

ANZ Wealth

UBS Australian Financial Services Conference

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ANZ Wealth

- 1H11 NPAT of \$186m
- \$45b investment FUM
- \$1.4b in-force insurance premiums¹
- ~2.6m customers¹
- 14% of ANZ Australia Division profit
- Top 5 position across all segments
- Well regarded Private Bank (\$15b of funding)
- 3,400 staff
- 1,720 aligned advisers & 280 branch planners
- Offices and people across Australia

Market share position

Individual Life Insurance ²	12%	#4
Superannuation & Investments ²	8%	#5
Private Bank ³	16%	#3
Investment Lending ⁴	9%	#5
Online/Direct Broking	22%	#2

1. Excludes MasterTrust Risk Insurance and Group Risk; Figures as at 31 March 2011

2. Plan for Life as at Dec 2010 (includes AMP/AXA merger)

3. APBC benchmark report

4. RBA



Insurance

Scope

One of only 2 insurers present in all segments

Scale

4th largest individual life insurer
- 12% market share¹

#1 Retail sales in IFA channel²

Customers

~1.4m retail customers

Key financials

\$1.4b in-force premiums

43% of ANZ Wealth Profit⁴



Products⁵

Individ. Life Insurance – \$686m

Group Insurance – \$462m

General insurance – \$233m

Business quality

Top quartile rating by Industry Funds³

Below market average lapse rate (13.2%)⁴

1. Plan For Life Dec 2010
2. NMG Consulting, IFA RDM 30 March 2011
3. Group Risk BQM 2010
4. As at 30 March 2011
5. In-force premium as at 30 March 2011



Superannuation & Investments

Scope

Retail superannuation, retirement and investment solutions to customers, advisers and employers

Market share

- Top 5 provider:
- 8% market share²
 - \$45b in FUM

Customers

Over 1.1m retail customers
24,000 employer relationships

Key financials¹

Cash inflows of \$2.4b
Net Funds Management Income of \$195m¹
27% of ANZ Wealth Profit



Key products

Mastertrust – \$17b
Employer Super – \$13b
Wrap – \$7b

Business quality

#1 rated employer super product in Australia

1. For 1HFY11
2. Plan for Life Dec 2010



ANZ Private

Scope

HNW Client Management
Online share trading & leveraging solutions
Charitable, Trust & Estate Planning Solutions

Business Quality

Private Bank ranked #1 for customer advocacy
E*TRADE highest phone and web customer satisfaction¹

Market share

16% Private Banking Market
25% of Charitable Market
9% Investment Lending Market²



E*TRADE

17 - 20k trades per day
22% Online Trading Market Share
~120 k active E*TRADE accounts

Customers

Over 8k HNW Individuals
1.5k Charitable & Trustees
14k Investment Lending clients
5.5k SMSF clients

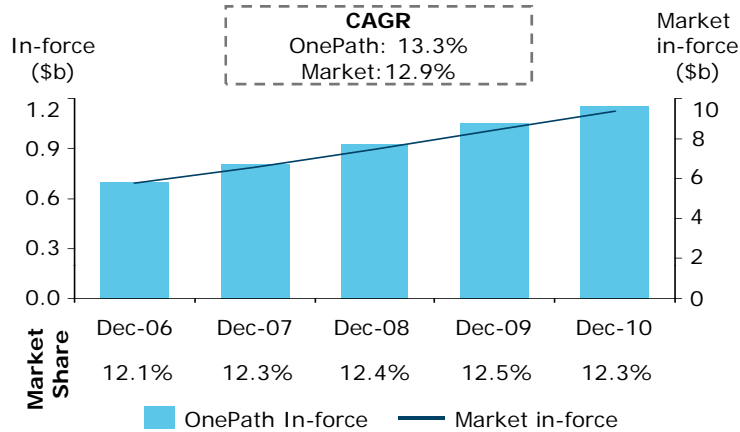
Scale

Over \$23b in deposits & lending FUM

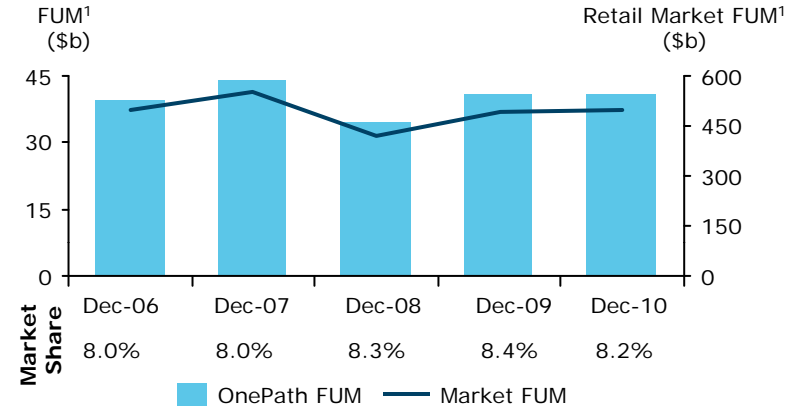
1. Of main online brokers, Investment Trends 30 March 2011
2. RBA

Wealth is well positioned for growth

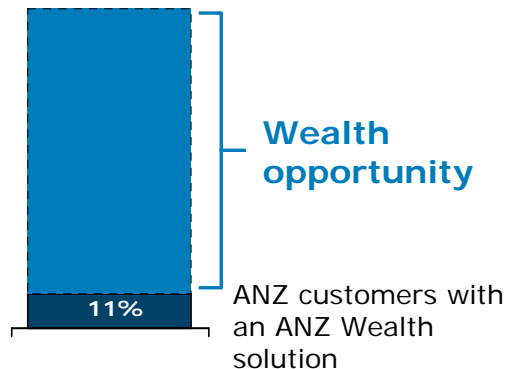
Our Life Insurance business has strong position in a high growth market



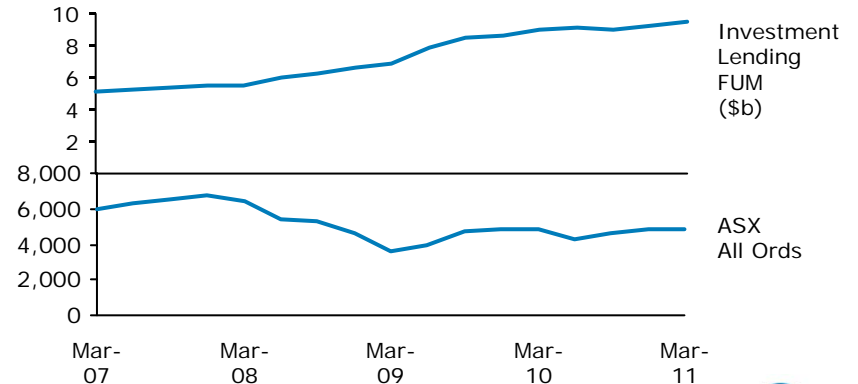
Super & Investment FUM market share stable post GFC



Current penetration of ANZ customer base



Capturing opportunity in both bear & bull markets



1. FUM ex Cash
Source: Plan for Life, ASX



Setting the foundations for future growth

Strategic priorities

1

Step change in ANZ customer base penetration

- Embed wealth offerings into ANZ customer propositions and channels
- Develop simple superannuation and insurance offerings

2

Capitalise on opportunities presented by regulatory and market changes

- Continue to capture Superannuation Guarantee (SG) flows (with potential increase from 9% - 12% for SG)
- Enhance “limited scope” advice offering
- Leverage our aligned dealer group distribution network

3

Leverage combined wealth business to enhance revenue and decrease costs

- Deliver a fully integrated Wealth business to realise revenue and cost synergies between business units
- Invest in increasing automation and online self-service capabilities to improve efficiency and cost-to-serve

4

Enhance core capabilities for future growth

- Deliver future wealth platform solution
- Deliver compelling investments propositions to customer segments
- Build our capabilities to support possible further growth

Experienced Wealth management team



John Van Der Wielen
Managing Director
Wealth



Craig Brackenrig
GM Superannuation
& Investments



Gavin Pearce
GM Insurance



Catherine McDowell
MD ANZ Private



Paul Barrett
GM Advice &
Distribution

We have delivered and continue to work on a range of initiatives

What we have done...

- ✓ Brought 3,300 FTEs, 12 brands, 2,000 planners and 2.5m customers under one umbrella
- ✓ Built a new leadership team of experienced Wealth professionals
- ✓ Cost to Income ratio reduced to 56%
- ✓ Launched OnePath brand with minimal disruption
- ✓ Launched a Fee For Service MasterTrust
- ✓ Launched life insurance on anz.com
- ✓ Improved lapse rates half on half

What we will do...

- Develop and distribute branch ready products
- Launch simple super
- Expand phone based and simple advice
- Leverage our aligned dealer groups
- Enhance our investment management & platform capabilities
- Centralise investment research
- Invest in online capabilities and straight through processing

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