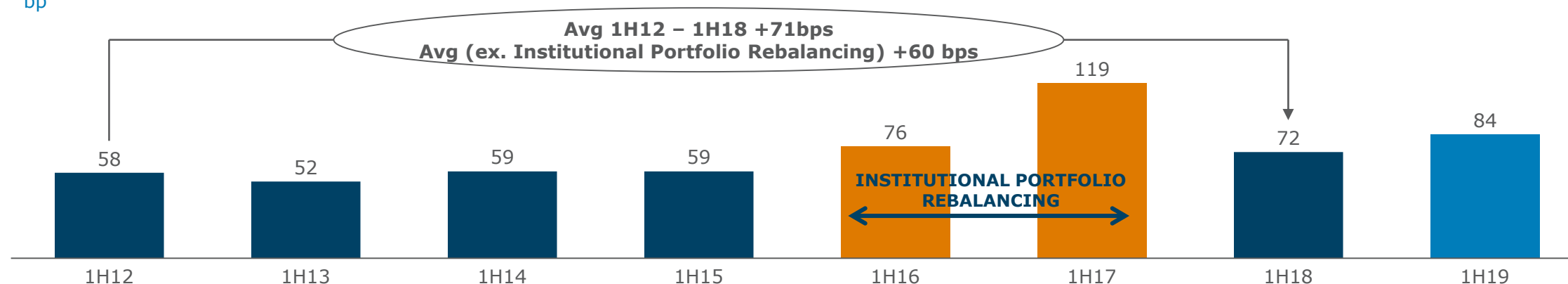
COMMON EQUITY TIER 1 GENERATION (bp)	First half average 1H12-1H18	1H19
Cash NPAT ¹	96	86
RWA movement	(12)	2
Capital Deductions ²	(13)	(4)
Net capital generation	71	84
Gross dividend	(67)	(59)
Dividend Reinvestment Plan ³	9	1
Core change in CET1 capital ratio	13	26
Other non-core and non-recurring items	8	(21)
Net change in CET1 capital ratio	21	5

Organic Capital Generation

- Net organic capital generation of +84bp for 1H19 is stronger than historical averages by +13bp.
- Excluding the halves with Institutional portfolio rebalancing, 1H19 net organic capital generation was +24bp stronger than prior period averages.

HISTORICAL NET ORGANIC CAPITAL GENERATION

bp



1. Cash NPAT excludes 'large/notable items' (which are included as "other non-core and non-recurring items").

2. Represents movement in retained earnings in deconsolidated entities, capitalised software, expected losses in excess of eligible provisions shortfall and other intangibles.

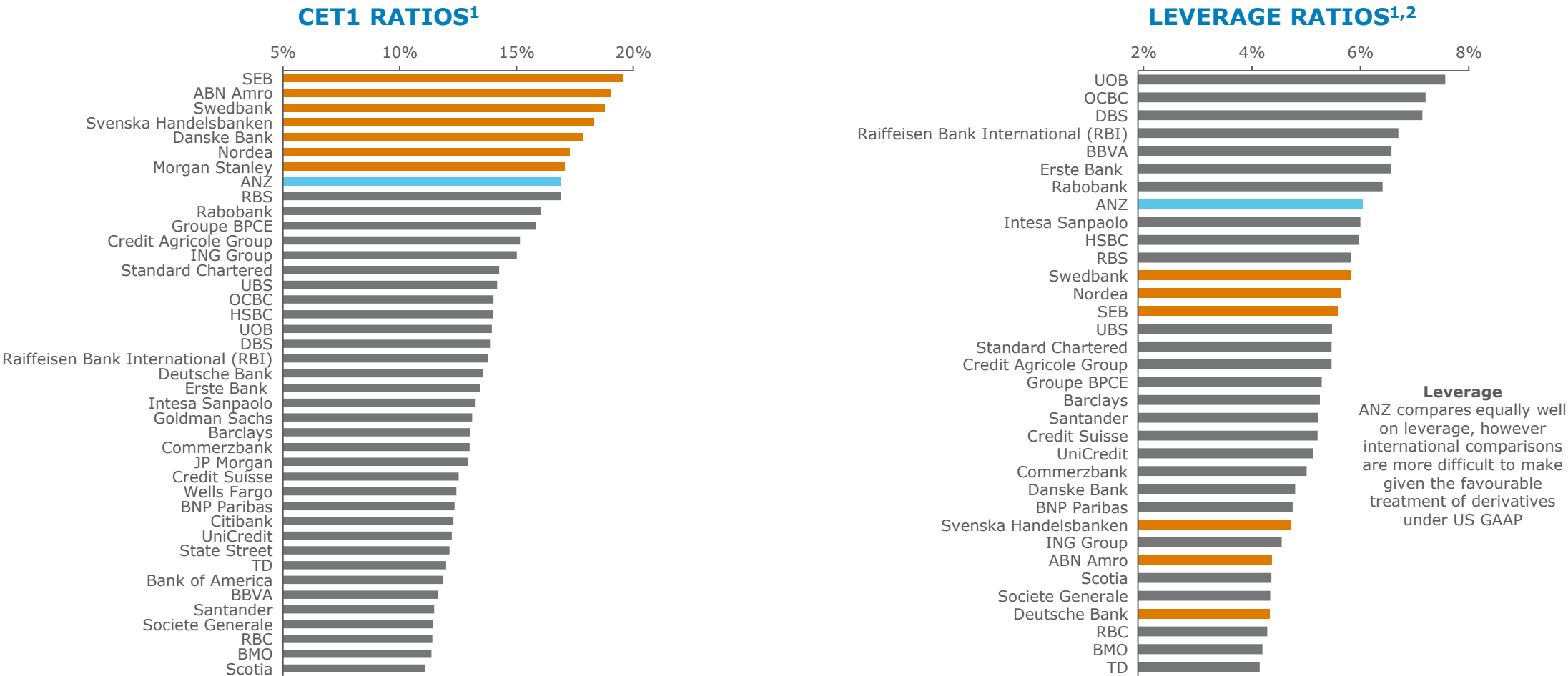
3. Includes Bonus Option Plan.

INTERNATIONALLY COMPARABLE¹ REGULATORY CAPITAL POSITION

APRA Level 2 CET1 – 31 March 2019		11.5%
Corporate undrawn EAD and unsecured LGD adjustments	Australian ADI unsecured corporate lending LGDs and undrawn CCFs exceed those applied in many jurisdictions	1.7%
Equity Investments & DTA	APRA requires 100% deduction from CET1 vs. Basel framework which allows concessional threshold prior to deduction	1.0%
Mortgages	APRA requires use of 20% mortgage LGD floor vs. 10% under Basel framework. Additionally, APRA also requires a higher correlation factor vs 15% under Basel framework.	1.3%
Specialised Lending	APRA requires supervisory slotting approach which results in more conservative risk weights than under Basel framework	0.8%
IRRBB RWA	APRA includes in Pillar 1 RWA. This is not required under the Basel framework	0.2%
Other	Includes impact of deductions from CET1 for capitalised expenses and deferred fee income required by APRA, currency conversion threshold and other retail standardised exposures	0.4%
Basel III Internationally Comparable CET1		16.9%
Basel III Internationally Comparable Tier 1 Ratio		19.3%
Basel III Internationally Comparable Total Capital Ratio		21.7%

1. Internationally Comparable methodology aligns with APRA's information paper entitled International Capital Comparison Study (13 July 2015). Basel III Internationally Comparable ratios do not include an estimate of the Basel I capital floor.

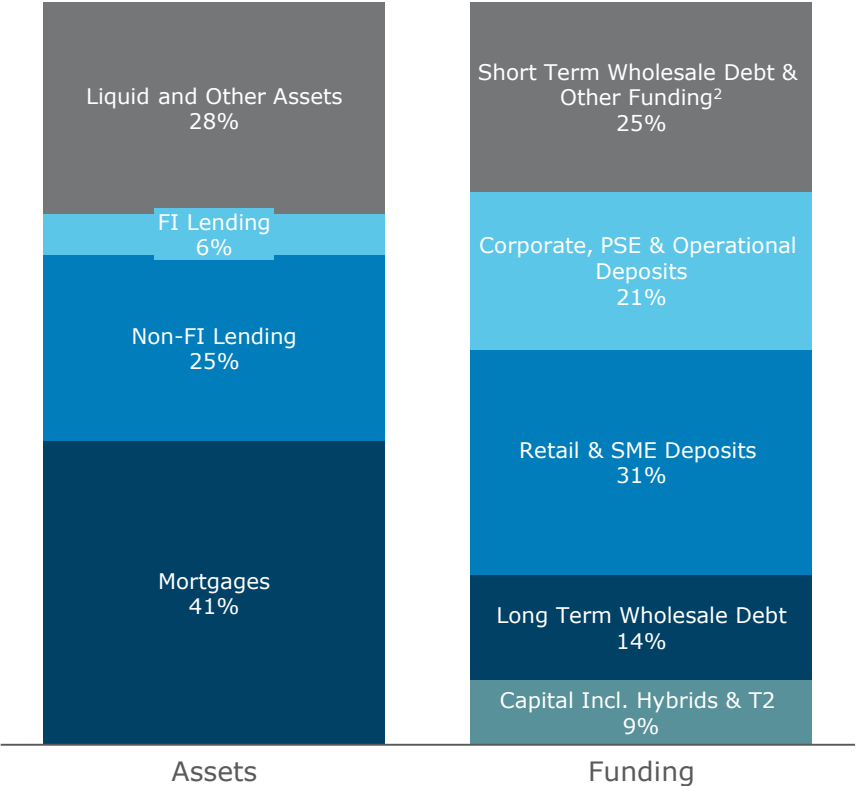
CET1 AND LEVERAGE IN A GLOBAL CONTEXT



1. CET1 and leverage ratios are based on ANZ estimated adjustment for accrued expected future dividends where applicable. ANZ ratios are on an Internationally Comparable basis. All data sourced from company reports and ANZ estimates based on last reported half/full year results assuming Basel III capital reforms fully implemented. 2. Includes adjustments for transitional AT1 where applicable. Exclude US banks as leverage ratio exposures are based on US GAAP accounting and therefore incomparable with other jurisdictions which are based on IFRS.

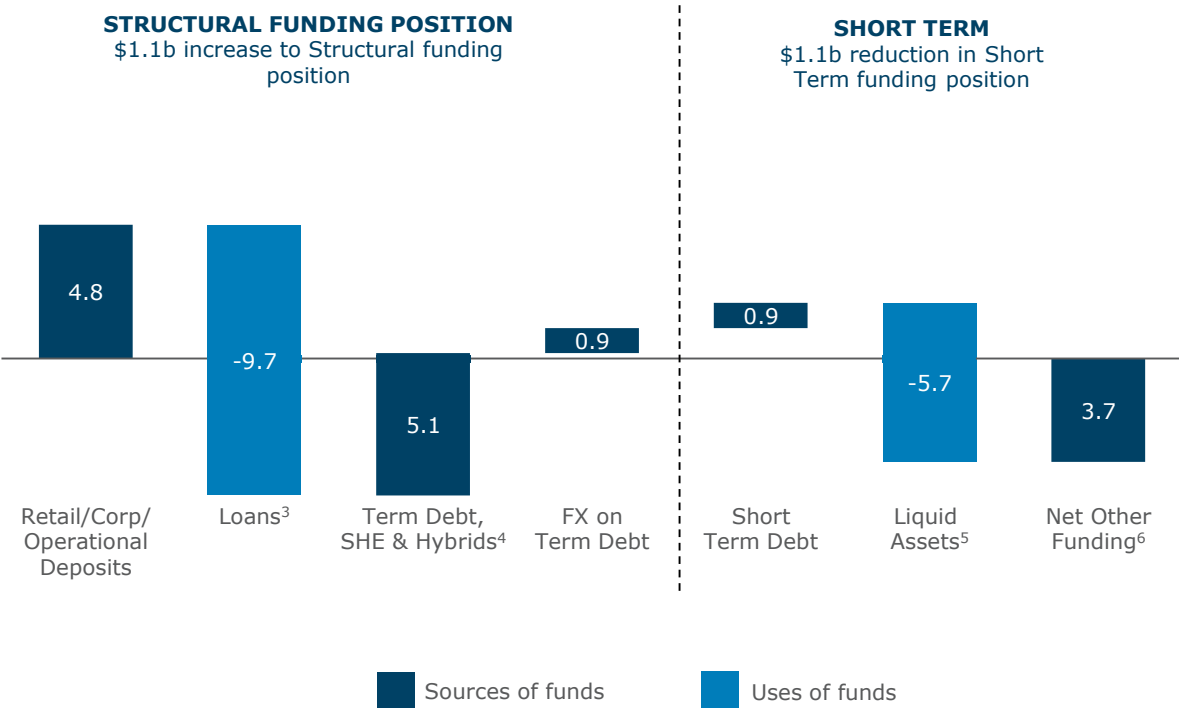
BALANCE SHEET STRUCTURE

FUNDED BALANCE SHEET COMPOSITION¹



SOURCES AND USES OF FUNDS

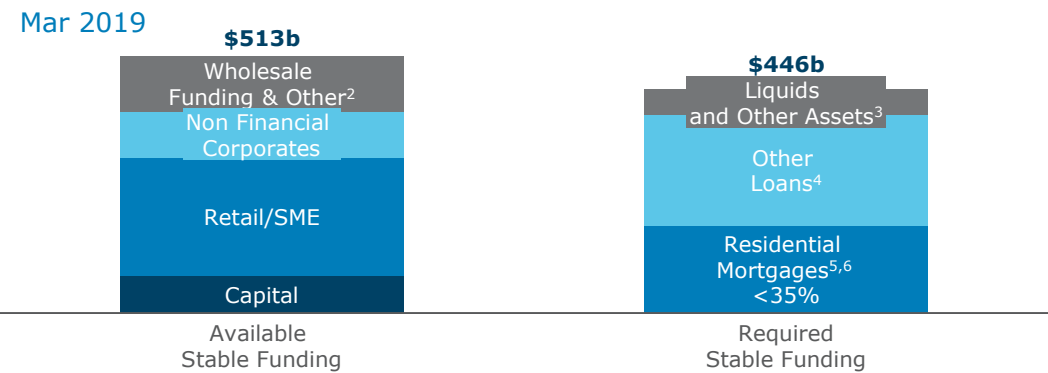
Sep 2018 to Mar 2019
\$b (including FX impact)



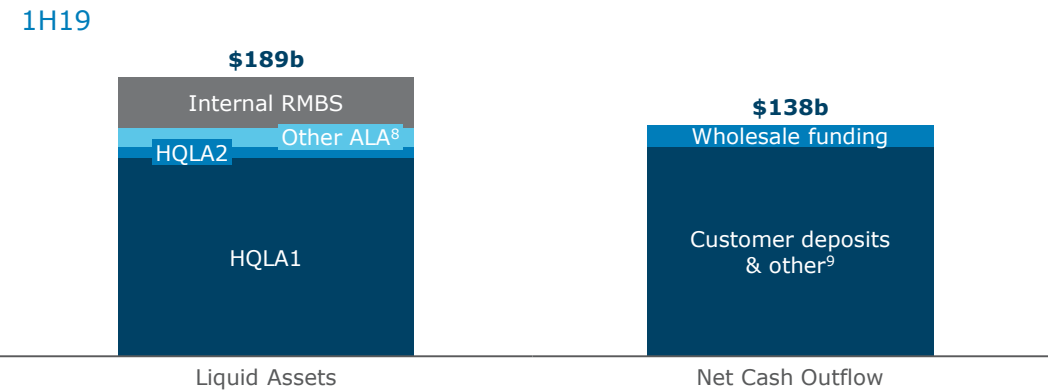
1. Based on NSFR Required Stable Funding (RSF) and Available Stable Funding (ASF) categories per APS 210. 2. Includes FI/Bank deposits, Repo funding, and other short dated liabilities. 3. Excludes interbank, repo loans and bills of acceptances. 4. Term Debt & Hybrid issuance, net of maturities. 5. Includes \$1.6bn mandatory and \$4bn discretionary liquids growth. 6. Includes bank deposits, repo funding, non-HQLA other assets, interest accruals, provisions, payables and net tax liabilities, payables and other liabilities.

FUNDING & LIQUIDITY METRICS¹

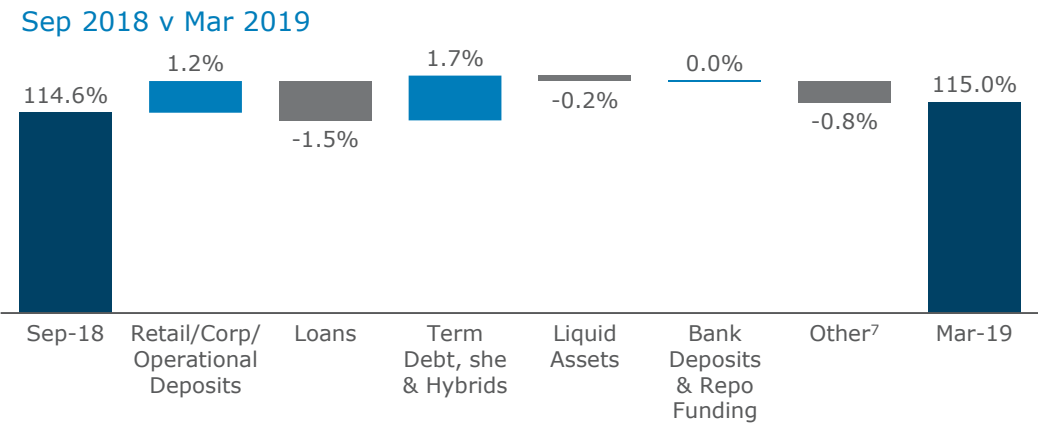
NSFR COMPOSITION



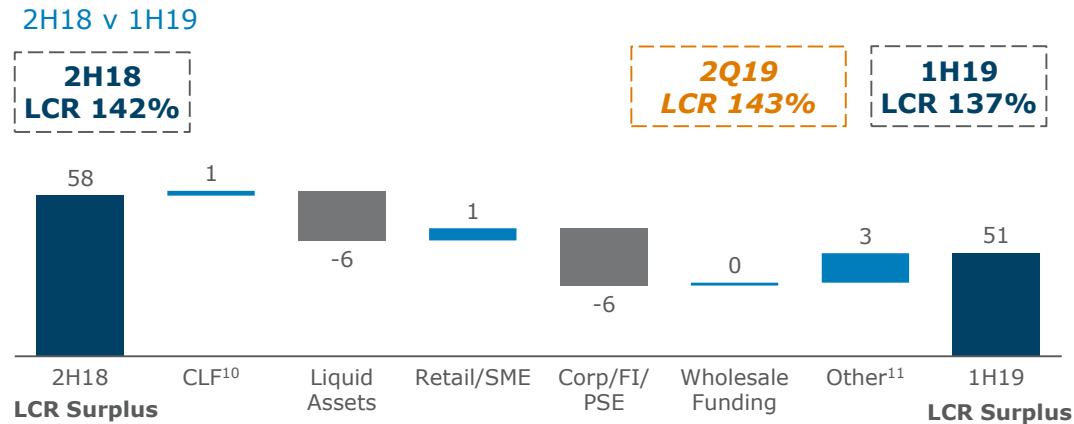
LCR COMPOSITION (AVERAGE)



NSFR MOVEMENT



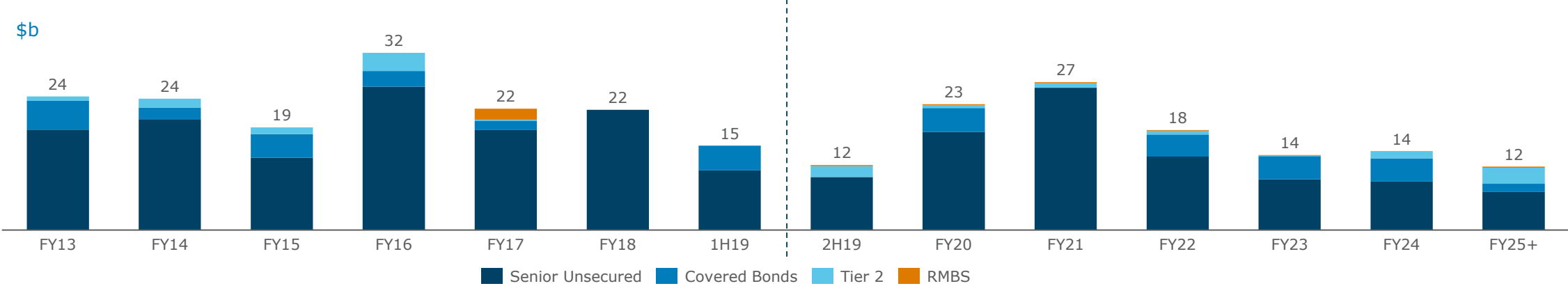
MOVEMENT IN AVERAGE LCR SURPLUS (A\$b)



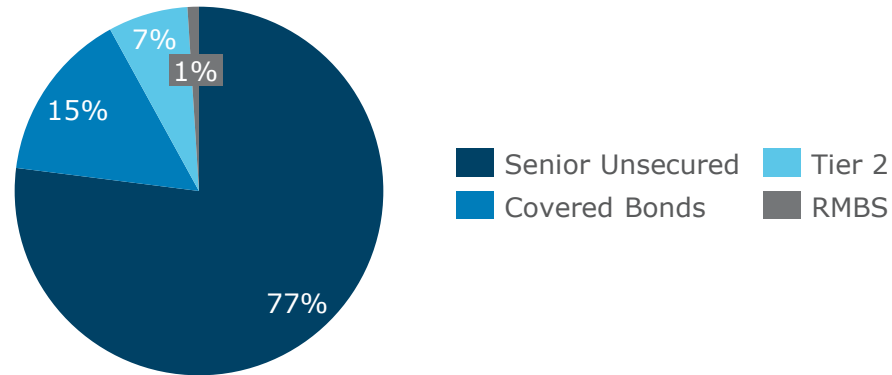
1. All figures shown on a Level 2 basis as per APRA Prudential Standard APS210. 2. 'Other' includes Sovereign, and non-operational FI Deposits. 3. 'Other Assets' include Off Balance Sheet, Derivatives, Fixed Assets and Other Assets. 4. All lending >35% Risk weight. 5. Includes NSFR impact of self-securitised assets backing the Committed Liquidity Facility (CLF). 6. <35% Risk weighting as per APS 112 Capital Adequacy: Standardised Approach to Credit Risk. 7. Net of other ASF and other RSF. 8. Comprised of assets qualifying as collateral for the Committed Liquidity Facility (CLF), excluding internal RMBS, up to approved facility limit; and any assets contained in the RBNZ's liquidity Policy – Annex: Liquidity Assets – Prudential Supervision Department Document BS13A . 9. 'Other' includes off-balance sheet and cash inflows. 10. RBA CLF increased by \$1.1b from 1 January 2019 to \$48.0bn (2018: \$46.9bn, 2017: \$43.8bn). 11. 'Other' includes off-balance sheet and cash inflows.

TERM WHOLESALE FUNDING PORTFOLIO¹

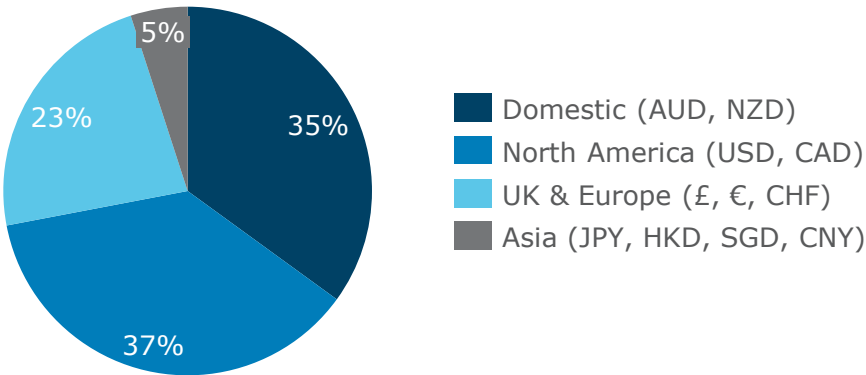
ISSUANCE



PORTFOLIO



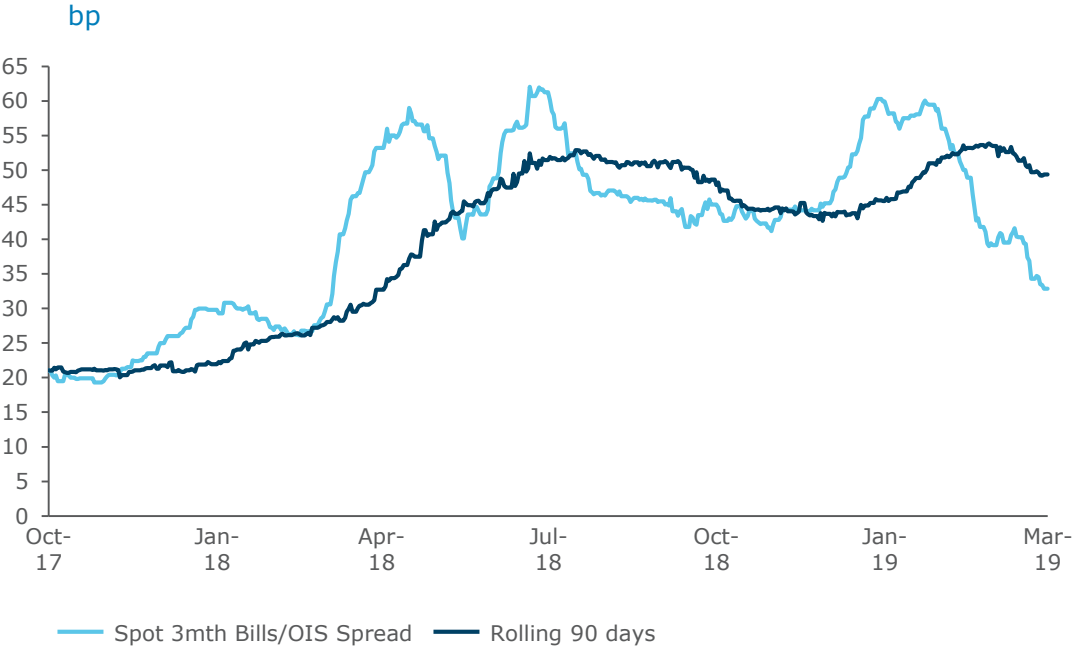
PORTFOLIO BY CURRENCY



1. All figures based on historical FX and exclude AT1. Includes transactions with an original call or maturity date greater than 12 months as at the respective reporting date. Tier 2 maturity profile is based on the next callable date.

IMPACTS OF RATE MOVEMENTS

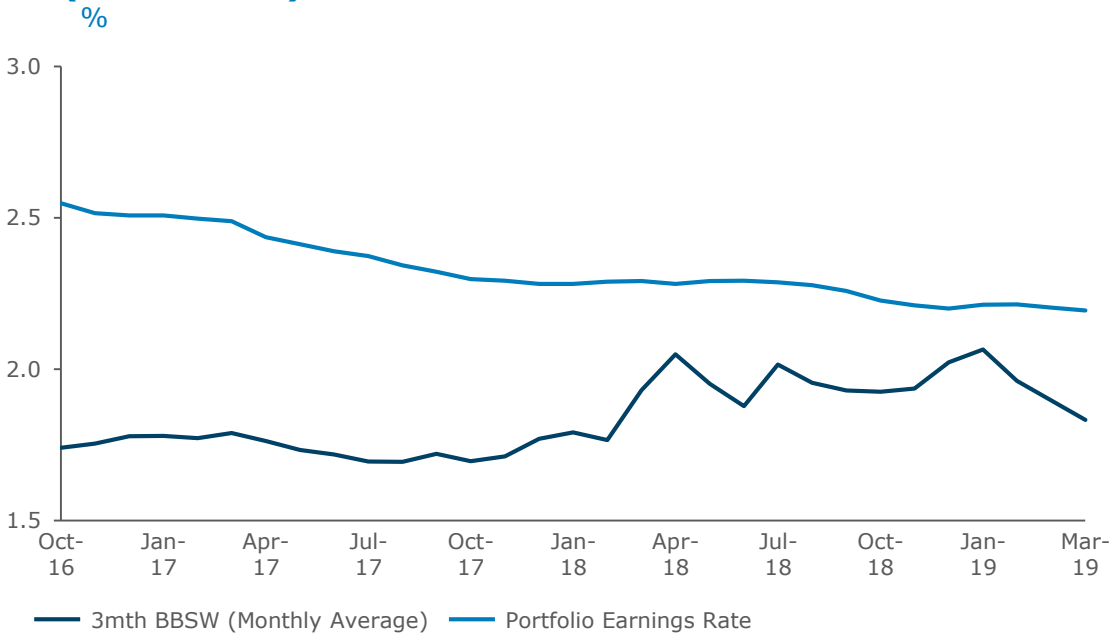
BILLS/OIS SPREAD



FY17 Ave ¹ : 26.8bp	
1H17 Ave: 28.4bp	2H17 Ave: 25.2bp
FY18 Ave ¹ : 36.3bp	
1H18 Ave: 24.4bp	2H18 Ave: 48.1bp
1H19 Ave ¹ : 48.0bp	

1. 90 day rolling average of spot 3mth Bills/OIS spread

CAPITAL & REPLICATING DEPOSITS PORTFOLIO (AUSTRALIA)



FY17 Ave: 2.44%	
1H17 Ave: 2.51%	2H17 Ave: 2.38%
FY18 Ave: 2.29%	
1H18 Ave: 2.29%	2H18 Ave: 2.28%
1H19 Ave: 2.21%	

2019 HALF YEAR RESULTS

RISK MANAGEMENT
INVESTOR DISCUSSION PACK

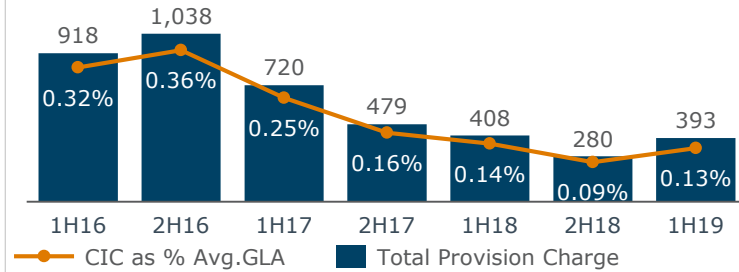
1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED

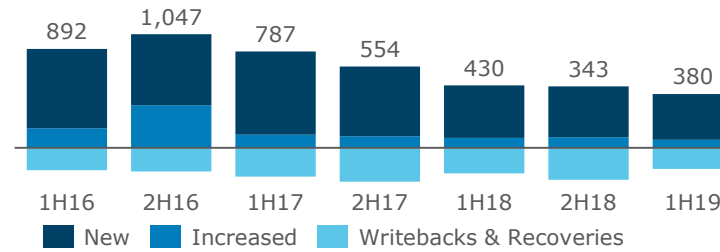


KEY RISK METRICS

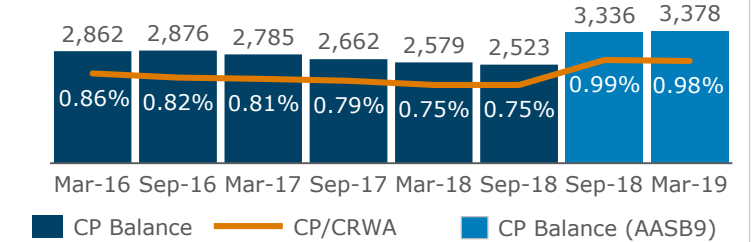
CREDIT IMPAIRMENT CHARGE (\$m)



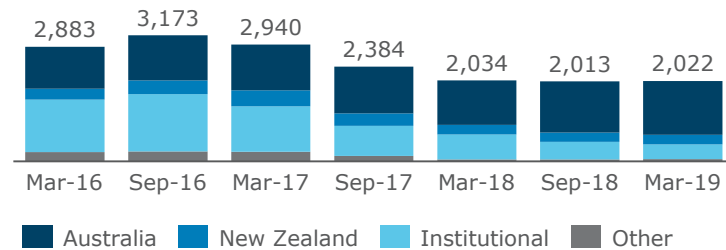
INDIVIDUAL PROVISION (IP) CHARGE (\$m)



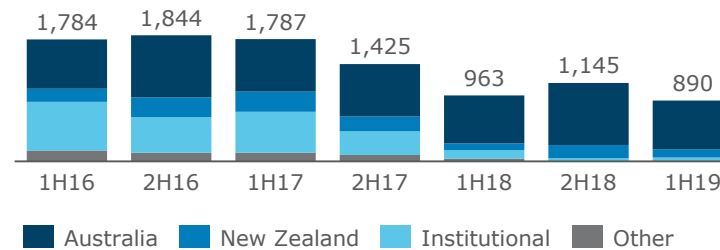
COLLECTIVE PROVISION (CP) BALANCE & COVERAGE (\$m)



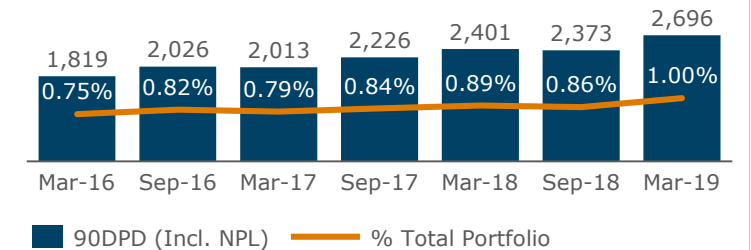
GROSS IMPAIRED ASSETS (\$m)



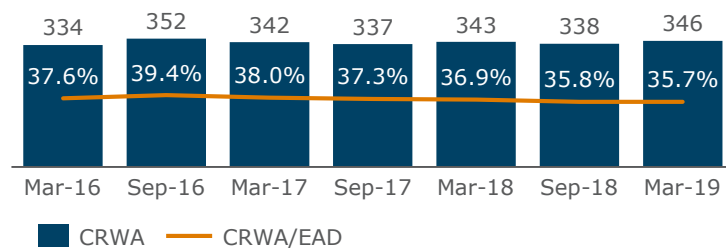
NEW IMPAIRED ASSETS (\$m)



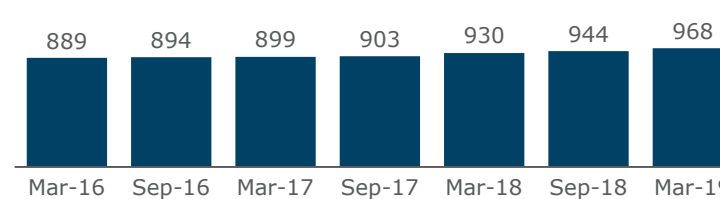
AUSTRALIA MORTGAGES 90DPD (INCL NPL) (\$m)



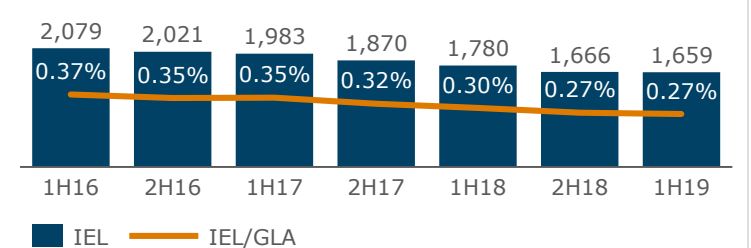
CREDIT RWA (\$b)



EXPOSURE AT DEFAULT (EAD) (\$b)



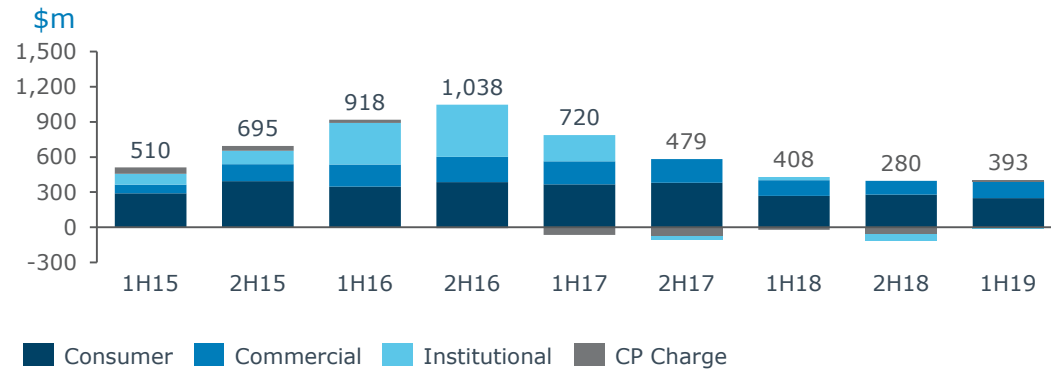
INTERNAL EXPECTED LOSS (IEL) (\$m)



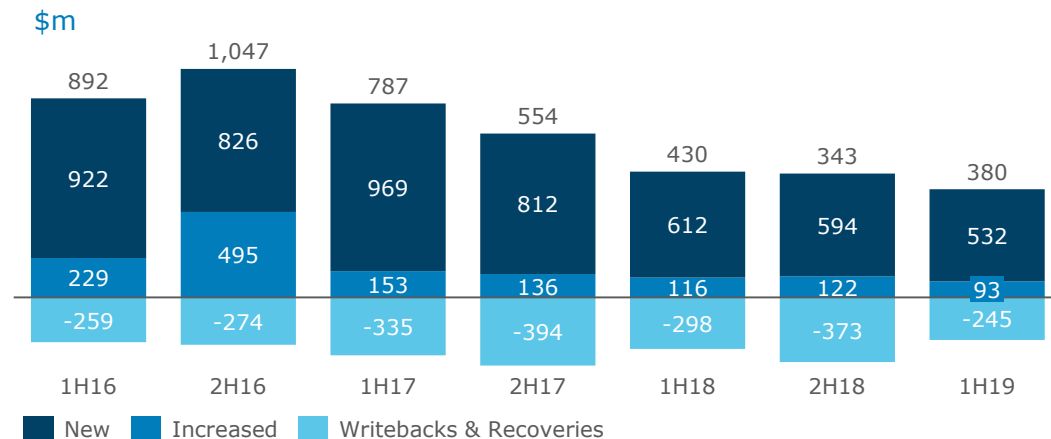
RISK MANAGEMENT

PROVISIONS

CREDIT IMPAIRMENT CHARGE

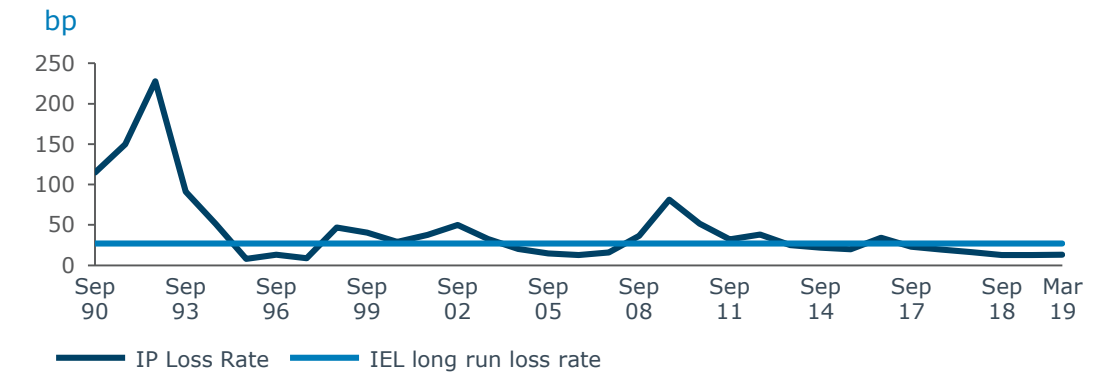


INDIVIDUAL PROVISION CHARGE



IP: Individual Provision charge; CP: Collective Provision charge; CIC: Total Credit Impairment charge

ANZ HISTORICAL LOSS RATES



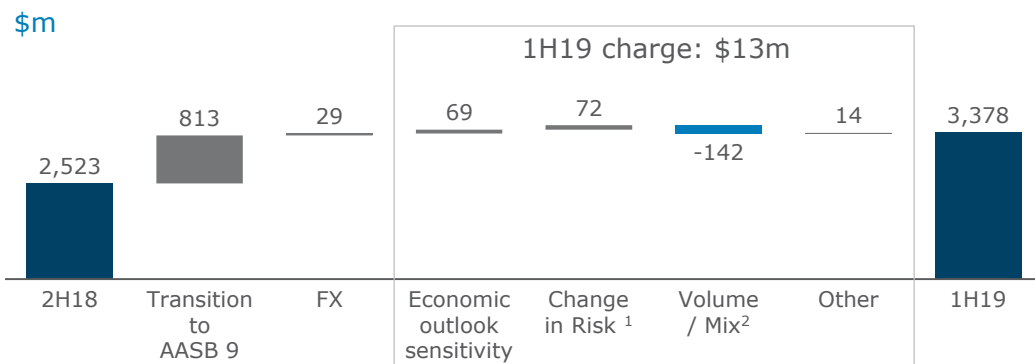
LONG RUN LOSS RATE (INTERNAL EXPECTED LOSS)

%

	Mar 16	Sep 16	Mar 17	Sep 17	Mar 18	Sep 18	Mar 19
Australia Div.	0.35	0.33	0.33	0.33	0.31	0.29	0.29
New Zealand Div.	0.25	0.26	0.26	0.22	0.21	0.19	0.19
Institutional Div.	0.37	0.36	0.35	0.30	0.32	0.27	0.27
Other	1.47	1.79	1.60	1.69	1.95	1.78	1.60
Subtotal	0.34	0.33	0.33	0.30	0.30	0.27	0.27
Asia Retail	1.50	1.51	1.51	2.75	0	0	0
Total	0.37	0.35	0.35	0.32	0.30	0.27	0.27

COLLECTIVE PROVISION

COLLECTIVE PROVISION (CP) BALANCE & MOVEMENT



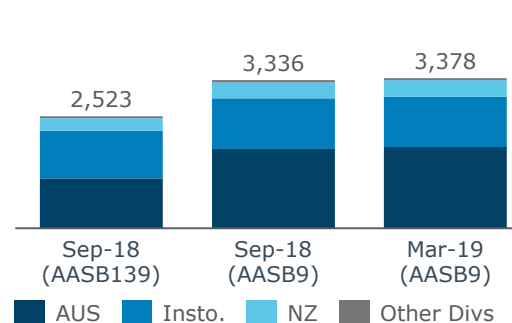
COLLECTIVE PROVISION CHARGE

\$m

AASB139							AASB9	
	1H16	2H16	1H17	2H17	1H18	2H18		1H19
CP charge	26	-9	-67	-75	-22	-63	CP charge	13
Lending Growth	56	-59	-30	-18	0	-4	Volume/Mix ²	-142
Change in Risk/Portfolio Mix	-30	50	-78	-91	2	-108	Change in Risk	72
Eco Cycle	0	0	41	34	-24	49	Economic outlook sensitivity	69
							Other	14

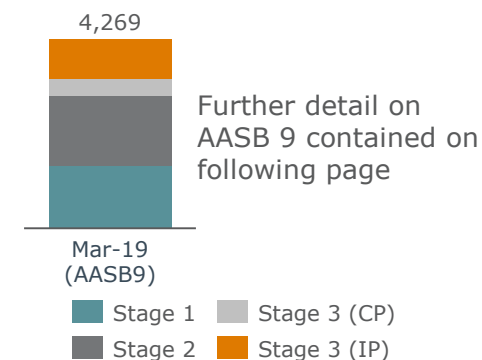
CP BALANCE

BY DIVISION (\$m)



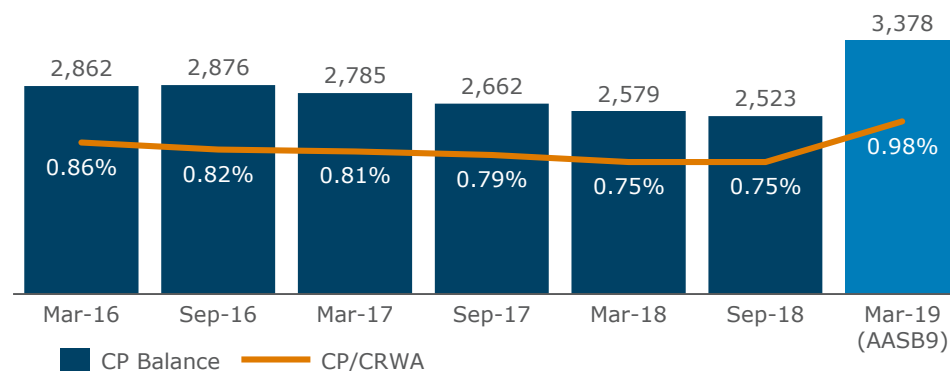
TOTAL PROVISION BALANCE

BY AASB 9 STAGES (\$m)



CP COVERAGE

\$m

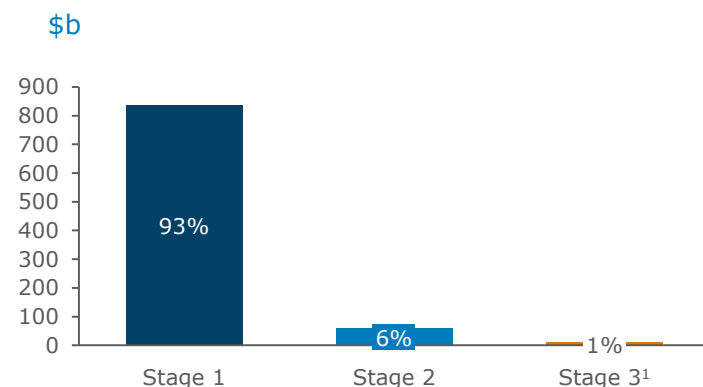


1. Measures the impact of PD or LGD migration of existing customers.
2. Measures the impact of new and increased lending offset by maturing loans / exiting customers

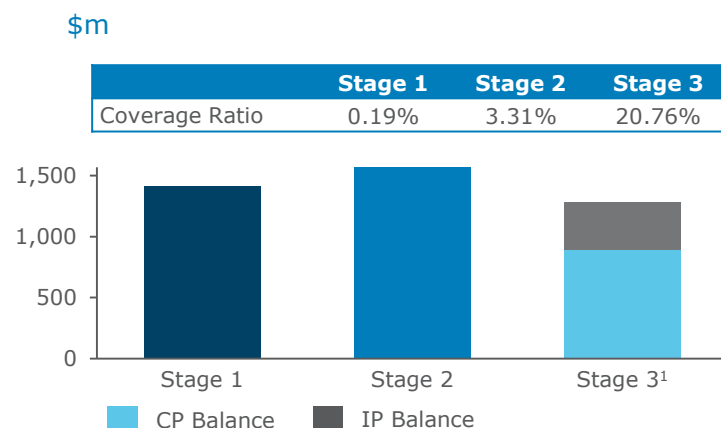
AASB 9 PROVISIONS

TRANSITIONED TO AASB9 ON 1 OCTOBER 2018

PORTFOLIO EXPOSURE BY STAGE



PROVISION BALANCE & COVERAGE RATIO



1. Includes portfolios in Stage 3 that are Collectively and Individually assessed

Stages

- Stage 1 - 12 months Expected Credit Loss (ECL)
 - On origination, Stage 1 for all facilities, remains unless significant increase in credit risk
- Stage 2 - Lifetime ECL
 - Significant increase in credit risk since origination
- Stage 3 - Non-performing: Lifetime ECL
 - Impairment provision of lifetime ECL is recognised. Includes both collectively and individually assessed provisions

Drivers between stages

- Retail: driven by Customer Behavioural Scores and delinquency
- Institutional & Commercial: Customer Credit Rating (CCR) migration

Total balance \$4,269

- Stage 1: Weighted towards Institutional, largely Investment Grade
- Stage 2: Greater proportion of provisions are in Aus & NZ, allocated to Retail and Business Banking
- Stage 3: Comprises of \$395m Collective Provisions and \$891 Individual Provisions

Divers of ECL:

Main drivers:

- Economic outlook: A probability weighted ECL is determined by weighting the ECL outcome over 4 economic scenarios: Base Case (the Group's current economic outlook), Downside, Upside, and Stress
- Stage categorisation: Customers who have experienced a significant increase in credit risk (SICR) are subject to lifetime ECL rather than 12 months

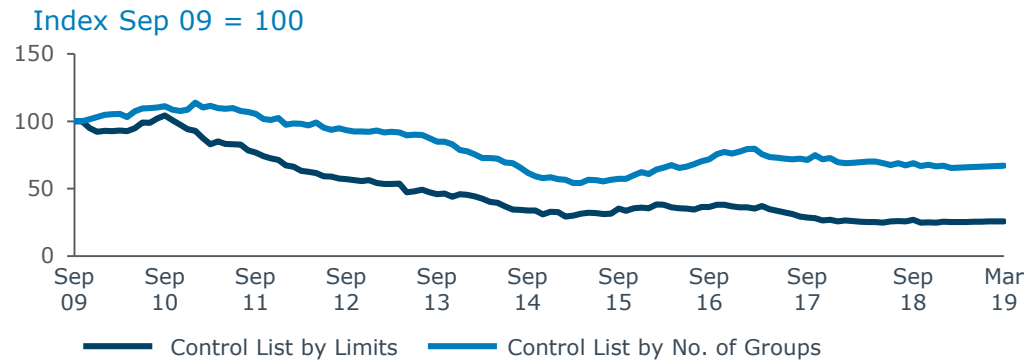
Other drivers:

- Temporary adjustments: relating to one-off events which may affect ECL but are not currently reflected in the modelled provision balance

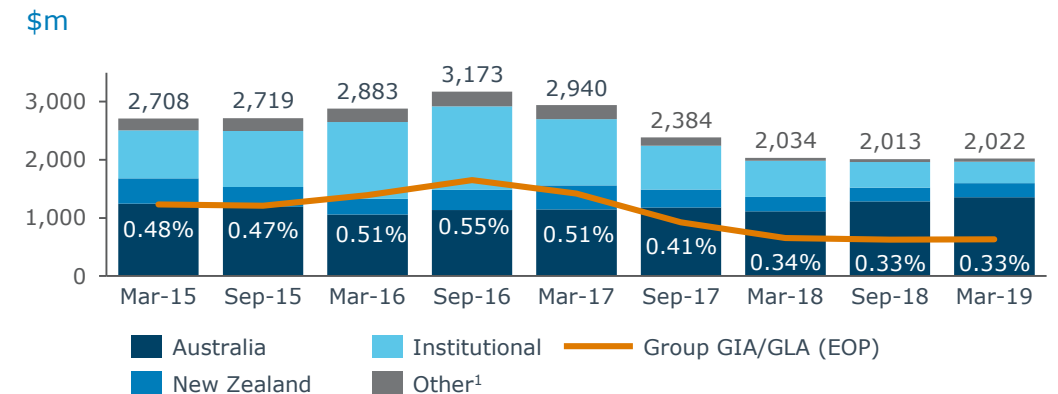
RISK MANAGEMENT

IMPAIRED ASSETS

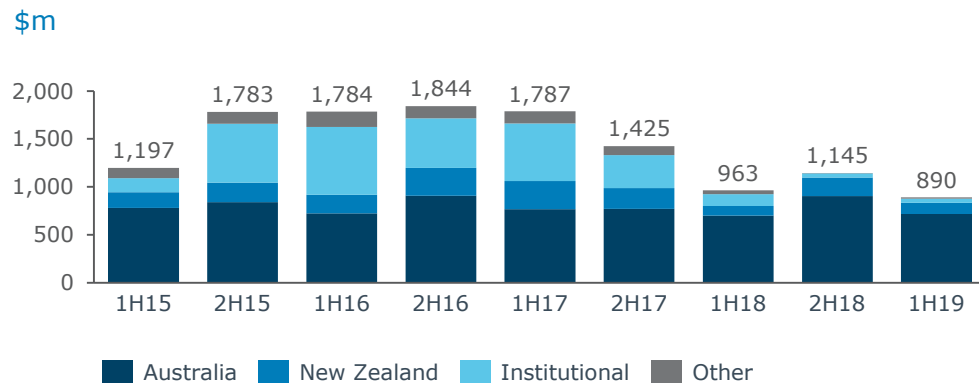
CONTROL LIST



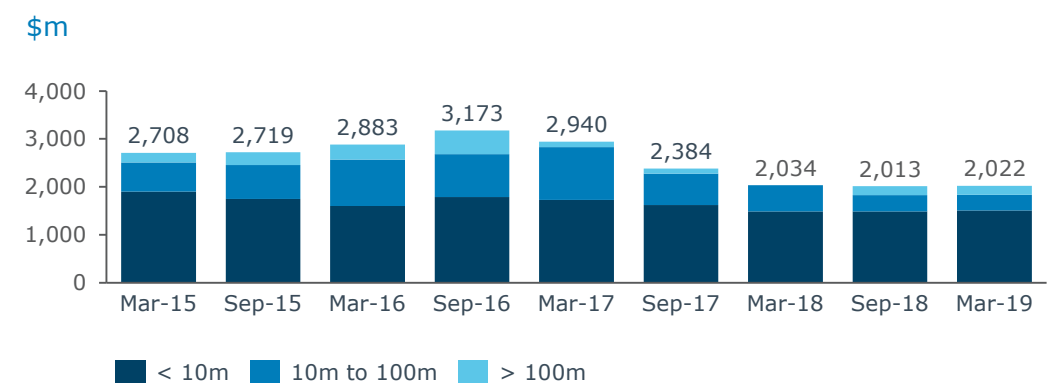
GROSS IMPAIRED ASSETS BY DIVISION



NEW IMPAIRED ASSETS BY DIVISION



GROSS IMPAIRED ASSETS BY EXPOSURE SIZE

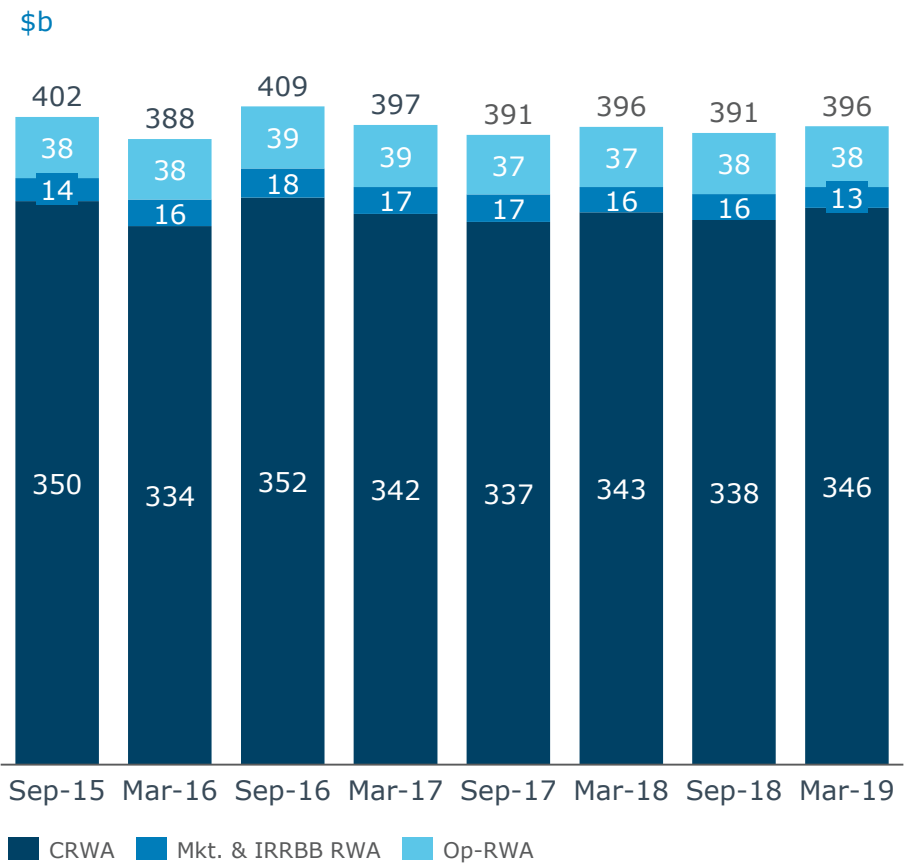


1. Other includes Retail Asia & Pacific and Australian Wealth.

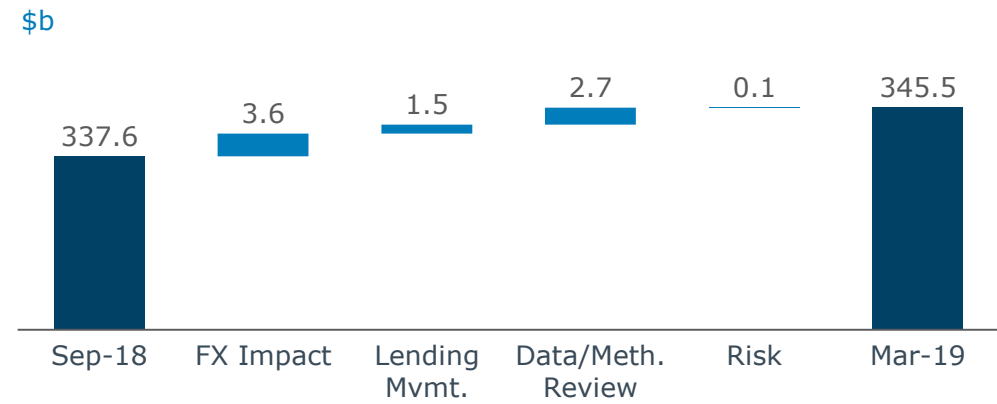
RISK MANAGEMENT

RISK WEIGHTED ASSETS

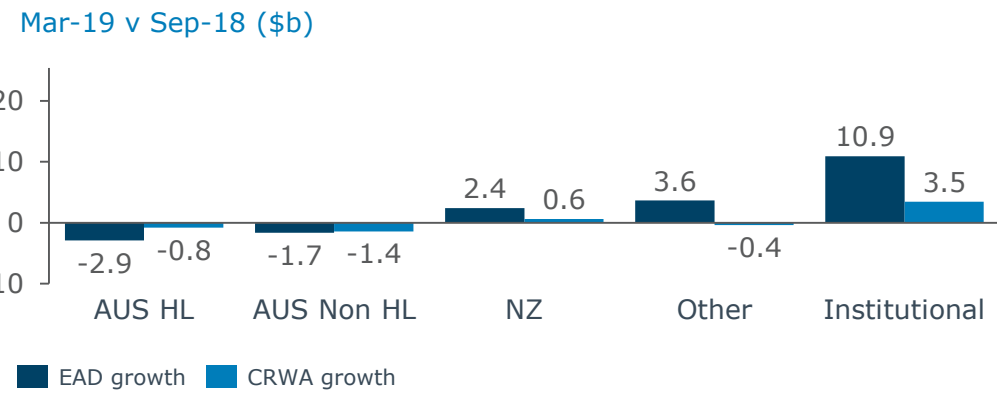
TOTAL RISK WEIGHTED ASSETS



CRWA MOVEMENT



GROUP EAD & CRWA GROWTH MOVEMENT^{1,2}



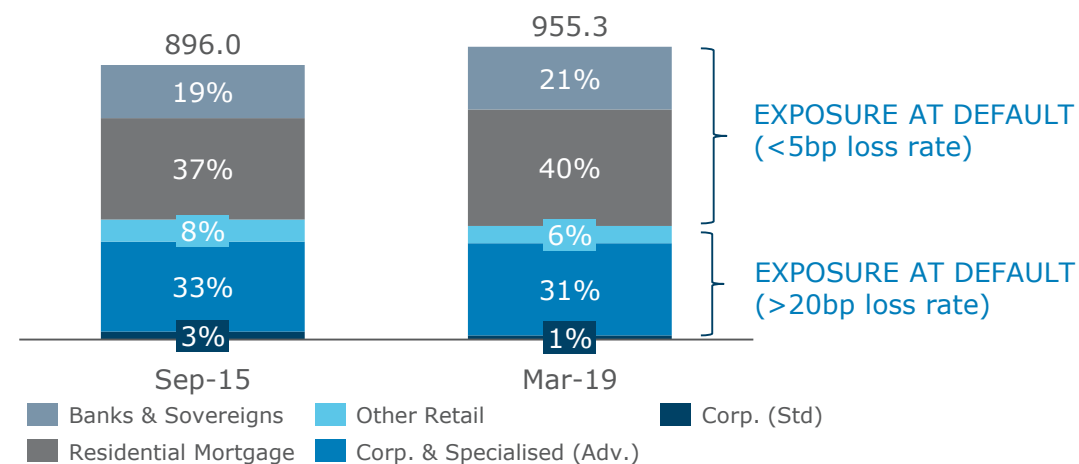
1. Post CRM EAD, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral. Excludes amounts for 'Securitisation' and 'Other Assets' Basel asset classes.
2. Refers to FX adjusted lending movement, excluding Data/Meth Review and Risk.

IMPROVING PORTFOLIO RISK PROFILE

ACTIONS TAKEN TO IMPROVE RISK PROFILE

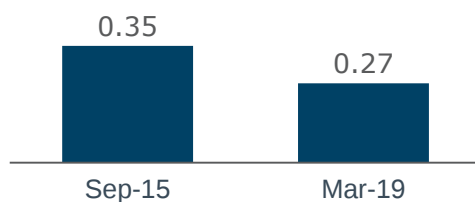
Sold Asia Retail & Wealth businesses	(IEL 151bp) ¹
Sold Esanda Dealer Finance business	(IEL 100bp) ²
Largely exited Emerging Corporate portfolio in Asia	(IEL 41bp) ¹
Restricted growth in Australia unsecured retail lending	
Increased Institutional investment grade exposures	86% (Mar 19) 81% (Sep 15)

EXPOSURE AT DEFAULT BY ASSET CLASSES³

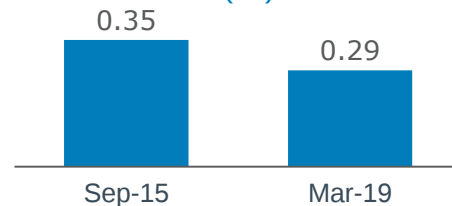


INTERNAL EXPECTED LOSS (IEL) (AS A % OF GROSS LENDING ASSETS)

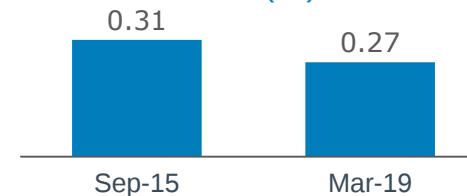
GROUP TOTAL (%)



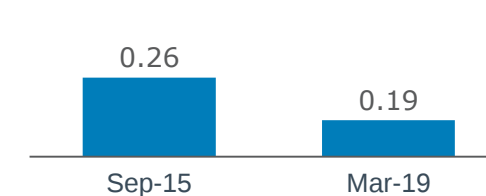
AUSTRALIA (%)



INSTITUTIONAL (%)



NEW ZEALAND (%)



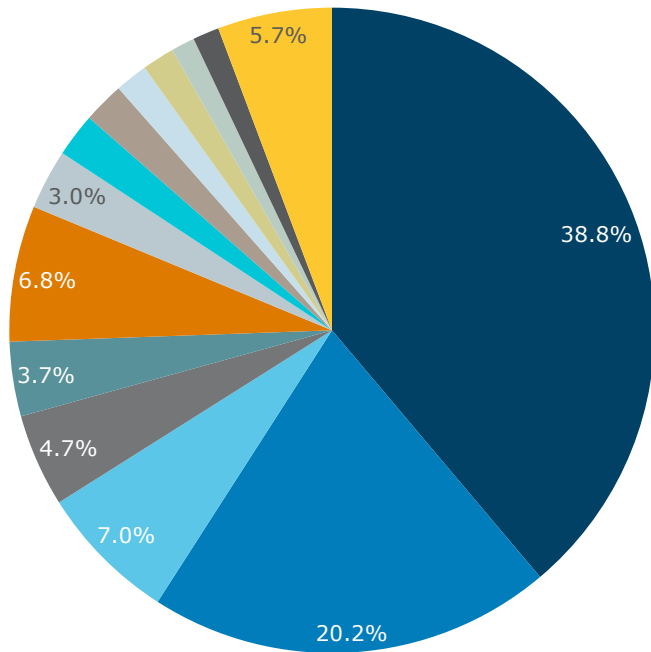
1. Internal expected loss as at September 2016
 2. Internal expected loss as at September 2015
 3. EAD excludes amounts for Securitisation, Other Assets, CVA and QCCP Basel classes

RISK MANAGEMENT

PORTFOLIO COMPOSITION

EXPOSURE AT DEFAULT (EAD) DISTRIBUTION

TOTAL GROUP EAD (Mar-19)
= \$968b¹



Category	% of Group EAD			% of Portfolio in Non Performing			Portfolio Balance in Non Performing
	Mar-18	Sep-18	Mar-19	Mar-18	Sep-18	Mar-19	
Consumer Lending	40.5%	39.7%	38.8%	0.1%	0.1%	0.1%	\$477
Finance, Investment & Insurance	18.5%	19.6%	20.2%	0.0%	0.0%	0.1%	\$108
Property Services	6.6%	6.8%	7.0%	0.3%	0.3%	0.3%	\$173
Manufacturing	4.5%	4.6%	4.7%	0.5%	0.4%	0.3%	\$148
Agriculture, Forestry, Fishing	3.8%	3.7%	3.7%	1.1%	1.1%	1.1%	\$387
Government & Official Institutions	7.1%	6.9%	6.8%	0.0%	0.0%	0.0%	\$0
Wholesale trade	2.9%	3.0%	3.0%	0.4%	0.3%	0.3%	\$79
Retail Trade	2.2%	2.2%	2.2%	0.9%	0.9%	0.7%	\$154
Transport & Storage	2.1%	2.0%	2.1%	0.2%	0.2%	0.2%	\$44
Business Services	1.7%	1.6%	1.6%	0.9%	0.9%	1.0%	\$163
Resources (Mining)	1.6%	1.6%	1.6%	0.9%	0.3%	0.3%	\$50
Electricity, Gas & Water Supply	1.3%	1.2%	1.2%	0.1%	0.1%	0.1%	\$16
Construction	1.4%	1.4%	1.3%	1.8%	1.7%	1.8%	\$233
Other	5.9%	5.7%	5.7%	0.4%	0.4%	0.4%	\$217
Total	100%	100%	100%				\$2,249m
Total Group EAD¹	\$930b	\$944b	\$968b				

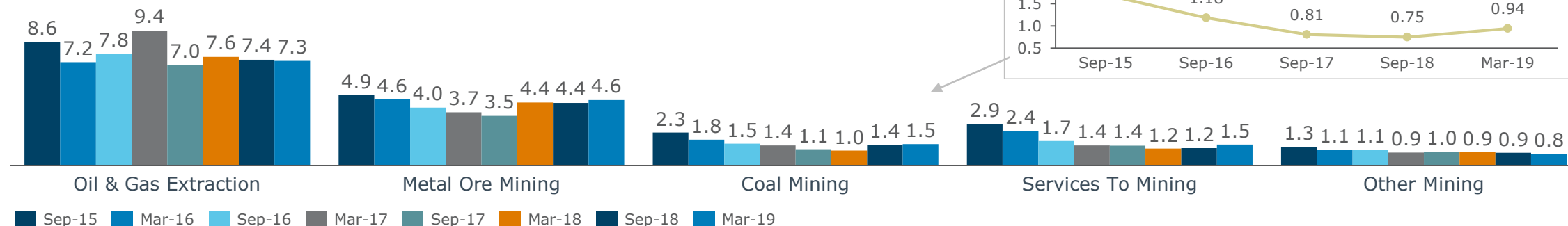
1. EAD excludes amounts for 'Securitisation' and 'Other Assets' Basel classes. Data provided is on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral.

RISK MANAGEMENT

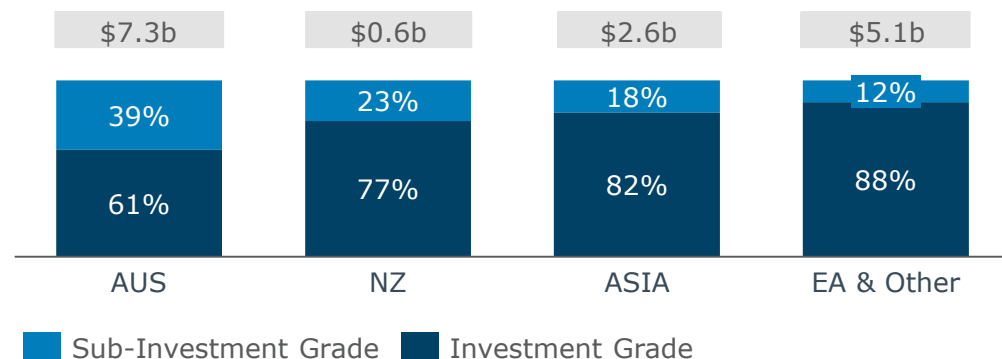
GROUP RESOURCES PORTFOLIO

RESOURCES EXPOSURE AT DEFAULT (EAD) BY SECTOR (\$b)

TOTAL EAD (Mar-19): \$15.6b (Resources exposures as a % of Group EAD: 1.6%)



EAD & CREDIT QUALITY (Mar-19)



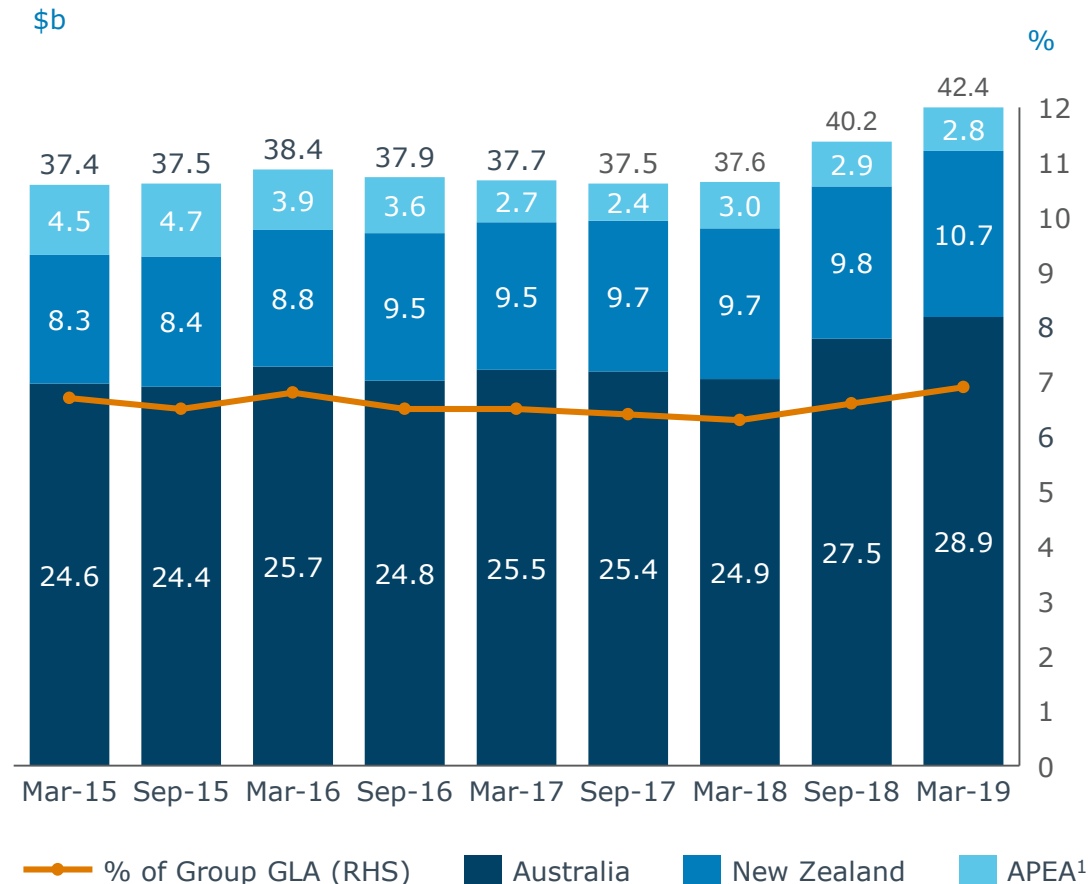
RESOURCES PORTFOLIO MANAGEMENT

- Portfolio is skewed towards well capitalised and lower cost resource producers.
- 27% of the book is less than one year duration.
- Investment grade exposures represent 74% of portfolio vs. 67% at Mar 18 and Trade business unit accounts for 19% of the total Resources EAD.
- Mining services customers are subject to heightened oversight given the cautious outlook for the services sector.
- Increased coal mining exposure in FY18 / 1H19 primarily reflects mergers and acquisitions activity related to existing mines, i.e. predominantly metallurgical coal assets sold by diversified miners to existing customers. Financing is mainly used to support continuing operations, and not mine expansions.
- Thermal coal exposure is currently \$944m. We expect our thermal coal exposure to decline over time, as it has since 2015, though there was an increase in 1H19 due to one transaction for an existing customer and a reclassification of one exposure. Our exposures to thermal coal are primarily concentrated in a small number of Australian-based miners.

RISK MANAGEMENT

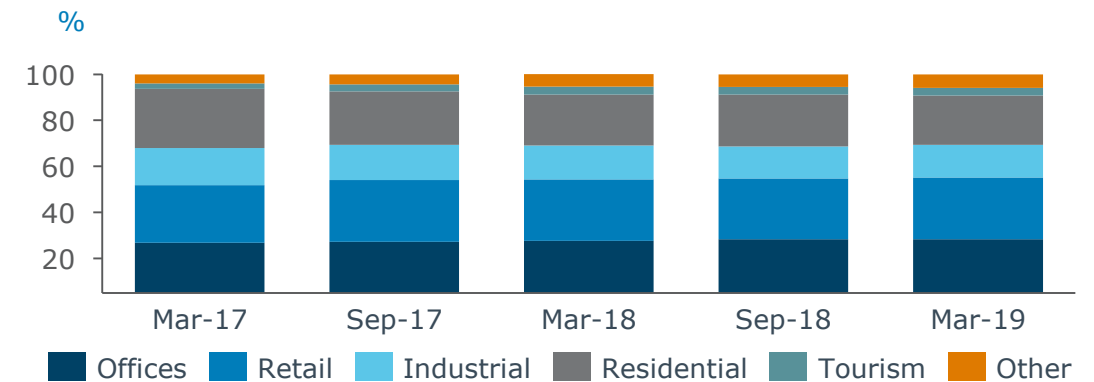
COMMERCIAL PROPERTY PORTFOLIO

COMMERCIAL PROPERTY OUTSTANDINGS BY REGION



1. APEA = Asia Pacific, Europe & America.

COMMERCIAL PROPERTY OUTSTANDINGS BY SECTOR



PROPERTY PORTFOLIO MANAGEMENT

- Australian volumes increased by 5% driven by higher lending to REITs and funds in both the Office and Retail sectors offset by a decline in Residential lending given the slowdown in the residential property market.
- Increase in New Zealand volumes was driven by exchange rate movements and investment lending growth in the Office sector.
- APEA volumes remained stable for 1H19 with the portfolio concentrated on large well rated names in Singapore and Hong Kong.

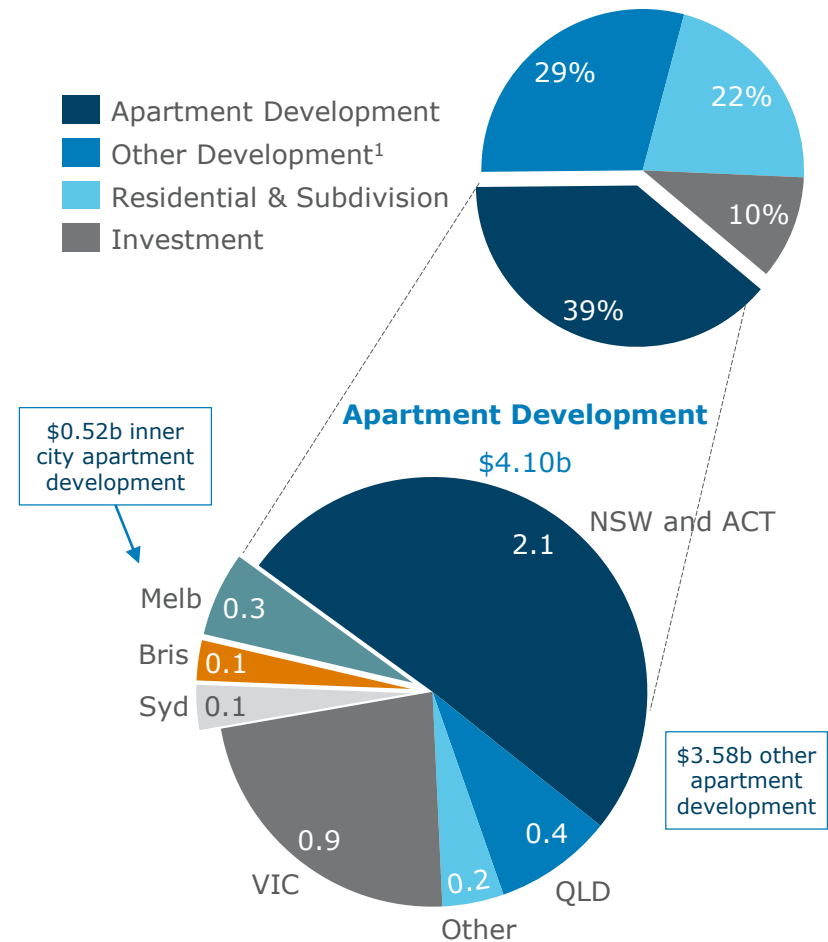
RESIDENTIAL DEVELOPMENT

OVERVIEW

- Overall Apartment Development limits have increased by \$0.2bn (4%) to \$4.1bn as at 1H19 and account for 39% (prior half: 39%) of total Residential limits.
- Inner City Apartment limits totalled \$0.5bn and accounted for 13% of total Apartment Development limits in 1H19 as compared to 14% in the prior half. This reduction was due to repayments from a couple of completed projects in Brisbane.
- Average qualifying pre-sales for Inner City Apartments Development loans and corresponding LVRs were 101%² and 49%, respectively as at Mar 19 (as compared to presales of 101% and LVR of 56% in Sep 18). These loans remain subject to tight parameters around LVR, presale debt cover and quantum of foreign purchaser presales.
- Outside of Inner City locations, Apartment Development limits were weighted towards the states of NSW and ACT (58%), VIC (26%) and QLD (10%) with minimal exposures in other states. These development exposures are predominantly in the suburbs of the capital cities of the above listed states.
- Residential Development projects continue to be closely monitored with level of oversight driven by progress of the project vs. plan, industry trends and emerging risks.

PROFILE (MAR 19)

Total Residential Limits: **\$10.58b**

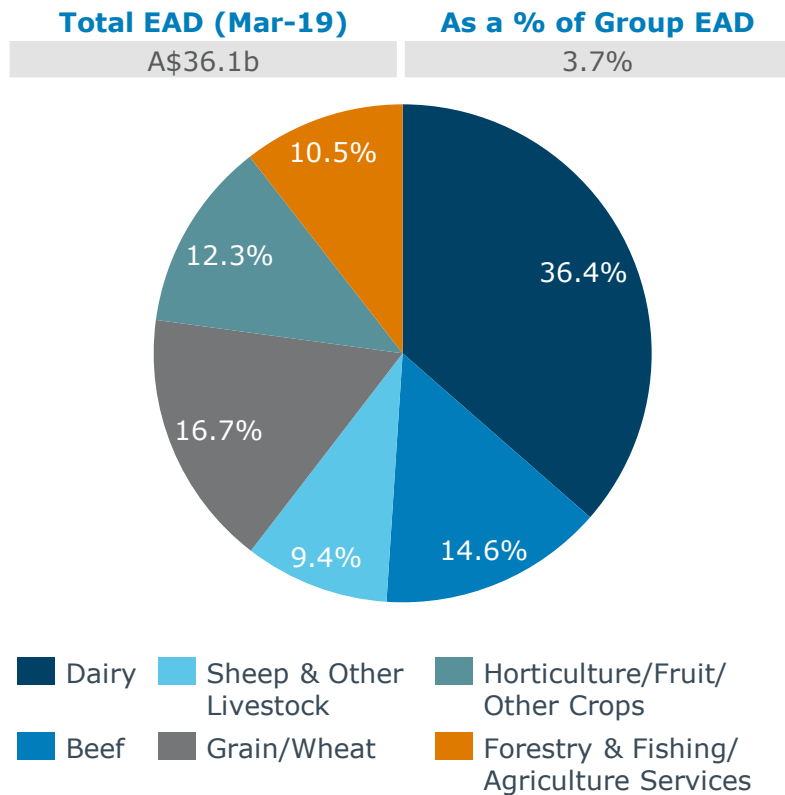


1. Other Development primarily comprises Low Rise & Prestige Residential and Multi Project Development
 2. Percentage refers to debt coverage – dollar value of presales divided by total debt on the project

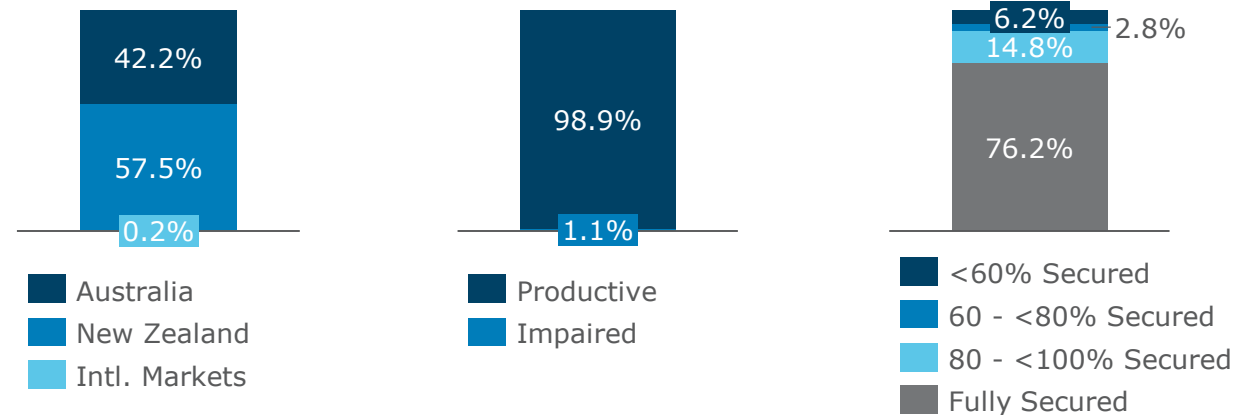
RISK MANAGEMENT

GROUP AGRICULTURE PORTFOLIO

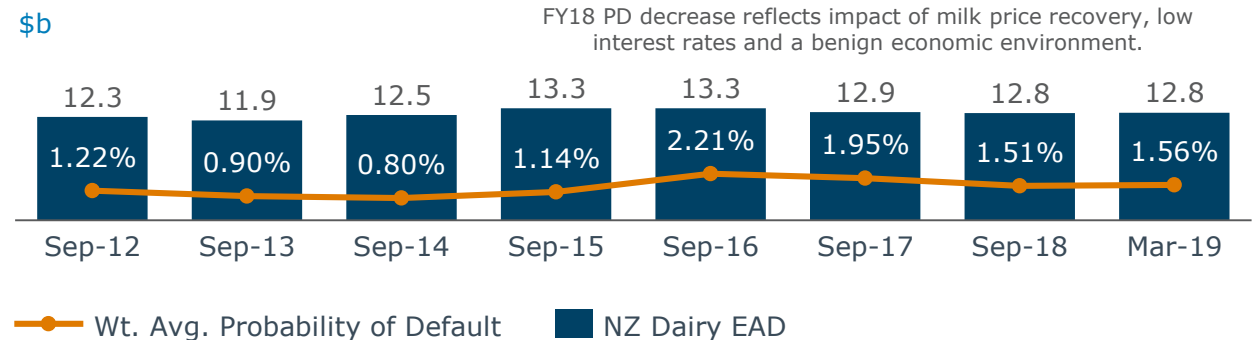
AGRICULTURE EXPOSURE BY SECTOR (% EAD)



GROUP AGRICULTURE EAD SPLITS¹



NEW ZEALAND² DAIRY CREDIT QUALITY



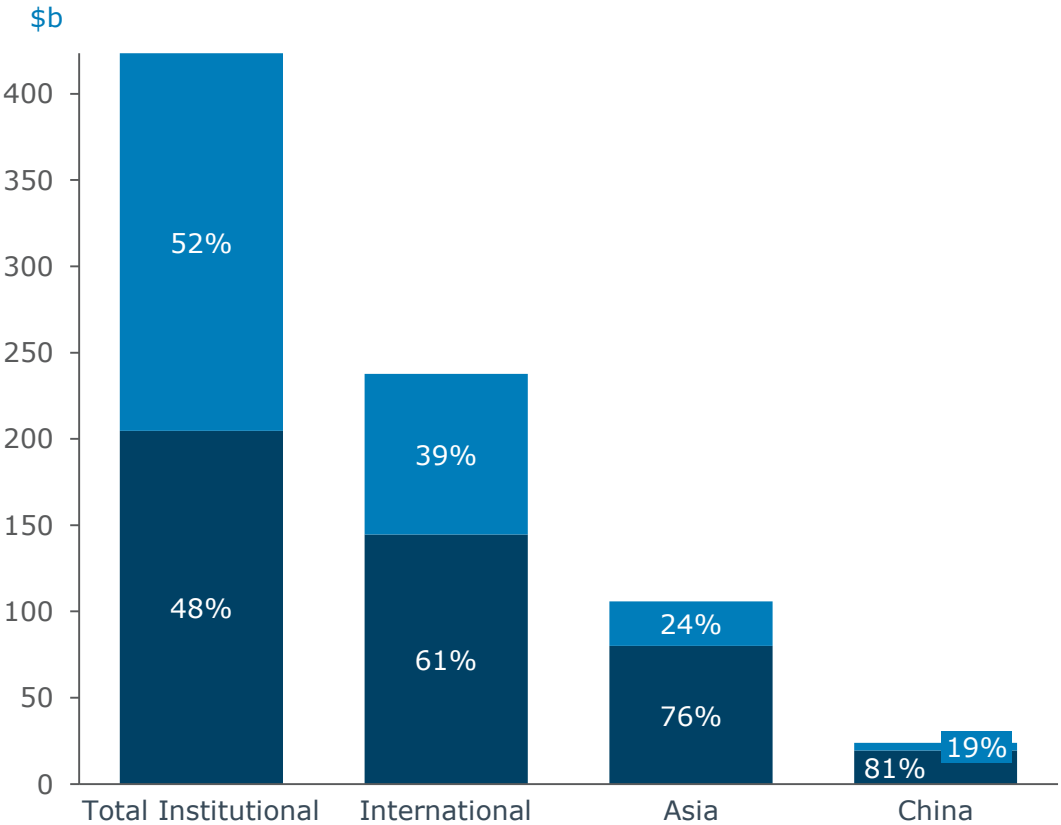
1. Security indicator is based on ANZ extended security valuations.

2. Dairy exposures for all of ANZ New Zealand (includes Commercial and Agriculture, Institutional and Business Banking portfolios).

RISK MANAGEMENT

ANZ INSTITUTIONAL PORTFOLIO (COUNTRY OF INCORPORATION¹)

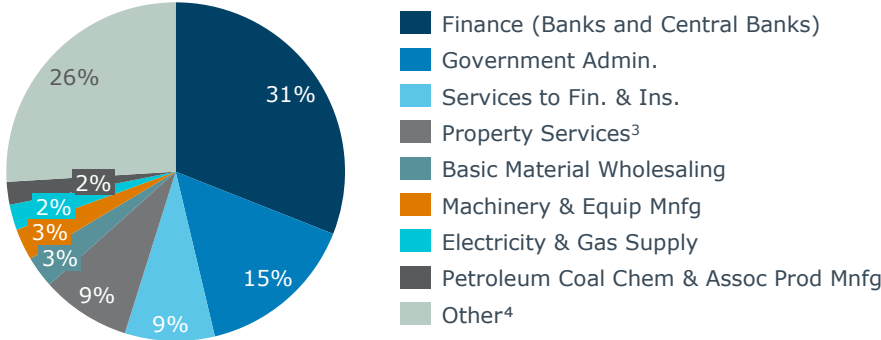
INSTITUTIONAL PORTFOLIO SIZE & TENOR (EAD²)



■ Tenor < 1 Yr ■ Tenor 1 Yr+

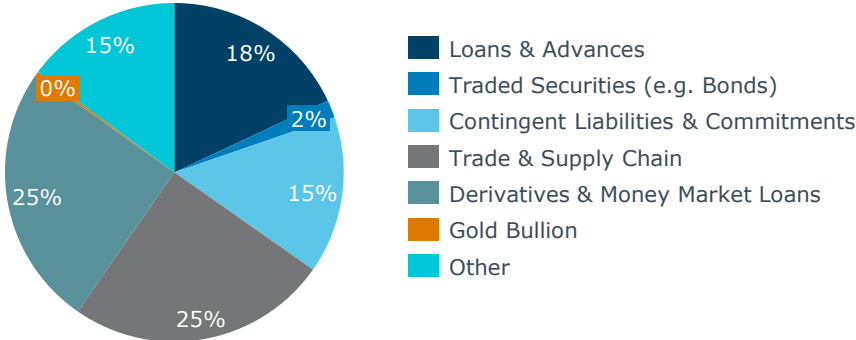
ANZ INSTITUTIONAL INDUSTRY COMPOSITION

EAD (Mar-19): A\$423b²



ANZ INSTITUTIONAL PRODUCT COMPOSITION

EAD (Mar-19) A\$423b²



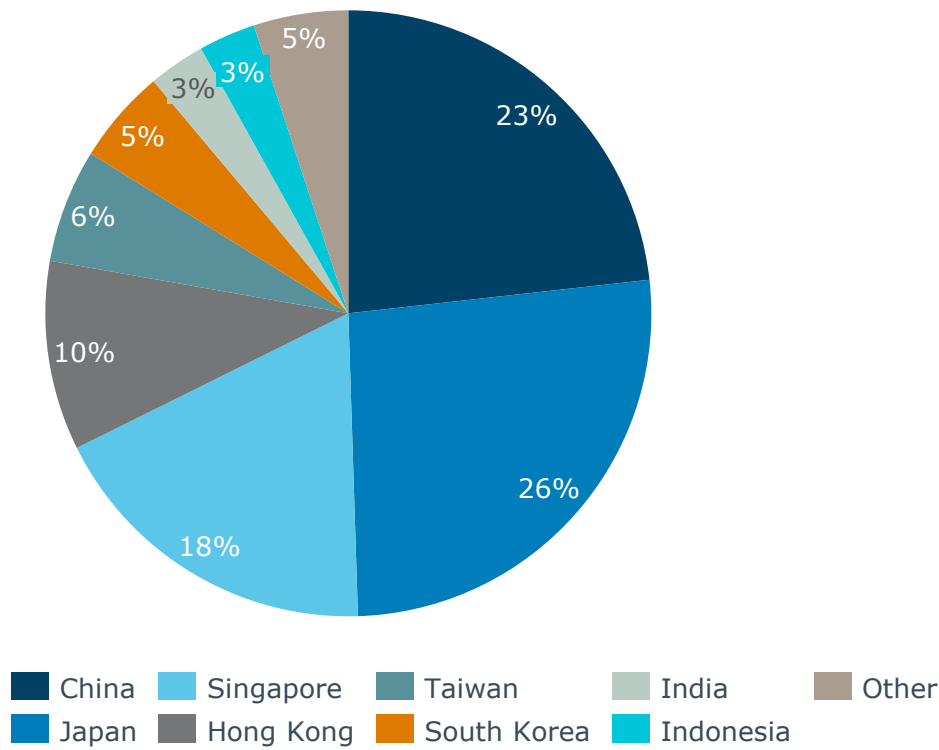
1. Country is defined by the counterparty's Country of Incorporation. 2. Data provided is as at Mar-19 on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral. Position excludes Basel Asset Class 'Securitisation', 'Other Assets', 'Retail' and manual adjustments. 3. ~90% of the ANZ Institutional "Property Services" portfolio is to entities incorporated in either Australia or New Zealand. 4. Other is comprised of 47 different industries with none comprising more than 2.1% of the Institutional portfolio.

RISK MANAGEMENT

ANZ ASIAN INSTITUTIONAL PORTFOLIO (COUNTRY OF INCORPORATION¹)

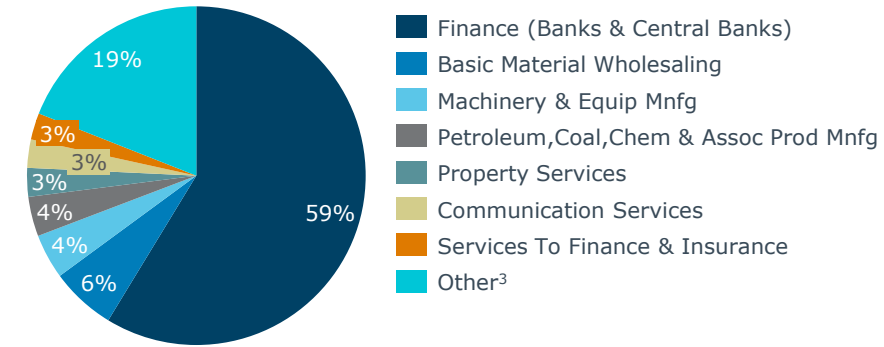
COUNTRY OF INCORPORATION¹

EAD (Mar-19): A\$106b²



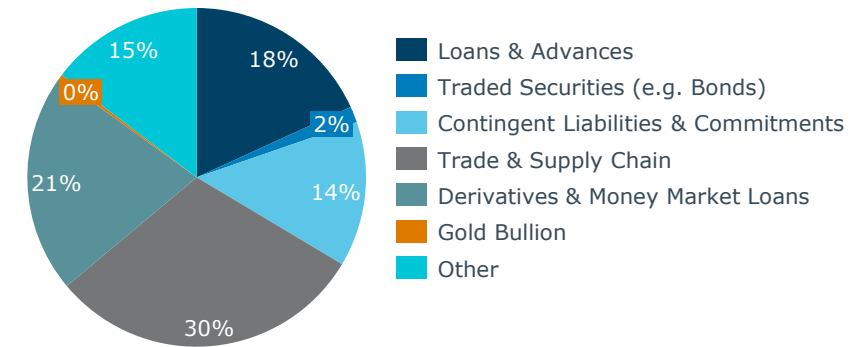
ANZ ASIA INDUSTRY COMPOSITION

EAD (Mar-19): A\$106b²



ANZ ASIA PRODUCT COMPOSITION

EAD (Mar-19): A\$106b²



1. Country is defined by the counterparty's Country of Incorporation. 2. Data provided is as at Mar 19 on a Post CRM basis, net of credit risk mitigation such as guarantees, credit derivatives, netting and financial collateral. Position excludes Basel Asset Class 'Securitisation', 'Other Assets', 'Retail' and manual adjustments. 3. "Other" within industry is comprised of 43 different industries with none comprising more than 2.2% of the Asian Institutional portfolio; Other product category is predominantly exposure due from other financial institutions.

2019 HALF YEAR RESULTS

HOUSING PORTFOLIO
INVESTOR DISCUSSION PACK

1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED



AUSTRALIA HOME LOANS

PORTFOLIO OVERVIEW

	Portfolio ¹			Flow ²	
	1H17	1H18	1H19	1H18	1H19
Number of Home Loan accounts ¹	992k	1,018k	1,000k	79k	64k ³
Total FUM ¹	\$256b	\$271b	\$269b	\$31b	\$21b
Average Loan Size ⁴	\$258k	\$266k	\$269k	\$377k	\$375k
% Owner Occupied ⁵	62%	65%	66%	69%	73%
% Investor ⁵	34%	32%	31%	29%	26%
% Equity Line of Credit	4%	3%	3%	2%	1%
% Paying Variable Rate Loan ⁶	85%	83%	82%	82%	73%
% Paying Fixed Rate Loan ⁶	15%	17%	18%	18%	27%
% Paying Interest Only ⁷	36%	26%	18%	14%	12% ⁸
% Broker originated	50%	51%	52%	56%	57%

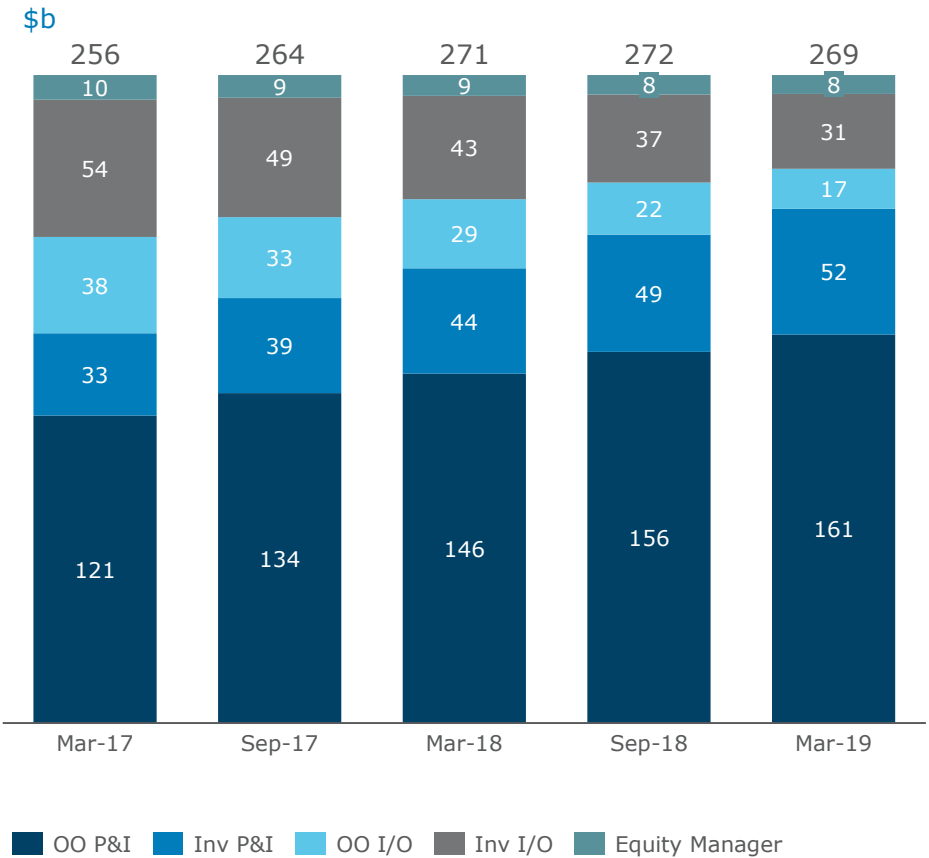
	Portfolio ¹		
	1H17	1H18	1H19
Average LVR at Origination ^{9,10,11}	70%	68%	67%
Average Dynamic LVR ^{10,11,12,13}	55%	54%	55%
Market Share ¹⁴	15.6%	15.8%	15.1%
% Ahead of Repayments ¹⁵	71%	71%	71%
Offset Balances ¹⁶	\$26b	\$27b	\$27b
% First Home Buyer	6%	7%	7%
% Low Doc ¹⁷	5%	4%	4%
Loss Rate ¹⁸	0.02%	0.02%	0.04%
% of Australia Geography Lending ¹⁹	63%	64%	63%
% of Group Lending ¹⁹	44%	46%	44%

1. Home Loans portfolio (includes Non Performing Loans, excludes offset balances) 2. YTD unless noted 3. New accounts includes increases to existing accounts and split loans (fixed and variable components of the same loan) 4. Average loan size for Flow excludes increases to existing accounts (note the average loan size previously reported in 1H18 and prior included increases to existing accounts) 5. The current classification of Investor vs Owner Occupier, as reported to regulators and the market, is based on the classification at origination (as advised by the customer) and the ongoing precision relies on the customers obligation to advise ANZ, and ANZ targeted activity to identify, any change in circumstances. 6. Excludes Equity Manager 7. Based on APRA definition i.e. includes Equity Manager and Construction Loans in the total composition 8. March Half to Date 9. Originated in the respective half 10. Unweighted 11. Includes capitalised premiums 12. Valuations updated to Feb'19 where available 13. Excludes Non Performing Loans 14. Source for Australia: APRA to Mar'19 15. % of Owner Occupied and Investment Loans that have any amount ahead of repayments. Includes Offset balances. Excludes Equity Manager. Includes Non Performing Loans 16. Balances of Offset accounts connected to existing Instalment Loans 17. Low Doc is comprised of less than or equal to 60% LVR mortgages primarily for self-employed without scheduled PAYG income. However, it also has ~0.1% of less than or equal to 80% LVR mortgages, primarily booked pre-2008 18. Annualised write-off net of recoveries 19. Based on Gross Loans and Advances

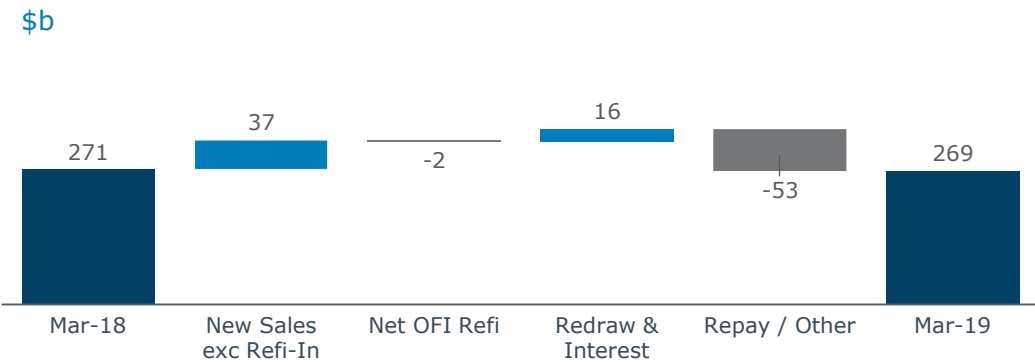
AUSTRALIA HOME LOANS

PORTFOLIO GROWTH

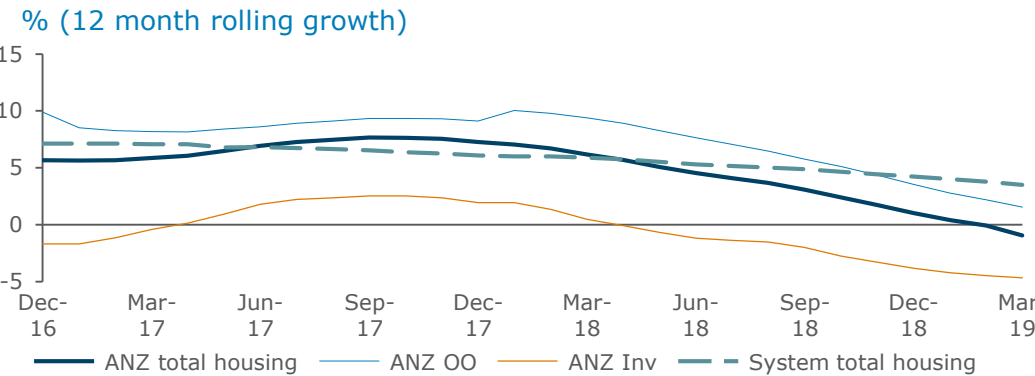
HOME LOAN COMPOSITION^{1,2}



LOAN BALANCE & LENDING FLOWS¹



ANZ MORTGAGE LENDING³

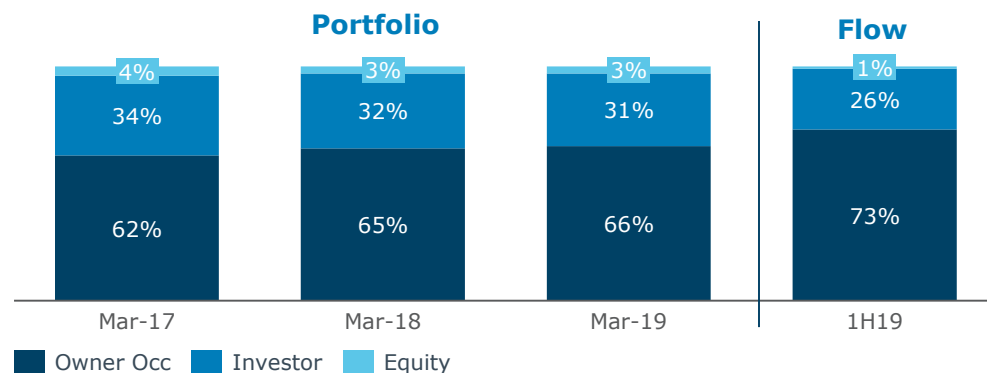


1. Includes Non Performing Loans. 2. The current classification of Investor v Owner Occupier, as reported to regulators and the market, is based on the classification at origination (as advised by the customer) and the ongoing precision relies on the customers obligation to advise ANZ, and ANZ targeted activity to identify, any change in circumstances. 3. ANZ analysis of APRA monthly banking statistics

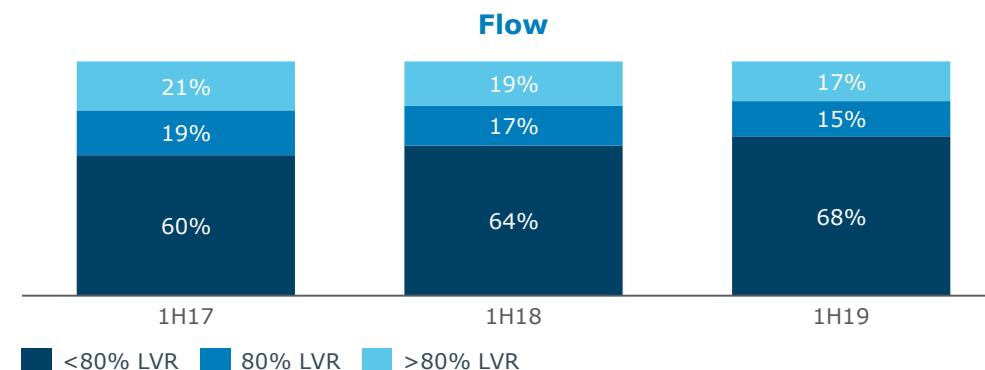
AUSTRALIA HOME LOANS

PORTFOLIO^{1,2} & FLOW³ COMPOSITION

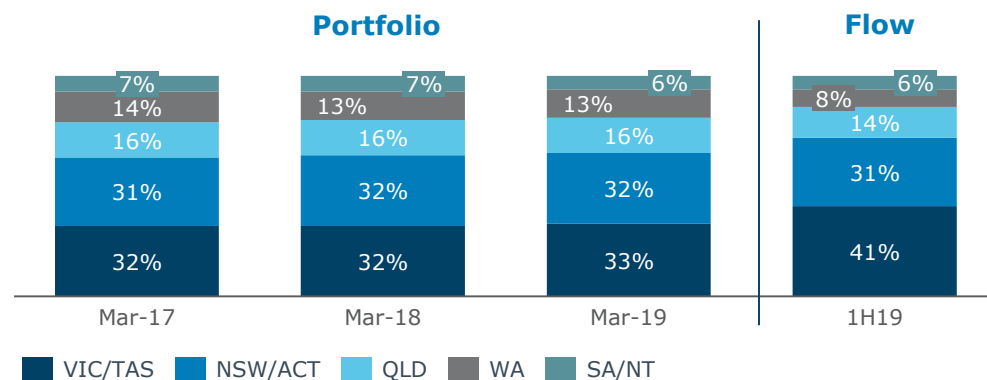
BY PURPOSE



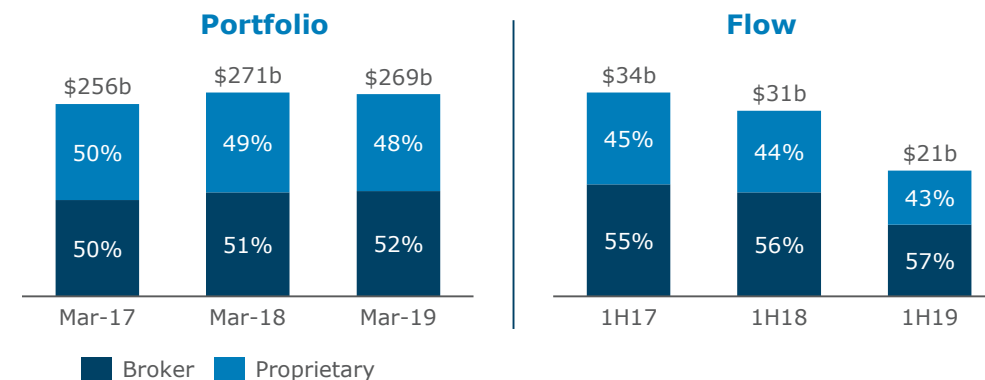
BY ORIGINATION LVR⁴



BY LOCATION



BY CHANNEL



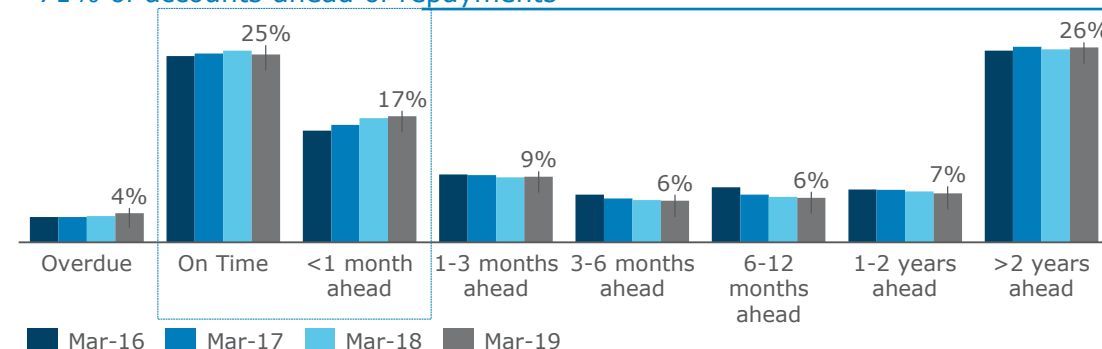
1. Includes Non Performing Loans. 2. The current classification of Investor vs Owner Occupier, as reported to regulators and the market, is based on the classification at origination (as advised by the customer) and the ongoing precision relies on the customers obligation to advise ANZ, and ANZ targeted activity to identify, any change in circumstances. 3. YTD unless noted 4. Includes capitalised premiums

AUSTRALIA DIVISION

PORTFOLIO DYNAMICS

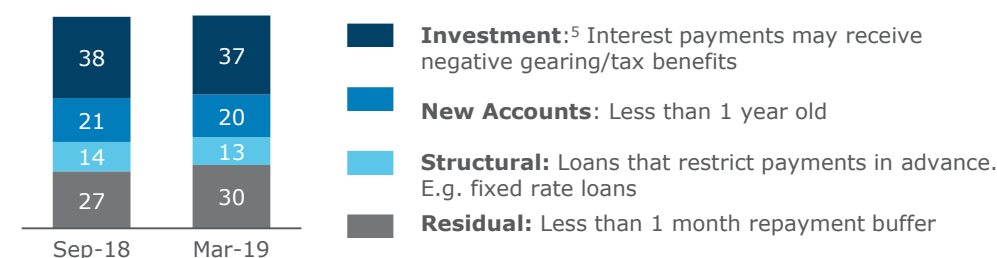
HOME LOANS REPAYMENT PROFILE^{1,2}

71% of accounts ahead of repayments



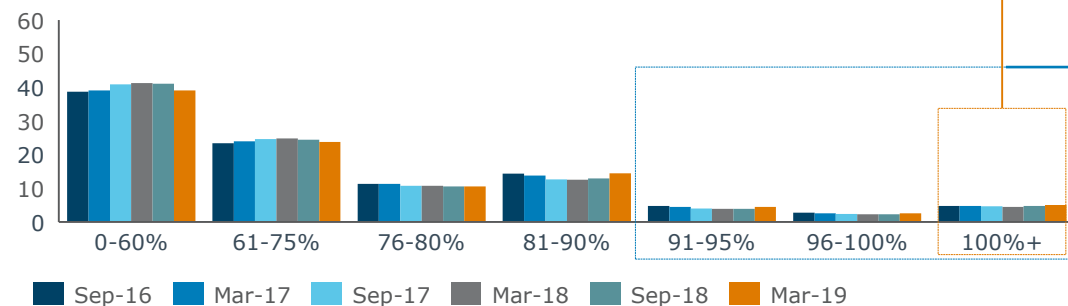
HOME LOANS ON TIME & <1 MONTH AHEAD PROFILE^{1,2}

% composition of accounts (March 19)



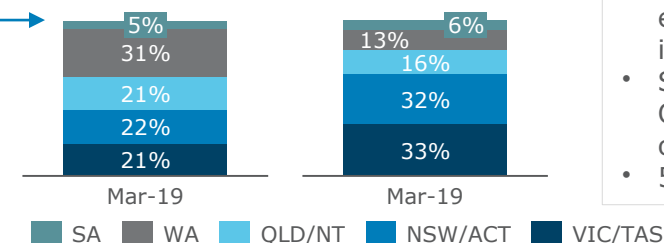
DYNAMIC LOAN TO VALUE RATIO^{3,4,6}

% of portfolio



91%+ DLVR by State

Total Portfolio



Negative Equity Mar-19

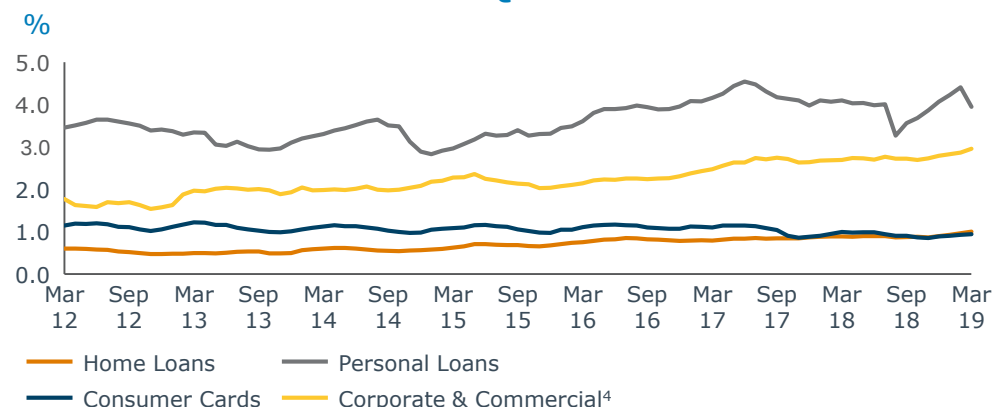
- Represents 5.0% of portfolio
- 15% of these balances have equity if offset balances are included
- Skew to mining states – WA, QLD, and NT represent 57% of negative equity mortgages
- 57% ahead of repayments

1. Includes Non Performing Loans 2. % of Owner Occupied and Investment Loans that have any amount ahead of repayments. Includes Offset balances. Excludes Equity Manager. Includes Non Performing Loans 3. Includes capitalised premiums 4. Valuations updated to Feb'19 where available 5. The current classification of Investor vs Owner Occupier, as reported to regulators and the market, is based on the classification at origination (as advised by the customer) and the ongoing precision relies on the customers obligation to advise ANZ, and ANZ targeted activity to identify, any change in circumstances 6. Excludes Non Performing Loans

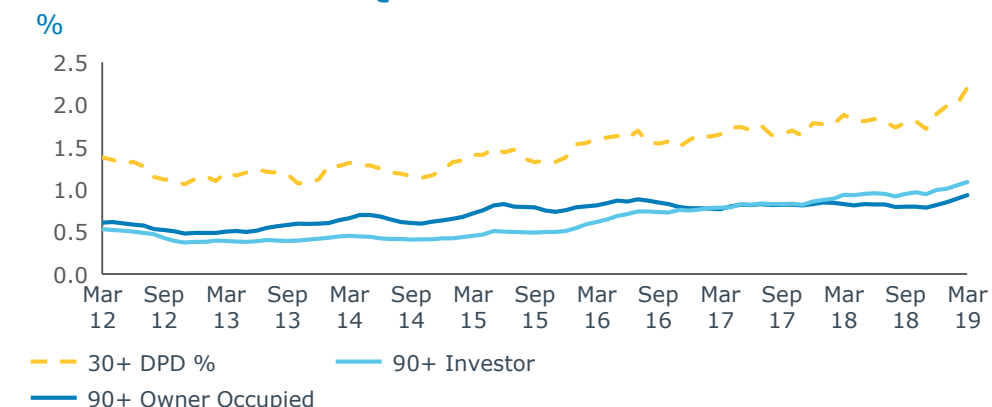
AUSTRALIA DIVISION

PORTFOLIO PERFORMANCE

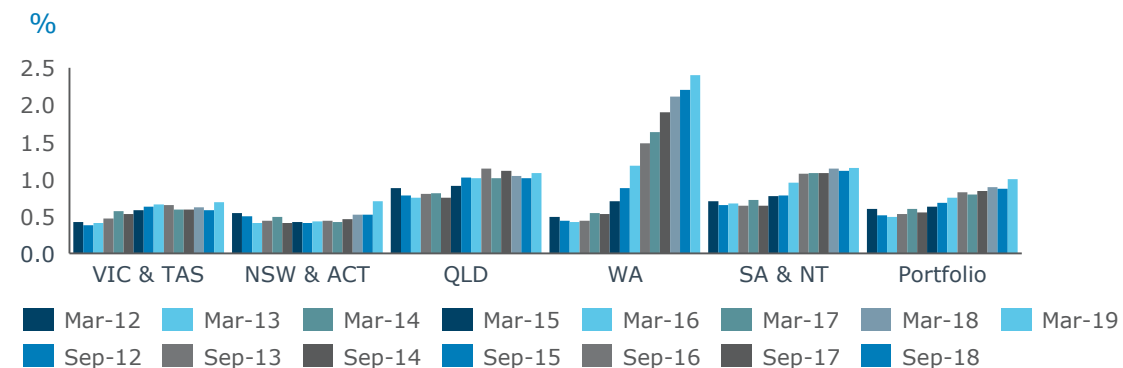
PRODUCT 90+ DAY DELINQUENCIES^{1,2,3}



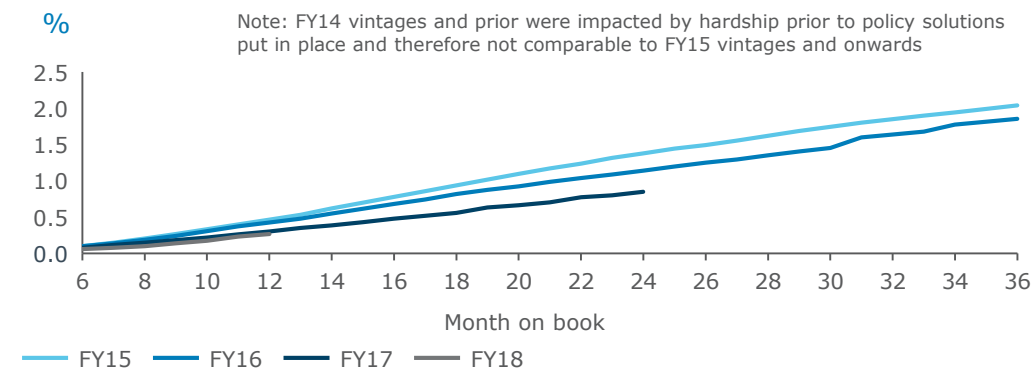
HOME LOAN DELINQUENCIES^{1,2,5}



HOME LOANS 90+ DPD BY STATE^{1,2}



HOME LOANS - 90+ DPD (BY VINTAGE)⁶



1. Includes Non Performing Loans 2. ANZ delinquencies calculated on a missed payment basis 3. For Personal Loans, a new collections platform was implemented in Aug'18 enabling automated charge-off of late stage accounts. This resulted in a step change to 90+ rates. A new recoveries platform was implemented at this time however compatibility issues between these two systems resulted in an accumulation of 90+ debt not being charged-off, causing the 90+ rate to increase. This issue is now being worked through and will see the 90+ rate normalise over coming months. 4. Comprises Small Business, Commercial Cards and Asset Finance 5. The current classification of Investor vs Owner Occupier, as reported to regulators and the market, is based on the classification at origination (as advised by the customer) and the ongoing precision relies on the customers obligation to advise ANZ, and ANZ targeted activity to identify, any change in circumstances 6. Home loans 90+ dpd vintages represent % ratio of ever delinquent (measured by # accounts), contains at least 6 application months of that fiscal year contributing to each data point

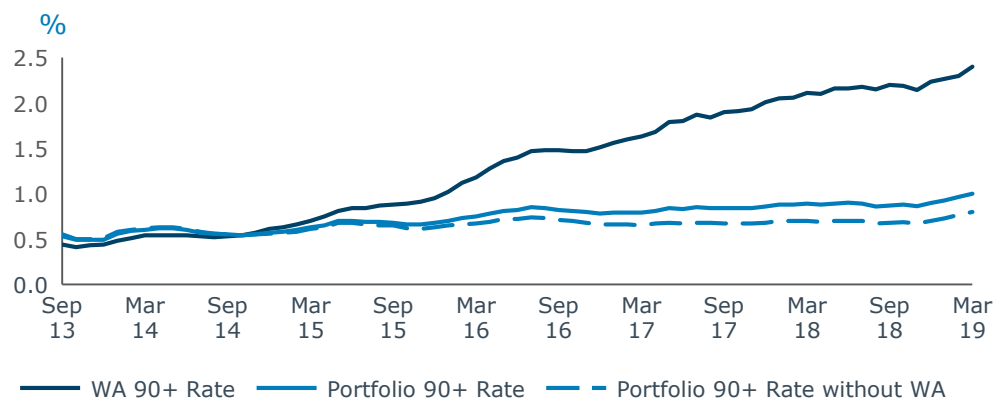
AUSTRALIA HOME LOANS

WESTERN AUSTRALIA

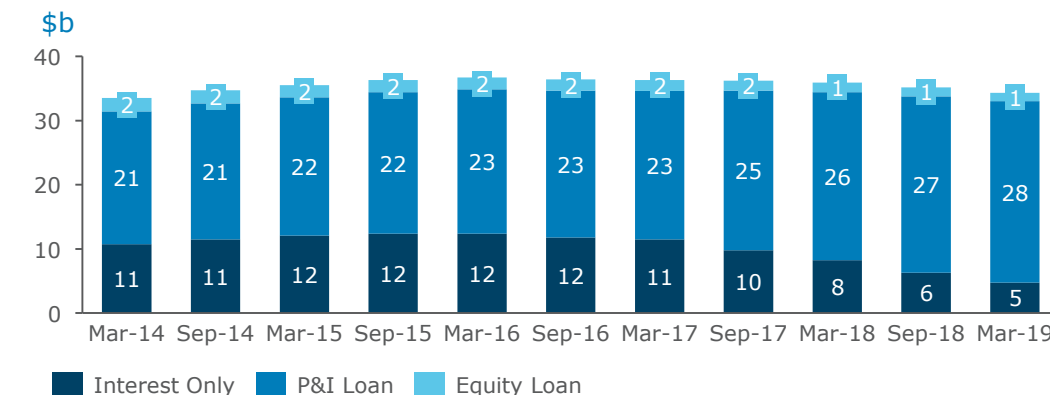
- Exposure to WA has decreased since Mar-16 driven by the economic environment and credit policy tightening (mining town lending, etc)
- Currently WA comprises 13% of portfolio FUM (and is decreasing), however it comprises 30% of 90+ delinquencies (and two thirds of portfolio losses¹)
- Tailored treatment of collection and account management strategies in place

Economic indicators ²	2012	2013	2014	2015	2016	2017	2018
Unemployment rate	3.9%	4.7%	5.0%	6.1%	6.3%	5.6%	6.1%
SFD ³ growth	13.8%	1.5%	-1.8%	-1.3%	-7.3%	-3.9%	0.3%
Population Growth	3.1%	2.2%	1.1%	0.85%	0.63%	0.71%	0.88%

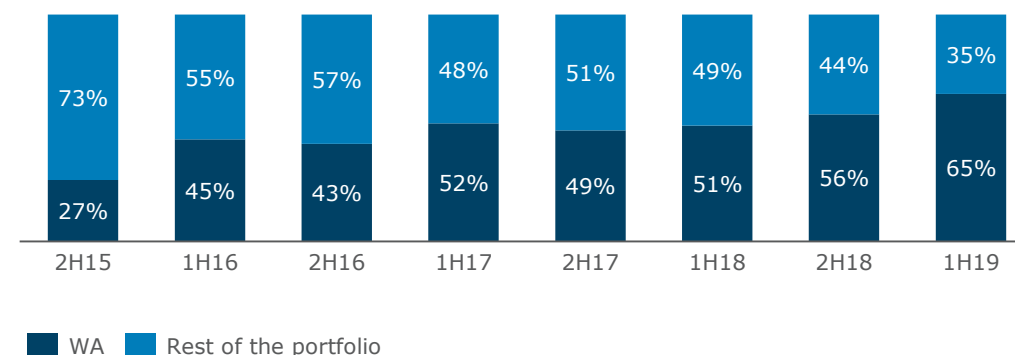
HOME LOANS AND WA 90+ DELINQUENCIES^{4,5}



WA OUTSTANDING BALANCE



HOME LOANS COMPOSITION OF LOSSES¹



1. Losses are based on New Individual Provision Charges 2. Unemployment Rate as at September 3. State Final Demand (year on year growth) 4. Includes Non Performing Loans
5. ANZ delinquencies calculated on a missed payment basis

AUSTRALIA HOME LOANS

NEW SOUTH WALES/ACT

Portfolio¹

- NSW/ACT makes up 32% of the portfolio FUM and 23% of 90+ days past due.
- 71% in advance of repayments which is the same as the total portfolio.
- 21% of the portfolio is Interest Only & reducing.

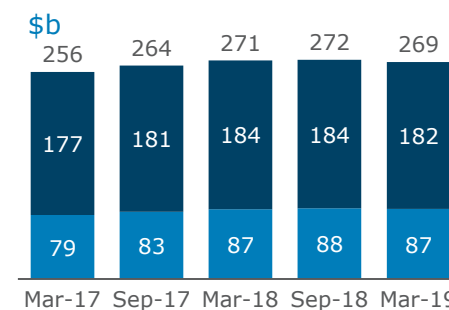
90+ days past due¹

- NSW/ACT at 70bps is similar to VIC/TAS at 69bps & 30bps below country average.
- Increase in the past 6 months, primarily driven by older vintages
- Since FY15, credit quality has improved year-on-year, with FY17 & FY18 vintages performing better than FY15 & FY16 vintages.

Dynamic LVR¹

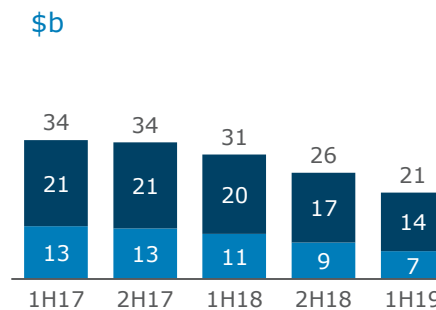
- 8.2% of NSW/ACT portfolio >90% DLVR

HOUSING PORTFOLIO²



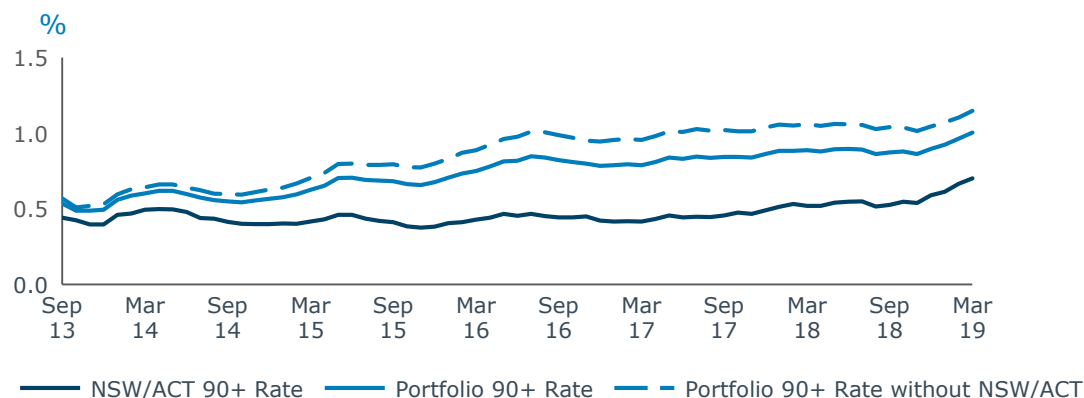
■ Rest of the Country ■ NSW/ACT

HOUSING FLOW

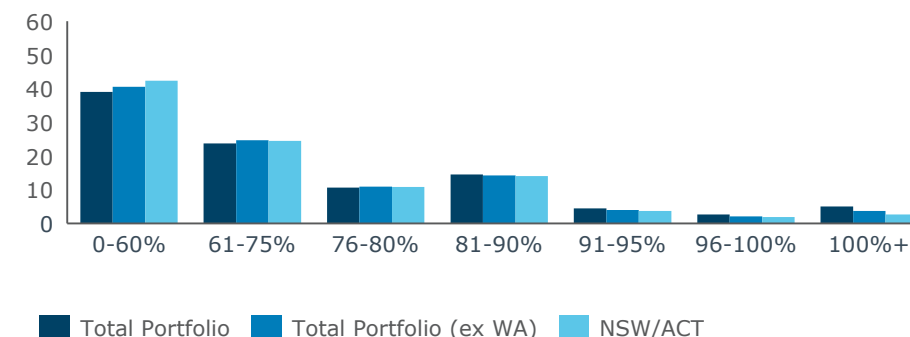


■ Rest of the Country ■ NSW/ACT

HOME LOANS AND NSW/ACT 90+ DELINQUENCIES^{2,3}



NSW/ACT DYNAMIC LVR PROFILE – MARCH 2019^{4,5}



■ Total Portfolio ■ Total Portfolio (ex WA) ■ NSW/ACT

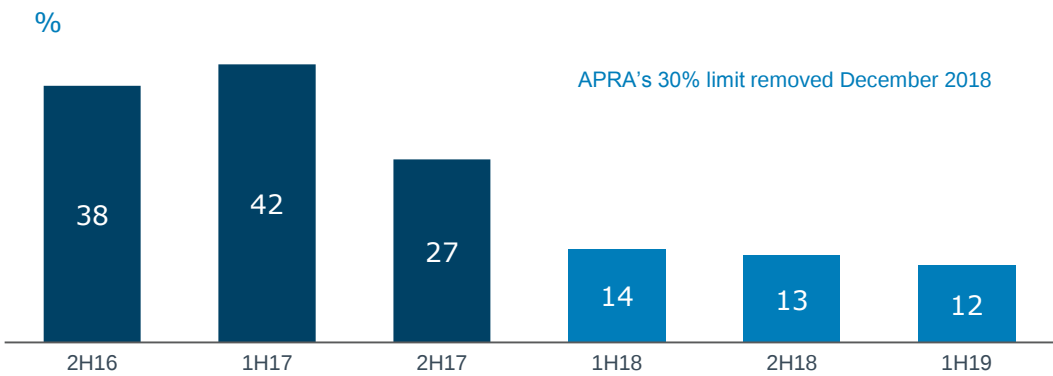
1. 31 March 2019 2. Includes Non Performing Loans 3. ANZ delinquencies calculated on a missed payment basis 4. Includes capitalised premiums 5. Valuations updated to Feb-19 where available

AUSTRALIA HOME LOANS

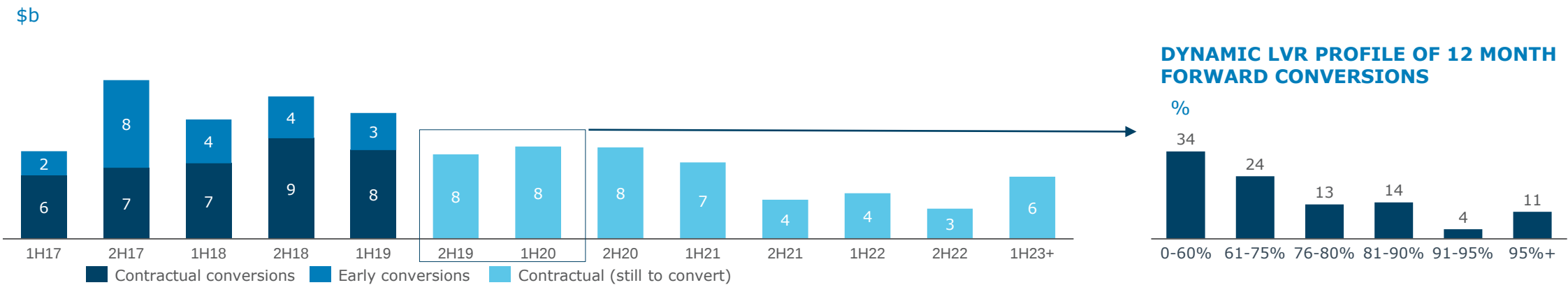
INTEREST ONLY

- Serviceability assessment is based on ability to repay principal & interest repayments calculated over the residual term of loan
- 84% of Interest Only customers have net income >\$100k p.a. (portfolio 65%)
- Arrears levels are lower for Interest Only vs overall portfolio
- Recent policy & pricing changes have led to a reduction in Interest Only lending. ANZ's Interest Only flow composition is 12% for 1H19.
- Proactive contact strategies are in place to prepare customers for the change in their repayments ahead of Interest Only expiry

INTEREST ONLY FLOW COMPOSITION¹



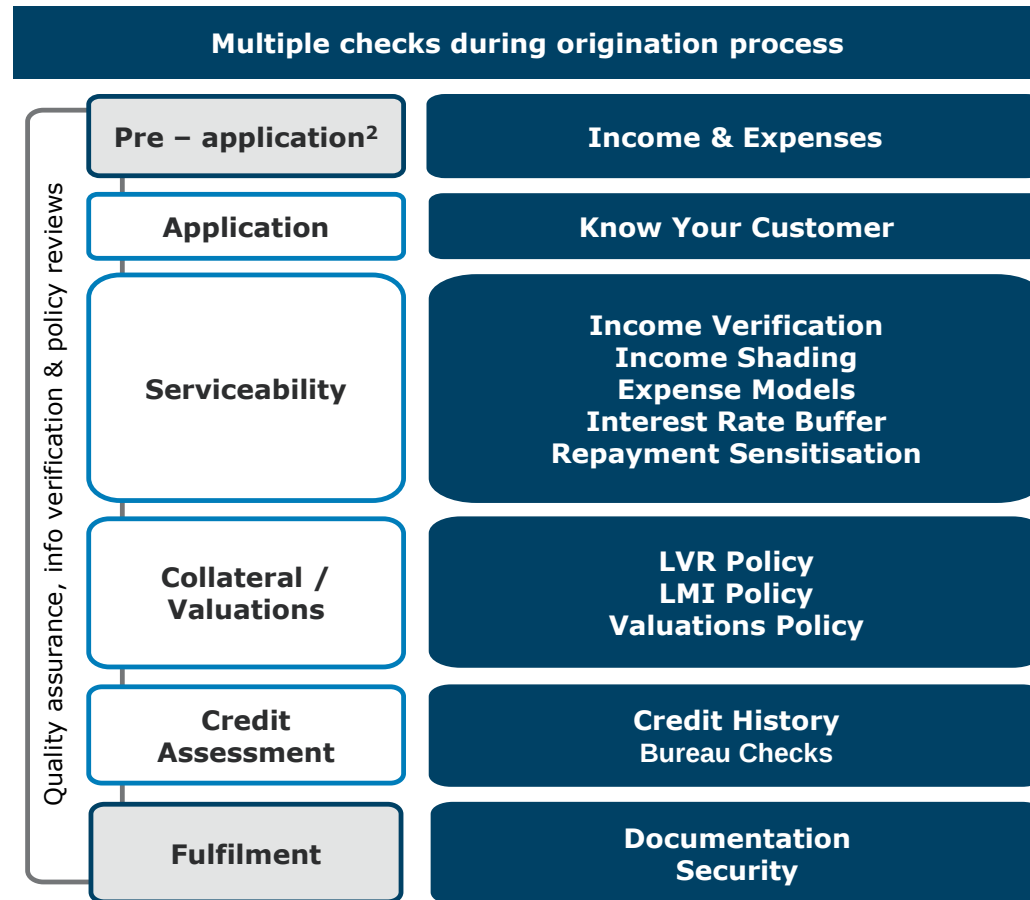
SWITCHING INTEREST ONLY TO P&I AND SCHEDULED INTEREST ONLY TERM EXPIRY^{2,3}



1. Based on APRA definition (includes Equity Manager)
2. Total portfolio including new flows. Includes construction loans
3. As at Mar-19

AUSTRALIA HOME LOANS

UNDERWRITING PRACTICES AND POLICY CHANGES¹



- End-to-end home lending responsibility managed within ANZ
- Effective hardship & collections processes
- Full recourse lending
- ANZ assessment process across all channels

Serviceability

Aug'15	Interest rate floor applied to new and existing mortgage lending introduced at 7.25%
	Introduction of an income adjusted living expense floor (HEM*)
Apr'16	Introduction of a 20% haircut for overtime and commission income
	Increased income discount factor for residential rental income from 20% to 25%
Nov'18	Enhanced Responsible Lending processes including additional enquiry and increase in minimum monthly credit card expense

*The HEM benchmark is developed by the Melbourne Institute of Applied Economic and Social Research ('the Melbourne Institute'), based on a survey of the spending habits of Australian families.

1. 2015 to 2019 material changes to lending standards and underwriting
 2. Customers have the ability to assess their capacity to borrow on ANZ tools

AUSTRALIA HOME LOANS

UNDERWRITING PRACTICES AND POLICY CHANGES¹ - JUNE 2015 TO MARCH 2019

ANZ LVR caps

- LVR cap reduced to 70% in high risk mining towns in June 2015; reduced to 90% for investment loans July 2015.
- Restricted new housing lending (new security to ANZ) to max. 80% LVR for all apartments within 7 inner city Brisbane postcodes October 2017
- Restricted investment lending (new security to ANZ) to max 80% LVR for all apartments within 4 inner city Perth postcodes October 2017

ANZ Assessment

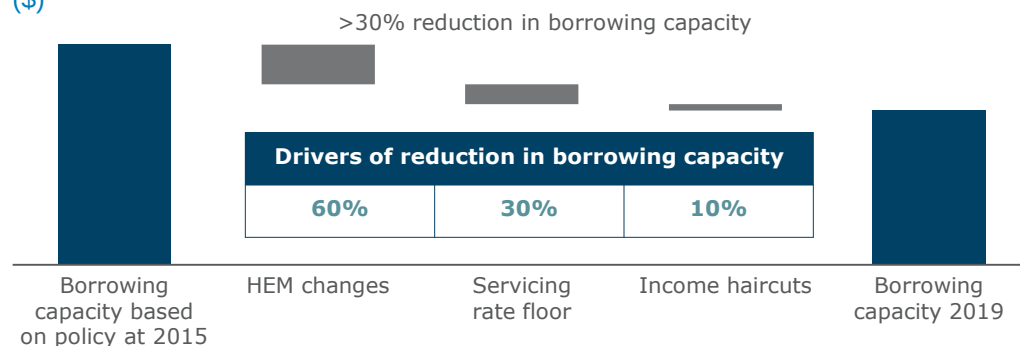
- Interest rate floor (new & existing lending) at 7.25% (implemented August 2015);
- Income adjusted living expense floor (HEM); 20% haircut for overtime & commission; Increased income discount factor for residential rental income from 20% to 25% April 2016
- Limited acceptance of foreign income to demonstrate serviceability and tightened controls on verification.
- Minimum default housing expense (rent/board) applied to all borrowers not living in their own home & seeking RILs² or EMAs³ July 2017
- IO renewals become Credit Critical events (full income verification & serviceability test) including P&I to IO & converting to or extending IO term
- Enhanced Responsible Lending Requirements including additional enquiry and increase in minimum monthly credit card expense.

ANZ Product and other limitations

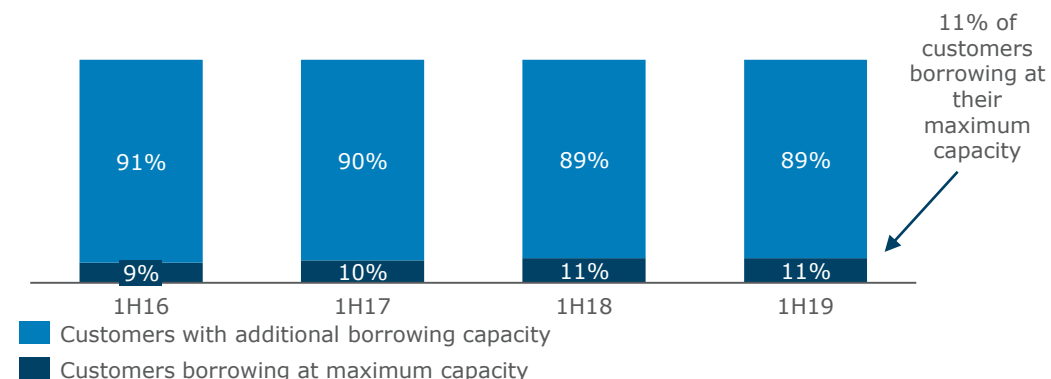
- Decreased max. IO term of owner occupied loans to 5 years; IO lending no longer available on new Simplicity PLUS owner occupied loans
- Withdrew lending to non-residents; tightened acceptances for guarantees; clarified residential lending to trading companies is not acceptable

CUSTOMER BORROWING CAPACITY⁴

(\$)



ANZ PORTFOLIO BORROWING CAPACITY SUMMARY⁵



1. 2015 to 2019 material changes to lending standards and underwriting 2. Residential Investment Loans 3. Equity Manager Accounts. 4. ANZ modelled outcome of 4 borrowing scenarios 2019 v 2015: i. Couple, no dependents, ii. Single, no dependents, iii. Couple 2 dependents, iv. Couple, no dependents, higher income earners, where application parameters such as income are held steady while policy components are adjusted based on 2015 and 2019 settings. 5. Based on 12 months to Mar'16, Mar'17, Mar'18 and Mar'19.

AUSTRALIA HOME LOANS

STRESS TESTING THE AUSTRALIAN MORTGAGE PORTFOLIO

- ANZ conducts regular stress tests of its loan portfolios to meet risk management objectives and satisfy regulatory requirements.
- Stress tests are highly assumption-driven; results will depend on economic assumptions, on modelling assumptions, and on assumptions about actions taken in response to the economic scenario.
- This illustrative recession scenario assumes significant reductions in consumer spending and business investment, which lead to eight consecutive quarters of negative GDP growth. This results in a significant increase in unemployment and material nationwide falls in property prices.
- Estimated portfolio losses under these stressed conditions are manageable and within the Group's capital base, with cumulative total losses at A\$3.2b over three years (net of LMI recoveries).
- The results are not materially different from the stress test six months ago.

Assumptions	Base ¹	Year 1	Year 2	Year 3
Unemployment rate	5.2%	6.3%	10.1%	10.6%
Cash Rate	1.5%	0.25%	0.25%	0.25%
Real GDP year ended growth	2.8%	-1.7%	-4.0%	2.5%
Cumulative reduction in house prices	-	-25.3%	-38.8%	-37.0%
Portfolio size (AUDb)	300	299	291	282

Outcomes	Year 1	Year 2	Year 3
Net Losses (AUDm)	179	1,535	1,474
Net losses (bps)	6	53	52

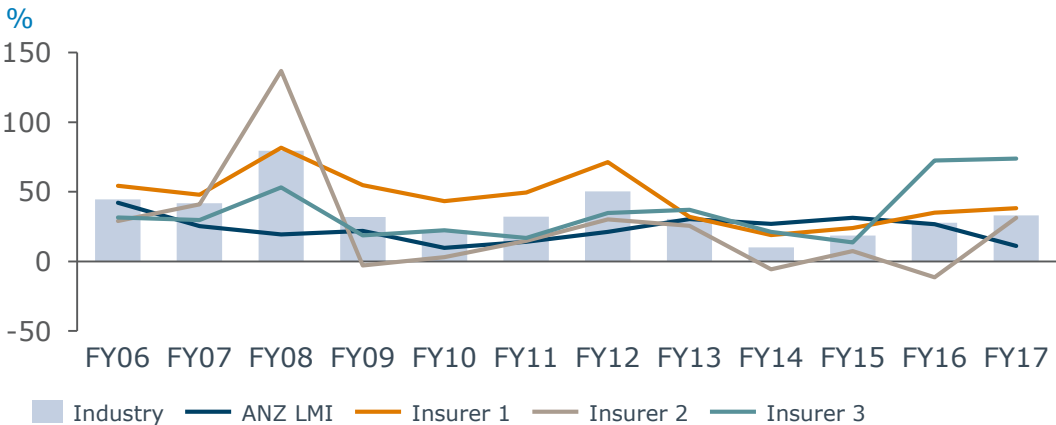
1. Based on mortgage exposure at default and conditions as at 30 September 2018

LENDERS MORTGAGE INSURANCE

MARCH HALF YEAR 2019 RESULTS

Gross Written Premium (\$m)	\$43.4m
Net Claims Paid (\$m)	\$17.6m
Loss Rate (of Exposure - annualised)	8.8bps

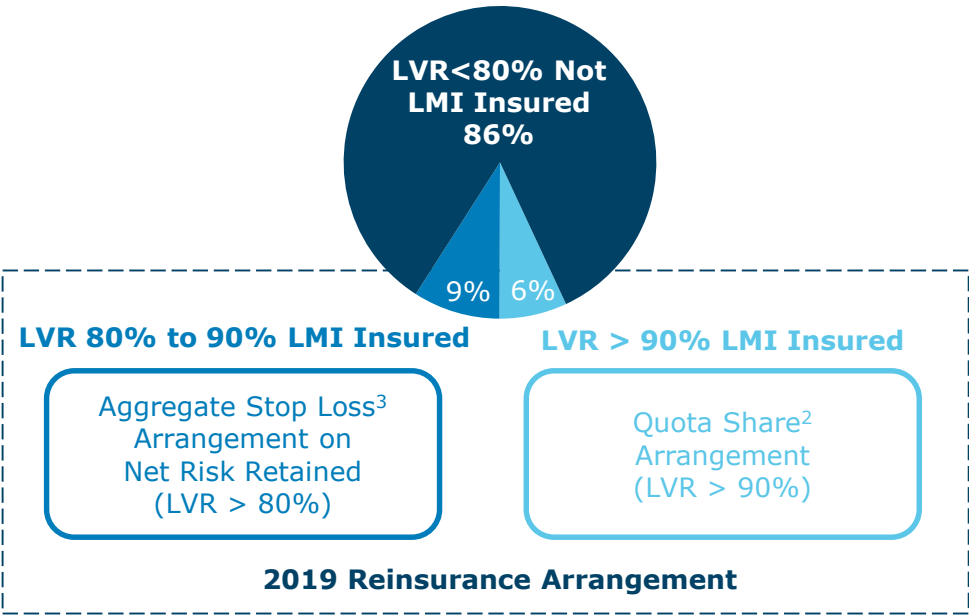
ANZLMI MAINTAINED STABLE LOSS RATIOS¹



1. Negative Loss ratios are the result of reductions in outstanding claims provisions. Source: APRA general insurance statistics (loss ratio net of reinsurance). 2. Quota Share arrangement - reinsurer assumes an agreed reinsured % whereby reinsurer shares all premiums and losses accordingly with ANZLMI. 3. 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.

LMI & REINSURANCE STRUCTURE

Australian Home Loan portfolio LMI and Reinsurance Structure at 31 Mar 19
(% New Business FUM Oct-18 to Mar-19)



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 arrangement²** with reinsurers for mortgages 90% LVR and above and in addition an **Aggregate Stop Loss arrangement³** for policies over 80% LVR

NEW ZEALAND HOME LOANS

PORTFOLIO OVERVIEW¹

	Portfolio			Flow	
	1H17	1H18	1H19	1H18	1H19
Number of Home Loan Accounts	515k	523k	527k	31k	37k
Total FUM	NZ\$75b	NZ\$79b	NZ\$83b	NZ\$8b	NZ\$9b
Average Loan Size ²	NZ\$145k	NZ\$150k	NZ\$157k	NZ\$274k	NZ\$251k
% Owner Occupied	73%	74%	75%	78%	77%
% Investor	27%	26%	25%	22%	23%
% Paying Variable Rate Loan ³	22%	20%	16%	18%	13%
% Paying Fixed Rate Loan ³	78%	80%	84%	82%	87%
% Paying Interest Only ⁴	23%	21%	20%	21%	19%
% Paying Principal & Interest	77%	79%	80%	79%	81%
% Broker Originated ⁵	34%	35%	37%	38%	41%

	Portfolio		
	1H17	1H18	1H19
Average LVR at Origination ²	59%	58%	57%
Average Dynamic LVR ²	42%	42%	42%
Market Share ⁶	31.1%	31.0%	31.0%
% Low Doc ⁷	0.48%	0.41%	0.35%
Home Loan Loss Rates	-0.01%	0.00%	0.00%
% of NZ Geography Lending	61%	62%	63%

1. New Zealand Geography
2. Average data as of March 2019
3. Flow excludes revolving credit facilities
4. Excludes revolving credit facilities
5. Flow 1H19 5 months to February 2019

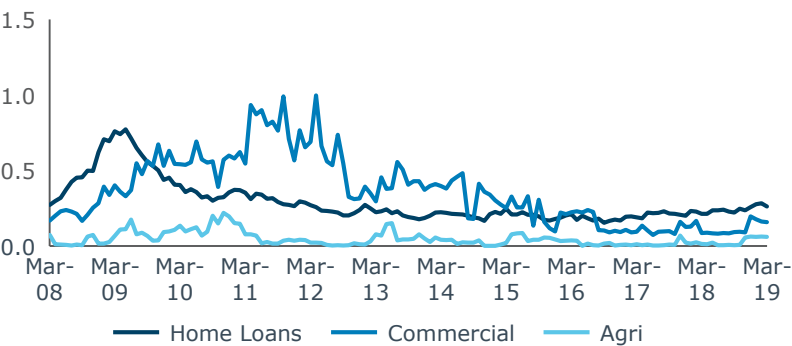
6. Source: RBNZ, 1H19 share of all banks as of February 2019

7. 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

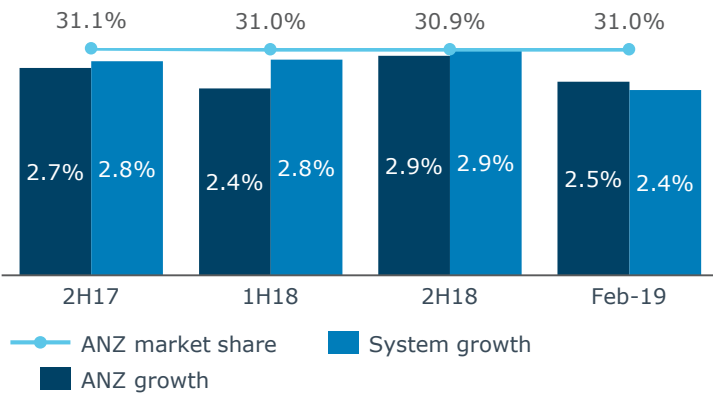
NEW ZEALAND DIVISION

HOME LENDING & ARREARS TRENDS¹

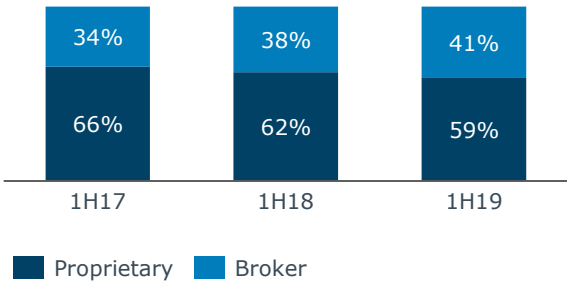
NZ DIVISION 90+DAYS DELINQUENCIES



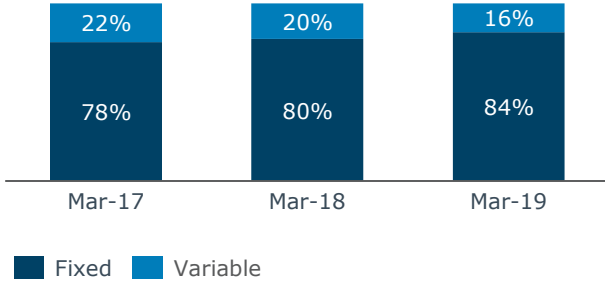
MARKET SHARE³



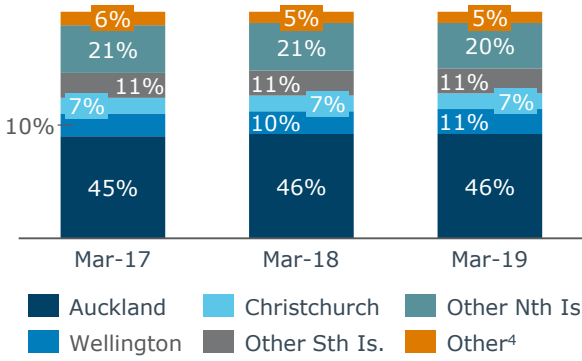
HOUSING FLOWS²



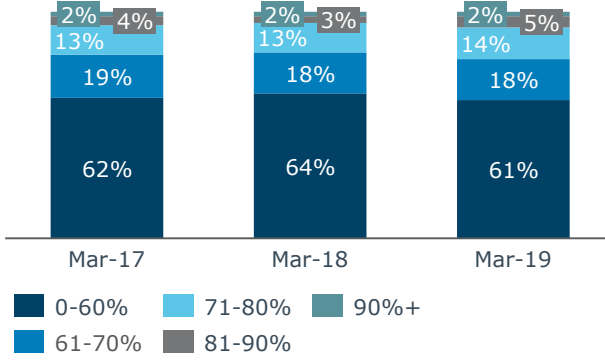
HOUSING PORTFOLIO



HOUSING PORTFOLIO BY REGION



ANZ HOME LOAN LVR PROFILE⁵



1. New Zealand Geography; 2. Flow 1H19 5 months to February 2019; 3. Source: RBNZ; 4. Other includes loans booked centrally (Business Direct, Contact Centre, Lending Services, Property Finance); 5. Dynamic basis

2019 HALF YEAR RESULTS

CORPORATE PROFILE & SUSTAINABILITY
INVESTOR DISCUSSION PACK

1 MAY 2019

AUSTRALIA & NEW ZEALAND BANKING GROUP LIMITED



ANZ CORPORATE PROFILE

CORPORATE PROFILE

- Top 5 listed corporate in Australia and the largest bank in New Zealand by bank market share
- Market capitalisation of AU\$74b¹
- Total Assets of AU\$980.2 billion¹
- ~37,000² staff serve our retail, commercial and institutional customers
- Consumer and corporate offerings in our core markets, and regional trade and capital flows across the region
- Over 500,000 shareholders, over \$2.2b in dividends announced for first half 2019 financial year
- 593 branches in Australia & 170 branches in New Zealand

CREDIT RATING



OUR BUSINESSES

HALF YEAR 2019 CASH PROFIT (\$m)²



1. As at 31 March 2019
2. On a Continuing Operations basis

CREATING VALUE FOR OUR STAKEHOLDERS

CUSTOMERS	EMPLOYEES	COMMUNITY	SHAREHOLDERS ⁵
8.7m total retail, commercial and Institutional customers ~150,000 net new customers over 12 months to March 2019 \$289b in retail & commercial customer deposits in Australia and New Zealand \$344b in home lending in Australia and New Zealand Full mobile wallet offering, including Apple Pay™, GooglePay™, Samsung Pay™, FitBit Pay™ and Garmin Pay™ #1 Lead bank for trade services¹	39,359 people employed (FTE) 608 people recruited from under-represented groups, including refugees, people with disability and Indigenous Australians since 2016 32.4% of women in leadership, increase from 27.9% in Sep 2014² 877k hours of training provided in FY18	\$137m contributed in community investment in FY18³ Disaster relief packages for Qld floods; Vic and Tas bushfires; NT cyclones and NSW hailstorms \$1.5m in donations across FY18 and 1H19 for drought and flood relief 124,113 volunteering hours completed by employees in FY18 \$1.5b in taxes incurred; money used by governments to provide public services and amenities >889k people reached through target to help enable social and economic participation in FY18⁴	>500,000 Retail & Institutional shareholders \$3.6b cash profit reported 124.8 cents earnings per share 80 cents per share fully franked dividend announced for 1H19 12.0% return on average ordinary shareholders equity

All financial metrics are as at 31 March 2019 (P&L growth metrics for the half year ended 31 March 2019) unless otherwise stated

1. Peter Lee Associates Large Corporate and Institutional Transactional Banking surveys, Australia and New Zealand 2004-2018. 2. Measures representation at the Senior Manager, Executive and Senior Executive Levels. Includes all employees regardless of leave status but not contractors (which are included in FTE 3. Figure includes foregone revenue of \$107 million. 4. Through our initiatives to support financial wellbeing including financial inclusion, employment and community programs, and targeted banking products and services for small businesses and retail customers. 5. On a cash profit continuing operations basis

SUSTAINABILITY

OUR APPROACH

Our Sustainability Framework supports our business strategy. We seek to shape a world where people and communities thrive through our focus on fair and responsible banking and our priority issues of environmental sustainability, housing and financial wellbeing.

Fair and responsible banking - keeping pace with the expectations of our customers, employees and the community, behaving fairly and responsibly and maintaining high standards of conduct.

Financial wellbeing - improving the financial wellbeing of our customers, employees and the community by helping them make the most of their money throughout their lives.

Environmental sustainability - supporting household, business and financial practices that improve environmental sustainability.

Housing – improving the availability of suitable and affordable housing options for all Australians and New Zealanders.



ANZ is committed to the United Nations' Sustainable Development Goals (SDGs) and our Framework, together with public targets that we set annually, supports the achievement of the SDGs. Our activities support 10 of the 17 SDGs:



SUSTAINABILITY

HALF YEAR PROGRESS SNAPSHOT

Sustainability target (half year progress snapshot)	Progress
FAIR AND RESPONSIBLE BANKING Continue to allocate dedicated resources to customer remediation to improve our processes (Australia Division)	- Reduced time to make customer remediation payments – in some cases by more than 50% - Remediation payments made to ~420,000 customer accounts - Increased specialist retail remediation team from 130 to 200 people
Implement new Dispute Resolution Principles in Australia	New Dispute Resolution Principles, incorporating model litigant guidelines, released publicly in April
ENVIRONMENTAL SUSTAINABILITY Fund and facilitate at least \$15 billion by 2020 towards environmentally sustainable solutions for our customers including initiatives that help lower carbon emissions, improve water stewardship and minimise waste ²	\$14.6b
Reduce the direct impact of our business activities on the environment by reducing scope 1 & 2 emissions by 24% by 2025 and 35% by 2030 (against a 2015 baseline)	-23%
FINANCIAL WELLBEING Help enable social and economic participation of 1 million people by 2020 ³	>889k
Increasing women in leadership to 33.1% by 2019 (34.1% by 2020) ⁴	32.4%
Recruiting >1,000 people from under-represented groups by 2020	608
HOUSING Fund and facilitate \$1b of investment by 2023 to deliver ~3,200 more affordable, secure and sustainable homes to buy and rent (Australia)	ANZ jointly led issue of \$315m social bond for the National Housing Finance & Investment Corporation
Provide NZD100m of interest free loans to insulate homes for ANZ mortgage holders (NZ)	677 loans approved to value of NZD2.5m

An update on progress against all of ANZ's 2019 sustainability targets is available on anz.com/cs

Note: This information has not been independently assured. KPMG will provide assurance over ANZ's full year performance against targets in its annual sustainability reporting to be released in November 2019.

1. Australia Retail: Roy Morgan Research Single Source, Australian population aged 14+, Main Financial Institution, six month rolling average to Sep'18. Ranking based on the four major Australian banks. 2. Including renewable energy generation, green buildings and less emissions intensive manufacturing and transport. 3. Through our initiatives to support financial wellbeing including financial inclusion, employment and community programs, and targeted banking products and services for small businesses and retail customers. Note that this is FY18 figure – full year results available November 2019. 4. FY18-FY20 target is now defined as Women in Leadership which measures representation at the Senior Manager, Executive and Senior Executive levels

SUSTAINABILITY

FAIR AND RESPONSIBLE BANKING

RESPONDING TO THE ROYAL COMMISSION

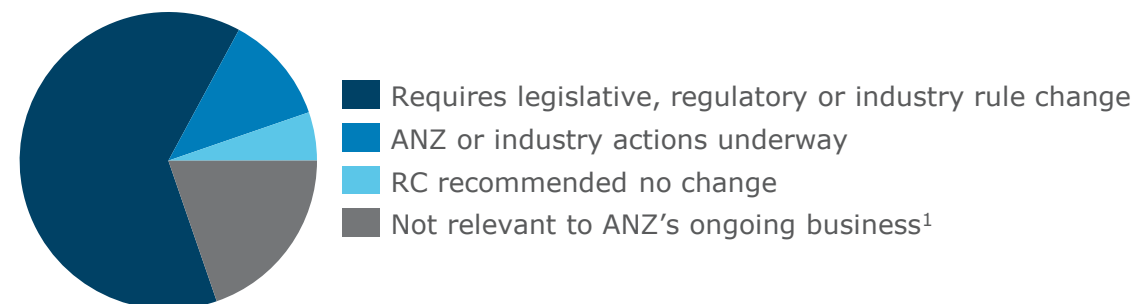
Central to our commitment to **Fair and responsible banking** is how we respond to the 'spirit and the letter' of the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry.

Following the Commission's Final Report we have:

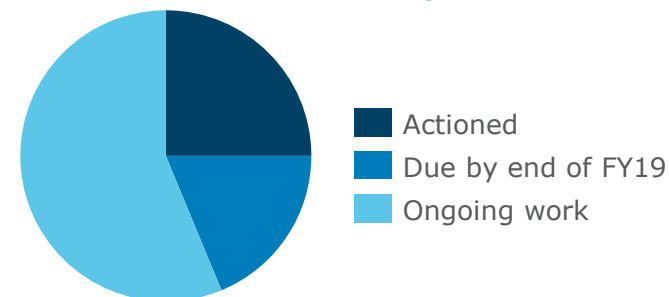
- Identified sixteen actions that we can take now (see pages 104 to 108 for actions and progress to date);
- Reviewed individual cases highlighted at the Commission and where appropriate taken action to resolve the matters;
- Developed and 'mapped' our broader response to the 'spirit' of the Commission, setting out what we have learnt and what we are doing in response (see pages 101 to 103). We are focused on:
 - **how we serve customers** – preventing harm through improving product governance and accountability and ensuring we are sensitive to customers with unique circumstances (for example, customers living in remote areas, including Indigenous customers);
 - **how we comply with the law** – identifying, reporting and fixing issues quickly; and
 - **how we run the bank** – reducing complexity and improving our governance, culture and remuneration systems to prevent failings and reduce the risk of misconduct.

ROYAL COMMISSION & ANZ ACTIONS

ANZ analysis of Royal Commission recommendations



Sixteen actions ANZ is taking now²



1. ANZ continuing operations
2. Progress as at 30 April 2019

ROYAL COMMISSION

ANZ LEARNINGS FROM THE ROYAL COMMISSION

What did we learn	Work Underway
How we serve customers	
1. Product governance needs focus on customer needs and rigour in design, execution and accountability for effectiveness to prevent customer harm Commissioner Hayne set out six norms of conduct in the Final Report, including that firms should provide services that are fit for purpose and deliver those services with reasonable care and skill. Commissioner Hayne’s recommendation 1.17 for a BEAR¹ product responsibility and observation that the new design and distribution obligations should extend to credit products support these norms. The design and distribution obligations will apply from ~April 2021. In our January 2018 RC submission, we identified that a desire to meet changing customer needs ‘...led to an insufficient focus on whether ANZ’s systems will function as expected in all scenarios.’ In Shayne Elliott’s witness statement, the ‘disaggregation’ of the product design and distribution responsibilities contributed to insufficient investigation of whether our products were delivering what they promised.	• Focus on product suitability, including through updates to the Product Management Policy and in anticipation of the design and distribution obligation (20 February commitments) • Will appoint BEAR¹ product executive(s) (20 February commitments) • Enhanced capability of Responsible Banking team and Remediation Principles (20 February commitments) • Simplification through use of technology, removing manual processes for example: automated account linkage, consolidation of home loan origination systems, new retail workflow and document management platforms • On-going Asset Lifecycle Management an enterprise priority
2. There are customers with unique circumstances to which we must be sensitive Through Round 4 of the Commission’s hearings, ANZ was the subject of several case studies which highlighted the importance of being sensitive to circumstances of certain customers with the Commissioner focusing on remote customers (including ATSI), customers who are not adept at English, low income earners using basic accounts and agricultural customers. Commissioner Hayne’s recommendation 1.14 concerning distressed agricultural loans and recommendation 1.8 concerning amending the Banking Code of Practice are evidence of the expectations on this topic.	• ATSI telephone service (20 February commitments) • Easier options for ATSI customers to prove identity (20 February commitments) • Principles for farmers (20 February commitments) • Removing overdrawn and dishonour fees on our Pensioner Advantage account (20 February commitments) • Contacting customers in receipt of eligible Centrelink or Veterans’ Affairs benefits to help them move to low-cost basic bank accounts (20 February commitments)

1. Banking Executive Accountability Regime

ROYAL COMMISSION

ANZ LEARNINGS FROM THE ROYAL COMMISSION

What did we learn	Work Underway
How we comply with the law	
3. The imperative to understand and ensure compliance with the law One of Commissioner Hayne's six norms is 'obey the law'. This manifests in at least two ways, as described in Shayne Elliott's witness statement. First, the implementation of systems and procedures to ensure compliance with the law, as described in the context of the breach reporting matter, the inappropriate advice matter, the processing errors matter and the unapplied funds matter. As noted in our January 2018 RC submission, this requires clear and effective supervision, and associated processes, to ensure an appropriate, organisation-wide focus on reducing the risk of non-compliant conduct. Second, obtaining a clear understanding of legal and regulatory obligations through appropriately calibrated legal advice as described in the breach reporting matter and the pre-approved overdrafts. The 'why not litigate' stance of ASIC, coupled with recently increased penalties and enforcement pathways for contraventions of financial sector laws, reinforce the salience of this lesson.	• Identify, Act, Monitor (I.AM) a rethinking of how we manage operational risk and compliance - creating an approach that is Simple, Flexible and Data driven, supported with education and awareness activities • Increased use of data analytics to identify compliance risks in manual processes, such as providing personal advice • Focus on speak-up culture
4. Incidents need to be identified, reported and fixed addressed quickly In the breach reporting matter described in Shayne Elliott's witness statement, ANZ identified failings with respect to the timeliness of identifying and investigating incidents (and consequently reporting matters to ASIC) and the remediation of customers. These factors arose in the context of the breach reporting matter. A contributing factor to these failings, and to ANZ's failings in the pre-approved overdrafts matter, processing errors matter and unapplied funds matter, was an inability to identify and act on failings and harm promptly.	• Breach reporting improvements • Enhanced capability of Responsible Banking team and Remediation Principles (20 February commitments) • Board and business remediation focus • Require our BEAR¹ executives to be open, constructive and cooperative with ASIC (20 February commitments)

1. Banking Executive Accountability Regime

ROYAL COMMISSION

ANZ LEARNINGS FROM THE ROYAL COMMISSION

What did we learn	Work Underway
How we run the bank	
5. Complexity makes it hard to prevent, identify and fix failures and, as such, should be reduced Complexity was identified as a principal cause of a number of ANZ's failings in both our January 2018 RC submission and, in Shayne Elliott's witness statement (e.g. the delay in breach reporting, the pre-approved overdrafts matter and the processing errors matter).	• Simplifying the bank • Simplification through use of technology, removing retail manual processes for example: automated account linkage, consolidation of home loan origination systems, new workflow and document management platforms
6. Remuneration systems should be designed to reduce the risk of misconduct Commissioner Hayne observed in the Final Report that misconduct, in almost every case, was driven by individuals' 'pursuit of gain'. The Commissioner made recommendations concerning frontline and executive remuneration systems to enhance accountability and ensure a focus not only on what staff do, but how they do it. Particular recommendations were also made to better align the remuneration of mortgage brokers and financial advisors with customer interests. In our January 2018 RC submission, we noted that our pay 'structures have not adequately discouraged, and may even have encouraged, poor conduct'. Commissioner Hayne has recommended regular reviews of remuneration and the implementation of the Sedgwick recommendations on retail pay.	• Implementing Sedgwick • Reimagining Reward, including an annual "rem policy" review • Implement strengthened Consequence Management Framework, applicable to employees in breach of ANZ's Code of Conduct, by 2019 (Sustainability target)
7. Our governance and culture must be assessed regularly Commissioner Hayne observed that because primary responsibility for misconduct lies with entities concerned, good governance and appropriate culture 'are fundamentally important'. The Commissioner recommended that all financial services entities assess, as often as reasonably possible, the entity's culture and governance, identify any problems, deal with them and determine whether the changes have been effective. He also emphasised the need for APRA to supervise culture. A continuing focus on these topics, which includes accountability, is critical.	• Annual reviews by Executive Committee • Annual reviews by Board • APRA Self-Assessment response

RESPONDING TO THE ROYAL COMMISSION

'IDENTIFIED SIXTEEN ACTIONS THAT WE CAN TAKE NOW'

COMMITMENT

On 20 February 2019, ANZ announced it would take immediate steps to implement the first phase of its response to the recommendations from the Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry.

ANZ is implementing 16 initiatives to improve the treatment of retail customers, small businesses and farmers in Australia as well as publicly reporting on the remediation of existing failures, including:

- ❑ Providing farmers with early access to farm debt mediation as well as favouring 'work-outs' over either enforcement or appointing external managers
- ❑ Not charging farmers default interest in areas hit by drought or other natural disasters
- ❑ Creating a dedicated phone service and easier account identification options for Indigenous customers
- ❑ Proactively contacting customers paying little off persistent credit card debt to encourage them to move to lower cost options
- ❑ Removing overdrawn and dishonour fees from our Pensioner Advantage accounts
- ❑ Engaging as a 'model-litigant' in situations where ANZ is involved in a court process with individual retail or small business customers; and
- ❑ Committing to the Australian Financial Complaints Authority's "look back" under its new limits

Progress against the 16 commitments (within the below categories) is provided in the following slides

Retail customers	Farmers	Remuneration	Accountability, culture & governance	Remediation	Dispute resolution	Financial advice
Commitments 1 (1.1, 1.2) 2 (2.1, 2.2) 3 (3.1, 3.2)	Commitments 4 (4.1, 4.2, 4.3, 4.4)	Commitments 5, 6	Commitments 7, 8, 9, 10, 11	Commitments 12	Commitments 13, 14	Commitments 15, 16

RESPONDING TO THE ROYAL COMMISSION

SIXTEEN ACTIONS – TABLE OF COMMITMENTS & FY19 HALF YEAR UPDATE

Commitment	FY19 Half Year Update
Retail customers	
1. Make our products fairer and better matched to our customers by:	
1.1 Removing overdrawn and dishonour fees on our Pensioner Advantage account	ANZ has removed the Overdrawn Fee and the Dishonour Fee on our ANZ Pensioner Advantage account.
1.2 Accelerating work on how we design and distribute products so that customers get products that meet their needs	- Our work continues to look at how we design and sell products and the use and value which customers get from our products. - Most recently, this includes the establishment of an ongoing process to contact credit card customers who are carrying persistent debt (as per commitment 3.1). - The design and distribution obligations in the Treasury Laws Amendment Bill 2018 have now been passed through Parliament. - An assessment is underway on the design and distribution obligations to help inform our work and commence addressing the obligations for when they become law.
2. Improve our service to Aboriginal and Torres Strait Islander (ATSI) customers in remote communities by:	
2.1 Setting up a dedicated phone service that will help ATSI customers manage their banking	- ANZ has established a dedicated ATSI telephone service that will be in operation from 1 May 2019. - The telephone service will be staffed by 20 Melbourne based bankers trained in indigenous cultural awareness and vulnerable customers training. - It will operate Monday to Friday 8am to 8pm AEST. All other hours, ATSI customers will be serviced by existing Customer Contact Centre bankers. - The telephone service will initially service existing ANZ customers with service enquiries and new deposit product fulfilment. Future development of the ATSI telephone service will build on learnings from the initial phase, and the scope will eventually be expanded to include on-boarding of new ANZ customers and services to inform and educate ATSI customers of value-add services within ANZ.
2.2 Giving ATSI customers easier options to prove their identity when opening and using a bank account	From 1 May 2019: - ANZ will introduce a new Referee Form, which will make it easier for indigenous customers to prove their identity. - The ATSI telephone service will use TextMe SMS message to provide identified ATSI customers with a dedicated telephone number. - Manual Security Questions have been revised to make them more relevant and easily understood by ATSI customers. In formulating questions, feedback was sought from ANZ's Indigenous Advisory Group.

RESPONDING TO THE ROYAL COMMISSION

SIXTEEN ACTIONS – TABLE OF COMMITMENTS & FY19 HALF YEAR UPDATE

Commitment	FY19 Half Year Update
Retail customers	
3. Help customers by:	
3.1 Contacting consumer credit card customers who are carrying persistent debt and paying little off to get them on to lower rate cards and assist them to pay their debt faster	- In March 2019 we established an ongoing process to contact credit card customers who are carrying persistent debt. We provide these customers financial education on how credit cards work and offer assistance plans to help them to pay their debt faster. - Our initial focus is on contacting customers with a low rate credit card product and providing them an option to transfer to an instalment plan at a reduced rate of 7.0% p.a. We will subsequently contact customers on high rate credit card products and provide them an option to transfer to a low rate card or instalment plan. - Our next steps include expanding the population of customers we can help beyond credit card only customers to customers with other ANZ products.
3.2 Contacting customers in receipt of eligible Centrelink or Veterans' Affairs benefits to help them move to low-cost basic bank accounts	- Work is underway to establish an ongoing process to contact customers in receipt of eligible Centrelink or Veterans' Affairs benefits to offer them a move to low-cost basic bank accounts. - The target commencement date is June 2019.
Farming customers	
4. Publish clear principles on how we help farmers including through:	- Principles outlining our assistance to farmers will be published by September 2019. - Key inclusions are outlined below.
4.1 Not charging farmers default interest in areas declared to be affected by drought or other natural disasters	By September 2019 ANZ will publish principles to make clear our commitment to not charge farmers default interest in areas declared to be affected by drought or other natural disasters.
4.2 Valuing farm land separately from the loan origination process	From 29 March 2019, ANZ has withdrawn the authority of relationship managers to approve their own internal appraisals of farm land. All such appraisals are independently approved. This change ensures independence between the valuation process and the loan approval process.
4.3 Giving farmers early access to farm debt mediation if they get into difficulties and supporting a national scheme of farm debt mediation	- ANZ is continuing our work on implementing the commitments that we have publicly made to assist our farming customers experiencing financial difficulties. - By September 2019 ANZ will publish principles to make clear our commitment to early access to farm debt mediation, with the aim being to provide farmers with every opportunity to explore all work out options available. - Enforcement action is a measure of last resort only after all other options have been explored.
4.4 Reinforcing our preference for working out difficulties over enforcing agricultural loans or appointing an external manager	

RESPONDING TO THE ROYAL COMMISSION

SIXTEEN ACTIONS – TABLE OF COMMITMENTS & FY19 HALF YEAR UPDATE

Commitment	FY19 Half Year Update
Remuneration	
5. Redesign how we manage and reward our people to better focus on the interests of our customers, the long-term health of the bank and team, rather than individual, outcomes	ANZ is working to launch a new approach to reward, remuneration and performance management. This is scheduled to launch in the last quarter of 2019.
6. Continue to implement the recommendations of Mr Stephen Sedgwick, including by responding to any observations on how we can improve	- ANZ's delivery of Stephen Sedgwick's Retail Banking Remuneration Review recommendations is 75% complete. - With the exclusion of Broker remuneration which is being managed at the industry level we are on track to deliver all recommendations by the end of 2019, ahead of October 2020 deadline.
Accountability, culture and governance	
7. Strengthen our accountability and consequence framework so that when things go wrong, we fix them and consistently hold executives to account	- We are strengthening the principles and guidance that underpin our Accountability Framework. Developments underway include: - Consequence Management Principles that guide a more consistent approach to consequence management across the bank, including impacts on remuneration. - Accountability Principles that will define the various categories of accountability (e.g. direct, indirect, collective). - Accountability Review Guidance to guide staff on when and how to undertake accountability reviews. - We are on track to implement by end 2019.
8. Supplement existing culture audits and ensure we act on identified problems	- Actions addressing problems identified in the cultural reviews by Internal Audit are formally documented and tracked to completion. - An Enterprise Culture Steering Group has been established, membership including the CEO, General Manager Talent & Culture and CRO. Meeting twice yearly each Executive Committee member is required to present the current cultural strengths and concerns of their business, as well as actions taken and planned which are aimed at shifting the culture towards ANZ's desired culture. - A new feedback tool has been launched, aimed at enabling greater self-awareness for leaders. The tool helps track outcomes of development and also provides an additional voice for our employees that can then be acted upon. - Our approach for measuring culture is currently under review to determine whether it is still fit for purpose and/or whether it should be supplemented to ensure we fully understand the degree to which we are moving towards our aspirational culture, the impact of actions we are taking, as well as being able to predict conduct issues.
9. Allocate specific responsibility to our BEAR ¹ executive(s) for our products and complaints about them	- ANZ's BEAR¹ obligations have been documented and assigned to each relevant executive. - APRA is currently finalising its BEAR¹ product rules, expected by the end of 2019 calendar year. These rules will be utilised to finalise ANZ's product based requirements.
10. Make our BEAR ¹ executives explicitly responsible for preventing conduct that harms customers	
11. Require our BEAR ¹ executives to be open, constructive and cooperative with the Australian Securities and Investments Commission	

1. Banking Executive Accountability Regime

RESPONDING TO THE ROYAL COMMISSION

SIXTEEN ACTIONS – TABLE OF COMMITMENTS & FY19 HALF YEAR UPDATE

Commitment	FY19 Half Year Update
Remediation	
12. Publicly report on how we are fixing our significant failures, including the nature of the issues and our progress on paying customers back. This will include the remediations identified at the Royal Commission. This transparency will add to our commitment to fix failures fairly and quickly in our Remediation Principles ¹	ANZ has reported half year progress against FY19 Fair and Responsible Banking sustainability targets in respect of remediations.
Dispute resolution	
13. Commit to public principles on managing complaints and disputes from retail and small business customers and acting as a model litigant if we end up in court with them individually	- New Dispute Resolution Principles, incorporating model litigant guidelines, were released publicly on 15 April 2019. - The principles apply to our people and our representatives (e.g. external law firms) when managing individual retail and small business customer complaints, disputes and litigation in Australia.
14. Commit to the Australian Financial Complaints Authority's 'look back' under its new limits, appoint our Customer Advocate to lead this work and fully cooperate with AFCA as it resolves disputes	- ANZ has appointed our Customer Advocate to lead this work and has written to AFCA confirming its consent to consider 'look back' disputes. - ANZ will continue to fully cooperate with AFCA as it resolves disputes and is currently scoping work and staffing requirements in preparation to commence resolving these disputes from 1 July 2019. - ANZ has also participated in industry consultation regarding the draft AFCA Rule changes and supplementary Operational Guidelines that set out how the program will operate.
Financial Advice	
15. Focus on how we provide ongoing financial advice to customers so they always get the service they pay for and value	- ANZ already allows customers to opt in annually to ongoing fee arrangements and is well placed to leverage existing processes and controls to implement these changes on a compulsory basis. - We are currently focussed on delivering a new model over the next 12 months where advice is delivered to existing customers and then fees are only charged after the delivery of the advice. In this model there will be no ongoing fee arrangements requiring annual review.
16. Tell our customers in writing of areas where our financial advisors may not be independent, impartial or unbiased	ANZ will make amendments to our disclosure documents by July 2019.

1. ANZ's Remediation Principles are set out on page 9 of ANZ's 2018 Annual Review. The 2018 Annual Review is available at: https://shareholder.anz.com/sites/default/files/anz_2018_annual_review_final.pdf

WE MEASURE WHAT MATTERS

RECOGNITION



Highest ranked Australian bank on the Dow Jones Sustainability Index, scoring 83/100 in 2018



We achieved a CDP climate disclosure score of A- in 2018



FTSE4Good

Member of the FTSE4Good Index



2018-19 leader in workplace gender equality



Recognised as Australian Workplace Equality Index (LGBTI) Employer of Choice Gold Status (2018)

FRAMEWORKS



Our sustainability reporting is prepared in accordance with the Global Reporting Initiative Standards (Comprehensive level)



We have been a signatory to the United Nations Global Compact since 2010



We report in line with using the recommendations of the Financial Stability Board's (FSB) Task Force on Climate-Related Disclosures (TCFD)



As an Equator Principles Financial Institution signatory we report on our implementation of the Principles in our Sustainability Review

FURTHER INFORMATION

The screenshot shows the ANZ Shareholder Centre website. At the top, there's a blue header with the ANZ logo and 'ANZ SHAREHOLDER CENTRE'. Below this is a 'MENU' button. The main banner features the text '2019 Half Year Results Announcement' with a 'FIND OUT MORE >' button. To the right, there's a 'MANAGE YOUR SHARES' section with a 'LOGIN TO COMPUTERSHARE' button and a note: 'Computershare Investor Services manages ANZ's share registry.' Below the banner, there are four tiles:

- ASX: ANZPE** as at 30th April, 7:0pm, showing a price of \$101.41 with a 0.16% increase.
- ASX Announcements** dated 26 April 2019, regarding the Notice Corporations Act Subsection 259C(2).
- Financial Calendar** dated 01 May 2019, regarding the Half Year Results Announcement.
- Financial Disclosure & Reporting**, regarding Financial Disclosure & Reporting.

 At the bottom, there's a 'BlueNotes' section with the tagline 'Connecting news and insights' and a link to 'CAN FINTECH KEEP UP THE PACE?'.

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