



Australia and New Zealand Banking Group Limited

ABN 11 005 357 522

Full Year

30 September 2013

Consolidated Financial Report

Dividend Announcement

and Appendix 4E

The Consolidated Financial Report and Dividend Announcement constitutes the preliminary final report and contains information required by Appendix 4E of the Australian Securities Exchange Listing Rules. It should be read in conjunction with ANZ's 2013 Annual Report when released, and is lodged with the Australian Securities Exchange under listing rule 4.3A.

Name of Company: Australia and New Zealand Banking Group Limited
ABN 11 005 357 522

Report for the full year ended 30 September 2013

Operating Results¹

			A\$ million
Operating income	↑	4%	to 18,446
Net statutory profit attributable to shareholders	↑	11%	to 6,272
Cash profit ²	↑	11%	to 6,498

Dividends³

	Cents per share	Franked amount ⁴ per share
Proposed final dividend	91	100%
Interim dividend	73	100%
Record date for determining entitlements to the proposed final dividend		13 November 2013
Payment date for the proposed final dividend		16 December 2013

Dividend Reinvestment Plan and Bonus Option Plan

Australia and New Zealand Banking Group Limited (ANZ) has a Dividend Reinvestment Plan (DRP) and a Bonus Option Plan (BOP) that will operate in respect of the 2013 final dividend. For the 2013 final dividend, ANZ intends to provide shares under the DRP and BOP through the issue of new shares and has announced an intention to neutralise the impact of the issuance of those shares through an on-market buyback of shares in an amount equal to the value of those shares issued under the DRP and BOP. The 'Acquisition Price' to be used in determining the number of shares to be provided under the DRP and BOP will be calculated by reference to the arithmetic average of the daily volume weighted average sale price of all fully paid ANZ ordinary shares sold in the ordinary course of trading on the ASX during the ten trading days commencing on 13 November 2013, and then rounded to the nearest whole cent. Shares provided under the DRP and BOP will rank equally in all respects with existing fully paid ANZ ordinary shares. Election notices from shareholders wanting to commence, cease or vary their participation in the DRP or BOP for the 2013 final dividend must be received by ANZ's Share Registrar by 5.00pm (Australian Eastern Daylight Time) on 13 November 2013. Subject to receiving effective contrary instructions from the shareholder, dividends payable to shareholders with a registered address in Great Britain (including the Channel Islands and the Isle of Man) or New Zealand will be converted to Pounds Sterling and New Zealand dollars respectively at an exchange rate calculated on 15 November 2013.

¹ Compared to year ended 30 September 2012

² Statutory profit has been adjusted to exclude non-core items to arrive at cash profit, and has been provided to assist readers to understand the results for the ongoing activities of the Group. The net after tax adjustment was an increase to cash profit of \$226 million made up of several items. Refer pages 82 to 84 of the ANZ Consolidated Financial Report and Dividend Announcement for the full year 30 September 2013 for further details

³ There is no foreign conduit income attributed to the dividends

⁴ It is proposed the final dividend will be fully franked for Australian tax purposes (30% tax rate) and carry New Zealand imputation credits of NZ 10 cents per ordinary share

The directors of Australia and New Zealand Banking Group Limited confirm that the financial information and notes of the consolidated entity set out on pages 92 to 109 are in the process of being audited.



John Morschel
Chairman



Michael R P Smith
Director

28 October 2013

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CONSOLIDATED FINANCIAL REPORT, DIVIDEND ANNOUNCEMENT AND APPENDIX 4E

Full year ended 30 September 2013

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This Consolidated Financial Report and Dividend Announcement has been prepared for Australia and New Zealand Banking Group Limited (the "Company") together with its subsidiaries which are variously described as "ANZ", "Group", "ANZ Group", "us", "we" or "our".

All amounts are in Australian dollars unless otherwise stated. The information on which the Condensed Consolidated Financial Statements are based, is in the process of being audited by the Group's auditors, KPMG. The Company has a formally constituted Audit Committee of the Board of Directors. The signing of these Condensed Consolidated Financial Statements was approved by resolution of a Committee of the Board of Directors on 28 October 2013.

When used in this Results Announcement the words "estimate", "project", "intend", "anticipate", "believe", "expect", "should" and similar expressions, as they relate to ANZ and its management, are intended to identify forward-looking statements. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date hereof. ANZ does not undertake any obligation to publicly release the result of any revisions to these forward-looking statements to reflect events or circumstances after the date hereof or to reflect the occurrence of unanticipated events.

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For Release: 29 October 2013

Media Release

ANZ 2013 Full Year Result

- super regional strategy driving improved customer outcomes, profit growth and stronger shareholder returns -

Performance Highlights – FY 2013 compared to FY2012 (YOY)¹

- Statutory net profit after tax \$6.3 billion; Cash Profit² after tax \$6.5 billion; both up 11%.
- Return on equity (RoE) up 20 basis points (bps) to 15.3%. Earnings per share (EPS) up 9% to 238.5 cents.
- Fully franked final dividend of 91 cents per share (cps) taking the total dividend for FY13 to 164 cps up 13%.
- Over \$1.3 billion was invested in growth and transformation initiatives across the bank during the year, including the Banking on Australia program and expansion in Asia.
- Customer deposits grew 12% with net loans and advances up 10%.
- Credit quality improved further with gross impaired assets down 18% and the provision charge down 5%.
- ANZ's strong capital position improved further with the Common Equity Tier 1 (CET1) ratio up 47 bps to 8.5% and internationally harmonised Basel 3 basis CET1 up 76 bps to 10.8%. ANZ will again be neutralising the impact of the Dividend Reinvestment Plan (DRP) via an on-market buyback of ANZ shares.

ANZ Chief Executive Officer Mike Smith said: "This is a strong performance, the result of a distinctive long-term strategy focused on growth in our domestic franchises and targeted expansion in Asia.

"This consistency and operational discipline are producing better outcomes for our customers and for our shareholders. Importantly, the long-term nature of what we are building at ANZ means there is still more gas in the tank.

"In 2013 we have continued to attract more customers with further market share gains in Australian Retail and Commercial. In New Zealand brand consideration is at an historic high and we are growing market share in home loans and Small Business Banking. In Wealth we are providing more financial solutions to more ANZ customers while using innovation to create new growth opportunities.

"In International and Institutional Banking (IIB), a third of our Institutional clients are now using ANZ in more than one country. For large clients the value of our Asian network is even more pronounced. Almost 90% of our top 100 customers use ANZ in more than five countries. Together this has seen IIB Asia income grow from 24% to 34% of total IIB income in the past three years and cross-border income is growing three times faster than local income.

"Importantly, we are continuing to drive organic growth using strong operational and financial management disciplines to fund significant investments for the future.

"Our focus on operational excellence, business simplification and enabling technology is delivering economies of scale, improved speed to market and stronger controls. For example, this year we achieved an 18% increase in productivity by reducing operations expenses by 10%.

¹ All comparisons are Full Year to 30 September 2013 compared to Full Year to 30 September 2012 and on a cash basis unless otherwise noted.

² Statutory profit has been adjusted to exclude non-core items to arrive at Cash Profit, the result for the ongoing activities of the Group.

"ANZ's distinctive strategy is also seen in our financial management. We remain one of the best capitalised banks in the world with an increasingly high-quality balance sheet.

"Together this has seen us deliver on our promises to shareholders. In 2013 we achieved strong growth in profit and earnings per share along with an increased return on equity, which has enabled us to pay a higher dividend, distributing \$4.5 billion to shareholders, largely retail investors and Australian superannuation funds.

"The scale of the transformation at ANZ over the past six years is significant and we are now beginning to unlock the real potential of our franchise in Australia, New Zealand and Asia-Pacific. This means we can continue to grow while also targeting a further reduction in our cost-to-income ratio to 43% or better, along with improving our return on equity to at least 16% by the end of the 2016 financial year³.

"Today, the continued shift of global growth to Asia means that our strategy focussed on building an Asia-connected bank makes more sense than ever. It is creating growth options in all our businesses by allowing us to better meet the needs of customers by capturing the banking opportunities linked to regional capital, trade and wealth flows.

"Our 2013 results demonstrate that our super regional strategy is not just about the promise of future growth and returns. It also shows the hard work of our 47,500 people is delivering strong results for our customers and for our shareholders today," Mr Smith said.

PERFORMANCE BY DIVISION⁴

AUSTRALIA

The Australia Division grew profit 11%, driven by 7% income growth and a 2% decrease in expenses. ANZ had the strongest overall growth of the major banks across home loans, deposits and credit cards. Home loans have grown faster than system⁵ for the past 14 quarters and branch home loan sales increased 16% during the year. We welcomed 30,000 new Commercial and Corporate Banking (C&CB) customers and the C&CB business has grown lending above system⁶ for the past 6 quarters.

We're bringing our super regional expertise to our customers; a quarter of C&CB relationship staff have hands-on experience in key Asian markets and all frontline relationship staff have received Super Regional training; cross border referrals from C&CB Australia grew 45% during the year.

ANZ has lent \$750 million to new Australian small businesses as part of our \$1 billion pledge announced in April 2013. Under our Banking on Australia program we've invested in over 170,000 hours of frontline sales training; 74 branches have been transformed; 201 Smart ATMs have been installed; and we are strengthening our lead in digital and mobile channels.

ANZ's goMoney™ mobile banking app now supports more than 1 million active users and has processed over \$56 billion of transactions since inception. We have increased the number of registered ANZ FastPay™ customers by 34% during the year, enabling more of our small business customers to be paid on the go. Mobility tools including iPads and related apps are increasing the amount and quality of time our C&CB relationship team spends with our customers.

INTERNATIONAL AND INSTITUTIONAL BANKING (IIB)

The IIB Division grew profit 15%, with productivity gains (expenses down 3%) and ongoing credit quality improvements (provisions down 30%) key contributors to the result. We are leveraging our market leading position in Australia and New Zealand while increasing the contribution coming from Asia. A third of Institutional customers today deal with ANZ in multiple countries and 48% of revenue came from Asia Pacific Europe & Americas (APEA) in 2013.

Products linked to trade and investment flows experienced double digit volume growth with Trade up 27%, Foreign Exchange (FX) turnover up 35% and Cash Management deposits up 15%. An expanded product range, particularly in FX, helped to deliver 11% growth in Global Markets income which topped \$2 billion in FY13, with a record high percentage of income coming from APEA in the second half.

³ Targets are on a cash basis

⁴ All comparisons are Full Year to 30 September 2013 compared to Full Year to 30 September 2012 and on a cash basis unless otherwise noted

⁵ To June quarter 2013. Retail Source: APRA Monthly Banking Statistics, excludes impact from sale of Origin Mortgage Management Services

⁶ RBA Lending and Credit Aggregates – Non Financial Corporations

Our strong relationship focus is being recognised in key customer surveys with ANZ retaining its number one ranking in key categories in the Peter Lee Associates annual surveys in Australia and New Zealand; being ranked number one in overall FX Services voted by Financial Institutions by Asiamoney and improving its ranking to number four in the Asia focused Greenwich Associates large corporate banking annual survey.

Our Asian Commercial business is growing quickly (compound annual growth rate 29% over the past 3 years) and is a valuable source of markets and trade finance revenue. Asia Pacific Retail deposits grew 24% to \$12.9 billion.

NEW ZEALAND (all comparisons are in NZD)

The New Zealand Division grew profit 29%. Productivity and credit quality improvements were key features of the result; expenses decreased 15% and the provision charge reduced 76%. Now under one ANZ banner we have focused investment on our brand, sales training, branch coverage and digital capability. As well as productivity gains this investment has driven market share increases in home loans and credit cards and strong growth in Small Business Banking.

Branch coverage is up 7% since 2010, while branch costs have declined. Our simplified and improved product range has been awarded 21 CANSTAR⁷ 5 star ratings for outstanding value products. A focus on simplification has increased frontline staff time spent with customers by 10% and increased training has improved retail sales through proprietary channels. We are now selling more home loans through branches, outperforming system growth in the major markets of Auckland and Christchurch.

We are investing in digital capability, with greater than 50% of customers using digital channels, accounting for 57% of transactions. ANZ has leveraged its regional product capabilities launching ANZ goMoney™, currently the most downloaded banking app in the country. The ANZ FastPay™ merchant app which enables merchant transactions via smartphone launches soon.

Commercial business lending volumes grew strongly particularly in Small Business Banking, where there was a 13% increase in new to bank customers. We're connecting business customers to the region through customer tours to India, Hong Kong and China.

GLOBAL WEALTH

The Global Wealth Division grew profit 36%, profit before provisions grew 20% with income up 5% and expenses down 2%. Global Wealth serves over two million customers and manages \$59 billion in investment and retirement savings in Australia and New Zealand.

Wealth solutions held by ANZ customers have increased 11%. During the year we introduced ANZ Smart Choice Super, which was awarded Outstanding Value in all life stages by CANSTAR⁸. There are now more than 50,000 ANZ Smart Choice Super customers. We have invested in growth initiatives and will soon launch a new digital platform and a solution for self managed super funds.

We are simplifying the business and leveraging our regional capabilities to drive improved returns. The cost to income ratio declined by 470 bps. Retail life insurance in-force premiums grew 10% and funds under management increased 13% driven by the productivity improvements in both ANZ and aligned planner channels and improved investment market performance.

Retail insurance lapse rates have responded to retention initiatives, and lapse rates in the Australian business remain lower than the industry average.

CREDIT QUALITY

Credit quality continues to improve. Gross impaired assets reduced by 18%, with reductions across all Divisions, and have now reduced at an average of \$383 million each half since 2H10. New impaired assets were also down 22%.

The provision charge decreased 5% to \$1.197 billion. The Collective Provision ratio of 1.00%⁹ provides conservative coverage given the ongoing improvement in credit quality, particularly in Institutional where credit exposure to investment grade clients now comprises 78% of the book compared to 60% in 2H08.

⁷ CANSTAR NZ Ltd is an independent specialist research service and financial data provider.

⁸ CANSTAR is an independent specialist research service and financial data provider.

⁹ Collective Provision ratio on an APRA Basel 3 basis. This ratio is the collective provision balance as a proportion of credit risk weighted assets.

BALANCE SHEET, CAPITAL, LIQUIDITY AND FUNDING

ANZ generated \$4.5 billion in net organic capital increasing CET1 on an APRA Basel 3 basis by 47 bps to 8.5% and by 76 bps to 10.8% on an internationally harmonised Basel 3 basis. ANZ will again be neutralising the impact of the DRP via an on-market buyback and there will be no discount on the DRP shares.

The \$122 billion liquid asset portfolio provides a strong buffer for the Group. ANZ has a consistent focus on deposit generation with deposits comprising 62% of the funding base. A total of \$24 billion of term wholesale funding was issued across a well diversified range of domestic and international investors.

DIVIDEND

The Board believes that a full year dividend payout ratio of between 65% and 70% of Cash Profit is sustainable in the medium term, with a bias towards the upper end of the range in the near term. The final dividend of 91 cps takes the total dividend for the year to 164 cps up 13%, reflecting strong earnings together with a desire to improve shareholder returns.

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Financial Result for the full year ended 30 September 2013

Operating Results¹

A\$ million

Operating income	↑	3%	to	18,378
Operating expenses	↓	3%	to	8,236
Profit before credit impairment and income tax	↑	9%	to	10,142
Provision for credit impairment	↓	1%	to	1,197
Cash profit ²	↑	11%	to	6,498
Net statutory profit attributable to shareholders	↑	11%	to	6,272
Earnings per ordinary share (cents)	↑	9%	to	238.5
Return on average ordinary shareholders equity ³	↑	20bps	to	15.3%

Dividends^{4, 5}

Cents
per
share

Proposed final dividend – 100% franked	91
Interim dividend – 100% franked	73
Total dividend – 100% franked	164
Record date for determining entitlements to the proposed final dividend	13 November 2013
Payment date for the proposed final dividend	16 December 2013

¹ All comparisons are Full Year to 30 September 2013 compared to Full Year to 30 September 2012 and on a Cash basis unless otherwise noted

² Statutory profit has been adjusted to exclude non-core items to arrive at cash profit, and has been provided to assist readers to understand the results for the ongoing activities of the Group. The net after tax adjustment was an increase to cash profit of \$226 million made up of several items. Refer pages 82 to 84 of the ANZ Consolidated Financial Report and Dividend Announcement for the full year 30 September 2013 for further details

³ Average ordinary shareholders' equity excludes non-controlling interests and preference shares

⁴ There is no foreign conduit income attributed to the dividends

⁵ It is proposed the final dividend will be fully franked for Australian tax purposes (30% tax rate) and carry New Zealand imputation credits of NZ 10 cents per ordinary share

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Section 2 – Snapshot

Statutory Results

Cash Results

Key Balance Sheet Metrics

Statutory Results

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	6,558	6,200	6%	12,758	12,110	5%
Other operating income	2,958	2,730	8%	5,688	5,601	2%
Operating income	9,516	8,930	7%	18,446	17,711	4%
Operating expenses	(4,202)	(4,034)	4%	(8,236)	(8,519)	-3%
Profit before credit impairment and income tax	5,314	4,896	9%	10,210	9,192	11%
Provision for credit impairment	(600)	(588)	2%	(1,188)	(1,198)	-1%
Profit before income tax	4,714	4,308	9%	9,022	7,994	13%
Income tax expense	(1,377)	(1,363)	1%	(2,740)	(2,327)	18%
Non-controlling interests	(5)	(5)	0%	(10)	(6)	67%
Profit attributable to shareholders of the Company	3,332	2,940	13%	6,272	5,661	11%

Earnings per ordinary share (cents)

	Reference Page	Half Year			Full Year		
		Sep 13	Mar 13	Movt	Sep 13	Sep 12	Movt
Basic	102	122.6	108.6	13%	231.3	213.4	8%
Diluted	102	118.6	105.4	13%	224.4	205.6	9%

	Reference Page	Half Year		Full Year	
		Sep 13	Mar 13	Sep 13	Sep 12
Ordinary share dividends (cents)					
Interim - 100% franked ¹	101	n/a	73	73	66
Final - 100% franked ¹	101	91	n/a	91	79
Total - 100% franked ¹	101	91	73	164	145
Ordinary share dividend payout ratio ²	101	75.0%	68.2%	71.8%	69.4%
Preference share dividend (\$M)					
Dividend paid ³	101	3	3	6	11

Profitability ratios

Return on average ordinary shareholders' equity ⁴	15.3%	14.4%	14.9%	14.6%
Return on average assets	0.96%	0.90%	0.93%	0.90%
Net interest margin	2.20%	2.24%	2.22%	2.31%
Net interest margin (excluding Global Markets)	2.61%	2.65%	2.63%	2.71%

Efficiency ratios

Operating expenses to operating income	44.2%	45.2%	44.6%	48.1%
Operating expenses to average assets	1.21%	1.23%	1.22%	1.36%

Credit impairment provisioning/(release)

Individual provision charge (\$M)	104	574	584	1,158	1,577
Collective provision charge/(release) (\$M)	104	26	4	30	(379)
Total provision charge (\$M)	104	600	588	1,188	1,198
Individual provision charge as a % of average net advances		0.25%	0.27%	0.26%	0.38%
Total provision charge as a % of average net advances		0.26%	0.27%	0.27%	0.29%

¹ Fully franked for Australian tax purposes and carry New Zealand imputation credits of NZ 10 cents per ordinary share for the proposed 2013 final dividend (2013 interim dividend: NZ 9 cents; 2012 interim and final dividends: nil)

² Dividend payout ratio is calculated using 31 March 2012 interim, 30 September 2012 final, 31 March 2013 interim dividends and the proposed 30 September 2013 final dividend

³ Represents dividends paid on Euro Trust Securities (preference shares) issued on 13 December 2004

⁴ Average ordinary shareholders' equity excludes non-controlling interests and preference shares

Cash Profit Results¹

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	6,536	6,236	5%	12,772	12,110	5%
Other operating income	2,756	2,850	-3%	5,606	5,738	-2%
Operating income	9,292	9,086	2%	18,378	17,848	3%
Operating expenses	(4,202)	(4,034)	4%	(8,236)	(8,519)	-3%
Profit before credit impairment and income tax	5,090	5,052	1%	10,142	9,329	9%
Provision for credit impairment	(598)	(599)	0%	(1,197)	(1,258)	-5%
Profit before income tax	4,492	4,453	1%	8,945	8,071	11%
Income tax expense	(1,171)	(1,266)	-8%	(2,437)	(2,235)	9%
Non-controlling interests	(5)	(5)	0%	(10)	(6)	67%
Cash profit¹	3,316	3,182	4%	6,498	5,830	11%

Earnings per ordinary share (cents)

	Reference Page	Half Year			Full Year		
		Sep 13	Mar 13	Movt	Sep 13	Sep 12	Movt
Basic	30	121.5	117.0	4%	238.5	218.5	9%
Diluted	30	117.5	113.2	4%	231.2	210.3	10%

Ordinary share dividends (cents)	Reference Page	Half Year		Full Year	
		Sep 13	Mar 13	Sep 13	Sep 12
Ordinary share dividend payout ratio ²	31	75.4%	63.0%	69.3%	67.3%

Profitability ratios

Return on average ordinary shareholders' equity ³		15.1%	15.5%	15.3%	15.1%
Return on average assets		0.95%	0.97%	0.96%	0.93%
Net interest margin	17	2.19%	2.25%	2.22%	2.31%
Net interest margin (excluding Global Markets)	17	2.61%	2.67%	2.63%	2.71%
Profit per average FTE (\$)		69,976	66,847	137,230	117,635

Efficiency ratios

Operating expenses to operating income		45.2%	44.4%	44.8%	47.7%
Operating expenses to average assets		1.20%	1.23%	1.22%	1.36%

Credit impairment provisioning/(release)

Individual provision charge (\$M)	23	572	595	1,167	1,637
Collective provision charge/(release) (\$M)	24	26	4	30	(379)
Total provision charge (\$M)	23	598	599	1,197	1,258
Individual provision charge as a % of average net advances		0.25%	0.28%	0.26%	0.40%
Total provision charge as a % of average net advances		0.26%	0.28%	0.27%	0.30%

Cash profit by division/geography

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Australia	1,458	1,415	3%	2,873	2,598	11%
International and Institutional Banking	1,231	1,199	3%	2,430	2,111	15%
New Zealand	484	397	22%	881	642	37%
Global Wealth	266	203	31%	469	346	36%
Group Centre	(123)	(32)	large	(155)	133	large
Cash profit by division	3,316	3,182	4%	6,498	5,830	11%
Australia	2,136	2,164	-1%	4,300	3,870	11%
Asia Pacific, Europe & America	555	460	21%	1,015	963	5%
New Zealand	625	558	12%	1,183	997	19%
Cash profit by geography	3,316	3,182	4%	6,498	5,830	11%

¹ Statutory profit has been adjusted to exclude non-core items to arrive at cash profit, and has been provided to assist readers to understand the result for the ongoing business activities of the Group. Refer to page 14 for the reconciliation between statutory and cash profit

² Dividend payout ratio is calculated using 31 March 2012 interim, 30 September 2012 final, 31 March 2013 interim dividends and the proposed 30 September 2013 final dividend

³ Average ordinary shareholders' equity excludes non-controlling interests and preference shares

Key Balance Sheet Metrics

		As at			Movement	
	Reference Page	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Capital adequacy ratio (%)						
Common Equity Tier 1						
- APRA Basel 3	35	8.5%	8.2%	8.0%		
- Internationally Harmonised Basel 3 ¹	35	10.8%	10.3%	10.0%		
Credit risk weighted assets (\$B) ²	114	287.7	275.0	254.9	5%	13%
Total risk weighted assets (\$B) ²	114	339.3	322.6	300.1	5%	13%
Balance Sheet: Key Items						
Net loans & advances (\$B)		469.3	442.0	427.8	6%	10%
Total assets (\$B)		703.0	672.6	642.1	5%	9%
Customer deposits (\$B)		368.8	344.1	327.9	7%	12%
Total equity (\$B)		45.6	42.5	41.2	7%	11%
Impaired assets						
Gross impaired assets (\$M)	26	4,264	4,685	5,196	-9%	-18%
Net impaired assets (\$M)	27	2,797	3,142	3,423	-11%	-18%
Net impaired assets as a % of net advances		0.60%	0.71%	0.80%		
Net impaired assets as a % of shareholders' equity		6.1%	7.4%	8.3%		
Individual provision (\$M)	104	1,467	1,543	1,773	-5%	-17%
Individual provision as a % of gross impaired assets		34.4%	32.9%	34.1%		
Collective provision (\$M)	104	2,887	2,769	2,765	4%	4%
Collective provision as a % of credit risk weighted assets ²		1.00%	1.01%	1.08%		
Net Assets						
Net tangible assets per ordinary share (\$)		13.48	12.56	12.22	7%	10%
Net tangible assets attributable to ordinary shareholders (\$B)		37.0	34.5	33.2	7%	11%
Other information						
Full time equivalent staff (FTE)		47,512	47,419	48,239	0%	-2%
Assets per FTE (\$M)		14.8	14.2	13.3	4%	11%
Share price						
- high ³		\$32.09	\$29.46	\$25.12	9%	28%
- low ³		\$26.30	\$23.42	\$20.26	12%	30%
- closing		\$30.78	\$28.53	\$24.75	8%	24%
Market capitalisation of ordinary shares (\$B)		84.5	78.3	67.3	8%	26%

¹ ANZ's interpretation of the regulations documented in the Basel Committee publications: "Basel III: A global regulatory framework for more resilient banks and banking systems" (June 2011) and "International Convergence of Capital Measurement and Capital Standards" (June 2006)

² September 2013 and March 2013 risk weighted assets under Basel 3 methodology. September 2012 risk weighted assets under Basel 2 methodology. The change from Basel 2 to Basel 3 on 1 January 2013 increased risk weighted assets by \$15.2 billion at that date

³ During the half year reporting period

Net loans & advances by division/geography

	As at (\$B)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Australia	271.6	262.1	253.9	4%	7%
International and Institutional Banking	110.1	102.5	98.3	7%	12%
New Zealand	81.4	71.6	70.3	14%	16%
Global Wealth	6.2	5.8	5.3	7%	17%
Net loans & advances by division	469.3	442.0	427.8	6%	10%
Australia	320.8	312.3	305.8	3%	5%
Asia Pacific, Europe & America	59.7	51.6	45.3	16%	32%
New Zealand	88.8	78.1	76.7	14%	16%
Net loans & advances by geography	469.3	442.0	427.8	6%	10%

CEO Overview¹**Strategy and Performance**

ANZ is executing a focused strategy to build the best connected, most respected bank across the Asia Pacific region, and in doing so provide shareholders with above-peer earnings growth.

The bank is pursuing significant organic growth opportunities in the Asia Pacific region, and with our strong domestic businesses in Australia and New Zealand, our distinctive footprint and super regional connectivity we are uniquely positioned to meet the needs of customers, who are increasingly linked to regional capital and trade flows.

In 2013 our differentiated strategy delivered a record cash profit of \$6.5 billion, up 11% from \$5.8 billion last year, with a return on equity (ROE) of 15.3%, earnings per share (EPS) of \$2.39 and a fully-franked dividend per share of \$1.64. This result was driven by 3% revenue growth and 3% expense reductions and a 5% reduction in provisions. Total shareholder returns for the year were 31.5%.

Revenue sourced from the Asia Pacific region represented 21% of total Group revenue.

Strategic progress in 2013

While economic conditions across the Asia Pacific region remain more robust by comparison to much of the rest of the world, conditions for banking were once again challenging – particularly for institutional banking where subdued credit conditions and margin compression have impacted income growth.

Within that environment, management continued to focus on balancing the need for investment to meet the needs of our customers and drive longer-term growth, and the need to generate attractive returns for our shareholders in the near-term. This has been achieved by focusing on both productivity initiatives and capital management to improve returns and support strong EPS growth.

- We are building stronger positions in our Australia and New Zealand markets, led by solid market share gains in Australia Retail and Commercial, emerging productivity benefits from our program of simplification in New Zealand, and much improved penetration of Wealth products into our existing customer base in these markets.
- We have continued to build in Asia, focused on intermediating the fast growing trade and capital flows in the region with particular emphasis on regional treasury centres like Hong Kong and Singapore and products like Trade, Foreign Exchange and Debt Capital Markets for Institutional customers. The Commercial segment in Asia is quickly emerging as a source of valuable Markets and Trade cross-sell.
- Our retail business in Asia is maturing, with improving ROE and cost to income ratio. It is focused on building USD, AUD and RMB liquidity and building our brand across the region.
- We reached a level of maturity with Operations and Technology which are now managed on an equal footing as our other Business Divisions. Our operations and technology strategy is delivering economies of scale, speed to market and a stronger control environment to the business, particularly from our regional hubs and our use of common platforms and processes, resulting lower unit costs, better quality and lower risk.
- We globalised the operating model for Finance and HR in line with the existing way we manage Risk, and we believe these changes will deliver greater consistency, higher control standards and lower cost.
- The Group generated around \$4.5 billion of additional capital over the year, and remains well capitalised with a Common Equity Tier 1 ratio of 10.8% at 30 September 2013 on a Basel 3 internationally harmonised basis or 8.5% under APRA's Basel 3 standards. Customer funding was slightly higher at 62% of total funding.
- Gross impaired assets reduced both HOH and YOY, and the Group's coverage ratios remain strong with CP to CRWA at 1.00% and IP to gross impaired assets at 34.4%.
- Finally, we focused on strengthening management depth and the alignment between business, operations, support and technology.

Medium to Long Term Strategic Goals

ANZ is committed to delivering top quartile total shareholder returns and above-peer earnings growth, targeting a Group cost to income ratio of less than 43% and ROE of 16% by the end of September 2016. The target dividend payout ratio remains at around 65-70% of cash profit, with a bias towards the upper end of this range, which we believe to be a sustainable level in a Basel 3 environment.

To do this we will continue to:

- Strengthen our position in our Australia and New Zealand markets by growing our Retail and Commercial operations, driving productivity benefits, leveraging the super regional strategy and using technology to drive better functionality;
 - In Australia, we are transforming the way we serve our customers by investing in physical, mobile and digital channels to support our retail customers, by increasing sales capacity to support our business banking customers, and by investing in customer analytics
 - In New Zealand, we will work under one brand on one platform with more efficient market coverage
- Focus our Asia expansion primarily on Institutional Banking, supporting our Australian and New Zealand customers, targeting profitable markets and segments in which we have expertise and which are connected through trade and capital flows, while continuing to build our niche Commercial and Retail businesses.
- Achieve greater efficiency and control through the use of scalable common infrastructure and platforms.
- Maintain strong liquidity and actively manage capital to enhance ROE.
- Build on our Super Regional capabilities by utilising our management bench-strength and continuing to deepen our international pool of talent.
- Apply strict criteria when reviewing existing investment and new inorganic opportunities.

¹ The CEO Overview is reported on a cash basis

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The Group provides two additional measures of performance in the Results Announcement which are prepared on a basis other than in accordance with accounting standards - cash profit and economic profit. The guidance provided in Australian Securities and Investments Commission Regulatory Guide 230 has been followed when presenting this information.

Cash profit

From 1 October 2012, the Group changed to reporting profit on a cash basis from reporting profit on an underlying profit basis. Comparative information has been restated on a consistent basis.

Statutory profit has been adjusted to exclude non-core items to arrive at cash profit, and has been provided to assist readers to understand the results for the ongoing business activities of the Group. The adjustments made in arriving at cash profit are included in statutory profit which is subject to audit within the context of the Group statutory audit opinion. The Financial Report is in the process of being audited. Cash profit is not audited by the external auditor, however, the external auditor has informed the Audit Committee that the adjustments have been determined on a consistent basis across each period presented.

The CFO Overview is reported on a cash basis.

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Statutory profit attributable to shareholders of the Company	3,332	2,940	13%	6,272	5,661	11%
Adjustments between statutory profit and cash profit ¹	(16)	242	large	226	169	34%
Cash profit	3,316	3,182	4%	6,498	5,830	11%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Adjustments between statutory profit and cash profit¹						
Treasury shares adjustment	31	53	-42%	84	96	-13%
Revaluation of policy liabilities	27	19	42%	46	(41)	large
Economic hedging	(205)	192	large	(13)	229	large
Revenue and net investment hedges	143	16	large	159	(53)	large
Structured credit intermediation trades	(12)	(38)	-68%	(50)	(62)	-19%
Total adjustments between statutory profit and cash profit¹	(16)	242	large	226	169	34%

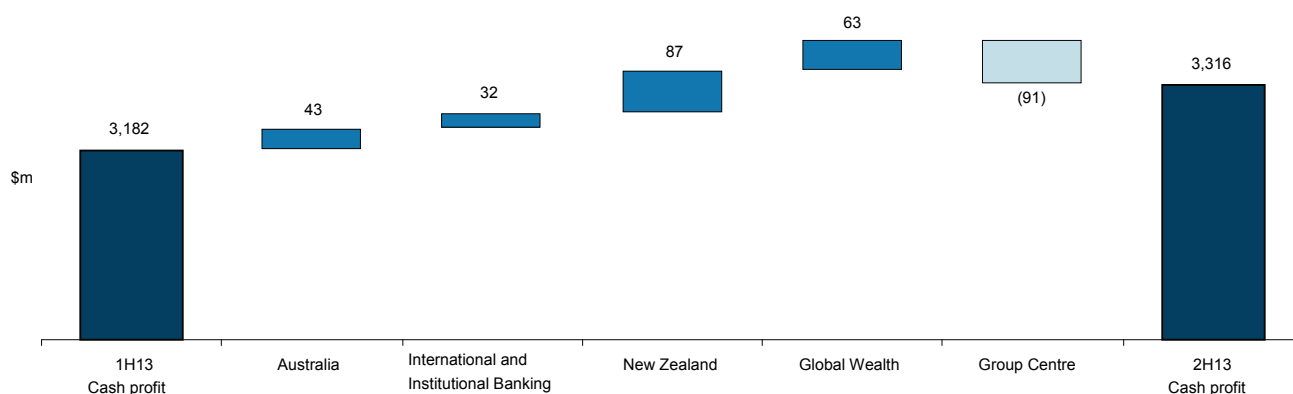
¹ Refer to pages 82 to 84 for analysis of the reconciliation of statutory profit to cash profit

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	6,536	6,236	5%	12,772	12,110	5%
Other operating income	2,756	2,850	-3%	5,606	5,738	-2%
Operating income	9,292	9,086	2%	18,378	17,848	3%
Operating expenses	(4,202)	(4,034)	4%	(8,236)	(8,519)	-3%
Profit before credit impairment and income tax	5,090	5,052	1%	10,142	9,329	9%
Provision for credit impairment	(598)	(599)	0%	(1,197)	(1,258)	-5%
Profit before income tax	4,492	4,453	1%	8,945	8,071	11%
Income tax expense	(1,171)	(1,266)	-8%	(2,437)	(2,235)	9%
Non-controlling interests	(5)	(5)	0%	(10)	(6)	67%
Cash profit	3,316	3,182	4%	6,498	5,830	11%

Divisional performance

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Cash profit by division						
Australia	1,458	1,415	3%	2,873	2,598	11%
International and Institutional Banking	1,231	1,199	3%	2,430	2,111	15%
New Zealand	484	397	22%	881	642	37%
Global Wealth	266	203	31%	469	346	36%
Group Centre	(123)	(32)	large	(155)	133	large
Cash profit by division	3,316	3,182	4%	6,498	5,830	11%

Cash profit by division – September 2013 Half Year v March 2013 Half Year



September 2013 v March 2013

Australia

- Profit increased 3% driven by a 3% increase in net interest income, with solid growth across both Retail and C&CB, partly offset by a 1% uplift in expenses and 12% higher credit provisions.

International and Institutional Banking

- Profit increased 3% mainly due to a 16% improvement in Transaction Banking and 28% lower provisions partly offset by a reduction in other operating income in Global Markets.

New Zealand

- Profit increased 22% with net interest income up 9%, partly due to above system mortgage lending growth. In addition, there was a 68% reduction in provision charges, and a 15% improvement in other operating income mainly due to the gain on sale of EFTPOS New Zealand Limited.

Global Wealth

- Profit was up 31% primarily due to improved Funds Management results, with a 7% increase in Funds Under Management, along with the inclusion of a non-recurring tax benefit.

Group Centre

- Losses increased by \$91 million, largely driven by realised losses from foreign currency revenue hedges and increased provisions related to discontinued businesses.

September 2013 v September 2012

Australia

- Profit increased 11% driven by an 8% increase in net interest income with strong growth in both average net loans and advances and deposits, and a 2% reduction in expenses due to a reduction in average FTE.

International and Institutional Banking

- Profit increased 15% with strong Global Markets revenues and lower credit provision charges across Global Markets and Global Loans, partially offset by lower net interest margins, reflecting higher credit quality and lower earnings on capital utilised in the division.

New Zealand

- Profit increased 37% driven primarily by strong deposit and lending growth, an improvement in credit quality and lower costs largely related to our program of Simplification in New Zealand.

Global Wealth

- Profit increased 36% with a 6% increase in net funds management and insurance income and a 2% reduction in operating expenses along with a favourable non-recurring tax benefit.

Group Centre

- Profit was down by \$288 million from the prior year, largely driven by the non-recurring gain of \$291 million on the sale of Visa shares in 2012.

Refer to Section 5 – Segment Review on pages 40 to 71 for further details

Review of Group results

Income and expenses

Net interest income

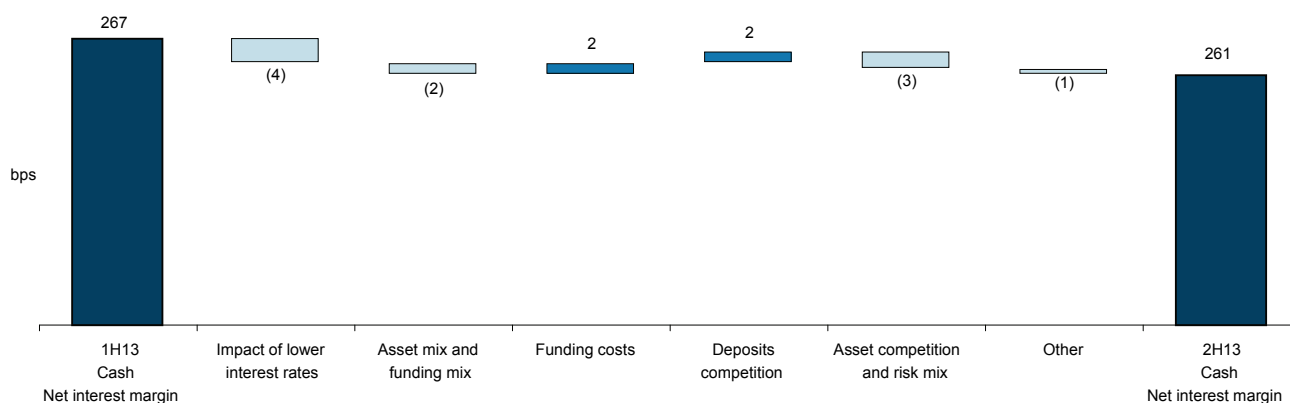
	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Group (excluding Global Markets)						
Cash net interest income	6,103	5,865	4%	11,968	11,415	5%
Average interest earning assets	467,208	441,233	6%	454,257	420,950	8%
Average deposit and other borrowings	354,615	329,810	8%	342,247	317,977	8%
Net interest margin (%) - cash	2.61	2.67	-6 bps	2.63	2.71	-8 bps

Group

Cash net interest income	6,536	6,236	5%	12,772	12,110	5%
Average interest earning assets	595,426	555,141	7%	575,339	523,461	10%
Net interest margin (%) - cash	2.19	2.25	-6 bps	2.22	2.31	-9 bps

	Half Year			Full Year		
	Sep 13	Mar 13	Movt	Sep 13	Sep 12	Movt
Cash net interest margin and average interest earning assets by division (excluding Global Wealth)						
Australia						
Net interest margin (%)	2.52	2.53	-1 bps	2.53	2.48	5 bps
Average interest earning assets (\$M)	268,798	259,726	3%	264,275	248,900	6%
Average deposits and other borrowings (\$M)	148,692	144,293	3%	146,499	133,258	10%
International and Institutional Banking (excluding Global Markets)						
Net interest margin (%)	2.61	2.77	-16 bps	2.69	3.10	-41 bps
Average interest earning assets (\$M)	111,580	101,504	10%	106,556	95,998	11%
Average deposits and other borrowings (\$M)	84,767	79,319	7%	82,051	76,835	7%
New Zealand						
Net interest margin (%)	2.49	2.49	0 bps	2.49	2.63	-14 bps
Average interest earning assets (\$M)	77,787	71,499	9%	74,652	67,712	10%
Average deposits and other borrowings (\$M)	48,312	45,023	7%	46,672	40,688	15%

Group net interest margin (excluding Global Markets) – September 2013 Half Year v March 2013 Half Year



September 2013 v March 2013 (excluding Global Markets)

Net interest margin (-6 bps)

- Impact of lower interest rates (-4 bps): lower returns on capital and rate-insensitive deposits in a lower interest rate environment.
- Asset mix and funding mix (-2 bps): due to strong growth in lower margin Trade business, including adverse foreign exchange mix impacts from lower margin offshore business increasing as a proportion of the overall portfolio.
- Funding costs (+2 bps): wholesale funding costs have reduced slightly during the period but remain elevated.
- Deposit competition (+2 bps): small decrease in deposit competition across Australia and New Zealand.
- Asset competition and risk mix (-3 bps): continued pressure on lending margins, including lower spreads from improved credit quality within IIB.

Average interest earning assets (+\$26.0 billion or 6%)

- Australia (+\$9.1 billion or 3%): Mortgages up \$6.6 billion driven by increase in fixed rate and variable rate lending and Corporate & Commercial up \$2.2 billion, driven by growth in Fixed Loans and Tailored Commercial Facilities.
- IIB (+\$10.1 billion or 10%): Transaction Banking up \$5.7 billion with an increase in trade finance loans in the APEA region, along with an increase in Global Loans by \$2.4 billion.
- New Zealand (+\$6.3 billion or 9%): uplift in retail lending, particularly fixed rate mortgages, and Small Business Banking.

Average deposits and other borrowings (+\$24.8 billion or 8%)

- Australia (+\$4.4 billion or 3%): reflecting increased customer deposits in Retail from higher volumes on Progress Saver and Mortgage offset products, along with growth in Commercial deposits.
- IIB (+\$5.4 billion or 7%): increase in term deposits, with growth concentrated in the APEA region.
- New Zealand (+\$3.3 billion or 7%): uplift in customer deposits in Small Business Banking and Retail Banking.
- Group Centre (+\$10.5 billion or 21%): increased short term wholesale funding via Commercial Paper and Certificates of Deposit.

▪ September 2013 v September 2012 (excluding Global Markets)**Net interest margin (-8 bps)**

- Impact of lower interest rates (-9 bps): lower returns on capital and rate-insensitive deposits in a lower interest rate environment.
- Funding and asset mix (-2 bps): due to higher growth in lower margin Trade business partially offset by improved funding mix from increased proportion of customer deposits and lower reliance on wholesale funding.
- Funding costs (+2 bps): wholesale funding costs have reduced during the period but remain elevated.
- Deposit competition (-4 bps): due to increased competition for deposits across all businesses during the period.
- Asset competition and risk mix (+4 bps): benefits of active margin management in Australia, partially offset by lower lending margins in IIB, including lower spreads from improved credit quality.

Average interest earning assets (+\$33.3 billion or 8%)

- Australia (+ \$15.4 billion or 6%): Mortgages up \$10.4 billion and Corporate & Commercial up \$4.8 billion, primarily in Fixed lending and Tailored Commercial Facilities.
- IIB (+\$10.6 billion or 11%): \$1.7 billion growth in Global Loans and \$6.8 billion uplift in trade finance lending in Transaction Banking.
- New Zealand (+\$6.9 billion or 10%): uplift in retail lending, particularly in mortgages.

Average deposits and other borrowings (+\$24.3 billion or 8%)

- Australia (+ \$13.2 billion or 10%): reflecting increased customer deposits in Retail from higher volumes on Progress Saver products, along with growth in Commercial deposits.
- IIB (+\$5.2 billion or 7%): mainly due to increased customer deposits within the APEA region.
- New Zealand (+\$6.0 billion or 15%): uplift from Retail and Small Business Banking focussing on higher margin savings and call products.
- Group Centre (-\$1.0 billion or -2%): increased short term NCD issuance offset by reduced Commercial Paper borrowing.

Income and expenses, cont'd

Other operating income

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Fee income ¹	1,171	1,145	2%	2,316	2,293	1%
Foreign exchange earnings ¹	75	134	-44%	209	288	-27%
Net income from wealth management	622	594	5%	1,216	1,099	11%
Share of associates' profit ¹	269	209	29%	478	396	21%
Other ^{1,2}	54	27	large	81	449	-82%
Global Markets other operating income ³	565	741	-24%	1,306	1,213	8%
Cash other operating income	2,756	2,850	-3%	5,606	5,738	-2%

^{1.} Excluding Global Markets

^{2.} Other income includes a \$291 million gain on sale of Visa shares in 2012

^{3.} During the year the Group recognised a funding valuation adjustment of \$61 million for the net cost of funding associated with collateralised and uncollateralised derivative positions

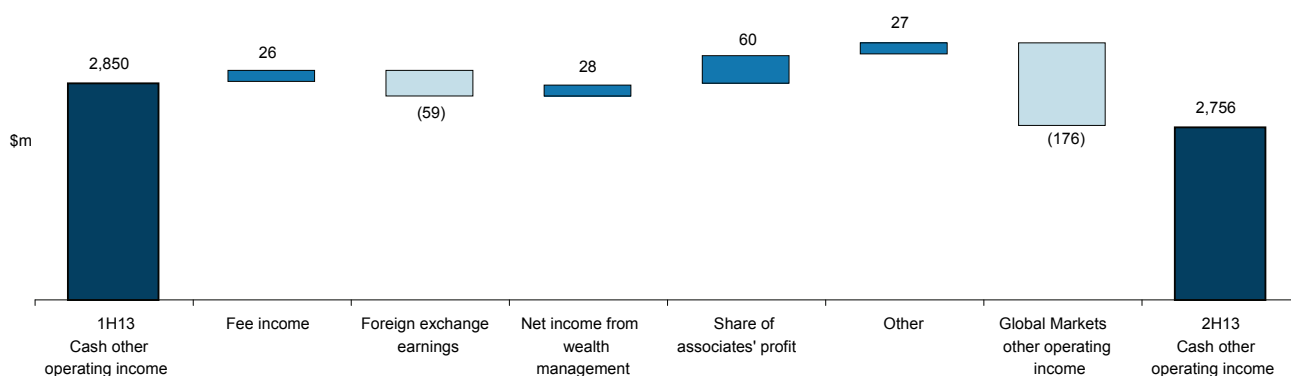
Global Markets income

Net interest income	433	371	17%	804	695	16%
Other operating income	565	741	-24%	1,306	1,213	8%
Cash Global Markets income	998	1,112	-10%	2,110	1,908	11%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Other operating income by division						
Australia	602	587	3%	1,189	1,193	0%
International and Institutional Banking	1,402	1,496	-6%	2,898	2,760	5%
New Zealand	186	162	15%	348	315	10%
Global Wealth	705	680	4%	1,385	1,318	5%
Group Centre ¹	(139)	(75)	85%	(214)	152	large
Cash other operating income	2,756	2,850	-3%	5,606	5,738	-2%

^{1.} Other income includes a \$291 million gain on sale of Visa shares in 2012

Other operating income – September 2013 Half Year v March 2013 Half Year



September 2013 v March 2013

Fee income

- New Zealand grew \$6 million as a result of movements in exchange rates.
- Relationship & Infrastructure increased \$5 million due to an increase in corporate advisory activity.
- Corporate and Commercial Banking increased \$5 million due to volume growth.

Foreign Exchange

- Group Centre reduced \$89 million mainly driven by realised losses on foreign currency revenue hedges (offsetting translation gains elsewhere in the Group).
- Cards & Payments increased \$13 million driven by higher volumes as a result of seasonality.
- Global Transaction Banking increased \$7 million as a result of higher volumes.

Net Income from Wealth Management

- Global Wealth increased \$11 million mainly due to growth in Funds Management income.
- Group Centre increased \$13 million due to a reduction in the elimination of OnePath investments in ANZ products (offset in net interest income).

Share of associates profit

- AMMB Holdings Berhad (AMMB) increased \$25 million as a result of higher underlying earnings as well as seasonal factors impacting non-annuity earnings.
- Shanghai Rural Commercial Bank (SRCB) increased \$17 million mainly attributable to an impairment of an investment in the March 2013 half and growth in interest income.
- P.T. Bank Pan Indonesia (Panin Bank) increased \$8 million driven by higher underlying business earnings.

Other income

- Global Loans increased \$14 million mainly due to losses on loan sell downs in the March 2013 half.
- New Zealand increased \$13 million mainly as a result of the gain on sale of EFTPOS New Zealand Limited in the September 2013 half.
- Global Wealth increased \$11 million mainly due to an increase in insurance premiums from Lenders Mortgage Insurance.
- Asia Partnerships decreased \$27 million mainly due to a write-down of the investment in Saigon Securities Inc (SSI) in the September 2013 half.

Global Markets Income

Total Global Markets income was affected by mix impacts between the categories within other operating income and net interest income. Total Global Markets income decreased \$114 million or 10%. Key drivers were:

- Fixed Income down \$137 million (29%). In the March 2013 half conditions were very favourable for the Balance Sheet business as credit spreads tightened significantly, whereas in the September 2013 half credit spreads widened. Additionally, a funding valuation adjustment reduced September 2013 income.
- FX Income up \$46 million (11%). The FX business had a very strong September 2013 half as the Australian Dollar dropped below the 90 cents level resulting in a significant increase in customer volumes.
- Capital Markets down \$18 million (15%) mainly driven by reduced deal activity in Loan Syndications.

Refer to page 55 for further information.

▪ September 2013 v September 2012**Fee income**

- Global Transaction Banking increased \$40 million driven by trade finance loan volume growth and pricing initiatives.
- Relationship & Infrastructure decreased \$9 million due to a reduction in corporate advisory activity.
- Global Loans decreased \$9 million due to lower volumes of non-yield related fee income in Specialised Finance in Australia.

Foreign Exchange

- Group Centre decreased \$75 million mainly due to realised foreign currency hedge losses (offsetting translation gains elsewhere in the Group).

Net Income from Wealth Management

- Global Wealth increased \$65 million mainly due to an increase in insurance and funds management income.
- New Zealand grew \$11 million mainly due to an increased branch distribution of insurance products and improved Kiwisaver performance.
- Retail Asia Pacific increased \$8 million as a result of improved insurance and investment performance in Singapore and Indonesia.
- Group Centre increased \$34 million due to a reduction in the elimination of OnePath investments in ANZ products (offset in net interest income).

Share of associates profit

- SRCB increased \$33 million mainly attributable to growth in interest income driven by loan repricing and reduced low margin lending as well as lower credit provisions.
- Bank of Tianjin (BoT) increased \$21 million due to an increase in underlying earnings driven by strong asset growth.
- AMMB increased \$15 million mainly attributable to an increase in underlying earnings driven by growth in interest income and lower credit provisions.

Other income

- Group Centre decreased \$320 million mainly due to the \$291 million gain on sale of Visa shares in the 2012 year and lower earnings from discontinued businesses.
- Global Loans decreased \$31 million due mainly to a gain on restructuring a transaction in the 2012 year and losses on loan sell downs in the 2013 year.
- Retail Asia Pacific decreased \$17 million mainly due to a gain on the Taiwan card portfolio in 2012.
- Asia Partnerships decreased \$16 million due mainly to the \$26 million write-down of SSI in 2013.
- New Zealand increased \$15 million mainly as a result of the gain on sale of EFTPOS New Zealand Limited in the 2013 year.

Global Markets Income

Total Global Markets income was affected by mix impacts between the categories within other operating income and net interest income. Total Global Markets income increased \$202 million or 11%. Key drivers were:

- Fixed Income increased \$43 million (6%) mainly driven by Credit and Balance Sheet trading benefitting from contracting spreads in the 2013 year, more than offsetting the impact of a funding valuation adjustment.
- FX Income up \$107 million (14%) reflecting the execution of the strategy that has been underway within Global Markets to grow the FX business, particularly in the key global FX markets of Singapore and London. FX income in Asia is up 25% over the year and up 40% in Europe over the same period. The business has on boarded customers and grown market share, with this customer acquisition driving revenue growth in this business.
- Capital Markets up \$22 million (11%) mainly driven by increased deal activity in Loan Syndications.

Refer to page 55 for further information.

Income and expenses, cont'd

Expenses

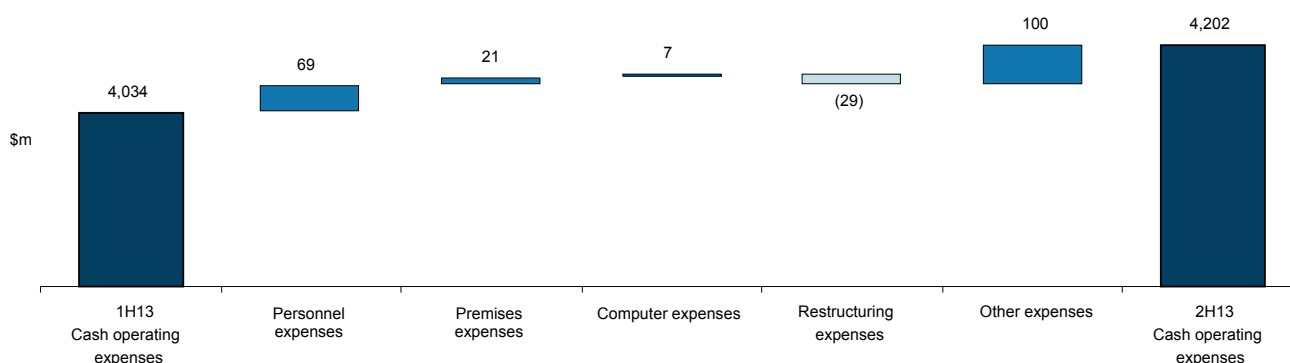
	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Personnel expenses	2,413	2,344	3%	4,757	4,765	0%
Premises expenses	377	356	6%	733	716	2%
Computer expenses ¹	625	618	1%	1,243	1,383	-10%
Restructuring expenses ²	28	57	-51%	85	274	-69%
Other expenses	759	659	15%	1,418	1,381	3%
Total cash operating expenses	4,202	4,034	4%	8,236	8,519	-3%
Total full time equivalent staff (FTE)	47,512	47,419	0%	47,512	48,239	-2%

¹ Computer expenses include nil software impairment (Mar 13 half: \$8 million; Sep 12 full year: \$274 million)

² Restructuring expenses include \$4 million related to the NZ Simplification (Mar 13 half: \$14 million; Sep 12 full year: \$148 million)

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Australia	1,486	1,465	1%	2,951	3,002	-2%
International and Institutional Banking	1,524	1,446	5%	2,970	3,069	-3%
New Zealand	482	470	3%	952	1,061	-10%
Global Wealth	484	460	5%	944	967	-2%
Group Centre	226	193	17%	419	420	0%
Total cash operating expenses	4,202	4,034	4%	8,236	8,519	-3%

Operating Expenses – September 2013 Half Year v March 2013 Half Year



September 2013 v March 2013

- Personnel expenses increased \$69 million (3%) due to seasonally higher leave provision costs and higher salaries and wages due to the adverse impact of foreign exchange movements.
- Premises expenses increased \$21 million (6%) due to rent increases and the transition to new buildings in Sydney and New Zealand.
- Computer expenses increased \$7 million (1%) due to an increase in depreciation and amortisation.
- Restructuring expenses reduced \$29 million (-51%) due to the wind down of NZ Simplification and a reduction in restructuring activities relative to the March half.
- Other expenses increased \$100 million (15%) due primarily to higher costs relating to Banking on Australia and investment in technology, along with higher advertising spend.

September 2013 v September 2012

- Personnel expenses decreased \$8 million (0%), with annual salary increases and the adverse impact of foreign exchange movements being offset by reductions in staff numbers, increased utilisation of our hub resources and lower temporary staff costs.
- Premises expenses increased \$17 million (2%) mainly due to rent increases and the transition to new buildings in Sydney and New Zealand.
- Computer expenses reduced \$140 million (-10%) due to the \$274 million impairment of software assets in 2012, partially offset by an increase in depreciation and amortisation and technology investment.
- Restructuring expenses decreased \$189 million (-69%) mainly due to the wind down of NZ Simplification and lower spend on restructuring initiatives.
- Other expenses increased \$37 million (3%) due to higher costs relating to Banking on Australia and investment in technology, along with higher advertising spend.

CFO OVERVIEW

Credit risk

Overall asset quality has improved half on half, with gross impaired assets reducing by \$421 million (9%) to \$4,264 million at 30 September 2013, driven by a reduction in significant impaired exposures in IIB and New Zealand.

The Group continues to maintain a prudent approach to provisioning, with total provisions for impairment losses of \$4,354 million as at 30 September 2013, up \$42 million (1%) from March 2013, but year on year down \$184 million (4%) primarily due to decreasing individual provision with improved quality of the IIB lending portfolio.

The total credit impairment charge of \$598 million remained stable half on half, and reduced year on year by \$61 million (5%).

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Provision for credit impairment charge						
Australia	434	386	12%	820	642	28%
International and Institutional Banking ¹	133	184	-28%	317	451	-30%
New Zealand	9	28	-68%	37	148	-75%
Global Wealth	3	1	large	4	4	0%
Group Centre	19	-	n/a	19	13	46%
Provision for credit impairment charge	598	599	0%	1,197	1,258	-5%

¹ Includes impairment of nil on AFS assets reclassified to Net Loans & Advances (Mar 13 half: \$3 million; Sep 12 full year: \$35 million)

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Individual provision charge						
Australia	401	370	8%	771	691	12%
International and Institutional Banking ¹	113	167	-32%	280	740	-62%
New Zealand	37	58	-36%	95	193	-51%
Global Wealth	2	-	n/a	2	5	-60%
Group Centre	19	-	n/a	19	8	large
Total individual provision charge	572	595	-4%	1,167	1,637	-29%

¹ Includes impairment of nil on AFS assets reclassified to Net Loans & Advances (Mar 13 half: \$3 million; Sep 12 full year: \$35 million)

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
New and increased provisions						
Australia	582	550	6%	1,132	1,049	8%
International and Institutional Banking	205	245	-16%	450	947	-52%
New Zealand	145	150	-3%	295	372	-21%
Global Wealth	4	-	n/a	4	9	-56%
Group Centre	19	-	n/a	19	11	73%
New and increased provisions for loans and advances	955	945	1%	1,900	2,388	-20%

Recoveries and writebacks						
Australia	(181)	(180)	1%	(361)	(358)	1%
International and Institutional Banking	(92)	(78)	18%	(170)	(207)	-18%
New Zealand	(108)	(92)	17%	(200)	(179)	12%
Global Wealth	(2)	-	n/a	(2)	(4)	-50%
Group Centre	-	-	n/a	-	(3)	-100%
Recoveries and writebacks	(383)	(350)	9%	(733)	(751)	-2%
Total individual provision charge	572	595	-4%	1,167	1,637	-29%

Credit risk, cont'd

▪ September 2013 v March 2013

The total individual provision charge decreased \$23 million (4%) over the March 2013 half, mainly driven by reductions in IIB and New Zealand, partially offset by increased provisions of \$31 million (8%) in Australia division.

▪ September 2013 v September 2012

The total individual provision charge decreased \$470 million (29%) compared to the September 2012 full year, primarily driven by a reduced number of individual provision charges in IIB and New Zealand where credit quality improved. This was partially offset by an increase in the individual provision in Australia division, driven primarily by Commercial lending.

Collective provision charge/(release)

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Collective provision charge by source						
Lending growth	67	69	-3%	136	148	-8%
Risk profile ¹	(23)	(20)	15%	(43)	(196)	-78%
Portfolio mix	(9)	(20)	-55%	(29)	(12)	large
Economic cycle and concentration risk adjustment ¹	(9)	(25)	-64%	(34)	(319)	-89%
Collective provision charge/(release)	26	4	large	30	(379)	large

¹ Risk profile release in 2012 includes \$60 million transferred to Economic cycle and concentration risk adjustment

Collective provision charge/(release) by division

Australia	33	16	large	49	(49)	large
International and Institutional Banking	20	17	18%	37	(289)	large
New Zealand	(28)	(30)	-7%	(58)	(45)	29%
Global Wealth	1	1	0%	2	(1)	large
Group Centre	-	-	n/a	-	5	-100%
Collective provision charge/(release)	26	4	large	30	(379)	large

▪ September 2013 v March 2013

The collective provision charge increased \$22 million from March 2013 half primarily driven by a \$17 million increase in Australia division.

The \$26 million collective provision charge reflects a \$33 million charge in Australia division due to growth in the Commercial portfolio, offset partially by seasonal improvement in Retail. The \$20 million collective provision charge in IIB was driven by growth, and the release in New Zealand of \$28 million reflects economic cycle releases.

▪ September 2013 v September 2012

The full year collective provision charge increased \$409 million from a \$379 million release in September 2012 to a \$30 million charge in September 2013. The increase was driven primarily by a \$98 million increase in Australia division reflecting releases from the economic cycle balance in 2012 and growth in 2013, and a \$326 million movement in IIB due to crystallisation of individual provisions on a few large legacy exposures in 2012 and the associated collective provision release.

The \$30 million collective provision charge reflects a \$49 million charge in Australia division primarily related to volume growth in the Commercial portfolio, a \$37 million charge in IIB primarily due to growth, and a release in New Zealand of \$58 million reflecting economic cycle releases.

Expected loss

Management believe that disclosure of modelled expected loss data for individual provisions will assist in assessing the longer term expected loss rates on the lending portfolio as it removes the volatility in reported earnings created by the use of the IFRS incurred credit loss provisioning. This expected loss methodology¹ is used internally for return on equity analysis and economic profit reporting.

The expected one year loss on the lending portfolio as at the balance date was \$1,760 million, an increase of \$60 million over the March 2013 half year.

¹ This methodology is not related to the expected loss proposals currently being deliberated on by the International Accounting Standards Board.

	% of Group exposure at default	As at		
Expected loss as a percentage of exposure at default		Sep 13	Mar 13	Sep 12
Australia	42%	0.30%	0.30%	0.31%
International and Institutional Banking	45%	0.17%	0.18%	0.19%
New Zealand	12%	0.23%	0.24%	0.23%
Global Wealth	1%	0.14%	0.12%	0.15%
Other	0%	0.01%	0.00%	0.00%
Total	100%	0.23%	0.24%	0.24%
Annual expected loss (\$million)		1,760	1,700	1,655

	% of Group gross lending assets	As at		
		Sep 13	Mar 13	Sep 12
Expected loss as a percentage of gross lending assets				
Australia	58%	0.35%	0.36%	0.36%
International and Institutional Banking	24%	0.51%	0.52%	0.53%
New Zealand	17%	0.26%	0.28%	0.26%
Global Wealth	1%	0.15%	0.13%	0.17%
Other	0%	0.66%	0.65%	0.74%
Total	100%	0.37%	0.38%	0.38%

Credit risk, cont'd

Provision for credit impairment balance

	As at (\$M)			Movement	
	Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Collective provision ¹	2,887	2,769	2,765	4%	4%
Individual provision	1,467	1,543	1,773	-5%	-17%
Total provision for credit impairment	4,354	4,312	4,538	1%	-4%

¹ The collective provision includes amounts for off-balance sheet credit exposures: \$595 million at Sep 2013 (Mar 13 half: \$531 million; Sep 2012: \$529 million). The impact on the income statement for the half year ended 30 September 2013 was a \$35 million charge (Mar 13 half: \$2 million charge; Sep 2012 full year: \$36 million release)

Gross impaired assets

	As at (\$M)			Movement	
	Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Impaired loans	3,751	3,978	4,364	-6%	-14%
Restructured items	341	524	525	-35%	-35%
Non-performing commitments and contingencies	172	183	307	-6%	-44%
Gross impaired assets	4,264	4,685	5,196	-9%	-18%

	As at (\$M)			Movement	
	Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Gross impaired assets by division					
Australia	1,685	1,746	1,794	-3%	-6%
International and Institutional Banking	1,758	1,893	2,222	-7%	-21%
New Zealand	765	1,013	1,144	-24%	-33%
Global Wealth	30	33	36	-9%	-17%
Group Centre	26	-	-	n/a	n/a
Cash gross impaired assets	4,264	4,685	5,196	-9%	-18%

- September 2013 v March 2013

Gross impaired assets decreased by 9% over the March 2013 half year, driven primarily by improved credit quality and recovery processes in New Zealand and IIB.

- September 2013 v September 2012

Gross impaired assets decreased by 18% over the September 2012 year, driven primarily by improved credit quality and recovery processes in New Zealand and IIB.

Credit risk, cont'd

Net impaired assets

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Gross impaired assets	4,264	4,685	5,196	-9%	-18%
Individual provisions					
Impaired loans	(1,440)	(1,518)	(1,729)	-5%	-17%
Non-performing commitments and contingencies	(27)	(25)	(44)	8%	-39%
Net impaired assets	2,797	3,142	3,423	-11%	-18%

▪ **September 2013 v March 2013**

Net impaired assets decreased by 11% over the March 2013 half year driven by several single names returning to performing in IIB and New Zealand, combined with asset realisations and write-offs. The Group has an individual provision coverage ratio on impaired assets of 34.4% at 30 September 2013.

▪ **September 2013 v September 2012**

Net impaired assets decreased by 18% over the September 2012 full year driven by several single names returning to performing in IIB and New Zealand, combined with lending book credit quality improvements reducing the flow of new impaired assets. The Group has an individual provision coverage ratio on impaired assets of 34.4% at 30 September 2013, up from 34.1% as at 30 September 2012.

New Impaired Assets

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Impaired loans	1,687	1,551	9%	3,238	3,570	-9%
Restructured items	24	13	85%	37	303	-88%
Non-performing commitments and contingencies	5	7	-29%	12	330	-96%
Total new impaired assets	1,716	1,571	9%	3,287	4,203	-22%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
New impaired assets by division						
Australia	940	782	20%	1,722	1,697	1%
International and Institutional Banking	446	453	-2%	899	1,706	-47%
New Zealand	296	335	-12%	631	787	-20%
Global Wealth	8	1	large	9	13	-31%
Group Centre	26	-	n/a	26	-	n/a
Total new impaired assets	1,716	1,571	9%	3,287	4,203	-22%

▪ **September 2013 v March 2013**

New impaired assets increased by 9% mainly driven by increases in Australia Corporate and Commercial portfolio with ongoing pressures in the rural sector, partially offset by reductions in IIB and New Zealand with improved portfolio credit quality.

▪ **September 2013 v September 2012**

New impaired assets decreased by 22% driven by significant reductions in IIB and New Zealand with improved portfolio credit quality.

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Impaired and Restructured Items by size of exposure					
Less than \$10 million	2,235	2,246	2,311	0%	-3%
\$10 million to \$100 million	1,491	1,659	1,731	-10%	-14%
Greater than \$100 million	538	780	1,154	-31%	-53%
Gross impaired assets ¹	4,264	4,685	5,196	-9%	-18%
Less: Individually assessed provisions for impairment	(1,467)	(1,543)	(1,773)	-5%	-17%
Net impaired assets	2,797	3,142	3,423	-11%	-18%

¹ Includes \$341 million restructured items (Mar 2013: \$524 million; Sep 2012: \$525 million)

Credit risk, cont'd

Net impaired assets, cont'd

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Ageing analysis of net advances that are past due but not impaired					
1-5 days	3,096	2,088	2,285	48%	35%
6-29 days	4,416	5,294	4,926	-17%	-10%
30-59 days	1,506	1,870	1,478	-19%	2%
60-89 days	927	889	733	4%	26%
>90 days	1,818	1,696	1,713	7%	6%
Total	11,763	11,837	11,135	-1%	6%

Income tax expense

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Income tax expense on cash profit	1,171	1,266	-8%	2,437	2,235	9%
Effective tax rate (cash profit)	26.1%	28.4%		27.2%	27.7%	

▪ **September 2013 v March 2013**

The effective tax rate was down 2.3% primarily due to a favourable OnePath Australia tax consolidation adjustment and higher profit from associates in the September 2013 half. In addition, the September 2013 half included a favourable increase in the overseas tax rate differential.

▪ **September 2013 v September 2012**

The effective tax rate was down 0.5%, with the favourable OnePath Australia tax consolidation adjustment being largely offset by an increase in OnePath Australia policyholder contributions tax.

Impact of exchange rate movements/revenue hedges

The Group uses derivative instruments to economically hedge against the adverse impact on future offshore revenue streams from exchange rate movements.

Movements in average exchange rates, net of associated revenue hedges, resulted in an increase of \$19 million in the Group's cash profit after tax for the September 2013 half. This included the impact on earnings (cash basis) from associated revenue and expense hedges, which decreased \$80 million (before tax) over the March 2013 half (September 2012 full year: decrease of \$103 million). Hedge revenue/cost is booked in the Group Centre.

	Half Year Sep 2013 v. Half Year Mar 2013			Full Year Sep 2013 v. Full Year Sep 2012		
	FX unadjusted % growth	FX adjusted % growth	FX Impact \$M	FX unadjusted % growth	FX adjusted % growth	FX Impact \$M
Net interest income	5%	3%	123	5%	4%	166
Other operating income	-3%	-3%	5	-2%	-2%	(27)
Operating income	2%	1%	128	3%	2%	139
Operating expenses	4%	2%	(102)	-3%	-5%	(110)
Profit before credit impairment and income tax	1%	0%	26	9%	8%	29
Provision for credit impairment	0%	-2%	(12)	-5%	-5%	(8)
Profit before income tax	1%	1%	14	11%	11%	21
Income tax expense	-8%	-7%	5	9%	9%	5
Non-controlling interests	0%	0%	-	67%	67%	-
Cash profit	4%	4%	19	11%	11%	26

The Group's cash profit adjusted for exchange rate movements is as follows:

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	6,536	6,359	3%	12,772	12,276	4%
Other operating income	2,756	2,855	-3%	5,606	5,711	-2%
Operating income	9,292	9,214	1%	18,378	17,987	2%
Operating expenses	(4,202)	(4,136)	2%	(8,236)	(8,629)	-5%
Profit before credit impairment and income tax	5,090	5,078	0%	10,142	9,358	8%
Provision for credit impairment	(598)	(611)	-2%	(1,197)	(1,266)	-5%
Profit before income tax	4,492	4,467	1%	8,945	8,092	11%
Income tax expense	(1,171)	(1,261)	-7%	(2,437)	(2,230)	9%
Non-controlling interests	(5)	(5)	0%	(10)	(6)	67%
Cash profit (exchange rate adjusted)	3,316	3,201	4%	6,498	5,856	11%

Earnings related hedges

The Group has taken out economic hedges against New Zealand dollar and US dollar (and USD linked) revenue and expense streams. New Zealand dollar exposure relates to the New Zealand geography (refer page 79) and the debt component of New Zealand dollar intra-group funding of this business, which amounted to NZD1.766 billion at 30 September 2013. Most of our US dollar earnings are in APEA (refer page 79). Details of these hedges are set out below.

	Half Year		Full Year	
	Sep 13 \$M	Mar 13 \$M	Sep 13 \$M	Sep 12 \$M
NZD Economic hedges				
Net open NZD position (notional principal) ¹	1,549	1,315	1,549	997
Amount taken to income (pre tax statutory basis) ²	(175)	(3)	(178)	5
Amount taken to income (pre tax cash basis) ³	(40)	(2)	(42)	3
USD Economic hedges				
Net open USD position (notional principal) ¹	1,294	728	1,294	725
Amount taken to income (pre tax statutory basis) ²	(88)	13	(75)	122
Amount taken to income (pre tax cash basis) ³	(19)	23	4	62

^{1.} Value in AUD at original contract rate

^{2.} Unrealised valuation movement plus realised revenue from closed out hedges

^{3.} Realised revenue from closed out hedges

As at 30 September 2013, the following hedges are in place to partially hedge future earnings against adverse movements in exchange rates:

- NZD1.9 billion at a forward rate of approximately NZD1.23/AUD.
- USD1.2 billion at a forward rate of approximately USD0.94/AUD.

- September 2013 v March 2013**

During the half year:

- NZD0.7 billion of economic hedges matured and a realised loss of \$40 million (pre-tax) was booked in cash profit.
- USD0.5 billion of economic hedges matured and a realised loss of \$19 million (pre-tax) was booked in cash profit.
- An unrealised loss of \$204 million (pre-tax) on the outstanding NZD and USD economic hedges was booked to the income statement during the half and has been treated as an adjustment to statutory profit as these are hedges of future periods' NZD and USD revenues.

- September 2013 v September 2012**

During the full year:

- NZD1.4 billion of economic hedges matured and a realised loss of \$42 million (pre-tax) was booked in cash profit.
- USD0.9 billion of economic hedges matured and a realised gain of \$4 million (pre-tax) was booked in cash profit.
- An unrealised loss of \$215 million (pre-tax) on the outstanding NZD and USD economic hedges was booked to the income statement during the year and has been treated as an adjustment to statutory profit as these are hedges of future periods' NZD and USD revenues.

Earnings per share (cents)

	Half Year			Full Year		
	Sep 13	Mar 13	Movt	Sep 13	Sep 12	Movt
Cash earnings per share (cents) ¹						
Basic	121.5	117.0	4%	238.5	218.5	9%
Diluted	117.5	113.2	4%	231.2	210.3	10%
Weighted average number of ordinary shares (M) ²						
Basic	2,727.5	2,716.6	0%	2,722.1	2,663.1	2%
Diluted	2,915.4	2,904.4	0%	2,904.7	2,903.3	0%
Cash profit (\$M)	3,316	3,182	4%	6,498	5,830	11%
Preference share dividends (\$M) ¹	(3)	(3)	0%	(6)	(11)	-45%
Cash profit less preference share dividends (\$M)	3,313	3,179	4%	6,492	5,819	12%
Diluted cash profit less preference share dividends (\$M)	3,420	3,289	4%	6,709	6,105	10%

^{1.} The earnings per share calculation excludes the Euro Trust Securities (preference shares)

^{2.} Includes Treasury shares held in OnePath Australia

Dividends

	Half Year			Full Year		
	Sep 13	Mar 13	Movt	Sep 13	Sep 12	Movt
Dividend per ordinary share (cents)						
Interim (fully franked)	n/a	73	n/a	73	66	11%
Final (fully franked) ¹	91	n/a	n/a	91	79	15%
Total (fully franked)	91	73	25%	164	145	13%
Ordinary share dividends used in payout ratio (\$M) ²	2,497	2,003	25%	4,500	3,919	15%
Cash profit (\$M)	3,316	3,182	4%	6,498	5,830	11%
Less: Preference share dividends paid	(3)	(3)	0%	(6)	(11)	-45%
Ordinary share dividend payout ratio (cash basis)²	75.4%	63.0%		69.3%	67.3%	

^{1.} Final dividend for 2013 is proposed

^{2.} Dividend payout ratio is calculated using proposed 2013 final dividend of \$2,497 million, which is based on the forecast number of ordinary shares on issue at the dividend record date. Dividend payout ratios for the March 2013 half year and September 2012 full year are calculated using actual dividend paid of \$2,003 million and \$3,919 million respectively. Dividend payout ratio is calculated by adjusting profit attributable to shareholders of the company by the amount of preference share dividends paid

The Directors propose that a final dividend of 91 cents be paid on each eligible fully paid ANZ ordinary share on 16 December 2013. The proposed 2013 final dividend will be fully franked for Australian tax purposes.

It is proposed that New Zealand imputation credits of NZ 10 cents per ordinary share will also be attached.

ANZ has a Dividend Reinvestment Plan (DRP) and a Bonus Option Plan (BOP) that will operate in respect of the 2013 final dividend and ANZ intends to provide shares under the DRP and BOP through the issue of new shares. ANZ also announced an intention to neutralise the impact of shares issued under the DRP and BOP through an on-market buyback of shares in an amount equal to the value of those shares issued under the DRP and BOP. The "Acquisition Price" to be used in determining the number of shares to be provided under the DRP and BOP will be calculated by reference to the arithmetic average of the daily volume weighted average sale price of all fully paid ANZ ordinary shares sold in the ordinary course of trading on the ASX during the ten trading days commencing on 13 November 2013, and then rounded to the nearest whole cent. Refer to Note 5 of the Notes to Condensed Consolidated Financial Statements for further details regarding the operation of the DRP and BOP.

Economic profit

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Profit attributable to shareholders of the company	3,332	2,940	13%	6,272	5,661	11%
Adjustments between statutory profit and cash profit	(16)	242	large	226	169	34%
Cash profit	3,316	3,182	4%	6,498	5,830	11%
Economic credit cost adjustment	(205)	(171)	20%	(376)	(330)	14%
Imputation credits	580	644	-10%	1,224	1,131	8%
Economic return	3,691	3,655	1%	7,346	6,631	11%
Cost of capital	(2,402)	(2,243)	7%	(4,645)	(4,261)	9%
Economic profit	1,289	1,412	-9%	2,701	2,370	14%

Economic profit is a risk adjusted profit measure used to evaluate business unit performance and is considered in determining the variable component of remuneration packages. Economic Profit is used for internal management purposes and is not subject to audit.

Economic profit is calculated via a series of adjustments to cash profit. The economic credit cost adjustment replaces the actual credit loss charge with internal expected loss based on the average loss per annum on the portfolio over an economic cycle. The benefit of imputation credits is recognised, measured at 70% of Australian tax. The cost of capital is a major component of economic profit. At Group level, this is calculated using average ordinary shareholders' equity (excluding non-controlling interests), multiplied by the cost of capital rate (currently 11%) plus the dividend on preference shares. At a business unit level, capital is allocated based on economic capital, whereby higher risk businesses attract higher levels of capital. This method is designed to help drive appropriate risk management and ensure business returns align with the relevant risk. Key risks covered include credit risk, operating risk, market risk and other risks.

Economic profit has declined 9% half-on-half due to higher cash profit being offset by a higher economic cost of credit adjustment, lower imputation credits due to lower Australian tax expense and the cost of higher capital levels.

Economic profit increased 14% year-on-year, with strong cash profit growth and higher imputation credits from increased Australian profits partially offset by the cost of higher capital levels.

Balance sheet, liquidity and capital

Condensed balance sheet

	As at (\$B)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Assets					
Liquid assets	39.7	53.1	36.6	-25%	9%
Due from other financial institutions	22.2	20.8	17.1	7%	30%
Trading and available-for-sale assets	69.4	62.9	61.2	10%	13%
Derivative financial instruments	45.9	41.7	48.9	10%	-6%
Net loans and advances	469.3	442.0	427.8	6%	10%
Regulatory deposits	2.1	1.7	1.5	25%	42%
Investments backing policy liabilities	32.1	31.2	29.9	3%	7%
Other	22.3	19.2	19.2	16%	16%
Total assets	703.0	672.6	642.1	5%	9%
Liabilities					
Due to other financial institutions	36.3	43.3	30.5	-16%	19%
Customer deposits	368.8	344.1	327.9	7%	12%
Other deposits and other borrowings	70.9	76.4	69.2	-7%	2%
Deposits and other borrowings	439.7	420.5	397.1	5%	11%
Derivative financial instruments	47.5	45.1	52.6	5%	-10%
Bonds and notes	70.4	60.2	63.1	17%	12%
Policy liabilities and external unit holder liabilities	35.9	34.8	33.5	3%	7%
Other	27.6	26.2	24.1	5%	15%
Total liabilities	657.4	630.1	600.9	4%	9%
Total equity	45.6	42.5	41.2	7%	11%

Liquidity risk

Liquidity risk is the risk that the Group is unable to meet its payment obligations as they fall due, including repaying depositors or maturing wholesale debt, or that the Group has insufficient capacity to fund increases in assets. The timing mismatch of cash flows and the related liquidity risk is inherent in all banking operations and is closely monitored by the Group. The Group maintains a portfolio of liquid assets to manage potential stresses in funding sources. The minimum level of liquidity portfolio assets to hold is based on a range of ANZ specific and general market liquidity stress scenarios such that potential cash flow obligations can be met over the short to medium term.

The Group's approach to liquidity risk management incorporates the following key components:

- Scenario modelling of funding sources

The Global financial crisis highlighted the importance of differentiating between stressed and normal market conditions in a name-specific crisis and the different behaviour that offshore and domestic wholesale funding markets can exhibit during market stress events. ANZ's short term liquidity scenario modelling stresses cash flow projections against multiple 'survival horizons' over which the Group is required to remain cash flow positive. In addition, longer term scenarios are in place that measure the structural liquidity position of the balance sheet. Scenarios modelled are either prudential requirements or Board mandated scenarios. Under these scenarios, customer and wholesale balance sheet asset/liability flows are stressed.

- Liquidity portfolio

The Group holds a diversified portfolio of cash and high credit quality securities that may be sold or pledged to provide same-day liquidity. This portfolio helps protect the Group's liquidity position by providing cash in a severely stressed environment. All assets held in the prime portfolio are securities eligible for repurchase under agreements with the applicable central bank (i.e. 'repo eligible').

The liquidity portfolio is well diversified by counterparty, currency and tenor. Under the liquidity policy framework, securities purchased for ANZ's liquidity portfolio must be of a similar or better credit quality to ANZ's external long-term or short-term credit ratings and continue to be repo eligible.

Supplementing the prime liquid asset portfolio, the Group holds additional liquidity:

- central bank deposits with the US Federal Reserve, Bank of England, Bank of Japan and European Central Bank of \$21.2 billion;
- Australian Commonwealth and State Government securities of \$6.9 billion and gold and precious metals of \$2.9 billion, and
- cash and other securities to satisfy local country regulatory liquidity requirements which are not included in the liquid assets below.

Liquidity risk, cont'd

	As at		
	Sep 13 AUD \$B	Mar 13 AUD \$B	Sep 12 AUD \$B
Prime liquidity portfolio (Market Values)¹			
Australia	27.8	25.3	24.0
New Zealand	11.1	10.5	11.0
United States	2.1	1.3	1.4
United Kingdom	5.1	4.4	3.3
Singapore	3.1	3.2	4.5
Hong Kong	0.6	0.3	0.6
Japan	1.4	1.4	1.3
Total excluding internal Residential Mortgage Backed Securities	51.2	46.4	46.1
Internal Residential Mortgage Backed Securities (Australia)	35.7	35.3	34.9
Internal Residential Mortgage Backed Securities (New Zealand)	3.7	3.3	3.0
Total prime portfolio	90.6	85.0	84.0
Other eligible securities including gold and cash on deposit with central banks	31.0	36.8	30.6
Total liquidity portfolio	121.6	121.8	114.6

¹ Market value is post the repo discount applied by the applicable central bank

Regulatory Change

The Basel 3 Liquidity changes include the introduction of two new liquidity ratios to measure liquidity risk (the Liquidity Coverage Ratio (LCR) and the Net Stable Funding Ratio (NSFR)). A component of the liquidity required under the proposed standards will likely be met via the previously announced Committed Liquidity Facility from the Reserve Bank of Australia (RBA), however the size and availability of the facility has not yet been agreed with APRA and the RBA. While ANZ has an existing stress scenario framework and structural liquidity risk metrics and limits in place, the Basel 3 liquidity requirements proposed are in general more challenging. These changes may impact the future size and composition of both ANZ's liquidity portfolio and funding base. The Basel Committee on Banking Supervision released revised LCR details in January 2013 which included the re-calibration of certain balance sheet 'run-off factors'. APRA released a second draft Prudential Standard on its requirements in May 2013 which largely adopted the recalibrated Basel run-off factors. ANZ is expecting a final Prudential Standard from APRA before the end of the 2013 calendar year as well as draft standards on Basel 3 Liquidity implementation from some offshore regulators from late 2013 onwards.

Wholesale Funding

ANZ targets a diversified funding base, avoiding undue concentrations by investor type, maturity, market source and currency.

\$23.7 billion of term wholesale debt (with a remaining term greater than one year as at 30 September, 2013) was issued during 2013. In addition, \$1.1 billion of ANZ Capital Notes and \$0.4 billion of ANZ Wealth bonds were issued.

- Access to all major global wholesale funding markets remained available to ANZ during 2013.
- All wholesale funding needs were comfortably met.
- The weighted average tenor of new term debt was 4.3 years (4.6 years in 2012).
- The weighted average cost of new term debt issuance decreased in 2013 as a result of improved market conditions. Although average portfolio costs remain substantially above pre-crisis levels, they have started to decrease from these elevated levels during 2013.

CFO OVERVIEW

Liquidity risk, cont'd

The following tables show the Group's funding composition:

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Customer deposits and other liabilities¹					
Australia	152,403	145,550	140,810	5%	8%
International and Institutional Banking	163,151	151,847	142,651	7%	14%
New Zealand	46,494	41,423	39,622	12%	17%
Global Wealth	11,569	10,042	9,449	15%	22%
Group Centre	(4,788)	(4,727)	(4,656)	1%	3%
Customer deposits	368,829	344,135	327,876	7%	12%
Other ²	13,158	12,373	9,841	6%	34%
Total customer deposits and other liabilities (funding)	381,987	356,508	337,717	7%	13%
Wholesale funding^{3,4}					
Bonds and notes ⁵	69,570	59,422	62,693	17%	11%
Loan capital	12,804	11,666	11,914	10%	7%
Certificates of deposit	58,276	61,564	56,838	-5%	3%
Commercial paper issued	12,255	14,486	12,164	-15%	1%
Due to other financial institutions	36,306	38,678	30,538	-6%	19%
Other wholesale borrowings ⁶	2,507	4,242	4,585	-41%	-45%
Total wholesale funding	191,718	190,058	178,732	1%	7%
Shareholders' equity (excl preference shares)	44,744	41,648	40,349	7%	11%
Total funding	618,449	588,214	556,798	5%	11%
Wholesale funding maturity^{3,4}					
Short term wholesale funding (excluding Central Banks)	73,650	72,351	63,433	2%	16%
Central Bank deposits	15,374	18,360	15,475	-16%	-1%
Total short term wholesale funding	89,024	90,711	78,908	-2%	13%
Long term wholesale funding					
- Less than 1 year residual maturity	20,292	31,977	25,391	-37%	-20%
- Greater than 1 year residual maturity	75,240	61,392	68,449	23%	10%
Hybrid capital including preference shares	7,162	5,978	5,984	20%	20%
Total wholesale funding and preference share capital excluding shareholders' equity	191,718	190,058	178,732	1%	7%
Total funding maturity					
Short term wholesale funding (excluding Central Banks)	12%	12%	11%		
Central Bank deposits	3%	3%	3%		
Long term wholesale funding					
- Less than 1 year residual maturity	3%	5%	5%		
- Greater than 1 year residual maturity	12%	11%	12%		
Total customer liabilities (funding)	62%	61%	61%		
Shareholders' equity and hybrid debt	8%	8%	8%		
Total funding and shareholders' equity	100%	100%	100%		

^{1.} Includes term deposits, other deposits and an adjustment to the Group Centre to eliminate ANZ Wealth investments in ANZ deposit products

^{2.} Includes interest accruals, payables and other liabilities, provisions and net tax provisions, excluding other liabilities in ANZ Wealth

^{3.} Long term wholesale funding amounts are stated at original hedged exchange rates. Movements due to currency fluctuations in actual amounts borrowed are classified as short term wholesale funding

^{4.} Liability for acceptances have been removed as they do not provide net funding

^{5.} Includes net derivative balances, special purpose vehicles, other borrowings and Euro Trust Securities (preference shares)

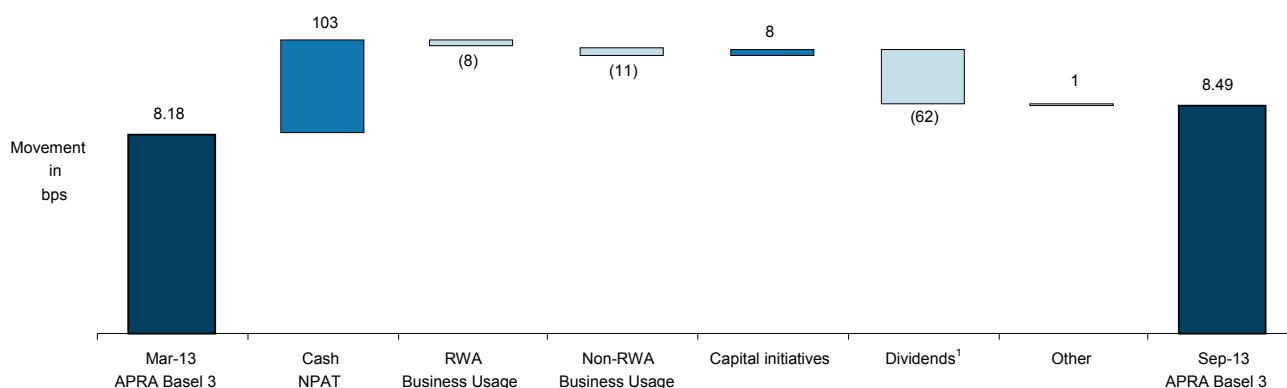
^{6.} Excludes term debt issued externally by ANZ Wealth

Capital Management

Basel 3 Capital Ratios

	As at					
	APRA Basel 3			Internationally Harmonised		
	Sep 13	Mar 13	Sep 12	Sep 13	Mar 13	Sep 12
Common Equity Tier 1	8.5%	8.2%	8.0%	10.8%	10.3%	10.0%
Tier 1	10.4%	9.8%	9.7%	12.8%	12.1%	11.8%
Total capital	12.2%	11.7%	11.7%	14.7%	14.0%	13.9%
Risk weighted assets (\$B)	339.3	322.6	315.4	318.5	307.6	299.5

APRA Basel 3 Common Equity Tier 1 – September 2013 v March 2013

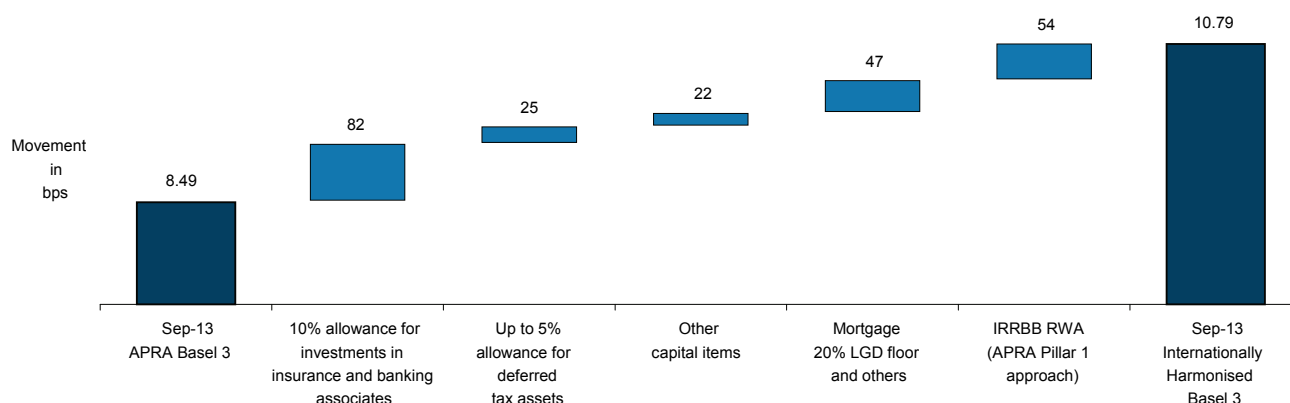


¹ Following the issue of 14.8 million ordinary shares under the Dividend Reinvestment Plan and Bonus Option Plan for the 2013 interim dividend, the Company repurchased \$425 million of ordinary shares via an on-market share buy-back resulting in 15.3 million ordinary shares being cancelled

Calculation of Capital Adequacy

For calculation of minimum capital requirements under Pillar 1 (Capital Requirements) of the Basel Accord, ANZ has been accredited by Australian Prudential Regulation Authority (APRA) to use the Advanced Internal Ratings Based (AIRB) methodology for credit risk weighted assets and Advanced Measurement Approach (AMA) for the operational risk weighted asset equivalent.

Effective 1 January 2013, APRA has adopted the majority of Basel 3 capital reforms in Australia. The Basel 3 reforms include; increased capital deductions from Common Equity Tier 1 ("CET1") capital, an increase in capitalisation rates (including prescribed minimum capital buffers, fully effective 1 January 2016), tighter requirements around new Additional Tier 1 and Tier 2 securities and transitional arrangements for existing Additional Tier 1 and Tier 2 securities that do not conform to the new regulations. Other changes include capital requirements for counterparty credit risk and an increase in the asset value correlation with respect to exposures to large and unregulated financial institutions.

APRA Basel 3 to Internationally Harmonised² Basel 3 Common Equity Tier 1 – September 2013 Half Year

² ANZ's interpretation of the regulations documented in the Basel Committee publications: "Basel III: A global regulatory framework for more resilient banks and banking systems" (June 2011) and "International Convergence of Capital Measurement and Capital Standards" (June 2006)

The above table provides a reconciliation of CET1 ratio under APRA's Basel 3 prudential capital standards to Internationally Harmonised Basel 3 standards. APRA views the Basel 3 reforms as a minimum requirement and hence has not incorporated some of the concessions proposed in the Basel 3 rules and has also set higher requirements in other areas. As a result, Australian banks' Basel 3 reported capital ratios will not be directly comparable with international peers (Internationally Harmonised Basel 3).

In addition, APRA has implemented an accelerated implementation timetable for the Basel 3 capital reforms, particularly in relation to minimum capital ratios and deductions which became effective 1 January 2013. Introduction of the prescribed minimum capital buffers will be fully effective from 1 January 2016 and the public disclosure of the Leverage Ratio from 1 January 2015.

APRA is still yet to finalise capital standards on the Basel 3 reforms dealing with the leverage ratio, contingent capital and measures to address systematic and inter-connected risks.

Level 3 Conglomerates ("Level 3")

APRA has announced that it will proceed with implementing Level 3 Conglomerates framework on 1 January 2015, with final Level 3 capital adequacy standards expected to be released by January 2014. The standards will regulate a bancassurance group such as ANZ as a single economic entity with minimum capital requirements and additional reporting on risk exposure levels. Based upon APRA's draft Level 3 capital adequacy standards released in May 2013, and draft prudential standards covering group governance and risk exposures in December 2012, ANZ is not expecting any material impact on its operations.

Deferred acquisition costs and deferred income

The Group recognises as assets deferred acquisition costs relating to the acquisition of interest earning assets or the issuance of funding. The Group also recognises deferred income that is integral to the yield of an originated financial instrument, net of any direct incremental costs. This income is deferred and recognised as net interest income over the expected life of the financial instrument under AASB 139: 'Financial Instruments: Recognition and Measurement'. Deferred acquisition costs that do not relate to interest earning assets, for example those relating to the acquisition of life investment contracts, are excluded from this analysis.

The balances of deferred acquisition costs and deferred income were:

	Deferred Acquisition Costs ¹			Deferred Income		
	Sep 13	Mar 13	Sep 12	Sep 13	Mar 13	Sep 12
	\$M	\$M	\$M	\$M	\$M	\$M
Australia	780	745	704	69	70	101
International and Institutional Banking	18	17	12	262	251	276
New Zealand	142	106	80	47	38	35
Global Wealth	2	1	1	3	3	3
Group Centre	49	44	53	-	-	-
Total	991	913	850	381	362	415

^{1.} Deferred acquisition costs largely include the amounts of brokerage capitalised and amortised in the Australia and New Zealand divisions. Deferred acquisition costs also include capitalised debt raising expenses

Deferred acquisition costs and associated amortisation during the period were:

	Full Year Sep 2013		Full Year Sep 2012	
	Amortisation Charge	Capitalised Costs ¹	Amortisation Charge	Capitalised Costs ¹
	\$M	\$M	\$M	\$M
Australia	394	470	356	464
International and Institutional Banking	12	18	4	16
New Zealand	43	105	25	72
Global Wealth	-	1	-	-
Group Centre	24	20	21	16
Total	473	614	406	568

^{1.} Costs capitalised during the year exclude brokerage trailer commissions paid

Software capitalisation

At 30 September 2013, the Group's intangibles included \$2,170 million in relation to costs incurred in acquiring and developing software. Details are set out in the table below:

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Balance at start of period	1,857	1,762	5%	1,762	1,572	12%
Software capitalised during the period	496	284	75%	780	786	-1%
Amortisation during the period	(202)	(181)	12%	(383)	(320)	20%
Software impaired/written-off	-	(8)	-100%	(8)	(274)	-97%
Foreign exchange differences	19	-	n/a	19	(2)	large
Total capitalised software	2,170	1,857	17%	2,170	1,762	23%

Capitalised cost analysis by Division

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Australia	136	76	79%	212	180	18%
International and Institutional Banking	162	115	41%	277	345	-20%
New Zealand	10	12	-17%	22	31	-29%
Global Wealth	36	15	large	51	46	11%
Group Centre	152	66	large	218	184	18%
Total	496	284	75%	780	786	-1%

Net book value by Division

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Australia	453	359	26%	453	338	34%
International and Institutional Banking	1,008	914	10%	1,008	873	15%
New Zealand	75	84	-11%	75	81	-7%
Global Wealth	97	75	29%	97	75	29%
Group Centre	537	425	26%	537	395	36%
Total	2,170	1,857	17%	2,170	1,762	23%

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Section 5 – Segment Review

Segment performance

Australia

International and Institutional Banking

New Zealand

Global Wealth

Group Centre

SEGMENT REVIEW

Segment Performance

The Group operates on a divisional structure with Australia, International and Institutional Banking (IIB), New Zealand and Global Wealth being the major operating divisions.

Effective 1 October 2012, Corporate Banking Australia transferred to the Australia division from IIB, and comparatives have been restated accordingly.

There have been no other major structure changes, however prior period comparatives are adjusted for changes such as minor restatements as a result of changes to customer segmentation, changes to net interbusiness unit expense methodologies and the realignment of support functions.

The Segment Review section is reported on a cash basis.

September 2013 Half Year

AUD M	Australia	International & Institutional Banking	New Zealand	Global Wealth	Group Centre	Group
Net interest income	3,396	1,891	971	67	211	6,536
Other operating income	602	1,402	186	705	(139)	2,756
Operating income	3,998	3,293	1,157	772	72	9,292
Operating expenses	(1,486)	(1,524)	(482)	(484)	(226)	(4,202)
Profit before credit impairment and income tax	2,512	1,769	675	288	(154)	5,090
Provision for credit impairment	(434)	(133)	(9)	(3)	(19)	(598)
Profit before income tax	2,078	1,636	666	285	(173)	4,492
Income tax expense and non-controlling interests	(620)	(405)	(182)	(19)	50	(1,176)
Cash profit	1,458	1,231	484	266	(123)	3,316

March 2013 Half Year

AUD M	Australia	International & Institutional Banking	New Zealand	Global Wealth	Group Centre	Group
Net interest income	3,282	1,775	889	58	232	6,236
Other operating income	587	1,496	162	680	(75)	2,850
Operating income	3,869	3,271	1,051	738	157	9,086
Operating expenses	(1,465)	(1,446)	(470)	(460)	(193)	(4,034)
Profit before credit impairment and income tax	2,404	1,825	581	278	(36)	5,052
Provision for credit impairment	(386)	(184)	(28)	(1)	-	(599)
Profit before income tax	2,018	1,641	553	277	(36)	4,453
Income tax expense and non-controlling interests	(603)	(442)	(156)	(74)	4	(1,271)
Cash profit	1,415	1,199	397	203	(32)	3,182

September 2013 Half Year vs March 2013 Half Year

%	Australia	International & Institutional Banking	New Zealand	Global Wealth	Group Centre	Group
Net interest income	3%	7%	9%	16%	-9%	5%
Other operating income	3%	-6%	15%	4%	85%	-3%
Operating income	3%	1%	10%	5%	-54%	2%
Operating expenses	1%	5%	3%	5%	17%	4%
Profit before credit impairment and income tax	4%	-3%	16%	4%	large	1%
Provision for credit impairment	12%	-28%	-68%	large	n/a	0%
Profit before income tax	3%	0%	20%	3%	large	1%
Income tax expense and non-controlling interests	3%	-8%	17%	-74%	large	-7%
Cash profit	3%	3%	22%	31%	large	4%

SEGMENT REVIEW

September 2013 Full Year

AUD M	Australia	International & Institutional Banking	New Zealand	Global Wealth	Group Centre	Group
Net interest income	6,678	3,666	1,860	125	443	12,772
Other operating income	1,189	2,898	348	1,385	(214)	5,606
Operating income	7,867	6,564	2,208	1,510	229	18,378
Operating expenses	(2,951)	(2,970)	(952)	(944)	(419)	(8,236)
Profit before credit impair't and income tax	4,916	3,594	1,256	566	(190)	10,142
Provision for credit impairment	(820)	(317)	(37)	(4)	(19)	(1,197)
Profit before income tax	4,096	3,277	1,219	562	(209)	8,945
Income tax expense and non-controlling interests	(1,223)	(847)	(338)	(93)	54	(2,447)
Cash profit	2,873	2,430	881	469	(155)	6,498

September 2012 Full Year

AUD M	Australia	International & Institutional Banking	New Zealand	Global Wealth	Group Centre	Group
Net interest income	6,163	3,667	1,780	122	378	12,110
Other operating income	1,193	2,760	315	1,318	152	5,738
Operating income	7,356	6,427	2,095	1,440	530	17,848
Operating expenses	(3,002)	(3,069)	(1,061)	(967)	(420)	(8,519)
Profit before credit impair't and income tax	4,354	3,358	1,034	473	110	9,329
Provision for credit impairment	(642)	(451)	(148)	(4)	(13)	(1,258)
Profit before income tax	3,712	2,907	886	469	97	8,071
Income tax expense and non-controlling interests	(1,114)	(796)	(244)	(123)	36	(2,241)
Cash profit	2,598	2,111	642	346	133	5,830

September 2013 Full Year vs September 2012 Full Year

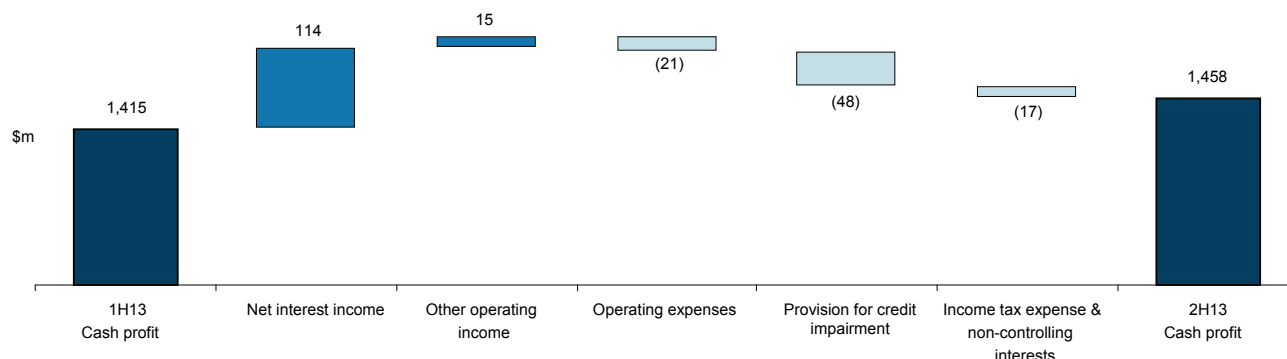
%	Australia	International & Institutional Banking	New Zealand	Global Wealth	Group Centre	Group
Net interest income	8%	0%	4%	2%	17%	5%
Other operating income	0%	5%	10%	5%	large	-2%
Operating income	7%	2%	5%	5%	-57%	3%
Operating expenses	-2%	-3%	-10%	-2%	0%	-3%
Profit before credit impair't and income tax	13%	7%	21%	20%	large	9%
Provision for credit impairment	28%	-30%	-75%	0%	46%	-5%
Profit before income tax	10%	13%	38%	20%	large	11%
Income tax expense and non-controlling interests	10%	6%	39%	-24%	50%	9%
Cash profit	11%	15%	37%	36%	large	11%

Australia

Philip Chronican

Australia division comprises Retail and Corporate and Commercial Banking businesses. Retail includes Home Loans, Deposits, Cards and Payments along with the Retail Distribution Network. Corporate and Commercial Banking includes our core banking offerings to Corporate Banking, Business Banking, Regional Business Banking and Small Business Banking customers and Esanda.

Cash profit – September 2013 Half Year v March 2013 Half Year



During 2013, we have continued to strengthen our Australian domestic franchise with market share gains in our target segments while maintaining strong margins, cost discipline and asset quality. We continue to leverage ANZ's Super Regional advantage to bring the whole of ANZ to our customers.

Banking on Australia Transformation Program

Our Banking on Australia program is transforming the business to position ANZ for growth in a changing environment.

We are building our lead in digital and mobile channels to enhance the customer experience, expand our reach and deepen customer loyalty by making it easier for our customers to bank with us, while delivering a lower cost to serve. We are transforming our distribution network to focus on more complex sales, reduce branch footprint costs, build out contact centre capability and improve frontline banker productivity. This has resulted in revenue per FTE increasing 7% and the expense to income ratio reducing from 40.8% in 2012 to 37.5% in 2013.

Our customer connectivity continues to grow with one million active ANZ goMoney™ users, more than 7,000 active ANZ FastPay™ merchants and 1,200 frontline bankers enabled with mobility tools (iPads).

Banking on Australia is delivering. ANZ had the strongest overall growth of the major banks across Home Loans, Deposits, Cards¹, and also Share of Wallet² in 2013. ANZ has now grown Housing Lending at above system levels for 14 consecutive quarters¹ and 53% of Home Loans are now sold through our proprietary channels, up from 49% in September 2012. Corporate and Commercial Banking (C&CB) has leveraged Banking on Australia by focusing on delivering an easy, connected and insightful customer experience and utilising ANZ's super regional footprint. As a result C&CB has grown net customer numbers³ by 30,000 (8%), delivered strong volume growth and increased cross-sell by 8% over the year.

September 2013 v March 2013

Cash profit increased 3% in the half, with 3% income growth partly offset by a 1% uplift in expenses and a 12% rise in credit provisions.

Key factors affecting the result were:

- Net interest income growth of 3% was driven by a 4% uplift in average net loans and advances from above system home loan

growth and good C&CB lending growth. Net interest margin was relatively stable, contracting 1bp.

- Operating expenses were up 1% driven by investment in our Banking on Australia program.
- Individual provisions for credit impairment in Retail increased 6% with a corresponding reduction in collective provisions, reflecting normal seasonal trends. Corporate Banking saw a reduction in individual provisions offset by an increase in collective provisions, reflecting return to productive status of single name exposures. Other C&CB individual provisions increased, impacted by lower asset valuations across rural and vehicle finance sectors. Underlying credit quality remains sound with delinquencies reducing, stable risk grades and a continued reduction in impaired assets.

September 2013 v September 2012

Cash profit increased 11%, with a 7% increase in income and a 2% reduction in expenses, offset by a 28% increase in credit provisions.

Key factors affecting the result were:

- Net interest income increased 8% from growth in average net loans and advances of 6%, driven by sustained above system growth in home loans, including branch originated home loan sales growth of 16% and strong lending growth in C&CB. Additionally, net interest margin improved 5bps as a result of disciplined margin management, partly offset by deposit pricing pressures.
- Operating expenses reduced 2% (flat after adjusting for non-recurring software impairments in the prior year). Investment spending was funded by a reduction in average FTE and benefits from a focus on productivity and expense management.
- Provision for credit impairment increased 28%. The increase in individual provision was driven by lower asset valuations across the rural and vehicle finance sectors in C&CB, partially offset by an improvement in cards delinquency. Collective provisions increased in both Retail and C&CB reflecting asset growth as well as releases in the prior period.

¹ Source: APRA Monthly Banking Statistics for the year to June 13

² Source: Roy Morgan Research: Aust Population aged 14+, rolling 12 months, Trade Banking Consumer Market (Deposits, Cards & Loans), Peers: CBA (excl Bankwest), NAB, Westpac (excl Bank of Melbourne & St George)

³ Excluding Esanda

SEGMENT REVIEW

Australia
Philip Chronican

Australia Total

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	3,396	3,282	3%	6,678	6,163	8%
Other external operating income	602	587	3%	1,189	1,193	0%
Operating income	3,998	3,869	3%	7,867	7,356	7%
Operating expenses	(1,486)	(1,465)	1%	(2,951)	(3,002)	-2%
Profit before credit impairment and income tax	2,512	2,404	4%	4,916	4,354	13%
Provision for credit impairment	(434)	(386)	12%	(820)	(642)	28%
Profit before tax	2,078	2,018	3%	4,096	3,712	10%
Income tax expense and non-controlling interests	(620)	(603)	3%	(1,223)	(1,114)	10%
Cash profit	1,458	1,415	3%	2,873	2,598	11%
Consisting of:						
Retail	906	826	10%	1,732	1,444	20%
Corporate and Commercial Banking	552	589	-6%	1,141	1,164	-2%
Other	-	-	n/a	-	(10)	-100%
Cash profit	1,458	1,415	3%	2,873	2,598	11%
Balance Sheet						
Net loans & advances	271,619	262,065	4%	271,619	253,933	7%
Other external assets	2,914	2,909	0%	2,914	2,872	1%
External assets	274,533	264,974	4%	274,533	256,805	7%
Customer deposits	152,403	145,550	5%	152,403	140,810	8%
Other external liabilities	13,500	16,577	-19%	13,500	17,479	-23%
External liabilities	165,903	162,127	2%	165,903	158,289	5%
Risk weighted assets ¹	109,641	105,551	4%	109,641	98,559	11%
Average net loans and advances	266,959	257,920	4%	262,452	247,077	6%
Average deposits and other borrowings	148,692	144,293	3%	146,499	133,258	10%
Ratios						
Return on assets	1.08%	1.09%		1.08%	1.04%	
Net interest margin	2.52%	2.53%		2.53%	2.48%	
Operating expenses to operating income	37.2%	37.9%		37.5%	40.8%	
Operating expenses to average assets	1.10%	1.13%		1.11%	1.20%	
Individual provision charge/(release)	401	370	8%	771	691	12%
Individual provision charge/(release) as a % of average net advances	0.30%	0.29%		0.29%	0.28%	
Collective provision charge/(release)	33	16	large	49	(49)	large
Collective provision charge/(release) as a % of average net advances	0.02%	0.01%		0.02%	(0.02%)	
Net impaired assets	939	1,016	-8%	939	1,078	-13%
Net impaired assets as a % of net advances	0.35%	0.39%		0.35%	0.42%	
Total full time equivalent staff (FTE)	14,586	14,518	0%	14,586	14,606	0%

¹: September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology

SEGMENT REVIEW

Australia
Philip Chronican

Individual provision charge/(release)	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail	198	186	6%	384	416	-8%
Mortgages	23	22	5%	45	43	5%
Cards & Payments	165	155	6%	320	358	-11%
Deposits ¹	10	9	11%	19	15	27%
Corporate and Commercial Banking	203	184	10%	387	275	41%
Corporate Banking	(16)	13	large	(3)	(13)	-77%
Esanda	73	53	38%	126	82	54%
Regional Business Banking	53	43	23%	96	80	20%
Business Banking	43	33	30%	76	51	49%
Small Business Banking	50	42	19%	92	75	23%
Individual provision charge/(release)	401	370	8%	771	691	12%

Collective provision charge/(release)	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail	-	19	-100%	19	(33)	large
Mortgages	7	5	40%	12	(14)	large
Cards & Payments	(7)	15	large	8	(21)	large
Other	-	(1)	-100%	(1)	2	large
Corporate and Commercial Banking	33	(3)	large	30	(16)	large
Corporate Banking	18	(6)	large	12	(11)	large
Esanda	6	(2)	large	4	19	-79%
Regional Business Banking	6	(8)	large	(2)	6	large
Business Banking	-	4	-100%	4	11	-64%
Small Business Banking	3	9	-67%	12	14	-14%
Other	-	-	n/a	-	(55)	-100%
Collective provision charge/(release)	33	16	large	49	(49)	large
Total provision charge/(release)	434	386	12%	820	642	28%

^{1.} Represents individual provision charge on Overdraft balances

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Australia
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Net loans & advances	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail	206,269	198,883	4%	206,269	192,740	7%
Mortgages	194,991	187,920	4%	194,991	182,115	7%
Cards & Payments	11,184	10,894	3%	11,184	10,554	6%
Other	94	69	36%	94	71	32%
Corporate and Commercial Banking	65,320	63,182	3%	65,320	61,193	7%
Corporate Banking	9,466	9,296	2%	9,466	9,208	3%
Esanda	16,503	16,352	1%	16,503	15,847	4%
Regional Business Banking	12,121	11,373	7%	12,121	11,372	7%
Business Banking	16,628	16,403	1%	16,628	15,542	7%
Small Business Banking	10,602	9,758	9%	10,602	9,224	15%
Operations and Support	30	-	n/a	30	-	n/a
Net loans & advances	271,619	262,065	4%	271,619	253,933	7%

Customer deposits	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail	106,998	101,986	5%	106,998	97,611	10%
Mortgages	15,114	14,093	7%	15,114	13,187	15%
Cards & Payments	343	322	7%	343	382	-10%
Deposits	91,541	87,571	5%	91,541	84,042	9%
Corporate and Commercial Banking¹	45,373	43,549	4%	45,373	43,182	5%
Esanda	19	66	-71%	19	96	-80%
Regional Business Banking	4,926	5,058	-3%	4,926	5,029	-2%
Business Banking	12,618	12,331	2%	12,618	12,791	-1%
Small Business Banking	27,810	26,094	7%	27,810	25,266	10%
Operations and Support	32	15	large	32	17	88%
Customer deposits	152,403	145,550	5%	152,403	140,810	8%

^{1.} Corporate Banking deposits of \$5.1 billion are included in the IIB division deposits (Mar 13 half: \$5.8 billion; Sep 12 full year: \$6.2 billion)

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Retail

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	2,018	1,916	5%	3,934	3,529	11%
Other external operating income	460	452	2%	912	922	-1%
Operating income	2,478	2,368	5%	4,846	4,451	9%
Operating expenses	(992)	(982)	1%	(1,974)	(2,006)	-2%
Profit before credit impairment and income tax	1,486	1,386	7%	2,872	2,445	17%
Provision for credit impairment	(198)	(205)	-3%	(403)	(383)	5%
Profit before tax	1,288	1,181	9%	2,469	2,062	20%
Income tax expense and non-controlling interests	(382)	(355)	8%	(737)	(618)	19%
Cash profit	906	826	10%	1,732	1,444	20%
Risk weighted assets	53,165	50,815	5%	53,165	47,237	13%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Individual provision charge/(release)						
Mortgages	23	22	5%	45	43	5%
Cards & Payments	165	155	6%	320	358	-11%
Deposits ¹	10	9	11%	19	15	27%
Individual provision charge/(release)	198	186	6%	384	416	-8%

Collective provision charge/(release)						
Mortgages	7	5	40%	12	(14)	large
Cards & Payments	(7)	15	large	8	(21)	large
Other	-	(1)	-100%	(1)	2	large
Collective provision charge/(release)	-	19	-100%	19	(33)	large
Total provision charge/(release)	198	205	-3%	403	383	5%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net loans & advances						
Mortgages	194,991	187,920	4%	194,991	182,115	7%
Cards & Payments	11,184	10,894	3%	11,184	10,554	6%
Other	94	69	36%	94	71	32%
Net loans & advances	206,269	198,883	4%	206,269	192,740	7%

Customer deposits						
Mortgages	15,114	14,093	7%	15,114	13,187	15%
Cards & Payments	343	322	7%	343	382	-10%
Deposits	91,541	87,571	5%	91,541	84,042	9%
Customer deposits	106,998	101,986	5%	106,998	97,611	10%

^{1.} Represents individual provision charge on Overdraft balances

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Australia
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Corporate and Commercial Banking

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	1,374	1,363	1%	2,737	2,628	4%
Other external operating income	142	136	4%	278	276	1%
Operating income	1,516	1,499	1%	3,015	2,904	4%
Operating expenses	(491)	(481)	2%	(972)	(982)	-1%
Profit before credit impairment and income tax	1,025	1,018	1%	2,043	1,922	6%
Provision for credit impairment	(236)	(181)	30%	(417)	(259)	61%
Profit before tax	789	837	-6%	1,626	1,663	-2%
Income tax expense and non-controlling interests	(237)	(248)	-4%	(485)	(499)	-3%
Cash profit	552	589	-6%	1,141	1,164	-2%
Risk weighted assets	55,310	53,620	3%	55,310	50,608	9%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Individual provision charge/(release)						
Corporate Banking	(16)	13	large	(3)	(13)	-77%
Esanda	73	53	38%	126	82	54%
Regional Business Banking	53	43	23%	96	80	20%
Business Banking	43	33	30%	76	51	49%
Small Business Banking	50	42	19%	92	75	23%
Individual provision charge/(release)	203	184	10%	387	275	41%

Collective provision charge/(release)						
Corporate Banking	18	(6)	large	12	(11)	large
Esanda	6	(2)	large	4	19	-79%
Regional Business Banking	6	(8)	large	(2)	6	large
Business Banking	-	4	-100%	4	11	-64%
Small Business Banking	3	9	-67%	12	14	-14%
Other	-	-	n/a	-	(55)	-100%
Collective provision charge/(release)	33	(3)	large	30	(16)	large
Total provision charge/(release)	236	181	30%	417	259	61%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net loans & advances						
Corporate Banking	9,466	9,296	2%	9,466	9,208	3%
Esanda	16,503	16,352	1%	16,503	15,847	4%
Regional Business Banking	12,121	11,373	7%	12,121	11,372	7%
Business Banking	16,628	16,403	1%	16,628	15,542	7%
Small Business Banking	10,602	9,758	9%	10,602	9,224	15%
Net loans & advances	65,320	63,182	3%	65,320	61,193	7%

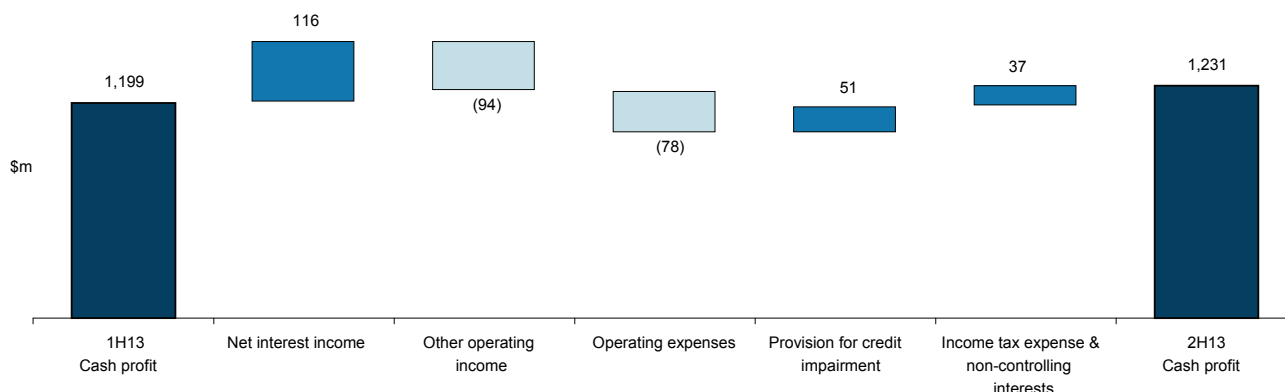
Customer deposits¹						
Esanda	19	66	-71%	19	96	-80%
Regional Business Banking	4,926	5,058	-3%	4,926	5,029	-2%
Business Banking	12,618	12,331	2%	12,618	12,791	-1%
Small Business Banking	27,810	26,094	7%	27,810	25,266	10%
Customer deposits	45,373	43,549	4%	45,373	43,182	5%

¹ Corporate Banking deposits of \$5.1 billion are included in the IIB division deposits (Mar 13 half: \$5.8 billion; Sep 12 full year: \$6.2 billion)

International and Institutional Banking

Andrew Geczy

The International and Institutional Banking (IIB) division comprises Global Institutional (including Transaction Banking, Global Loans and Global Markets), Retail Asia Pacific and Asia Partnerships, together with Relationship & Infrastructure.

Cash profit – September 2013 Half Year v March 2013 Half Year


IIB's result reflected continued progress of the Super Regional Strategy, through diversified income streams, improved quality of lending and enhanced connectivity for our customers.

We are doing more business with more customers in more products in more countries and this has helped offset margin pressure compared to prior periods.

Our continued expansion into Asia is illustrated by APEA now contributing 48% of income, with 10% income growth year on year.

With the build out of scale and capability in Asia, IIB has benefitted from strong volume growth in Asia compared to the more constrained business environments in Australia and New Zealand.

Focus on growing Trade and Markets businesses has reduced reliance on net interest income and has seen other operating income increase 5% year on year.

Disciplined cost management has helped fund IIB's investment in growth areas.

The 21% fall in gross impaired assets during the year reflects our continued actions to de-risk the Global Institutional portfolio, with 78% of the Institutional lending book now being investment grade (compared to 60% in 2008) and transforming the lending book to shorter dated Trade exposures.

September 2013 v March 2013

Cash profit increased by 3%, with improved performance by Transaction Banking and lower credit provisions being partially offset by higher operating expenses and reduced other operating income in Global Markets.

Key factors affecting the result were:

- Net interest income increased 7%, driven by Transaction Banking and Global Markets. Net interest margin (excluding Global Markets) declined by 16 basis points driven by continued mix shift to lower risk trade products and Retail lending, a lower interest rate environment, improving credit quality across the lending portfolio and declining margins on deposits and trade products. Average customer deposits were 5% higher and average net loans and advances increased 8%, with growth concentrated in the APEA region.

- Other external operating income decreased by 6%, with increases in Global Loans, Transaction Banking and Asian Partnerships offset by a 24% decrease in Global Markets, where improved sales revenue driven by increased customer flow was offset by funding valuation adjustments and normalisation of trading income.
- Operating expenses were 5% higher, due to greater investment in strategic initiatives and IT project spend.
- Provision charges for credit impairment decreased 28%, due to lower individual provision charges in the second half driven by recoveries in Australia.

September 2013 v September 2012

Cash profit increased 15%, driven by the strong Global Markets performance, lower credit provision charges in the Global Institutional businesses and write down of software assets in 2012, partially offset by margin compression.

Key factors affecting the result were:

- Net interest income was flat. Solid growth in APEA accounted for most of the overall increases in average customer deposits (up 11%) and average net loans and advances (up 10%). However, net interest margin (excluding Global Markets) declined 41 basis points reflecting a continued mix shift to lower risk trade products, a lower rate environment, improving credit quality across the lending portfolio and margin compression from competition.
- Other external operating income increased 5%, driven by the focus on growing Trade and Markets business and improved contributions from Asia Partnerships.
- Operating expenses were 3% lower (2% higher after adjusting for non-recurring software impairments in the prior year), with cost savings from productivity gains and greater utilisation of the hub resources offset by continued re-investment in the business.
- Provision charges for credit impairment were 30% lower, due in most part to higher individual provision charges booked in 2012 on a few legacy Global Institutional loans in Australia and also to improved quality across the lending book in 2013.

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International and Institutional Banking

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International and Institutional Banking Total

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	1,891	1,775	7%	3,666	3,667	0%
Other external operating income	1,402	1,496	-6%	2,898	2,760	5%
Operating income	3,293	3,271	1%	6,564	6,427	2%
Operating expenses	(1,524)	(1,446)	5%	(2,970)	(3,069)	-3%
Profit before credit impairment and income tax	1,769	1,825	-3%	3,594	3,358	7%
Provision for credit impairment	(133)	(184)	-28%	(317)	(451)	-30%
Profit before income tax	1,636	1,641	0%	3,277	2,907	13%
Income tax expense and non-controlling interests	(405)	(442)	-8%	(847)	(796)	6%
Cash profit	1,231	1,199	3%	2,430	2,111	15%
Consisting of:						
Global Institutional	1,064	1,037	3%	2,101	1,904	10%
Asia Partnerships	212	186	14%	398	344	16%
Retail Asia Pacific	15	32	-53%	47	60	-22%
Relationship & Infrastructure	(60)	(56)	7%	(116)	(197)	-41%
Cash profit	1,231	1,199	3%	2,430	2,111	15%
Balance Sheet						
Net loans & advances	110,107	102,570	7%	110,107	98,278	12%
Other external assets ¹	186,417	182,875	2%	186,417	169,189	10%
External assets	296,524	285,445	4%	296,524	267,467	11%
Customer deposits	163,151	151,847	7%	163,151	142,651	14%
Other deposits and borrowings	6,632	9,193	-28%	6,632	9,040	-27%
Deposits and other borrowings	169,783	161,040	5%	169,783	151,691	12%
Other external liabilities	84,919	82,572	3%	84,919	76,642	11%
External liabilities	254,702	243,612	5%	254,702	228,333	12%
Risk weighted assets ²	174,789	166,407	5%	174,789	152,741	14%
Average net loans and advances	107,619	99,816	8%	103,728	94,130	10%
Average deposits and other borrowings	162,516	154,309	5%	158,424	143,325	11%
Ratios						
Return on assets	0.82%	0.87%		0.85%	0.82%	
Net interest margin	1.57%	1.65%		1.61%	1.85%	
Net interest margin (excluding Global Markets)	2.61%	2.77%		2.69%	3.10%	
Operating expenses to operating income	46.3%	44.2%		45.2%	47.8%	
Operating expenses to average assets	1.02%	1.06%		1.04%	1.19%	
Individual provision charge/(release)	113	167	-32%	280	740	-62%
Individual provision charge/(release) as a % of average net advances	0.21%	0.34%		0.27%	0.79%	
Collective provision charge/(release)	20	17	18%	37	(289)	large
Collective provision charge/(release) as a % of average net advances	0.04%	0.03%		0.04%	(0.31%)	
Net impaired assets	1,326	1,401	-5%	1,326	1,541	-14%
Net impaired assets as a % of net advances	1.20%	1.37%		1.20%	1.57%	
Total full time equivalent staff (FTE)	13,182	13,298	-1%	13,182	13,838	-5%

^{1.} Comparatives have been adjusted following the reallocation of Goodwill from Group Centre

^{2.} September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology

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International and Institutional Banking

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International and Institutional Banking by Geography

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Australia						
Net interest income	976	935	4%	1,911	1,974	-3%
Other external operating income	459	575	-20%	1,034	1,136	-9%
Operating income	1,435	1,510	-5%	2,945	3,110	-5%
Operating expenses	(542)	(546)	-1%	(1,088)	(1,243)	-12%
Profit before credit impairment and income tax	893	964	-7%	1,857	1,867	-1%
Provision for credit impairment	(33)	(80)	-59%	(113)	(357)	-68%
Profit before income tax	860	884	-3%	1,744	1,510	15%
Income tax expense and non-controlling interests	(252)	(265)	-5%	(517)	(451)	15%
Cash profit	608	619	-2%	1,227	1,059	16%
Individual provision charge/(release)	12	77	-84%	89	668	-87%
Collective provision charge/(release)	21	3	large	24	(311)	large
Net loans & advances	46,499	47,430	-2%	46,499	49,173	-5%
Customer deposits	56,881	52,115	9%	56,881	55,969	2%

Asia Pacific, Europe and America

Net interest income	766	698	10%	1,464	1,374	7%
Other external operating income	859	798	8%	1,657	1,456	14%
Operating income	1,625	1,496	9%	3,121	2,830	10%
Operating expenses	(898)	(821)	9%	(1,719)	(1,675)	3%
Profit before credit impairment and income tax	727	675	8%	1,402	1,155	21%
Provision for credit impairment	(89)	(99)	-10%	(188)	(91)	large
Profit before income tax	638	576	11%	1,214	1,064	14%
Income tax expense and non-controlling interests	(115)	(129)	-11%	(244)	(256)	-5%
Cash profit	523	447	17%	970	808	20%
Individual provision charge/(release)	92	87	6%	179	74	large
Collective provision charge/(release)	(3)	12	large	9	17	-47%
Net loans & advances	57,534	49,679	16%	57,534	43,671	32%
Customer deposits	94,199	89,442	5%	94,199	77,274	22%

New Zealand

Net interest income	149	142	5%	291	319	-9%
Other external operating income	84	123	-32%	207	168	23%
Operating income	233	265	-12%	498	487	2%
Operating expenses	(84)	(79)	6%	(163)	(151)	8%
Profit before credit impairment and income tax	149	186	-20%	335	336	0%
Provision for credit impairment	(11)	(5)	large	(16)	(3)	large
Profit before income tax	138	181	-24%	319	333	-4%
Income tax expense and non-controlling interests	(38)	(48)	-21%	(86)	(89)	-3%
Cash profit	100	133	-25%	233	244	-5%
Individual provision charge/(release)	9	3	large	12	(2)	large
Collective provision charge/(release)	2	2	0%	4	5	-20%
Net loans & advances	6,074	5,461	11%	6,074	5,434	12%
Customer deposits	12,071	10,290	17%	12,071	9,408	28%

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International and Institutional Banking

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Individual provision charge/(release)	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail Asia Pacific	38	23	65%	61	(13)	large
Global Institutional	74	144	-49%	218	735	-70%
Transaction Banking	11	15	-27%	26	53	-51%
Global Loans	64	122	-48%	186	587	-68%
Global Markets	(1)	7	large	6	95	-94%
Relationship & Infrastructure	1	-	n/a	1	18	-94%
Individual provision charge/(release)	113	167	-32%	280	740	-62%

Collective provision charge/(release)	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail Asia Pacific	(20)	(6)	large	(26)	(9)	large
Global Institutional	39	21	86%	60	(256)	large
Transaction Banking	9	10	-10%	19	1	large
Global Loans	31	8	large	39	(199)	large
Global Markets	(1)	3	large	2	(58)	large
Relationship & Infrastructure	1	2	-50%	3	(24)	large
Collective provision charge/(release)	20	17	18%	37	(289)	large
Total provision charge/(release)	133	184	-28%	317	451	-30%

Net loans & advances	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail Asia Pacific	7,220	5,693	27%	7,220	4,939	46%
Global Institutional	101,166	95,563	6%	101,166	92,238	10%
Transaction Banking	24,127	22,202	9%	24,127	19,001	27%
Global Loans	70,582	67,654	4%	70,582	67,665	4%
Global Markets	6,457	5,707	13%	6,457	5,572	16%
Relationship & Infrastructure	1,721	1,314	31%	1,721	1,101	56%
Net loans & advances	110,107	102,570	7%	110,107	98,278	12%

Customer deposits	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Retail Asia Pacific	12,916	10,932	18%	12,916	10,423	24%
Global Institutional	148,716	139,547	7%	148,716	130,695	14%
Transaction Banking	74,641	62,511	19%	74,641	65,124	15%
Global Loans	730	722	1%	730	847	-14%
Global Markets	73,345	76,314	-4%	73,345	64,724	13%
Relationship & Infrastructure	1,519	1,368	11%	1,519	1,533	-1%
Customer deposits	163,151	151,847	7%	163,151	142,651	14%

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International and Institutional Banking

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Global Institutional

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	1,652	1,554	6%	3,206	3,234	-1%
Other external operating income	975	1,121	-13%	2,096	1,998	5%
Operating income	2,627	2,675	-2%	5,302	5,232	1%
Operating expenses	(1,062)	(1,064)	0%	(2,126)	(2,126)	0%
Profit before credit impairment and income tax	1,565	1,611	-3%	3,176	3,106	2%
Provision for credit impairment	(113)	(165)	-32%	(278)	(479)	-42%
Profit before income tax	1,452	1,446	0%	2,898	2,627	10%
Income tax expense and non-controlling interests	(388)	(409)	-5%	(797)	(723)	10%
Cash profit	1,064	1,037	3%	2,101	1,904	10%
Consisting of:						
Transaction Banking	317	273	16%	590	557	6%
Global Loans	389	361	8%	750	707	6%
Global Markets	358	403	-11%	761	640	19%
Cash profit	1,064	1,037	3%	2,101	1,904	10%
Balance Sheet						
Net loans & advances	101,166	95,563	6%	101,166	92,238	10%
Other external assets	178,274	176,215	1%	178,274	162,844	9%
External assets	279,440	271,778	3%	279,440	255,082	10%
Customer deposits	148,716	139,547	7%	148,716	130,695	14%
Other deposits and borrowings	6,629	9,190	-28%	6,629	8,994	-26%
Deposits and other borrowings	155,345	148,737	4%	155,345	139,689	11%
Other external liabilities	83,960	81,793	3%	83,960	75,940	11%
External liabilities	239,305	230,530	4%	239,305	215,629	11%
Risk weighted assets	163,889	155,382	5%	163,889	141,586	16%
Average net loans and advances	99,402	93,225	7%	96,322	89,022	8%
Average deposits and other borrowings	148,911	142,013	5%	145,472	132,461	10%
Ratios						
Return on assets	0.75%	0.79%		0.77%	0.78%	
Net interest margin	1.43%	1.50%		1.47%	1.69%	
Net interest margin (excluding Global Markets)	2.39%	2.54%		2.46%	2.85%	
Operating expenses to operating income	40.4%	39.8%		40.1%	40.6%	
Operating expenses to average assets	0.75%	0.81%		0.78%	0.87%	
Individual provision charge/(release)	74	144	-49%	218	735	-70%
Individual provision charge/(release) as a % of average net advances	0.15%	0.31%		0.23%	0.83%	
Collective provision charge/(release)	39	21	86%	60	(256)	large
Collective provision charge/(release) as a % of average net advances	0.08%	0.05%		0.06%	(0.29%)	
Net impaired assets	1,237	1,353	-9%	1,237	1,519	-19%
Net impaired assets as a % of net advances	1.22%	1.42%		1.22%	1.65%	

SEGMENT REVIEW

International and Institutional Banking

Andrew Geczy

Global Institutional by Product

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Transaction Banking						
Net interest income	429	390	10%	819	861	-5%
Other external operating income	358	346	3%	704	658	7%
Operating income	787	736	7%	1,523	1,519	0%
Operating expenses	(338)	(329)	3%	(667)	(691)	-3%
Profit before credit impairment and income tax	449	407	10%	856	828	3%
Provision for credit impairment	(20)	(25)	-20%	(45)	(54)	-17%
Profit before income tax	429	382	12%	811	774	5%
Income tax expense and non-controlling interests	(112)	(109)	3%	(221)	(217)	2%
Cash profit	317	273	16%	590	557	6%
Risk weighted assets¹	35,470	34,255	4%	35,470	30,162	18%
Individual provision charge/(release)	11	15	-27%	26	53	-51%
Collective provision charge/(release)	9	10	-10%	19	1	large
Net loans & advances	24,127	22,202	9%	24,127	19,001	27%
Customer deposits	74,641	62,511	19%	74,641	65,124	15%

Global Loans

Net interest income	789	793	-1%	1,582	1,678	-6%
Other external operating income	53	34	56%	87	127	-31%
Operating income	842	827	2%	1,669	1,805	-8%
Operating expenses	(207)	(192)	8%	(399)	(455)	-12%
Profit before credit impairment and income tax	635	635	0%	1,270	1,350	-6%
Provision for credit impairment	(95)	(130)	-27%	(225)	(388)	-42%
Profit before income tax	540	505	7%	1,045	962	9%
Income tax expense and non-controlling interests	(151)	(144)	5%	(295)	(255)	16%
Cash profit	389	361	8%	750	707	6%
Risk weighted assets¹	81,541	75,191	8%	81,541	75,368	8%
Individual provision charge/(release)	64	122	-48%	186	587	-68%
Collective provision charge/(release)	31	8	large	39	(199)	large
Net loans & advances	70,582	67,654	4%	70,582	67,665	4%

Global Markets

Net interest income	434	371	17%	805	695	16%
Other external operating income	564	741	-24%	1,305	1,213	8%
Operating income	998	1,112	-10%	2,110	1,908	11%
Operating expenses	(517)	(543)	-5%	(1,060)	(980)	8%
Profit before credit impairment and income tax	481	569	-15%	1,050	928	13%
Provision for credit impairment	2	(10)	large	(8)	(37)	-78%
Profit before income tax	483	559	-14%	1,042	891	17%
Income tax expense and non-controlling interests	(125)	(156)	-20%	(281)	(251)	12%
Cash profit	358	403	-11%	761	640	19%
Risk weighted assets¹	46,878	45,936	2%	46,878	36,056	30%
Individual provision charge/(release)	(1)	7	large	6	95	-95%
Collective provision charge/(release)	(1)	3	large	2	(58)	large
Customer deposits	73,345	76,314	-4%	73,345	64,724	13%

¹ September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology

SEGMENT REVIEW

International and Institutional Banking

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Analysis of Global Markets operating income

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Composition of Global Markets operating income by product class						
Fixed income	325	470	-31%	795	761	4%
Foreign exchange	455	409	11%	864	757	14%
Capital markets	104	122	-15%	226	203	11%
Other	114	111	3%	225	187	20%
Global Markets operating income	998	1,112	-10%	2,110	1,908	11%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Composition of Global Markets operating income by geography						
Australia	453	525	-14%	978	903	8%
Asia Pacific, Europe & America	453	447	1%	900	774	16%
New Zealand	92	140	-34%	232	231	0%
Global Markets operating income	998	1,112	-10%	2,110	1,908	11%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Composition of Global Markets operating income by activity						
Sales ¹	608	575	6%	1,183	1,162	2%
Trading ²	233	283	-18%	516	403	28%
Balance sheet ³	157	254	-38%	411	343	20%
Global Markets operating income	998	1,112	-10%	2,110	1,908	11%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Composition of Global Markets' Sales income by geography¹						
Australia	245	263	-7%	508	539	-6%
Asia Pacific, Europe & America	290	263	10%	553	485	14%
New Zealand	73	49	49%	122	138	-12%
Global Markets' Sales income	608	575	6%	1,183	1,162	2%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Composition of Global Markets' Trading and Balance Sheet income by geography^{2,3}						
Australia	208	262	-21%	470	364	29%
Asia Pacific, Europe & America	162	185	-12%	347	289	20%
New Zealand	20	90	-78%	110	93	18%
Global Markets' Trading and Balance Sheet income	390	537	-27%	927	746	24%

^{1.} Sales represents direct client flow business on core products such as fixed income, FX, commodities and capital markets

^{2.} Trading primarily represents management of the Group's strategic positions and those taken as part of direct client sales flow

^{3.} Balance sheet represents hedging of interest rate risk on the Group's loan and deposit books and the management of the Group's liquidity portfolio

International and Institutional Banking

Andrew Geczy

Analysis of Global Markets operating income, cont'd

Global Markets continues to see the benefits of building a "franchise-led" business. Global Markets is expanding its flow product offering particularly across the Foreign Exchange, Commodities and Debt Capital Markets assets classes, strategically aligned to the business' increased presence across the APEA region, which now accounts for 43% of Global Markets revenues. Domestically, particularly in 1H13, favourable trading conditions have driven growth across the Fixed Income business.

▪ September 2013 v March 2013

In less favourable market conditions Global Markets has produced a credible result with revenues down by 10%:

- Sales revenues (including Capital Markets) are up 6% on increased customer acquisition, particularly in the FX business where the weakening AUD has seen increased customer flow.
- APEA revenue is flat despite difficult trading conditions as we continue to expand our footprint in those markets, with the FX business performing well.
- The tightening of credit spreads in the March half, which benefited the Fixed Income business in Australia and New Zealand, was not repeated at the same levels.
- In the September half a funding valuation adjustment was recognised for the net cost of funding associated with collateralised and uncollateralised derivative positions.

▪ September 2013 v September 2012

Revenues were up 11% driven by Foreign Exchange and Commodities growing 14% and 74% respectively:

- APEA revenue was up 16%, driven by contributions from both trading and sales.
- Sales revenue (including Capital Markets) saw positive momentum in the September 2013 half resulting in an annual result up 2% as reduced volatility in the March 2013 half provided relatively subdued customer activity.

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International and Institutional Banking

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Market risk

Traded market risk

Below are aggregate Value at Risk (VaR) exposures at 99% confidence level covering both physical and derivatives trading positions for the Bank's principal trading centres. All figures are in AUD.

99% confidence level (1 day holding period)

	As at Sep 13	High for period Sep 13	Low for period Sep 13	Avg for period Sep 13	As at Sep 12	High for year Sep 12	Low for year Sep 12	Avg for year Sep 12
	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M
Value at Risk at 99% confidence								
Foreign exchange	3.0	12.6	2.3	5.2	3.5	10.0	3.5	5.9
Interest rate	3.9	11.6	2.8	5.8	4.5	8.1	2.8	5.4
Credit	4.2	8.6	2.8	4.2	4.0	7.5	2.6	4.7
Commodities	1.6	4.2	1.2	2.3	1.8	4.8	1.5	3.3
Equity	1.4	3.4	0.6	1.6	1.2	4.0	0.7	1.6
Diversification benefit	(8.5)	n/a	n/a	(10.4)	(6.9)	n/a	n/a	(11.6)
Total VaR	5.6	13.6	4.9	8.7	8.1	13.6	5.7	9.3

Non-traded interest rate risk

Non-traded interest rate risk is managed by Global Markets and relates to the potential adverse impact of changes in market interest rates on future net interest income for the Group. Interest rate risk is reported using various techniques including VaR and scenario analysis to a 1% rate shock.

99% confidence level (1 day holding period)

	As at Sep 13	High for period Sep 13	Low for period Sep 13	Avg for period Sep 13	As at Sep 12	High for year Sep 12	Low for year Sep 12	Avg for year Sep 12
	\$M	\$M	\$M	\$M	\$M	\$M	\$M	\$M
Value at Risk at 99% confidence								
Australia ¹	66.3	71.8	25.5	49.3	25.9	28.5	13.7	20.4
New Zealand	12.6	17.9	10.0	13.2	11.2	14.6	10.3	12.3
Asia Pacific, Europe & America	9.7	11.1	4.2	6.3	5.5	6.0	4.5	5.2
Diversification benefit	(11.4)	n/a	n/a	(16.1)	(14.9)	n/a	n/a	(15.3)
Total VaR	77.2	79.6	27.3	52.7	27.7	29.4	15.7	22.6

Impact of 1% rate shock on the next 12 months' net interest income²

	As at	
	Sep 13	Sep 12
As at period end	1.00%	1.55%
Maximum exposure	1.72%	2.45%
Minimum exposure	1.00%	1.26%
Average exposure (in absolute terms)	1.29%	1.95%

^{1.} The increase in VaR reflects higher volumes of capital, rate insensitive deposits and liquidity holdings together with a lengthening of the investment term of capital.

^{2.} The impact is expressed as a percentage of net interest income. A positive result indicates that a rate increase is positive for net interest income. Conversely, a negative indicates a rate increase is negative for net interest income.

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International and Institutional Banking

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Global Institutional by Geography

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Australia						
Net interest income	975	933	5%	1,908	1,965	-3%
Other external operating income	448	569	-21%	1,017	1,116	-9%
Operating income	1,423	1,502	-5%	2,925	3,081	-5%
Operating expenses	(515)	(545)	-6%	(1,060)	(1,205)	-12%
Profit before credit impairment and income tax	908	957	-5%	1,865	1,876	-1%
Provision for credit impairment	(33)	(80)	-59%	(113)	(356)	-68%
Profit before income tax	875	877	0%	1,752	1,520	15%
Income tax expense and non-controlling interests	(255)	(263)	-3%	(518)	(455)	14%
Cash profit	620	614	1%	1,234	1,065	16%
Risk weighted assets ¹	79,125	79,198	0%	79,125	74,998	6%
Individual provision charge/(release)	11	78	-86%	89	655	-86%
Collective provision charge/(release)	21	3	large	24	(299)	large
Net loans & advances	46,499	47,430	-2%	46,499	49,173	-5%
Customer deposits	56,881	52,115	9%	56,881	55,969	2%

Asia Pacific, Europe & America

Net interest income	530	479	11%	1,009	951	6%
Other external operating income	444	428	4%	872	714	22%
Operating income	974	907	7%	1,881	1,665	13%
Operating expenses	(464)	(440)	5%	(904)	(769)	18%
Profit before credit impairment and income tax	510	467	9%	977	896	9%
Provision for credit impairment	(68)	(80)	-15%	(148)	(119)	24%
Profit before income tax	442	387	14%	829	777	7%
Income tax expense and non-controlling interests	(97)	(97)	0%	(194)	(180)	8%
Cash profit	345	290	19%	635	597	6%
Risk weighted assets ¹	73,073	65,584	11%	73,073	56,483	29%
Individual provision charge/(release)	53	63	-16%	116	83	40%
Collective provision charge/(release)	16	16	0%	32	36	-11%
Net loans & advances	48,594	42,673	14%	48,594	37,632	29%
Customer deposits	79,765	77,142	3%	79,765	65,318	22%

New Zealand

Net interest income	147	142	4%	289	318	-9%
Other external operating income	83	124	-33%	207	168	23%
Operating income	230	266	-14%	496	486	2%
Operating expenses	(83)	(79)	5%	(162)	(152)	7%
Profit before credit impairment and income tax	147	187	-21%	334	334	0%
Provision for credit impairment	(12)	(5)	large	(17)	(4)	large
Profit before income tax	135	182	-26%	317	330	-4%
Income tax expense and non-controlling interests	(36)	(49)	-27%	(85)	(88)	-3%
Cash profit	99	133	-26%	232	242	-4%
Risk weighted assets ¹	11,691	10,600	10%	11,691	10,105	16%
Individual provision charge/(release)	10	3	large	13	(3)	large
Collective provision charge/(release)	2	2	0%	4	7	-43%
Net loans & advances	6,073	5,460	11%	6,073	5,433	12%
Customer deposits	12,070	10,290	17%	12,070	9,408	28%

¹ September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology

SEGMENT REVIEW

International and Institutional Banking

Andrew Geczy

Retail Asia Pacific

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	218	206	6%	424	393	8%
Other external operating income	163	159	3%	322	326	-1%
Operating income	381	365	4%	746	719	4%
Operating expenses	(347)	(308)	13%	(655)	(665)	-2%
Profit before credit impairment and income tax	34	57	-40%	91	54	69%
Provision for credit impairment	(18)	(17)	-6%	(35)	22	large
Profit before income tax	16	40	-60%	56	76	-26%
Income tax expense and non-controlling interests	(1)	(8)	-88%	(9)	(16)	-40%
Cash profit	15	32	-53%	47	60	-22%
Risk weighted assets	6,378	6,870	-7%	6,378	6,714	-5%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Individual provision charge/(release)	37	23	61%	61	(13)	large
Collective provision charge/(release)	(20)	(6)	large	(26)	(9)	large
Net loans & advances	7,220	5,693	27%	7,220	4,939	46%
Customer deposits	12,916	10,932	18%	12,916	10,423	24%

Asia Partnerships

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	(20)	(19)	5%	(39)	(39)	0%
Other external operating income	236	206	15%	442	386	15%
Operating income	216	187	16%	403	347	16%
Operating expenses	(4)	(3)	33%	(7)	(8)	-13%
Profit before credit impairment and income tax	212	184	15%	396	339	17%
Provision for credit impairment	-	-	n/a	-	-	n/a
Profit before income tax	212	184	15%	396	339	17%
Income tax expense and non-controlling interests	-	2	-100%	2	5	-60%
Cash profit	212	186	14%	398	344	16%

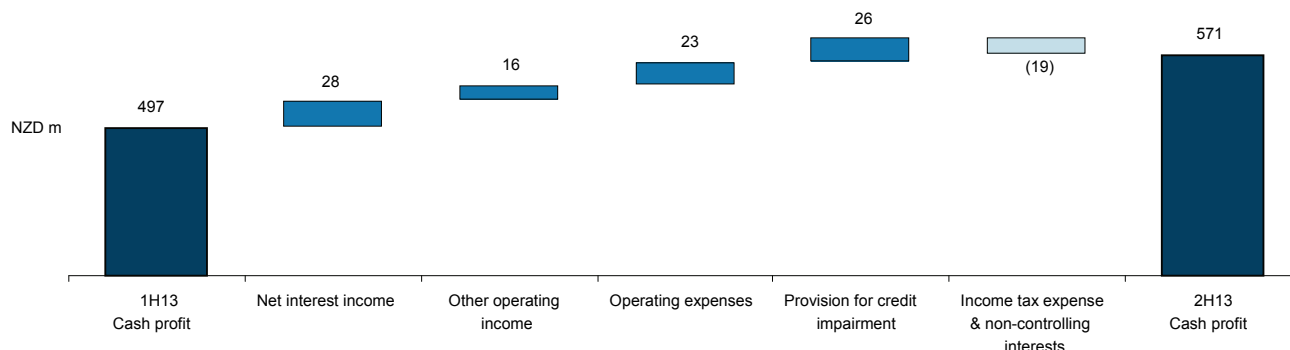
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New Zealand

David Hisco

The New Zealand division comprises Retail and Commercial business units. Retail includes Mortgages, Cards and Unsecured Lending to personal customers. Commercial includes Commercial & Agri ('CommAgri') and Small Business Banking.

New Zealand's results and commentary are reported in NZD. AUD results are shown on page 65.

Cash profit – September 2013 Half Year v March 2013 Half Year


The New Zealand division has successfully completed its brand integration and moved to a single core banking system. This has driven continued benefits as we leverage our scale and work to build a better bank for our customers.

By investing in our digital channels, optimising our branch network and simplifying our business, we are enhancing the experience for customers while making it easier for them to deal with us. This has driven an increase in revenue of 12% per FTE and 16% per branch in 2013. We grew market share in target segments and our brand consideration improved more than any other bank in New Zealand.

Retail update

Under a single brand, the Retail business progressed its optimisation of the branch network which has resulted in increased coverage and cost savings. Lending volumes have held up well in a subdued credit environment and net interest margin has stabilised notwithstanding unfavourable product mix impacts.

Commercial update

Commercial has focused on growing Small Business Banking and improving the quality of the CommAgri lending portfolio. Small Business Banking delivered above-system lending growth through investment in sales capability which has more than offset the impact of margin compression.

September 2013 v March 2013

Cash profit increased 15% in the September half driven by an improvement in net interest income and other operating income, cost savings and a reduction in credit impairment charges.

Key factors affecting the result were:

- Net interest income increased by 3% with average net loans and advances growing 2%, primarily due to above-system lending growth for mortgages. Net interest margin was stable in the period. Lower wholesale funding costs and improvement in deposit margins were offset by compression in lending margins from competitive pressures and customers continuing to favour lower margin fixed rate products.
- Other operating income increased 8% mainly from the gain on sale from divesting EFTPOS New Zealand Limited ('EFTPOS').

Continued growth in credit card fee income has substantially offset income foregone from the sale of EFTPOS.

- Operating expenses were 4% lower. This included a NZ\$15m reduction in NZ Simplification ('Nzs') costs as the integration of the two bank systems and brands completed. Excluding Nzs, operating costs reduced 1% from productivity gains in leveraging our business scale, more than off-setting inflationary impacts.
- Provisioning charges reduced 72% in the half reflecting continued improvements in credit quality. Individual provision charges declined NZ\$31m with the loss rate decreasing 8 basis points to 9 basis points reflecting lower levels of new individual provisions and higher recovery levels in the Commercial book. Collective provision was lower than the previous half by \$5 million, mainly reflecting smaller release of economic cycle and model risk provisions in the September 2013 half.

September 2013 v September 2012

Cash profit increased 29% predominantly from strong deposit and lending growth, lower costs and a substantial reduction in provisioning charges, partly offset by net interest margin contraction.

Key factors affecting the result were:

- Average lending growth of 4% in a subdued credit environment was driven by above-system growth in mortgages and small business bank lending, with a lower reliance on CommAgri lending. Net interest margin contracted 14 basis points due to strong lending competition, unfavourable mix impacts from customers preferring lower margin fixed rate products, and higher year on year wholesale funding costs, partially offset by improved deposit margins, particularly in term deposits.
- Other operating income increased 4%, driven by the gain on sale of EFTPOS and an increase in wealth management and insurance revenues.
- Operating expenses reduced 15% (3% after adjusting for Nzs), reflecting productivity benefits from simplifying our business and leveraging our scale.
- Credit impairment charges reduced 76% driven by lower individual provisioning levels as credit quality and processes both continued to improve, particularly in the Commercial book. The collective provision release was \$11 million higher due to a larger release of economic cycle and model risk provisions in 2013.

SEGMENT REVIEW

New Zealand David Hisco

New Zealand Total

Table reflects NZD for New Zealand
AUD results shown on page 65

	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Net interest income	1,142	1,114	3%	2,256	2,294	-2%
Other external operating income	219	203	8%	422	405	4%
Operating income	1,361	1,317	3%	2,678	2,699	-1%
Operating expenses	(566)	(589)	-4%	(1,155)	(1,366)	-15%
Profit before credit impairment and income tax	795	728	9%	1,523	1,333	14%
Provision for credit impairment	(10)	(36)	-72%	(46)	(191)	-76%
Profit before income tax	785	692	13%	1,477	1,142	29%
Income tax expense and non-controlling interests	(214)	(195)	10%	(409)	(315)	30%
Cash profit	571	497	15%	1,068	827	29%
Consisting of:						
Retail	203	177	15%	380	364	4%
Commercial	367	332	11%	699	596	17%
Operations & Support	1	(12)	large	(11)	(133)	-92%
Cash profit	571	497	15%	1,068	827	29%
Balance Sheet						
Net loans & advances	91,484	89,258	2%	91,484	88,041	4%
Other external assets ¹	4,287	4,228	1%	4,287	4,434	-3%
External assets	95,771	93,486	2%	95,771	92,475	4%
Customer deposits	52,244	51,650	1%	52,244	49,644	5%
Other deposits and borrowings	4,765	4,337	10%	4,765	5,445	-12%
Deposits and other borrowings	57,009	55,987	2%	57,009	55,089	3%
Other external liabilities	15,542	16,614	-6%	15,542	17,477	-11%
External liabilities	72,551	72,601	0%	72,551	72,566	0%
Risk weighted assets ²	50,319	50,787	-1%	50,319	49,762	1%
Average net loans and advances	90,194	88,530	2%	89,364	86,076	4%
Average deposits and other borrowings	56,817	56,429	1%	56,624	52,420	8%
Ratios						
Return on assets	1.21%	1.08%		1.14%	0.91%	
Net interest margin	2.49%	2.49%		2.49%	2.63%	
Operating expenses to operating income	41.6%	44.7%		43.1%	50.6%	
Operating expenses to average assets	1.20%	1.27%		1.24%	1.51%	
Individual provision charge/(release)	42	73	-42%	115	249	-54%
Individual provision charge/(release) as a % of average net advances	0.09%	0.17%		0.13%	0.29%	
Collective provision charge/(release)	(32)	(37)	-14%	(69)	(58)	19%
Collective provision charge/(release) as a % of average net advances	(0.07%)	(0.08%)		(0.08%)	(0.07%)	
Net impaired assets	573	881	-35%	573	979	-41%
Net impaired assets as a % of net advances	0.63%	0.99%		0.63%	1.11%	
Total full time equivalent staff (FTE)	7,400	7,755	-5%	7,400	8,217	-10%

¹ Comparatives have been adjusted following the reallocation of Goodwill from the Group Centre

² September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology

SEGMENT REVIEW

New Zealand David Hisco

Individual provision charge/(release)	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Retail	37	39	-5%	76	75	1%
Commercial	5	34	-85%	39	174	-78%
CommAgri	4	28	-86%	32	157	-80%
Small Business Banking	1	6	-83%	7	17	-59%
Individual provision charge/(release)	42	73	-42%	115	249	-54%

Collective provision charge/(release)	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Retail	(10)	(9)	11%	(19)	(12)	58%
Commercial	(22)	(28)	-21%	(50)	(46)	9%
CommAgri	(30)	(19)	58%	(49)	(42)	17%
Small Business Banking	8	(9)	large	(1)	(4)	-75%
Collective provision charge/(release)	(32)	(37)	-14%	(69)	(58)	19%
Total provision charge/(release)	10	36	-72%	46	191	-76%

Net loans & advances	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Retail	36,422	35,806	2%	36,422	35,506	3%
Commercial	55,062	53,452	3%	55,062	52,535	5%
CommAgri	34,615	34,239	1%	34,615	34,369	1%
Small Business Banking	20,447	19,213	6%	20,447	18,166	13%
Net loans & advances	91,484	89,258	2%	91,484	88,041	4%

Customer deposits	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Retail	32,077	31,392	2%	32,077	30,538	5%
Commercial	20,167	20,258	0%	20,167	19,106	6%
CommAgri	9,414	9,644	-2%	9,414	9,208	2%
Small Business Banking	10,753	10,614	1%	10,753	9,898	9%
Customer deposits	52,244	51,650	1%	52,244	49,644	5%

SEGMENT REVIEW

New Zealand

David Hisco

Retail

	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Net interest income	475	451	5%	926	937	-1%
Other external operating income	152	145	5%	297	289	3%
Operating income	627	596	5%	1,223	1,226	0%
Operating expenses	(318)	(320)	-1%	(638)	(659)	-3%
Profit before credit impairment and income tax	309	276	12%	585	567	3%
Provision for credit impairment	(27)	(30)	-10%	(57)	(63)	-10%
Profit before income tax	282	246	15%	528	504	5%
Income tax expense and non-controlling interests	(79)	(69)	14%	(148)	(140)	6%
Cash profit	203	177	15%	380	364	4%
Risk weighted assets	19,364	19,504	-1%	19,364	18,756	3%

	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Individual provision charge/(release)	37	39	-5%	76	75	1%
Collective provision charge/(release)	(10)	(9)	11%	(19)	(12)	58%
Net loans & advances	36,422	35,806	2%	36,422	35,506	3%
Customer deposits	32,077	31,392	2%	32,077	30,538	5%

SEGMENT REVIEW

New Zealand
David Hisco

Commercial

	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Net interest income	660	655	1%	1,315	1,337	-2%
Other external operating income	68	58	17%	126	121	4%
Operating income	728	713	2%	1,441	1,458	-1%
Operating expenses	(243)	(245)	-1%	(488)	(505)	-3%
Profit before credit impairment and income tax	485	468	4%	953	953	0%
Provision for credit impairment	17	(6)	large	11	(128)	large
Profit before income tax	502	462	9%	964	825	17%
Income tax expense and non-controlling interests	(135)	(130)	4%	(265)	(229)	16%
Cash profit	367	332	11%	699	596	17%
Risk weighted assets	30,467	30,866	-1%	30,467	30,603	0%

	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Individual provision charge/(release)						
CommAgri	4	28	-86%	32	157	-80%
Small Business Banking	1	6	-83%	7	17	-59%
Individual provision charge/(release)	5	34	-85%	39	174	-78%
Collective provision charge/(release)						
CommAgri	(30)	(19)	58%	(49)	(42)	17%
Small Business Banking	8	(9)	large	(1)	(4)	-75%
Collective provision charge/(release)	(22)	(28)	-21%	(50)	(46)	9%
Total provision charge/(release)	(17)	6	large	(11)	128	large

	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Net loans & advances						
CommAgri	34,615	34,239	1%	34,615	34,369	1%
Small Business Banking	20,447	19,213	6%	20,447	18,166	13%
Net loans & advances	55,062	53,452	3%	55,062	52,535	5%
Customer deposits						
CommAgri	9,414	9,644	-2%	9,414	9,208	2%
Small Business Banking	10,753	10,614	1%	10,753	9,898	9%
Customer deposits	20,167	20,258	0%	20,167	19,106	6%

SEGMENT REVIEW

New Zealand David Hisco

New Zealand Total

Table reflects AUD for New Zealand
NZD results shown on page 61

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	971	889	9%	1,860	1,780	4%
Other external operating income	186	162	15%	348	315	10%
Operating income	1,157	1,051	10%	2,208	2,095	5%
Operating expenses	(482)	(470)	3%	(952)	(1,061)	-10%
Profit before credit impairment and income tax	675	581	16%	1,256	1,034	21%
Provision for credit impairment	(9)	(28)	-68%	(37)	(148)	-75%
Profit before income tax	666	553	20%	1,219	886	38%
Income tax expense and non-controlling interests	(182)	(156)	17%	(338)	(244)	39%
Cash profit	484	397	22%	881	642	37%
Consisting of:						
Retail	171	142	20%	313	283	11%
Commercial	312	265	18%	577	462	25%
Operations & Support	1	(10)	large	(9)	(103)	-91%
Cash profit	484	397	22%	881	642	37%
Balance Sheet						
Net loans & advances	81,414	71,584	14%	81,414	70,268	16%
Other external assets ¹	3,815	3,391	13%	3,815	3,539	8%
External assets	85,229	74,975	14%	85,229	73,807	15%
Customer deposits	46,494	41,423	12%	46,494	39,622	17%
Other deposits and borrowings	4,240	3,478	22%	4,240	4,346	-2%
Deposits and other borrowings	50,734	44,901	13%	50,734	43,968	15%
Other external liabilities	13,831	13,324	4%	13,831	13,949	-1%
External liabilities	64,565	58,225	11%	64,565	57,917	11%
Risk weighted assets ²	44,781	40,731	10%	44,781	39,717	13%
Average net loans and advances	76,664	70,635	9%	73,658	66,812	10%
Average deposits and other borrowings	48,312	45,023	7%	46,672	40,688	15%
Ratios						
Return on assets	1.21%	1.08%		1.14%	0.91%	
Net interest margin	2.49%	2.49%		2.49%	2.63%	
Operating expenses to operating income	41.6%	44.7%		43.1%	50.6%	
Operating expenses to average assets	1.20%	1.27%		1.24%	1.51%	
Individual provision charge/(release)	37	58	-36%	95	193	-51%
Individual provision charge/(release) as a % of average net advances	0.10%	0.16%		0.13%	0.29%	
Collective provision charge/(release)	(28)	(30)	-7%	(58)	(45)	29%
Collective provision charge/(release) as a % of average net advances	(0.07%)	(0.09%)		(0.08%)	(0.07%)	
Net impaired assets	510	706	-28%	510	782	-35%
Net impaired assets as a % of net advances	0.63%	0.99%		0.63%	1.11%	
Total full time equivalent staff (FTE)	7,400	7,755	-5%	7,400	8,217	-10%

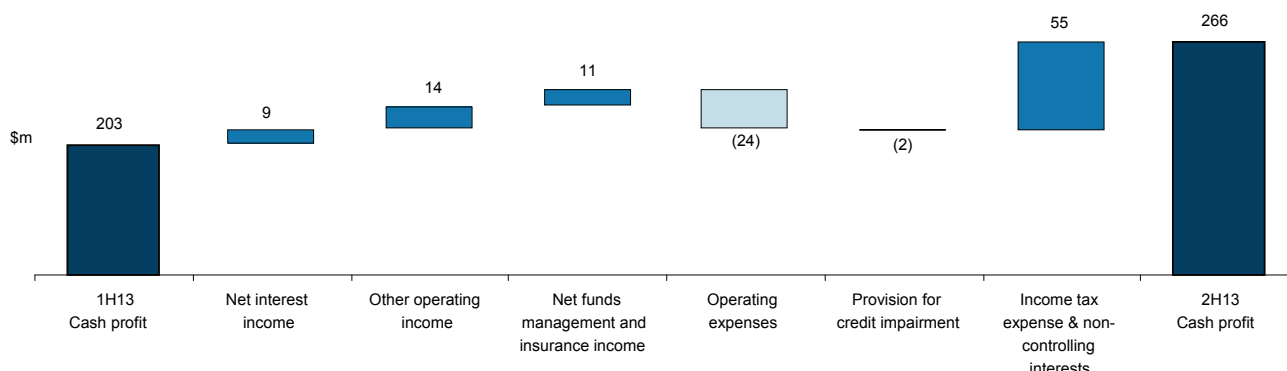
^{1.} Comparatives have been adjusted following the reallocation of Goodwill from Group Centre

^{2.} September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology

Global Wealth

Joyce Phillips

The Global Wealth division comprises Private Wealth, Funds Management and Insurance business units which provides investment, superannuation, insurance products and services (including Private Banking) for customers across Australia, New Zealand and Asia.

Cash profit – September 2013 Half Year v March 2013 Half Year


Global Wealth is focused on delivering innovative and compelling financial solutions to our customers across the region, that enable them to actively engage in growing and protecting their wealth.

Global Wealth serves over two million customers and manages \$58.6 billion in investment and retirement savings. Customers can access ANZ's Wealth solutions through teams of highly qualified financial planners and advisers, innovative online and mobile platforms, ANZ Private Bankers and ANZ's branch network.

Global Wealth is investing in strategic growth initiatives to change the game in wealth. The focus of these initiatives is on digital platforms that better connect customers to their wealth, innovative solutions for the self-directed customers and programs to leverage capabilities across the region to deliver service and scale efficiencies.

Funds Management update

The Funds Management business continues to strengthen the core retail superannuation and investment offerings. ANZ's Smart Choice Super product experienced strong growth with higher levels of insurance take-up which is an embedded feature of the product. Strategic initiatives continue to focus on simplifying operational processes, as well as reshaping the business to overcome the impacts of the changing regulatory environment.

The New Zealand business continues to hold a dominant market position in KiwiSaver with strong growth in net flows and the business' key focus is to improve customer experience by offering innovative solutions and enhancing self service capabilities.

Insurance update

The business is focused on strengthening our position in the insurance market with strong growth in inforce premium across Direct and Retail channels. In an environment that is challenging, continued investment in claims management processes and targeted retention activities have contributed to an improvement in claims experience and a stabilising of lapse rates over the past 12 months.

Private Wealth update

Business momentum remains strong, with continued focus on building a platform for growth through strengthening resources and improved product offerings and global investment solutions for our customers.

September 2013 v March 2013

Cash Profit improved by 31%, driven by improved Funds Management and Insurance results, along with a favourable one-off tax consolidation adjustment.

Key factors affecting the result were:

- Funds Management operating income improved by 5% as a result of 7% growth in FUM to \$58.6 billion, primarily driven by improved investment markets. Whilst the investment markets were volatile, growth in domestic equity markets was solid with the ASX200 up by 5.1%. Funds Management margins remain under pressure reflecting contraction of the legacy portfolio and subdued demand in high margin growth products.
- Insurance operating income increased by 4% due to strong growth in inforce premium and improved general insurance event and working claims, partially offset by adverse life insurance related claims and lapse experience.
- Private Wealth operating income was up by 11%. Volumes continued to improve with customer deposits and net loans and advances growing by 15% and 7% respectively.
- Operating expenses grew by 5%, primarily driven by investment in strategic growth initiatives, with a new focus on innovation to enable customers to be self-directed. In addition, costs grew from compliance related project costs and additional distribution capacity.

September 2013 v September 2012

Cash Profit increased by 36%, with a 5% increase in operating income, a 2% reduction in expenses, as well as the inclusion of a favourable one-off tax consolidation adjustment.

Key factors affecting the result were:

- Funds Management operating income increased by 4%. This was mainly driven by 13% growth in FUM as a result of strong gains from the investment market, partially offset by margin contraction and losses from the annuity portfolio.
- Insurance operating income grew 6% driven by improved life insurance related claims and stable lapse experience, along with strong growth in inforce premium in retail products. General insurance operating margins also improved, delivering a strong result with 11% higher inforce premium, as well as improved event and working claims.
- Private Wealth operating income was up by 6% mainly driven by solid growth in volumes. Net loans and advances grew by 15% and customer deposits increased by 22%.
- Operating expenses reduced by 2% (broadly flat after adjusting for non-recurring software impairments in the prior year), with productivity and simplification activities offsetting increased investment in strategic growth initiatives.

SEGMENT REVIEW

Global Wealth
Joyce Phillips

Global Wealth Total

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	67	58	16%	125	122	2%
Other operating income	94	80	18%	174	172	1%
Net funds management and insurance income	611	600	2%	1,211	1,146	6%
Operating income	772	738	5%	1,510	1,440	5%
Operating expenses	(484)	(460)	5%	(944)	(967)	-2%
Profit before credit impairment and income tax	288	278	4%	566	473	20%
Provision for credit impairment	(3)	(1)	large	(4)	(4)	0%
Profit before income tax	285	277	3%	562	469	20%
Income tax expense and non-controlling interests	(19)	(74)	-74%	(93)	(123)	-24%
Cash profit	266	203	31%	469	346	36%
Consisting of:						
Business Segment						
Funds Management ¹	74	54	37%	128	68	88%
Insurance	113	108	5%	221	203	9%
Private Wealth	26	24	8%	50	37	35%
Corporate and Other ²	53	17	large	70	38	84%
Total Global Wealth	266	203	31%	469	346	36%
Australia	236	173	36%	409	300	36%
New Zealand	35	30	17%	65	51	27%
Asia Pacific, Europe & America	(5)	-	n/a	(5)	(5)	0%
Total Global Wealth	266	203	31%	469	346	36%
Income from invested capital ³	19	28	-32%	47	57	-18%
Balance Sheet						
Funds under management	58,578	54,805	7%	58,578	51,667	13%
Average funds under management	56,507	53,218	6%	54,990	50,723	11%
In-force premiums	1,986	1,893	5%	1,986	1,822	9%
Customer deposits	11,569	10,042	15%	11,569	9,449	22%
Net loans & advances	6,187	5,776	7%	6,187	5,361	15%
Ratios						
Operating expenses to operating income	62.7%	62.3%		62.5%	67.2%	
Funds management expenses to average FUM ⁴						
Australia	0.55%	0.59%		0.57%	0.72%	
New Zealand	0.46%	0.49%		0.46%	0.61%	
Insurance expenses to in-force premiums						
Australia	11.5%	10.8%		10.9%	11.6%	
New Zealand	36.1%	41.6%		37.4%	40.9%	
Retail insurance lapse rates						
Australia	14.1%	13.3%		13.7%	13.9%	
New Zealand ⁵	16.7%	15.7%		15.9%	16.6%	
Total full time equivalent staff (FTE)	4,267	4,164	2%	4,267	4,024	6%
Aligned adviser numbers ⁶	2,133	2,160	-1%	2,133	2,265	-6%

¹ Funds management includes Pensions & Investments business and E*Trade

² Corporate and other includes income from invested capital, profits from advice and distribution business and unallocated corporate tax credits

³ Income from invested capital represents after tax revenue generated from investing insurance and investment business' capital balances (required for regulatory purposes) net of group funding charges and borrowing costs which is included as part of Corporate and Other results. The invested capital as at 30 September 2013 was \$2.1 billion (Sep 12: \$2.1 billion), which comprises fixed interest securities of 33% and cash and term deposits of 67% (Sep 12: 26% fixed interest securities and 74% cash and term deposits)

⁴ Funds management expense and FUM only relates to Pensions & Investments business

⁵ Comparatives have been amended following refinement of calculation methodology

⁶ Includes corporate authorised representatives of dealer groups wholly or partially controlled by OnePath Group and ANZ Group financial planners. Comparatives have been amended to align to current year classification methodology

SEGMENT REVIEW

Global Wealth
Joyce Phillips

Major business segments

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Funds Management¹						
Net interest income	17	18	-6%	35	36	-3%
Other operating income	36	33	9%	69	56	23%
Funds management income	406	388	5%	794	776	2%
Funds management volume related expenses	(191)	(183)	4%	(374)	(365)	2%
Operating income	268	256	5%	524	503	4%
Operating expenses	(178)	(183)	-3%	(361)	(412)	-12%
Profit before credit impairment and income tax	90	73	23%	163	91	79%
Provision for credit impairment	-	-	n/a	-	-	n/a
Profit before income tax	90	73	23%	163	91	79%
Income tax expense and non-controlling interests	(16)	(19)	-16%	(35)	(23)	52%
Cash profit	74	54	37%	128	68	88%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Insurance						
Net interest income	13	13	0%	26	29	-10%
Other operating income	33	25	32%	58	67	-13%
Insurance income	383	366	5%	749	687	9%
Insurance volume related expenses	(146)	(133)	10%	(279)	(258)	8%
Operating income	283	271	4%	554	525	6%
Operating expenses	(132)	(124)	6%	(256)	(249)	3%
Profit before credit impairment and income tax	151	147	3%	298	276	8%
Provision for credit impairment	-	-	n/a	-	-	n/a
Profit before income tax	151	147	3%	298	276	8%
Income tax expense and non-controlling interests	(38)	(39)	-3%	(77)	(73)	5%
Cash profit	113	108	5%	221	203	9%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Private Wealth						
Net interest income	59	50	18%	109	104	5%
Other operating income	25	23	9%	48	48	0%
Net funds management income	23	23	0%	46	40	15%
Operating income	107	96	11%	203	192	6%
Operating expenses	(66)	(61)	8%	(127)	(134)	-5%
Profit before credit impairment and income tax	41	35	17%	76	58	31%
Provision for credit impairment	(3)	(1)	large	(4)	(4)	0%
Profit before income tax	38	34	12%	72	54	33%
Income tax expense and non-controlling interests	(12)	(10)	20%	(22)	(17)	29%
Cash profit	26	24	8%	50	37	35%

¹ Funds management includes Pensions & Investments business and E*Trade

SEGMENT REVIEW

Global Wealth Joyce Phillips

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net insurance income						
Life Insurance Planned profit margin						
Group & Individual	183	173	6%	356	356	0%
Experience profit/(loss) ¹	(24)	(12)	100%	(36)	(60)	-40%
Assumption changes ²	-	-	n/a	-	1	-100%
General Insurance operating profit margin	36	28	29%	64	45	42%
Australia	195	189	3%	384	342	12%
Life Insurance Planned profit margin						
Individual	45	44	2%	89	74	20%
Experience profit/(loss) ¹	(3)	-	n/a	(3)	6	large
Assumption changes ²	-	-	n/a	-	7	-100%
New Zealand	42	44	-5%	86	87	-1%
Total	237	233	2%	470	429	10%

¹ Experience profit/(loss) variations are gains or losses arising from actual experience differing from plan on Group and Individual business (Australia) and Individual business (New Zealand)

² Assumption changes are gains or losses arising from a change in valuation methods and best estimate assumptions

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Operating expenses by business segment						
Funds management ³	178	183	-3%	361	412	-12%
Insurance	132	124	6%	256	249	3%
Private Wealth	66	61	8%	127	134	-5%
Corporate and Other	108	92	17%	200	172	16%
Total	484	460	5%	944	967	-2%

³ Funds management includes Pensions & Investments business and E*Trade

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Operating expenses by geography						
Australia	395	378	4%	773	800	-3%
New Zealand	58	54	7%	112	112	0%
Asia Pacific, Europe & America	31	28	11%	59	55	7%
Total	484	460	5%	944	967	-2%

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Funds under management					
Funds under management - average	56,507	53,218	50,723	6%	11%
Funds under management - end of period	58,578	54,805	51,667	7%	13%
Composed of:					
Australian equities	19,164	18,208	15,234	5%	26%
Global equities	11,583	10,301	10,441	12%	11%
Cash and fixed interest	24,153	22,775	22,676	6%	7%
Property and infrastructure	3,678	3,521	3,316	4%	11%
Total	58,578	54,805	51,667	7%	13%

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Funds under management by region					
Australia	47,362	45,385	42,842	4%	11%
New Zealand	11,216	9,420	8,825	19%	27%
Total	58,578	54,805	51,667	7%	13%

SEGMENT REVIEW

Global Wealth Joyce Phillips

	Sep 13 \$M	In- flows	Out- flows	Other ¹	Sep 12 \$M
Funds Management cashflows by product					
OneAnswer	18,301	2,629	(2,779)	2,146	16,305
Other Personal Investment	5,551	535	(994)	479	5,531
Employer Super	14,028	1,490	(1,769)	1,366	12,941
Oasis	5,885	813	(1,028)	828	5,272
ANZ Trustees	3,597	433	(103)	474	2,793
Kiwisaver	3,813	938	(311)	666	2,520
Private Bank - New Zealand	3,879	719	(552)	599	3,113
Other New Zealand	3,524	488	(917)	761	3,192
Total	58,578	8,045	(8,453)	7,319	51,667

¹ Other includes investment income net of taxes, fees and charges and distributions

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Insurance annual in-force premiums					
Group	447	439	431	2%	4%
Individual	1,067	1,006	967	6%	10%
General Insurance	472	448	424	5%	11%
Total	1,986	1,893	1,822	5%	9%
Insurance annual in-force premiums by region					
Australia	1,839	1,756	1,694	5%	9%
New Zealand	147	137	128	7%	15%
Total	1,986	1,893	1,822	5%	9%

	Sep 13 \$M	New business \$M	Lapses \$M	Sep 12 \$M
Insurance in-force book movement				
Group	447	55	(39)	431
Individual	1,067	249	(149)	967
General Insurance	472	167	(119)	424
Total	1,986	471	(307)	1,822
Insurance in-force book movement by region				
Australia	1,839	445	(300)	1,694
New Zealand	147	26	(7)	128
Total	1,986	471	(307)	1,822

	Australia \$M	New Zealand \$M	Total \$M
Embedded value and value of new business (insurance and investments only)			
Embedded value as at September 2012 ²	3,721	370	4,091
Value of new business ³	224	19	243
Expected return ⁴	309	27	336
Experience deviations and assumption changes ⁵	(302)	5	(297)
Sub-total embedded value before economic assumption changes and net transfer	3,952	421	4,373
Economic assumptions change ⁶	(29)	1	(28)
Net transfer ⁷	(679)	-	(679)
Embedded value as at September 2013	3,244	422	3,666

² Embedded value represents the present value of future profits and releases of capital arising from the business in force at the valuation date, and adjusted net assets. It is determined using best estimate assumptions with franking credits included at 70% of face value. Projected cash flows have been discounted using capital asset pricing model risk discount rates of 8.75%-10.50%. ANZ Lenders Mortgage Insurance business is not included in the valuation

³ Value of new business represents the present value of future profits less the cost of capital arising from the new business written over the period

⁴ Expected return represents expected increase in value over the period

⁵ Experience deviations and assumption changes arise from deviations from and changes to best estimate assumptions underlying the prior period embedded value. The adverse movement for the Australian business is primarily due to increases in future assumed lapse rates on the retail business and increased claim rates on group business. A reduction in margins on the employer super product following the introduction of MySuper have also reduced the value. New Zealand has experienced positive claims experience in the past 12 months

⁶ Risk discount rates have increased by 75-100bps over the twelve month period leading to a negative impact. The discount rate impact in the New Zealand business was offset by the increase in the exchange rate for the New Zealand dollar

⁷ Net transfer represents net capital movements over the period including capital injections, transfer of cash dividends and value of franking credits. In the past 12 months, there was a \$375 million capital withdrawal, \$240 million net dividend payment and \$64 million franking credits transferred to the ANZ group

SEGMENT REVIEW

Group Centre

Group Centre comprises Global Services & Operations, Group Technology, Group Human Resources, Group Risk, Group Strategy, Group Corporate Affairs, Group Corporate Communications, Group Treasury, Global Internal Audit, Group Finance, Group Marketing, Innovation and Digital, Shareholder Functions and discontinued businesses. Group Centre segment results are after internal recharges to operating segments.

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income ¹	211	232	-9%	443	378	17%
Other external operating income ¹	(139)	(75)	85%	(214)	152	large
Operating income	72	157	-54%	229	530	-57%
Operating expenses	(226)	(193)	17%	(419)	(420)	0%
Profit/(Loss) before credit impairment and income tax	(154)	(36)	large	(190)	110	large
Provision for credit impairment	(19)	-	n/a	(19)	(13)	46%
Profit/(Loss) before income tax	(173)	(36)	large	(209)	97	large
Income tax expense and non-controlling interests	50	4	large	54	36	50%
Cash profit/(loss)	(123)	(32)	large	(155)	133	large
Total full time equivalent staff (FTE)	8,077	7,684	5%	8,077	7,554	7%

^{1.} Includes offsetting variances between net interest and other income as a result of elimination entries associated with the consolidation of OnePath Australia.

Cash profit – September 2013 Half Year v March 2013 Half Year



September 2013 v March 2013

Key factors affecting the result were:

- Operating income decreased \$85 million largely due to realised losses from foreign currency hedges.
- Operating expenses increased \$33 million due to increased investment in enterprise projects and the impact of a GST credit in the first half.
- Provision for credit impairment increased \$19 million due to provisions relating to discontinued businesses in the September 2013 half.

September 2013 v September 2012

Key factors affecting the result were:

- Operating income decreased \$301 million mainly due to a \$291 million gain on sale of VISA shares in the September 2012 half.
- Operating expenses decreased \$1 million largely due to \$24 million software impairment expense in 2012 offset by higher depreciation and amortisation and restructuring expenses in 2013.
- Provision for credit impairment increased \$6 million due to higher provisions relating to discontinued businesses in 2013.

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CONTENTS

Section 6 – Geographic Review

Geographic performance

Australia geography

Asia Pacific, Europe & America geography

New Zealand geography

Geographic Performance

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Statutory Profit						
Australia	2,140	1,958	9%	4,098	3,728	10%
Asia Pacific, Europe & America	584	460	27%	1,044	951	10%
New Zealand	608	522	16%	1,130	982	15%
	3,332	2,940	13%	6,272	5,661	11%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Cash Profit						
Australia	2,136	2,164	-1%	4,300	3,870	11%
Asia Pacific, Europe & America	555	460	21%	1,015	963	5%
New Zealand	625	558	12%	1,183	997	19%
	3,316	3,182	4%	6,498	5,830	11%

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Net loans & advances					
Australia	320,775	312,247	305,817	3%	5%
Asia Pacific, Europe & America	59,737	51,620	45,310	16%	32%
New Zealand	88,783	78,113	76,696	14%	16%
Net loans & advances	469,295	441,980	427,823	6%	10%

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Customer deposits					
Australia	207,903	195,850	194,695	6%	7%
Asia Pacific, Europe & America	98,126	92,736	80,464	6%	22%
New Zealand	62,800	55,549	52,717	13%	19%
Customer deposits	368,829	344,135	327,876	7%	12%

Australia geography

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	4,631	4,514	3%	9,145	8,669	5%
Other external operating income	1,533	1,677	-9%	3,210	3,547	-10%
Operating income	6,164	6,191	0%	12,355	12,216	1%
Operating expenses	(2,678)	(2,602)	3%	(5,280)	(5,621)	-6%
Profit before credit impairment and income tax	3,486	3,589	-3%	7,075	6,595	7%
Provision for credit impairment	(488)	(466)	5%	(954)	(1,008)	-5%
Profit before tax	2,998	3,123	-4%	6,121	5,587	10%
Income tax expense and non-controlling interests	(862)	(959)	-10%	(1,821)	(1,717)	6%
Cash profit	2,136	2,164	-1%	4,300	3,870	11%
Adjustments between statutory profit and cash profit	4	(206)	large	(202)	(142)	42%
Statutory profit	2,140	1,958	9%	4,098	3,728	10%
Balance Sheet						
Net loans & advances	320,775	312,247	3%	320,775	305,817	5%
Other external assets	132,379	126,486	5%	132,379	123,592	7%
External assets	453,154	438,733	3%	453,154	429,409	6%
Customer deposits	207,903	195,850	6%	207,903	194,695	7%
Other deposits and borrowings	59,510	63,239	-6%	59,510	55,782	7%
Deposits and other borrowings	267,413	259,089	3%	267,413	250,477	7%
Other external liabilities	156,225	148,116	5%	156,225	148,506	5%
External liabilities	423,638	407,205	4%	423,638	398,983	6%
Risk weighted assets ¹	196,416	192,118	2%	196,416	179,957	9%
Average net loans and advances	316,228	309,310	2%	312,778	299,026	5%
Average deposits and other borrowings	266,842	255,299	5%	261,087	251,751	4%
Ratios						
Net interest margin - cash	2.45%	2.52%		2.48%	2.49%	
Net interest margin (excluding Global Markets)	2.75%	2.79%		2.77%	2.79%	
Operating expenses to operating income - cash	43.4%	42.0%		42.7%	46.0%	
Operating expenses to average assets - cash	1.18%	1.20%		1.19%	1.32%	
Individual provision charge/(release) - cash	433	447	-3%	880	1,366	-36%
Individual provision charge/(release) as a % of average net advances - cash	0.27%	0.29%		0.28%	0.46%	
Collective provision charge/(release) - cash	55	19	large	74	(358)	large
Collective provision charge/(release) as a % of average net advances - cash	0.03%	0.01%		0.02%	(0.12%)	
Net impaired assets	1,822	2,097	-13%	1,822	2,314	-21%
Net impaired assets as a % of net advances	0.57%	0.67%		0.57%	0.76%	
Total full time equivalent staff (FTE)	21,137	21,350	-1%	21,137	21,682	-3%

¹. September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology.

Asia Pacific, Europe & America geography

Table reflects AUD for the APEA region

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	768	682	13%	1,450	1,338	8%
Other external operating income	872	809	8%	1,681	1,485	13%
Operating income	1,640	1,491	10%	3,131	2,823	11%
Operating expenses	(903)	(822)	10%	(1,725)	(1,559)	11%
Profit before credit impairment and income tax	737	669	10%	1,406	1,264	11%
Provision for credit impairment	(91)	(99)	-8%	(190)	(99)	92%
Profit before income tax	646	570	13%	1,216	1,165	4%
Income tax expense and non-controlling interests	(91)	(110)	-17%	(201)	(202)	0%
Cash profit	555	460	21%	1,015	963	5%
Adjustments between statutory profit and cash profit	29	-	n/a	29	(12)	large
Statutory profit	584	460	27%	1,044	951	10%
Geographic segments:						
Asia	355	301	18%	656	555	18%
Europe & America	98	68	44%	166	218	-24%
Pacific	102	91	12%	193	190	2%
Cash profit	555	460	21%	1,015	963	5%
Balance Sheet						
Net loans & advances	59,737	51,620	16%	59,737	45,310	32%
Other external assets	76,913	80,897	-5%	76,913	65,571	17%
External assets	136,650	132,517	3%	136,650	110,881	23%
Customer deposits	98,126	92,736	6%	98,126	80,464	22%
Other deposits and borrowings	4,992	8,319	-40%	4,992	7,398	-33%
Deposits and other borrowings	103,118	101,055	2%	103,118	87,862	17%
Other external liabilities	38,306	38,975	-2%	38,306	30,453	26%
External liabilities	141,424	140,030	1%	141,424	118,315	20%
Risk weighted assets ¹	85,586	78,416	9%	85,586	69,261	24%
Average net loans and advances	57,336	47,326	21%	52,345	41,112	27%
Average deposits and other borrowings	100,037	89,150	12%	94,608	77,182	23%
Ratios						
Net interest margin	1.17%	1.20%		1.18%	1.33%	
Net interest margin (excluding Global Markets)	1.99%	2.15%		2.06%	2.34%	
Operating expenses to operating income - cash	55.1%	55.1%		55.1%	55.3%	
Operating expenses to average assets - cash	1.24%	1.27%		1.25%	1.38%	
Individual provision charge/(release) - cash	94	87	8%	181	81	large
Individual provision charge/(release) as a % of average net advances - cash	0.33%	0.37%		0.35%	0.19%	
Collective provision charge/(release) - cash	(3)	12	large	9	18	-50%
Collective provision charge/(release) as a % of average net advances - cash	(0.01%)	0.06%		0.02%	0.04%	
Net impaired assets	386	337	15%	386	319	21%
Net impaired assets as a % of net advances	0.65%	0.65%		0.65%	0.70%	
Total full time equivalent staff (FTE)	18,091	17,413	4%	18,091	17,500	3%

¹ September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology.

Asia Pacific, Europe & America geography

Table reflects USD for the APEA region

	Half Year			Full Year		
	Sep 13 USD M	Mar 13 USD M	Movt	Sep 13 USD M	Sep 12 USD M	Movt
Net interest income	731	709	3%	1,440	1,375	5%
Other external operating income	830	840	-1%	1,670	1,526	9%
Operating income	1,561	1,549	1%	3,110	2,901	7%
Operating expenses	(859)	(854)	1%	(1,713)	(1,602)	7%
Profit before credit impairment and income tax	702	695	1%	1,397	1,299	8%
Provision for credit impairment	(86)	(103)	-17%	(189)	(102)	85%
Profit before income tax	616	592	4%	1,208	1,197	1%
Income tax expense and non-controlling interests	(86)	(114)	-25%	(200)	(208)	-4%
Cash profit	530	478	11%	1,008	989	2%
Adjustments between statutory profit and cash profit	29	-	n/a	29	(11)	large
Statutory profit	559	478	17%	1,037	978	6%
Geographic segments:						
Asia	338	313	8%	651	570	14%
Europe & America	94	71	32%	165	224	-26%
Pacific	97	94	3%	191	195	-2%
Cash profit	529	478	11%	1,007	989	2%
Balance Sheet						
Net loans & advances	55,627	53,809	3%	55,627	47,403	17%
Other external assets	71,617	84,327	-15%	71,617	68,601	4%
External assets	127,244	138,136	-8%	127,244	116,004	10%
Customer deposits	91,376	96,669	-5%	91,376	84,182	9%
Other deposits and borrowings	4,648	8,671	-46%	4,648	7,739	-40%
Deposits and other borrowings	96,024	105,340	-9%	96,024	91,921	4%
Other external liabilities	35,669	40,627	-12%	35,669	31,860	12%
External liabilities	131,693	145,967	-10%	131,693	123,781	6%
Risk weighted assets ¹	79,698	81,741	-2%	79,698	72,461	10%
Average net loans and advances	54,774	49,158	11%	51,974	42,255	23%
Average deposits and other borrowings	95,267	92,601	3%	93,937	79,329	18%
Ratios						
Net interest margin	1.17%	1.20%		1.18%	1.33%	
Net interest margin (excluding Global Markets)	1.99%	2.15%		2.06%	2.34%	
Operating expenses to operating income - cash	55.1%	55.1%		55.1%	55.3%	
Operating expenses to average assets - cash	1.24%	1.27%		1.25%	1.37%	
Individual provision charge/(release) - cash	90	90	0%	180	82	large
Individual provision charge/(release) as a % of average net advances - cash	0.33%	0.37%		0.35%	0.19%	
Collective provision charge/(release) - cash	(4)	13	large	9	20	-55%
Collective provision charge/(release) as a % of average net advances - cash	(0.01%)	0.06%		0.02%	0.04%	
Net impaired assets	362	350	3%	362	333	9%
Net impaired assets as a % of net advances	0.65%	0.65%		0.65%	0.70%	
Total full time equivalent staff (FTE)	18,091	17,413	4%	18,091	17,500	3%

¹ September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology.

New Zealand geography

Table reflects AUD results for the New Zealand geography

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Net interest income	1,137	1,040	9%	2,177	2,103	4%
Other external operating income	351	364	-4%	715	706	1%
Operating income	1,488	1,404	6%	2,892	2,809	3%
Operating expenses	(621)	(610)	2%	(1,231)	(1,339)	-8%
Profit before credit impairment and income tax	867	794	9%	1,661	1,470	13%
Provision for credit impairment	(19)	(34)	-44%	(53)	(151)	-65%
Profit before income tax	848	760	12%	1,608	1,319	22%
Income tax expense and non-controlling interests	(223)	(202)	10%	(425)	(322)	32%
Cash profit	625	558	12%	1,183	997	19%
Adjustments between statutory profit and cash profit	(17)	(36)	-53%	(53)	(15)	large
Statutory profit	608	522	16%	1,130	982	15%
Balance Sheet						
Net loans & advances	88,783	78,113	14%	88,783	76,696	16%
Other external assets	24,404	23,266	5%	24,404	25,145	-3%
External assets	113,187	101,379	12%	113,187	101,841	11%
Customer deposits	62,800	55,549	13%	62,800	52,717	19%
Other deposits and borrowings	6,343	4,781	33%	6,343	6,067	5%
Deposits and other borrowings	69,143	60,330	15%	69,143	58,784	18%
Other external liabilities	23,171	22,534	3%	23,171	24,808	-7%
External liabilities	92,314	82,864	11%	92,314	83,592	10%
Risk weighted assets ¹	57,263	52,048	10%	57,263	50,901	12%
Average net loans and advances	83,724	77,258	8%	80,500	73,109	10%
Average deposits and other borrowings	65,485	60,351	9%	62,925	55,535	13%
Ratios						
Net interest margin	2.31%	2.27%		2.29%	2.43%	
Net interest margin (excluding Global Markets)	2.52%	2.51%		2.52%	2.63%	
Operating expenses to operating income - cash	41.6%	43.5%		42.5%	47.7%	
Operating expenses to average assets - cash	1.12%	1.18%		1.15%	1.34%	
Individual provision charge/(release) - cash	45	61	-26%	106	192	-45%
Individual provision charge/(release) as a % of average net advances - cash	0.11%	0.16%		0.13%	0.26%	
Collective provision charge/(release) - cash	(26)	(27)	-4%	(53)	(41)	29%
Collective provision charge/(release) as a % of average net advances - cash	(0.06%)	(0.07%)		(0.07%)	(0.05%)	
Net impaired assets	589	708	-17%	589	790	-25%
Net impaired assets as a % of net advances	0.66%	0.91%		0.66%	1.03%	
Total full time equivalent staff (FTE)	8,284	8,656	-4%	8,284	9,057	-9%

¹ September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology.

New Zealand geography

Table reflects NZD results for the New Zealand geography

	Half Year			Full Year		
	Sep 13 NZD M	Mar 13 NZD M	Movt	Sep 13 NZD M	Sep 12 NZD M	Movt
Net interest income	1,338	1,303	3%	2,641	2,709	-3%
Other external operating income	411	457	-10%	868	910	-5%
Operating income	1,749	1,760	-1%	3,509	3,619	-3%
Operating expenses	(728)	(765)	-5%	(1,493)	(1,725)	-13%
Profit before credit impairment and income tax	1,021	995	3%	2,016	1,894	6%
Provision for credit impairment	(22)	(43)	-49%	(65)	(194)	-66%
Profit before income tax	999	952	5%	1,951	1,700	15%
Income tax expense and non-controlling interests	(262)	(253)	4%	(515)	(415)	24%
Cash profit	737	699	5%	1,436	1,285	12%
Adjustments between statutory profit and cash profit	(20)	(44)	-55%	(64)	(20)	large
Statutory profit	717	655	9%	1,372	1,265	8%
Balance Sheet						
Net loans & advances	99,765	97,398	2%	99,765	96,094	4%
Other external assets	27,422	29,011	-5%	27,422	31,505	-13%
External assets	127,187	126,409	1%	127,187	127,599	0%
Customer deposits	70,567	69,264	2%	70,567	66,051	7%
Other deposits and borrowings	7,129	5,960	20%	7,129	7,601	-6%
Deposits and other borrowings	77,696	75,224	3%	77,696	73,652	5%
Other external liabilities	26,036	28,099	-7%	26,036	31,083	-16%
External liabilities	103,732	103,323	0%	103,732	104,735	-1%
Risk weighted assets ¹	64,346	64,898	-1%	64,346	63,775	1%
Average net loans and advances	98,494	96,831	2%	97,665	94,188	4%
Average deposits and other borrowings	77,041	75,640	2%	76,343	71,547	7%
Ratios						
Net interest margin	2.31%	2.27%		2.29%	2.43%	
Net interest margin (excluding Global Markets)	2.52%	2.51%		2.52%	2.63%	
Operating expenses to operating income - cash	41.6%	43.5%		42.5%	47.7%	
Operating expenses to average assets - cash	1.12%	1.18%		1.15%	1.34%	
Individual provision charge/(release) - cash	52	77	-32%	129	245	-47%
Individual provision charge/(release) as a % of average net advances - cash	0.11%	0.16%		0.13%	0.26%	
Collective provision charge/(release) - cash	(30)	(34)	-12%	(64)	(51)	25%
Collective provision charge/(release) as a % of average net advances - cash	(0.06%)	(0.07%)		(0.07%)	(0.05%)	
Net impaired assets	662	884	-25%	662	990	-33%
Net impaired assets as a % of net advances	0.66%	0.91%		0.66%	1.03%	
Total full time equivalent staff (FTE)	8,284	8,656	-4%	8,284	9,057	-9%

¹ September 2013 and March 2013 risk weighted assets under Basel 3 methodology, September 2012 risk weighted assets under Basel 2 methodology.

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CONTENTS

Section 7 – Profit Reconciliation

Adjustments between statutory profit and cash profit

Explanation of adjustments between statutory profit and cash profit

Reconciliation of statutory profit to cash profit

Non-IFRS information

The Group provides two additional measures of performance in the Results Announcement which are prepared on a basis other than in accordance with accounting standards - cash profit and economic profit. The guidance provided in Australian Securities and Investments Commission Regulatory Guide 230 has been followed when presenting this information.

Adjustments between statutory profit and cash profit

From 1 October 2012, the Group changed to reporting profit on a cash basis from reporting profit on an underlying profit basis. Comparative information has been restated on a consistent basis.

Statutory profit has been adjusted to exclude non-core items to arrive at cash profit and has been provided to assist readers to understand the results for the ongoing business activities of the Group. These adjustments made in arriving at cash profit are included in statutory profit which is subject to audit within the context of the Group statutory audit opinion. The Financial Report is in the process of being audited. Cash profit is not audited by the external auditor, however the external auditor has informed the Audit Committee that the adjustments have been determined on a consistent basis across each period presented.

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Statutory profit attributable to shareholders of the Company	3,332	2,940	13%	6,272	5,661	11%
Adjustments between statutory profit and cash profit	(16)	242	large	226	169	34%
Cash profit	3,316	3,182	4%	6,498	5,830	11%

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Adjustments between statutory profit and cash profit						
Treasury shares adjustment	31	53	-42%	84	96	-13%
Revaluation of policy liabilities	27	19	42%	46	(41)	large
Economic hedging	(205)	192	large	(13)	229	large
Revenue and net investment hedges	143	16	large	159	(53)	large
Structured credit intermediation trades	(12)	(38)	-68%	(50)	(62)	-19%
Total adjustments between statutory profit and cash profit	(16)	242	large	226	169	34%

Explanation of adjustments between statutory profit and cash profit

- Treasury shares adjustment

ANZ shares held by the Group in the consolidated managed funds and life business are deemed to be Treasury shares for accounting purposes. Dividends and realised and unrealised gains and losses from these shares are reversed as these are not permitted to be recognised in income for statutory reporting purposes. In deriving cash profit, these earnings are included to ensure there is no asymmetrical impact on the Group's profits because the Treasury shares support policy liabilities which are revalued in deriving income. Accordingly, an adjustment to statutory profit of \$31 million gain after tax (\$33 million gain pre tax) has been recognised.

- Revaluation of policy liabilities

When calculating policy liabilities, the projected future cash flows on insurance contracts are discounted to reflect the present value of the obligation, with the impact of changes in the market discount rate each period being reflected in the income statement. ANZ includes the impact on the remeasurement of the insurance contract attributable to changes in market discount rates as an adjustment to cash profit to remove the volatility attributable to changes in market interest rates which reverts to zero over the life of the insurance contract.

- Economic hedging and Revenue and net investment hedges

The Group enters into economic hedges to manage its interest rate and foreign exchange risk. The application of AASB 139: Financial Instruments – Recognition and Measurement results in fair value gains and losses being recognised within the income statement. ANZ includes the mark-to-market adjustments as an adjustment to cash profit as the profit or loss resulting from the transactions will reverse over time to match with the profit or loss from the economically hedged item as part of cash profit. This includes gains and losses arising from:

- approved classes of derivatives not designated in accounting hedge relationships but which are considered to be economic hedges, including hedges of NZD and USD revenue;
- the use of the fair value option (principally arising from the valuation of the 'own name' credit spread on debt issues designated at fair value); and
- ineffectiveness from designated accounting cash flow, fair value and net investment hedges.

In the table below, funding and lending related swaps are primarily cross currency interest rate swaps which are being used to convert the proceeds of foreign currency debt issuances into floating rate Australian dollar and New Zealand dollar debt. As these swaps do not qualify for hedge accounting, movements in the fair values are recorded in the Income Statement. The main drivers of these fair values are currency basis spreads and the Australian dollar and New Zealand dollar fluctuation against other major funding currencies. This category also includes economic hedges of select structured finance and specialised leasing transactions that do not qualify for hedge accounting. The main drivers of these fair value adjustments are Australian and New Zealand yield curves.

PROFIT RECONCILIATION

Gains in funding and lending related swaps were the result of a significant weakening in AUD across the major currencies, most notably USD and EUR in the second half of 2013. This was in contrast to the first half of 2013, where losses arose due to the contraction in currency basis spreads, principally from AUD/USD spreads.

Losses arising from the use of the fair value option on own name debt hedged by derivatives are a result of a contraction of the Group's credit spreads in the first half of 2013, with spreads stabilising in the second half of 2013.

Losses within revenue and net investment hedges were also the result of the significant weakening in AUD against the USD and NZD exchange rates in the second half of 2013.

	Half Year		Full Year	
	Sep 13 \$M	Mar 13 \$M	Sep 13 \$M	Sep 12 \$M
Impact on income statement (gains)/losses				
Timing differences where IFRS results in asymmetry between the hedge and hedged items				
Funding and lending related swaps	(281)	203	(78)	194
Use of the fair value option on own debt hedged by derivatives	(11)	74	63	119
Revenue and net investment hedges	201	23	224	(75)
Ineffective portion of cash flow and fair value hedges	(2)	(6)	(8)	16
Profit/(loss) before tax	(93)	294	201	254
Profit/(loss) after tax	(62)	208	146	176

Cumulative pre-tax timing differences relating to economic hedging (gains)/losses

	As at (\$M)		
	Sep 13	Mar 13	Sep 12
Timing differences where IFRS results in asymmetry between the hedge and hedged items (before tax)			
Funding and lending related swaps	678	959	756
Use of the fair value option on own debt hedged by derivatives	(1)	10	(64)
Revenue and net investment hedges	179	(22)	(45)
Ineffective portion of cash flow and fair value hedges	(25)	(23)	(17)
	831	924	630

PROFIT RECONCILIATION

- Structured credit intermediation trades

ANZ entered into a series of structured credit intermediation trades from 2004 to 2007. The underlying structures involve credit default swaps (CDS) over synthetic collateralised debt obligations (CDOs), portfolios of external collateralised loan obligations (CLOs) or specific bonds/floating rate notes (FRNs). ANZ sold protection using credit default swaps over these structures and then to mitigate risk, purchased protection via credit default swaps over the same structures from eight US financial guarantors.

Being derivatives, both the sold protection and purchased protection are marked-to-market. Prior to the commencement of the global credit crisis, movements in valuations of these positions were not significant and largely offset each other in income. Following the onset of the credit crisis, the purchased protection has provided only a partial offset against movements in valuation of the sold protection because:

- one of the counterparties to the purchased protection defaulted and many of the remaining were downgraded; and
- a credit valuation adjustment is applied to the remaining counterparties to the purchased protection reflective of changes to their credit worthiness.

ANZ is actively monitoring this portfolio with a view to reducing the exposure via termination and restructuring of both the bought and sold protection if and when ANZ deems it cost effective relative to the perceived risk associated with a specific trade or counterparty. During the year ANZ terminated all bought CDSs with one financial guarantor along with the corresponding sold CDSs for a net profit of \$7 million (including termination costs and release of CVA). The bought and sold protection trades are by nature largely offsetting, with the notional amount on the outstanding bought CDSs and outstanding sold CDSs at September 2013 each amounting to US\$4.5 billion (Mar 2013: US\$4.7 billion; Sep 2012: US\$8.0 billion).

The profit and loss impact of credit risk on structured credit derivatives remains volatile reflecting the impact of market movements in credit spreads and AUD/USD rates.

The (gain)/loss on structured credit intermediation trades is included as an adjustment to cash profit as it relates to a legacy non-core business where the cumulative mark-to-market movements are expected to reverse to zero in future periods.

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Credit risk on intermediation trades						
Profit before income tax	(15)	(48)	-69%	(63)	(73)	-14%
Income tax expense	3	10	-70%	13	11	18%
Profit after income tax	(12)	(38)	-68%	(50)	(62)	-19%

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Financial impacts of credit intermediation trades					
Mark-to-market exposure to financial guarantors	179	257	359	-30%	-50%
Cumulative costs relating to financial guarantors¹					
CVA for outstanding transactions	42	54	116	-22%	-64%
Realised close out and hedge costs	333	336	322	-1%	3%
Cumulative life to date charges	375	390	438	-4%	-14%

¹ The cumulative costs in managing the positions include realised losses relating to restructuring of trades in order to reduce risks and realised losses on termination of sold protection trades. It also includes foreign exchange hedging losses

- Credit risk on impaired derivatives (nil profit after tax impact)

Reclassification of a charge to income for credit valuation adjustments on defaulted and impaired derivative exposures to provision for credit impairment of \$9 million for the full year (Mar 2013 half: \$11 million; Sep 2012 full year: \$60 million). The reclassification has been made to reflect the manner in which the defaulted and impaired derivatives are managed.

- Policyholders tax gross up (nil profit after tax impact)

For statutory reporting purposes policyholder income tax and other related taxes paid on behalf of policyholders are included in both net income from wealth management and the Group's income tax expense. The gross up of \$184 million (Mar 2013 half: \$187 million; Sep 2012 full year: \$151 million) has been excluded from the cash results as it does not reflect the underlying performance of the business which is assessed on a net of policyholder tax basis.

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PROFIT RECONCILIATION

Reconciliation of statutory profit to cash profit

September 2013 Half Year

	Statutory profit	Adjustments to statutory profit		
		Treasury shares adjustment	Policyholders tax gross up	Revaluation of policy liabilities
	\$M	\$M	\$M	\$M
Net interest income	6,558	-	-	-
Fee income	1,228	-	-	-
Foreign exchange earnings	377	-	-	-
Profit on trading instruments	48	-	-	-
Net income from wealth mgmt	735	33	(184)	38
Other	570	-	-	-
Other operating income	2,958	33	(184)	38
Operating income	9,516	33	(184)	38
Personnel expenses	(2,413)	-	-	-
Premises expenses	(377)	-	-	-
Computer expenses	(625)	-	-	-
Restructuring expenses	(28)	-	-	-
Other expenses	(759)	-	-	-
Operating expenses	(4,202)	-	-	-
Profit before credit impairment and tax	5,314	33	(184)	38
Provision for credit impairment	(600)	-	-	-
Profit before income tax	4,714	33	(184)	38
Income tax expense	(1,377)	(2)	184	(11)
Non-controlling interests	(5)	-	-	-
Profit	3,332	31	-	27

March 2013 Half Year

	Statutory profit	Adjustments to statutory profit		
		Treasury shares adjustment	Policyholders tax gross up	Revaluation of policy liabilities
	\$M	\$M	\$M	\$M
Net interest income	6,200	-	-	-
Fee income	1,231	-	-	-
Foreign exchange earnings	467	-	-	-
Profit on trading instruments	315	-	-	-
Net income from wealth management	696	57	(187)	28
Other	21	-	-	-
Other operating income	2,730	57	(187)	28
Operating income	8,930	57	(187)	28
Personnel expenses	(2,344)	-	-	-
Premises expenses	(356)	-	-	-
Computer expenses	(618)	-	-	-
Restructuring expenses	(57)	-	-	-
Other expenses	(659)	-	-	-
Operating expenses	(4,034)	-	-	-
Profit before credit impairment and tax	4,896	57	(187)	28
Provision for credit impairment	(588)	-	-	-
Profit before income tax	4,308	57	(187)	28
Income tax expense	(1,363)	(4)	187	(9)
Non-controlling interests	(5)	-	-	-
Profit	2,940	53	-	19

PROFIT RECONCILIATION
September 2013 Half Year

Adjustments to statutory profit						Cash profit
Economic hedging	Revenue and net investment hedges	Structured credit intermediation trades	Credit risk on impaired derivatives	Total adjustments to statutory profit		
\$M	\$M	\$M	\$M	\$M		\$M
(22)	-	-	-	(22)		6,536
-	-	-	-	-		1,228
7	201	-	-	208		585
(43)	-	(15)	(2)	(60)		(12)
-	-	-	-	(113)		622
(237)	-	-	-	(237)		333
(273)	201	(15)	(2)	(202)		2,756
(295)	201	(15)	(2)	(224)		9,292
-	-	-	-	-		(2,413)
-	-	-	-	-		(377)
-	-	-	-	-		(625)
-	-	-	-	-		(28)
-	-	-	-	-		(759)
-	-	-	-	-		(4,202)
(295)	201	(15)	(2)	(224)		5,090
-	-	-	2	2		(598)
(295)	201	(15)	-	(222)		4,492
90	(58)	3	-	206		(1,171)
-	-	-	-	-		(5)
(205)	143	(12)	-	(16)		3,316

March 2013 Half Year

Adjustments to statutory profit						Cash profit
Economic hedging	Revenue and net investment hedges	Structured credit intermediation trades	Credit risk on impaired derivatives	Total adjustments to statutory profit		
\$M	\$M	\$M	\$M	\$M		\$M
36	-	-	-	36		6,236
-	-	-	-	-		1,231
(12)	23	-	-	11		478
7	-	(48)	11	(30)		285
-	-	-	-	(102)		594
241	-	-	-	241		262
236	23	(48)	11	120		2,850
272	23	(48)	11	156		9,086
-	-	-	-	-		(2,344)
-	-	-	-	-		(356)
-	-	-	-	-		(618)
-	-	-	-	-		(57)
-	-	-	-	-		(659)
-	-	-	-	-		(4,034)
272	23	(48)	11	156		5,052
-	-	-	(11)	(11)		(599)
272	23	(48)	-	145		4,453
(80)	(7)	10	-	97		(1,266)
-	-	-	-	-		(5)
192	16	(38)	-	242		3,182

PROFIT RECONCILIATION
September 2013 Full Year

	Statutory profit	Adjustments to statutory profit		
		Treasury shares adjustment	Policy-holders tax gross up	Revaluation of policy liabilities
	\$M	\$M	\$M	\$M
Net interest income	12,758	-	-	-
Fee income	2,459	-	-	-
Foreign exchange earnings	844	-	-	-
Profit on trading instruments	363	-	-	-
Net income from wealth mgmt	1,431	90	(371)	66
Other	591	-	-	-
Other operating income	5,688	90	(371)	66
Operating income	18,446	90	(371)	66
Personnel expenses	(4,757)	-	-	-
Premises expenses	(733)	-	-	-
Computer expenses	(1,243)	-	-	-
Restructuring expenses	(85)	-	-	-
Other expenses	(1,418)	-	-	-
Operating expenses	(8,236)	-	-	-
Profit before credit impair't and tax	10,210	90	(371)	66
Provision for credit impairment	(1,188)	-	-	-
Profit before income tax	9,022	90	(371)	66
Income tax expense	(2,740)	(6)	371	(20)
Non-controlling interests	(10)	-	-	-
Profit	6,272	84	-	46

September 2012 Full Year

	Statutory profit	Adjustments to statutory profit		
		Treasury shares adjustment	Policy-holders tax gross up	Revaluation of policy liabilities
	\$M	\$M	\$M	\$M
Net interest income	12,110	-	-	-
Fee income	2,412	-	-	-
Foreign exchange earnings	1,081	-	-	-
Profit on trading instruments	353	-	-	-
Net income from wealth mgmt	1,203	104	(151)	(57)
Other	552	-	-	-
Other operating income	5,601	104	(151)	(57)
Operating income	17,711	104	(151)	(57)
Personnel expenses	(4,765)	-	-	-
Premises expenses	(716)	-	-	-
Computer expenses	(1,383)	-	-	-
Restructuring expenses	(274)	-	-	-
Other expenses	(1,381)	-	-	-
Operating expenses	(8,519)	-	-	-
Profit before credit impair't and tax	9,192	104	(151)	(57)
Provision for credit impairment	(1,198)	-	-	-
Profit before income tax	7,994	104	(151)	(57)
Income tax expense	(2,327)	(8)	151	16
Non-controlling interests	(6)	-	-	-
Profit	5,661	96	-	(41)

PROFIT RECONCILIATION
September 2013 Full Year

Adjustment to statutory profit						Cash profit
Economic hedging	Revenue and net investment hedges	Structured credit intermediation trades	Credit risk on impaired derivatives	adjustments to statutory profit	Total	
\$M	\$M	\$M	\$M	\$M	\$M	\$M
14	-	-	-	14		12,772
-	-	-	-	-		2,459
(5)	224	-	-	219		1,063
(36)	-	(63)	9	(90)		273
-	-	-	-	(215)		1,216
4	-	-	-	4		595
(37)	224	(63)	9	(82)		5,606
(23)	224	(63)	9	(68)		18,378
-	-	-	-	-		(4,757)
-	-	-	-	-		(733)
-	-	-	-	-		(1,243)
-	-	-	-	-		(85)
-	-	-	-	-		(1,418)
-	-	-	-	-		(8,236)
(23)	224	(63)	9	(68)		10,142
-	-	-	(9)	(9)		(1,197)
(23)	224	(63)	-	(77)		8,945
10	(65)	13	-	303		(2,437)
-	-	-	-	-		(10)
(13)	159	(50)	-	226		6,498

September 2012 Full Year

Adjustment to statutory profit						Cash profit
Economic hedging	Revenue and net investment hedges	Structured credit intermediation trades	Credit risk on impaired derivatives	adjustments to statutory profit	Total	
\$M	\$M	\$M	\$M	\$M	\$M	
-	-	-	-	-	12,110	
-	-	-	-	-	2,412	
-	(75)	-	-	(75)	1,006	
9	-	(73)	60	(4)	349	
-	-	-	-	(104)	1,099	
320	-	-	-	320	872	
329	(75)	(73)	60	137	5,738	
329	(75)	(73)	60	137	17,848	
-	-	-	-	-	(4,765)	
-	-	-	-	-	(716)	
-	-	-	-	-	(1,383)	
-	-	-	-	-	(274)	
-	-	-	-	-	(1,381)	
-	-	-	-	-	(8,519)	
329	(75)	(73)	60	137	9,329	
-	-	-	(60)	(60)	(1,258)	
329	(75)	(73)	-	77	8,071	
(100)	22	11	-	92	(2,235)	
-	-	-	-	-	(6)	
229	(53)	(62)	-	169	5,830	

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CONDENSED CONSOLIDATED INCOME STATEMENT
Australia and New Zealand Banking Group Limited

	Note	Half Year			Full Year		
		Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Interest income		14,301	14,326	0%	28,627	30,538	-6%
Interest expense		(7,743)	(8,126)	-5%	(15,869)	(18,428)	-14%
Net interest income	2	6,558	6,200	6%	12,758	12,110	5%
Other operating income	2	1,952	1,823	7%	3,775	4,003	-6%
Net funds management and insurance income	2	735	696	6%	1,431	1,203	19%
Share of associates' profit	16	271	211	28%	482	395	22%
Operating income		9,516	8,930	7%	18,446	17,711	4%
Operating expenses	3	(4,202)	(4,034)	4%	(8,236)	(8,519)	-3%
Profit before credit impairment and income tax		5,314	4,896	9%	10,210	9,192	11%
Provision for credit impairment	8	(600)	(588)	2%	(1,188)	(1,198)	-1%
Profit before income tax		4,714	4,308	9%	9,022	7,994	13%
Income tax expense	4	(1,377)	(1,363)	1%	(2,740)	(2,327)	18%
Profit for the period		3,337	2,945	13%	6,282	5,667	11%
Comprising:							
Profit attributable to non-controlling interests		5	5	0%	10	6	67%
Profit attributable to shareholders of the Company		3,332	2,940	13%	6,272	5,661	11%
Earnings per ordinary share (cents)							
Basic	6	122.6	108.6	13%	231.3	213.4	8%
Diluted	6	118.6	105.4	13%	224.4	205.6	9%
Dividend per ordinary share (cents)	5	91	73	25%	164	145	13%

The notes appearing on pages 97 to 109 form an integral part of the Condensed Consolidated Financial Statements

Australia and New Zealand Banking Group Limited

	Full Year		
	Sep 13 \$M	Sep 12 \$M	Movt
Profit for the period	6,282	5,667	11%
Other comprehensive income			
<i>Items that will not be reclassified subsequently to profit or loss</i>			
Actuarial gain/(loss) on defined benefit plans	28	(54)	large
<i>Income tax on items that will not be reclassified subsequently to profit or loss</i>			
Actuarial gain/(loss) on defined benefit plans	(14)	10	large
<i>Items that may be reclassified subsequently to profit or loss</i>			
Foreign currency translation reserve			
Exchange differences taken to equity	1,712	(416)	large
Available-for-sale assets			
Valuation gain/(loss) taken to equity	13	259	-95%
Transferred to income statement	3	(246)	large
Cash flow hedges			
Valuation gain/(loss) taken to equity	(186)	43	large
Transferred to income statement	-	17	-100%
Share of associates' other comprehensive income ¹	18	(31)	large
<i>Income tax on items that may be reclassified subsequently to profit or loss</i>			
Foreign currency translation reserve	-	(1)	-100%
Available-for-sale assets revaluation reserve	(7)	(17)	-59%
Cash flow hedge reserve	52	(17)	large
Other comprehensive income net of tax	1,619	(453)	large
Total comprehensive income for the period	7,901	5,214	52%
Comprising total comprehensive income attributable to:			
Non-controlling interests	15	3	large
Shareholders of the Company	7,886	5,211	51%

¹ Share of associate's other comprehensive income is comprised of Available-for-sale assets reserve of \$18 million (Sep 12: loss of \$28 million); Foreign currency translation reserve loss of \$1 million (Sep 12: gain of \$1 million) and Cash flow hedge reserve of \$1 million (Sep 12: loss of \$4 million)

The notes appearing on pages 97 to 109 form an integral part of the Condensed Consolidated Financial Statements

CONDENSED CONSOLIDATED BALANCE SHEET
Australia and New Zealand Banking Group Limited

	Note	As at (\$M)			Movement	
		Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Assets						
Liquid assets		39,737	53,077	36,578	-25%	9%
Due from other financial institutions		22,177	20,781	17,103	7%	30%
Trading securities		41,288	39,569	40,602	4%	2%
Derivative financial instruments		45,878	41,700	48,929	10%	-6%
Available-for-sale assets		28,135	23,282	20,562	21%	37%
Net loans and advances	7	469,295	441,980	427,823	6%	10%
Regulatory deposits		2,106	1,679	1,478	25%	42%
Investment in associates		4,123	3,719	3,520	11%	17%
Current tax assets		20	55	33	-64%	-39%
Deferred tax assets		721	654	785	10%	-8%
Goodwill and other intangible assets		7,690	7,142	7,082	8%	9%
Investments backing policy liabilities		32,083	31,199	29,895	3%	7%
Other assets		7,574	5,709	5,623	33%	35%
Premises and equipment		2,164	2,079	2,114	4%	2%
Total assets		702,991	672,625	642,127	5%	9%
Liabilities						
Due to other financial institutions		36,306	43,345	30,538	-16%	19%
Deposits and other borrowings	9	439,674	420,474	397,123	5%	11%
Derivative financial instruments		47,509	45,070	52,639	5%	-10%
Current tax liabilities		972	735	781	32%	24%
Deferred tax liabilities		14	12	18	17%	-22%
Policy liabilities		32,388	31,087	29,537	4%	10%
External unit holder liabilities (life insurance funds)		3,511	3,730	3,949	-6%	-11%
Payables and other liabilities		12,594	12,589	10,109	0%	25%
Provisions		1,228	1,172	1,201	5%	2%
Bonds and notes		70,376	60,226	63,098	17%	12%
Loan capital	10	12,804	11,666	11,914	10%	7%
Total liabilities		657,376	630,106	600,907	4%	9%
Net assets		45,615	42,519	41,220	7%	11%
Shareholders' equity						
Ordinary share capital		23,641	23,589	23,070	0%	2%
Preference share capital		871	871	871	0%	0%
Reserves	12	(907)	(2,528)	(2,498)	-64%	-64%
Retained earnings	12	21,948	20,534	19,728	7%	11%
Share capital and reserves attributable to shareholders of the Company	12	45,553	42,466	41,171	7%	11%
Non-controlling interests	12	62	53	49	17%	27%
Total shareholders' equity	12	45,615	42,519	41,220	7%	11%

The notes appearing on pages 97 to 109 form an integral part of the Condensed Consolidated Financial Statements

CONDENSED CONSOLIDATED CASH FLOW STATEMENT

Australia and New Zealand Banking Group Limited

	Note	Full Year	
		Sep 13 Inflows (Outflows) \$M	Sep 12 Inflows (Outflows) \$M
Cash flows from operating activities			
Interest received		28,752	30,421
Interest paid		(16,333)	(18,827)
Dividends received		114	80
Other operating income received		9,616	7,432
Other operating expenses paid ¹		(7,351)	(7,890)
Income taxes (paid)/refunds received		(2,494)	(2,835)
<i>Net cash flows from funds management and insurance business</i>			
Premiums, other income and life investment deposits received		6,093	5,955
Investment income and policy deposits received/(paid)		198	78
Claims and policy liability payments		(4,983)	(4,428)
Commission expense paid		(446)	(439)
Cash flows from operating activities before changes in operating assets and liabilities		13,166	9,547
Changes in operating assets and liabilities arising from cash flow movements			
(Increase)/decrease in operating assets			
Liquid assets		(72)	435
Due from other financial institutions		674	(4,256)
Trading securities		768	(4,589)
Loans and advances		(28,952)	(32,748)
<i>Net cash flows from investments backing policy liabilities</i>			
Purchase of insurance assets ²		(3,505)	(6,917)
Proceeds from sale/maturity of insurance assets		4,341	7,866
Increase/(decrease) in operating liabilities			
Deposits and other borrowings ²		27,184	32,630
Due to other financial institutions		3,033	4,184
Payables and other liabilities		969	209
Change in operating assets and liabilities arising from cash flow movements		4,440	(3,186)
Net cash provided by/(used in) operating activities		17,606	6,361
Cash flows from investing activities			
Available-for-sale assets			
Purchases		(16,320)	(30,441)
Proceeds from sale or maturity		10,224	31,200
Controlled entities and associates			
Purchased (net of cash acquired)		(2)	(1)
Proceeds from sale (net of cash disposed)		81	18
Premises and equipment			
Purchases		(356)	(319)
Proceeds from sale		-	20
Other assets		(1,234)	(702)
Net cash provided by/(used in) investing activities		(7,607)	(225)
Cash flows from financing activities			
Bonds and notes			
Issue proceeds		18,895	24,352
Redemptions		(19,773)	(15,662)
Loan capital			
Issue proceeds		1,868	2,724
Redemptions		(1,465)	(2,593)
Dividends paid		(3,226)	(2,219)
Share capital issues		30	60
Share buyback		(425)	-
Net cash provided by/(used in) financing activities		(4,096)	6,662
Net increase/(decrease) in cash and cash equivalents		5,903	12,798
Cash and cash equivalents at beginning of period		41,450	30,021
Effects of exchange rate changes on cash and cash equivalents		1,670	(1,369)
Cash and cash equivalents at end of period	13	49,023	41,450

1. During the period, the Group reclassified on-market share purchases used to satisfy equity-settled share-based payments from financing to operating cash flows (2012: \$55m)

2. During the period, the Group reclassified certain transactions undertaken by the Wealth business in relation to securities issued by entities within the Group in order to better reflect the nature of the cash flows for the Group (2012: \$1,032 million)

The notes appearing on pages 97 to 109 form an integral part of the Condensed Consolidated Financial Statements

CONDENSED CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

Australia and New Zealand Banking Group Limited

	Ordinary share capital \$M	Preference shares \$M	Reserves ¹ \$M	Retained earnings \$M	Shareholders' equity attributable to Equity holders of the Bank \$M	Non- controlling interests \$M	Total Shareholders' equity \$M
As at 1 October 2011	21,343	871	(2,095)	17,787	37,906	48	37,954
Profit or loss	-	-	-	5,661	5,661	6	5,667
Other comprehensive income for the period	-	-	(406)	(44)	(450)	(3)	(453)
Total comprehensive income for the period	-	-	(406)	5,617	5,211	3	5,214
Transactions with equity holders in their capacity as equity holders:							
Dividends paid	-	-	-	(3,702)	(3,702)	(2)	(3,704)
Dividend income on treasury shares held within the Group's life insurance statutory funds	-	-	-	24	24	-	24
Dividend reinvestment plan	1,461	-	-	-	1,461	-	1,461
Transactions with non-controlling interests	-	-	(1)	-	(1)	-	(1)
Other equity movements:							
Share based payments/(exercises)	-	-	6	-	6	-	6
Group share option scheme	60	-	-	-	60	-	60
Treasury shares OnePath Australia adjustment	78	-	-	-	78	-	78
Group employee share acquisition scheme	128	-	-	-	128	-	128
Transfer of options/rights lapsed	-	-	(2)	2	-	-	-
As at 30 September 2012	23,070	871	(2,498)	19,728	41,171	49	41,220
Profit or loss	-	-	-	6,272	6,272	10	6,282
Other comprehensive income for the period	-	-	1,600	14	1,614	5	1,619
Total comprehensive income for the period	-	-	1,600	6,286	7,886	15	7,901
Transactions with equity holders in their capacity as equity holders:							
Dividends paid	-	-	-	(4,088)	(4,088)	(1)	(4,089)
Dividend income on treasury shares held within the Group's life insurance statutory funds	-	-	-	20	20	-	20
Dividend reinvestment plan	843	-	-	-	843	-	843
Transactions with non-controlling interests	-	-	(10)	-	(10)	(1)	(11)
Other equity movements:							
Share based payments/(exercises)	-	-	3	-	3	-	3
Group share option scheme	30	-	-	-	30	-	30
Treasury shares OnePath Australia adjustment	7	-	-	-	7	-	7
Group employee share acquisition scheme	116	-	-	-	116	-	116
Group share buyback	(425)	-	-	-	(425)	-	(425)
Transfer of options/rights lapsed	-	-	(2)	2	-	-	-
As at 30 September 2013	23,641	871	(907)	21,948	45,553	62	45,615

¹ Further information on other comprehensive income is disclosed in Note 12

The notes appearing on pages 97 to 109 form an integral part of the Condensed Consolidated Financial Statements

1. Basis of preparation

These Condensed Consolidated Financial Statements:

- have been prepared in accordance with the recognition and measurement requirements of Australian Accounting Standards ("AASs");
- should be read in conjunction with ANZ's Financial Statements for the year ended 30 September 2013 when released and any public announcements made by the Parent Entity and its controlled entities (the Group) for the year ended 30 September 2013 in accordance with the continuous disclosure obligations under the Corporations Act 2001 and the ASX Listing Rules;
- do not include all notes of the type normally included in ANZ's Annual Financial Statements;
- are presented in Australian dollars unless otherwise stated; and
- were approved by the Board of Directors on 28 October 2013.

i) Accounting policies

These Condensed Consolidated Financial Statements have been prepared on the basis of accounting policies and using methods of computation consistent with those applied in the 2012 Annual Financial Statements. All new AASs and Australian Accounting Standards Board Interpretations applicable to annual reporting periods commencing on or before 1 October 2012 have been applied to the Group effective from their required date of application. The initial application of these Standards and Interpretations has not had a material impact on the financial position or the financial results of the Group. Further details of the Group's accounting policies will be included in the Group's 2013 Annual Financial Statements when released.

ii) Use of estimates, assumptions and judgments

The preparation of these Condensed Consolidated Financial Statements requires the use of management judgement, estimates and assumptions that affect reported amounts and the application of accounting policies. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable. Actual results may differ from these estimates and the estimates may require review in future periods.

Further details of the Group's critical estimates and judgements will be contained in the Group's Financial Statements for the year ended 30 September 2013 when released.

iii) Comparatives

Certain amounts in the comparative information have been reclassified to conform with current period financial statement presentations.

During the current year the reporting treatment of chattel mortgages changed from 'hire purchase' to 'term loans – non housing' within the net loans and advances balance to better reflect the nature of the asset financing transactions. As a result 31 March 2013 hire purchase was reduced by \$7,365 million (Sep 2012: \$7,100 million reduction); unearned income reduced by \$988 million (Sep 2012: \$994 million reduction); and term loans – non housing increased by \$6,377 million (Sep 2012: \$6,106 million increase).

2. Income

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Interest income	14,301	14,326	0%	28,627	30,538	-6%
Interest expense	(7,743)	(8,126)	-5%	(15,869)	(18,428)	-14%
Net interest income	6,558	6,200	6%	12,758	12,110	5%
i) Fee and commission income						
Lending fees ¹	373	371	1%	744	697	7%
Non-lending fees and commissions	1,042	1,043	0%	2,085	2,060	1%
Total fee and commission income	1,415	1,414	0%	2,829	2,757	3%
Fee and commission expense	(187)	(183)	2%	(370)	(345)	7%
Net fee and commission income²	1,228	1,231	0%	2,459	2,412	2%
ii) Net funds management and insurance income						
Funds management income	444	418	6%	862	825	4%
Investment income	1,832	2,303	-20%	4,135	2,730	51%
Insurance premium income	829	519	60%	1,348	1,237	9%
Commission income/(expense)	(239)	(207)	15%	(446)	(438)	2%
Claims	(364)	(345)	6%	(709)	(598)	19%
Changes in policy liabilities ³	(1,734)	(1,935)	-10%	(3,669)	(2,449)	50%
Elimination of treasury share (gain)/loss	(33)	(57)	-42%	(90)	(104)	-13%
Total net funds management and insurance income	735	696	6%	1,431	1,203	19%
iii) Share of associates' profit	271	211	28%	482	395	22%
iv) Other income						
Net foreign exchange earnings	377	467	-19%	844	1,081	-22%
Net gains from trading securities and derivatives	33	267	-88%	300	280	7%
Credit risk on intermediation trades	15	48	-69%	63	73	-14%
Movement on financial instruments measured at fair value through profit & loss ⁴	236	(241)	large	(5)	(327)	-98%
Brokerage income	28	25	12%	53	55	-4%
Gain on sale of investment in Sacombank	-	-	n/a	-	10	-100%
Write-down of investment in SSI	(26)	-	n/a	(26)	(31)	-16%
Private equity and infrastructure earnings	(3)	-	n/a	(3)	28	large
Gain on sale of Visa shares	-	-	n/a	-	291	-100%
Dilution gain on investment in Bank of Tianjin	-	-	n/a	-	10	-100%
Other	64	26	large	90	121	-26%
Total other income	724	592	22%	1,316	1,591	-17%
Total other operating income	2,958	2,730	8%	5,688	5,601	2%
Total income⁵	17,259	17,056	1%	34,315	36,139	-5%
Profit before income tax as a % of total income	27.31%	25.26%		26.29%	22.12%	

¹ Lending fees exclude fees treated as part of the effective yield calculation in interest income

² Includes interchange fees paid

³ Includes policyholder tax gross up, which represents contribution tax (recovered at 15% on the super contributions made by members) debited to the policyholder account once a year in July when the statement is issued to the members at the end of the 30 June financial year

⁴ Includes fair value movements (excluding realised and accrued interest) on derivatives entered into to manage interest rate and foreign exchange risk on funding instruments and not designated as accounting hedges, ineffective portions of cashflow hedges, and fair value movements in financial assets and liabilities designated at fair value

⁵ Total income includes external dividend income of \$4 million (Mar 2013 half: \$3 million; Sep 2012 full year: \$4 million)

3. Operating expenses

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Personnel						
Employee entitlements and taxes	149	115	30%	264	288	-8%
Salaries and wages	1,556	1,547	1%	3,103	3,066	1%
Superannuation costs - defined benefit plans	5	2	large	7	10	-30%
Superannuation costs - defined contribution plans	140	143	-2%	283	295	-4%
Equity-settled share-based payments	99	101	-2%	200	189	6%
Temporary staff	84	64	31%	148	218	-32%
Other	380	372	2%	752	699	8%
Total personnel expenses	2,413	2,344	3%	4,757	4,765	0%
Premises						
Depreciation and amortisation	41	47	-13%	88	90	-2%
Rent	227	208	9%	435	412	6%
Utilities and other outgoings	89	81	10%	170	168	1%
Other	20	20	0%	40	46	-13%
Total premises expenses	377	356	6%	733	716	2%
Computer						
Computer contractors	72	109	-34%	181	150	21%
Data communications	60	55	9%	115	106	8%
Depreciation and amortisation	258	238	8%	496	424	17%
Rentals and repairs	71	71	0%	142	131	8%
Software purchased	155	120	29%	275	253	9%
Software impairment	-	8	-100%	8	274	-97%
Other	9	17	-47%	26	45	-42%
Total computer expenses	625	618	1%	1,243	1,383	-10%
Other						
Advertising and public relations	129	112	15%	241	229	5%
Audit and other fees	8	10	-20%	18	18	0%
Depreciation of furniture and equipment	48	49	-2%	97	99	-2%
Freight and cartage	33	32	3%	65	65	0%
Loss on sale and write-off of equipment	8	7	14%	15	8	88%
Non-lending losses	26	28	-7%	54	52	4%
Postage and stationery	67	61	10%	128	137	-7%
Professional fees	150	118	27%	268	253	6%
Telephone	36	34	6%	70	69	1%
Travel	102	85	20%	187	170	10%
Amortisation and impairment of intangible assets	50	50	0%	100	110	-9%
Other	102	73	40%	175	171	2%
Total other expenses	759	659	15%	1,418	1,381	3%
Restructuring						
New Zealand simplification programme	4	14	-71%	18	148	-88%
Other	24	43	-44%	67	126	-47%
Total restructuring expenses	28	57	-51%	85	274	-69%
Operating expenses	4,202	4,034	4%	8,236	8,519	-3%

4. Income tax expense

Reconciliation of the prima facie income tax expense on pre-tax profit with the income tax expense charged in the Income Statement

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Profit before income tax	4,714	4,308	9%	9,022	7,994	13%
Prima facie income tax expense at 30%	1,415	1,292	10%	2,707	2,398	13%
Tax effect of permanent differences:						
Overseas tax rate differential	(25)	(16)	56%	(41)	(48)	-15%
Rebateable and non-assessable dividends	(1)	(3)	-67%	(4)	(4)	0%
Profit from associates	(81)	(63)	29%	(144)	(118)	22%
Gain on sale of investment in Sacombank	-	-	n/a	-	(3)	-100%
Write-down of investment in SSI	8	-	n/a	8	9	-11%
Offshore Banking Unit	(2)	(4)	-50%	(6)	(12)	-50%
OnePath Australia - Policyholder income and contributions tax	130	131	-1%	261	106	large
OnePath Australia - Tax consolidation adjustment	(50)	-	n/a	(50)	-	n/a
Tax provisions no longer required	-	(4)	-100%	(4)	(70)	-94%
Interest on Convertible Instruments	29	29	0%	58	68	-15%
Other	(49)	2	large	(47)	(1)	large
	1,374	1,364	1%	2,738	2,325	18%
Income tax under/(over) provided in previous years	3	(1)	large	2	2	0%
Total income tax expense charged in the income statement	1,377	1,363	1%	2,740	2,327	18%
Australia	1,055	1,070	-1%	2,125	1,823	17%
Overseas	322	293	10%	615	504	22%
	1,377	1,363	1%	2,740	2,327	18%
Effective Tax Rate - Group	29.2%	31.6%		30.4%	29.1%	

5. Dividends

	Half Year			Full Year		
	Sep 13	Mar 13	Movt	Sep 13	Sep 12	Movt
Dividend per ordinary share (cents)						
Interim (fully franked)	n/a	73	n/a	73	66	11%
Final (fully franked)	91	n/a	n/a	91	79	15%
Total	91	73	25%	164	145	13%
Ordinary share dividend¹	\$M	\$M	%	\$M	\$M	%
Interim dividend	2,003	-	n/a	2,003	1,769	13%
Final dividend	-	2,150	n/a	2,150	2,002	7%
Bonus option plan adjustment	(36)	(35)	3%	(71)	(80)	-11%
Total²	1,967	2,115	-7%	4,082	3,691	11%
Ordinary share dividend payout ratio (%)³	75.0%	68.2%		71.8%	69.4%	

¹ Dividends paid to ordinary equity holders of the Company. Excludes dividends paid by subsidiaries of the Group to non-controlling equity holders of \$1 million (Mar 13: nil; Sep 12: \$2 million)

² Dividends payable are not accrued and are recorded when paid

³ Dividend payout ratio is calculated using proposed 2013 final dividend of \$2,497 million (not shown in the above table). The proposed 2013 final dividend of \$2,497 million is based on the forecast number of ordinary shares on issue at the dividend record date. Dividend payout ratios for the March 2013 half year and September 2012 full year are calculated using actual dividend paid of \$2,003 million and \$3,919 million respectively. Dividend payout ratio is calculated by adjusting profit attributable to shareholders of the company by the amount of preference share dividends paid

Ordinary Shares

The Directors propose that a final dividend of 91 cents be paid on each eligible fully paid ANZ ordinary share on 16 December 2013. The proposed 2013 final dividend will be fully franked for Australian tax purposes.

It is proposed that New Zealand imputation credits of NZ 10 cents per ordinary share will also be attached.

ANZ has a Dividend Reinvestment Plan (DRP) and a Bonus Option Plan (BOP) that will operate in respect of the 2013 final dividend. For the 2013 final dividend, ANZ intends to provide shares under the DRP and BOP through the issue of new shares. ANZ also announced an intention to neutralise the impact of shares issued under the DRP and BOP through an on-market buyback of shares in an amount equal to the value of those shares issued under the DRP and BOP. The "Acquisition Price" to be used in determining the number of shares to be provided under the DRP and BOP will be calculated by reference to the arithmetic average of the daily volume weighted average sale price of all fully paid ANZ ordinary shares sold in the ordinary course of trading on the ASX during the ten trading days commencing on 13 November 2013, and then rounded to the nearest whole cent. Shares provided under the DRP and BOP will rank equally in all respects with existing fully paid ANZ ordinary shares. Election notices from shareholders wanting to commence, cease or vary their participation in the DRP or BOP for the 2013 final dividend must be received by ANZ's Share Registrar by 5.00pm (Australian Eastern Daylight Time) on 13 November 2013. Subject to receiving effective contrary instructions from the shareholder, dividends payable to shareholders with a registered address in Great Britain (including the Channel Islands and the Isle of Man) or New Zealand will be converted to Pounds Sterling and New Zealand dollars respectively at an exchange rate calculated on 15 November 2013.

Preference Shares

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Preference share dividend						
Euro Trust Securities	3	3	0%	6	11	-45%
Dividend per preference share						
Euro Trust Securities	€4.45	€4.37	2%	€8.82	€18.18	-51%

6. Earnings per share

	Half Year			Full Year		
	Sep 13	Mar 13	Movt	Sep 13	Sep 12	Movt
Number of fully paid ordinary shares on issue (M) ¹	2,743.7	2,743.7	0%	2,743.7	2,717.4	1%
Basic						
Profit attributable to shareholders of the Company (\$M)	3,332	2,940	13%	6,272	5,661	11%
Less Preference share dividends (\$M)	(3)	(3)	0%	(6)	(11)	-45%
Profit less preference share dividends (\$M)	3,329	2,937	13%	6,266	5,650	11%
Weighted average number of ordinary shares (M) ²	2,714.8	2,704.1	0%	2,709.4	2,647.4	2%
Basic earnings per share (cents)	122.6	108.6	13%	231.3	213.4	8%
Diluted						
Profit less preference share dividends (\$M)	3,329	2,937	13%	6,266	5,650	11%
Interest on US Trust Securities (\$M) ³	17	14	21%	31	30	3%
Interest on UK Stapled Securities (\$M) ⁴	-	-	n/a	-	31	-100%
Interest on ANZ Convertible Preference Shares (\$M) ⁵	90	96	-6%	186	225	-17%
Interest on ANZ Capital Notes (\$M) ⁶	7	-	n/a	7	-	n/a
Profit attributable to shareholders of the Company excluding interest on US Stapled Trust Securities, UK Stapled Securities, ANZ Convertible Preference Shares and ANZ Capital Notes (\$M)	3,443	3,047	13%	6,490	5,936	9%
Weighted average number of shares on issue (M) ²	2,714.8	2,704.1	0%	2,709.4	2,647.4	2%
Weighted average number of convertible options (M)	4.8	5.3	-9%	5.0	5.3	-6%
Weighted average number of convertible US Trust Securities (M) ³	27.5	26.5	4%	27.5	30.5	-10%
Weighted average number of convertible UK Stapled Securities (M) ⁴	-	-	n/a	-	24.6	-100%
Weighted average number of ANZ Convertible Preference Shares (M) ⁵	144.6	156.0	-7%	144.6	179.8	-20%
Weighted average number of convertible ANZ Capital Notes (M) ⁶	11.0	-	n/a	5.5	-	n/a
Adjusted weighted average number of shares - diluted (M) ⁷	2,902.7	2,891.9	0%	2,892.0	2,887.6	0%
Diluted earnings per share (cents)	118.6	105.4	13%	224.4	205.6	9%

¹ Number of fully paid ordinary shares on issue includes Treasury shares of 28.4 million at 30 September 2013 (Mar 2013: 28.7 million; Sep 2012: 28.8 million)

² Weighted average number of ordinary shares excludes 12.6 million Treasury shares held in OnePath (Mar 2013: 12.1 million; Sep 2012: 13.1 million) and 15.8 million in ANZEST Pty Ltd (Mar 2013: 16.6 million; Sep 2012: 15.7 million) for the group employee share acquisition scheme

³ The US Trust Securities (issued on 27 November 2003) convert to ANZ ordinary shares in 2053 at the market price of ANZ ordinary shares less 5% unless redeemed or bought back prior to that date. The US Trust Security issue can be de-stapled and the investor left with coupon paying preference shares at ANZ's discretion under certain circumstances. AASB 133 requires that potential ordinary shares for which conversion to ordinary share capital is mandatory must be included in the calculation of diluted EPS

⁴ UK Stapled Securities (issued on 15 June 2007) was a GBP denominated stapled security that was due to convert to ordinary shares on the fifth anniversary at the market price of ANZ ordinary shares less 5% (subject to certain conversion conditions). Immediately prior to conversion on 15 June 2012 the securities were redeemed by ANZ for cash at face value. AASB 133 requires that potential ordinary shares for which conversion to ordinary share capital is mandatory must be included in the calculation of diluted EPS up to the date of conversion

⁵ There are three "Tranches" of convertible preference shares. The first are convertible preference shares (CPS1) issued on 30 September 2008 which convert to ordinary shares on 16 June 2014 at the market price of ANZ ordinary shares less 2.5% (subject to certain conversion conditions). The second are convertible preference shares (CPS2) issued on 17 December 2009 and convert to ordinary shares on 15 December 2016 at the market price of ANZ ordinary shares less 1.0% (subject to certain conversion conditions). The third are convertible preference shares (CPS3) issued on 28 September 2011 that convert to ordinary shares on 1 September 2019 at the market price of ANZ ordinary shares less 1% (subject to certain conversion conditions). AASB 133 requires that potential ordinary shares for which conversion to ordinary share capital is mandatory must be included in the calculation of diluted EPS

⁶ The ANZ Capital Notes (issued on 7 August 2013) convert to ANZ ordinary shares on 1 September 2023 at the market price of ANZ ordinary shares less 1.0% (subject to certain market conditions). AASB 133 requires that potential ordinary shares for which conversion to ordinary share capital is mandatory must be included in the calculation of diluted EPS

⁷ The earnings per share calculation excludes the Euro Trust Securities (Preference Shares)

7. Net loans and advances

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Australia					
Overdrafts	6,400	5,779	6,031	11%	6%
Credit card outstandings	8,847	8,761	8,632	1%	2%
Commercial bills outstanding	13,855	16,388	18,223	-15%	-24%
Term loans - housing	194,755	187,708	181,971	4%	7%
Term loans - non-housing ¹	95,659	91,576	89,028	4%	7%
Lease receivables	1,597	1,560	1,603	2%	0%
Hire purchase ¹	2,118	2,388	2,780	-11%	-24%
Other	79	702	480	-89%	-84%
	323,310	314,862	308,748	3%	5%
Asia Pacific, Europe & America					
Overdrafts	1,239	1,077	892	15%	39%
Credit card outstandings	1,103	994	996	11%	11%
Commercial bills outstanding	2,681	1,539	1,246	74%	large
Term loans - housing	5,737	4,494	3,981	28%	44%
Term loans - non-housing	48,775	42,786	37,668	14%	29%
Lease receivables	147	132	143	11%	3%
Other	299	331	161	-10%	86%
	59,981	51,353	45,087	17%	33%
New Zealand					
Overdrafts	1,194	987	1,091	21%	9%
Credit card outstandings	1,297	1,135	1,113	14%	17%
Term loans - housing	52,785	46,080	44,754	15%	18%
Term loans - non-housing	33,529	30,062	29,909	12%	12%
Lease receivables	114	119	139	-4%	-18%
Hire purchase	642	535	505	20%	27%
Other	110	108	220	2%	-50%
	89,671	79,026	77,731	13%	15%
Total gross loans and advances	472,962	445,241	431,566	6%	10%
Less: Provision for credit impairment (refer note 8)	(4,354)	(4,312)	(4,538)	1%	-4%
Less: Unearned income ²	(1,067)	(1,087)	(1,241)	-2%	-14%
Add: Capitalised brokerage/mortgage origination fees ³	942	869	797	8%	18%
Add: Customers' liabilities for acceptances	812	1,269	1,239	-36%	-34%
	(3,667)	(3,261)	(3,743)	12%	-2%
Total net loans and advances	469,295	441,980	427,823	6%	10%

^{1.} Comparative information has been restated to reflect the reclassification of chattel mortgages from hire purchase to term loans – non-housing

^{2.} Includes fees deferred and amortised using the effective interest method of \$381 million (Mar 2013: \$362 million; Sep 2012: \$415 million)

^{3.} Capitalised brokerage/mortgage origination fees are amortised over the term of the loan

8. Provision for credit impairment

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Collective provision						
Balance at start of period	2,769	2,765	0%	2,765	3,176	-13%
Charge/(credit) to income statement	26	4	large	30	(379)	large
Disposal	-	-	n/a	-	(4)	-100%
Adjustment for exchange rate fluctuations	92	-	n/a	92	(28)	large
Total collective provision¹	2,887	2,769	4%	2,887	2,765	4%
Individual provision						
Balance at start of period	1,543	1,773	-13%	1,773	1,697	4%
New and increased provisions	957	932	3%	1,889	2,293	-18%
Write-backs	(247)	(240)	3%	(487)	(537)	-9%
Adjustment for exchange rate fluctuations	54	(3)	large	51	(34)	large
Discount unwind	(47)	(55)	-15%	(102)	(143)	-29%
Bad debts written-off	(793)	(864)	-8%	(1,657)	(1,503)	10%
Total individual provision	1,467	1,543	-5%	1,467	1,773	-17%
Total provision for credit impairment	4,354	4,312	1%	4,354	4,538	-4%

^{1.} The collective provision includes amounts for off-balance sheet credit exposures: \$595 million at Sep 2013 (Mar 2013: \$531 million; Sep 2012: \$529 million). The impact on the income statement for the half year ended 30 September 2013 was a \$35 million charge (Mar 2013 half: \$2 million charge; Sep 2012: \$36 million release)

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Provision movement analysis						
New and increased provisions						
Australia	658	646	2%	1,304	1,730	-25%
Asia Pacific, Europe & America	143	132	8%	275	187	47%
New Zealand	156	154	1%	310	376	-18%
	957	932	3%	1,889	2,293	-18%
Write-backs	(247)	(240)	3%	(487)	(537)	-9%
	710	692	3%	1,402	1,756	-20%
Recoveries of amounts previously written-off	(136)	(111)	23%	(247)	(214)	15%
Individual provision charge for loans and advances	574	581	-1%	1,155	1,542	-25%
Impairment on available-for-sale assets	-	3	-100%	3	35	-91%
Collective provision charge/(credit) to income statement	26	4	large	30	(379)	large
Charge to income statement	600	588	2%	1,188	1,198	-1%

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Individual provision balance					
Australia	944	955	1,128	-1%	-16%
Asia Pacific, Europe & America	262	275	277	-5%	-5%
New Zealand	261	313	368	-17%	-29%
Total individual provision	1,467	1,543	1,773	-5%	-17%

9. Deposits and other borrowings

	As at (\$M)			Movement	
	Sep 13	Mar 13	Sep 12	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Australia					
Certificates of deposit	51,449	52,231	47,942	-1%	7%
Term deposits	80,297	78,515	82,356	2%	-3%
Other deposits bearing interest and other borrowings	121,932	111,895	106,999	9%	14%
Deposits not bearing interest	5,701	5,373	5,267	6%	8%
Commercial paper	8,015	11,008	7,818	-27%	3%
Borrowing corporations' debt	19	67	95	-72%	-80%
	267,413	259,089	250,477	3%	7%
Asia Pacific, Europe & America					
Certificates of deposit	4,724	8,030	7,175	-41%	-34%
Term deposits	76,259	74,601	62,883	2%	21%
Other deposits bearing interest and other borrowings	18,308	15,412	15,150	19%	21%
Deposits not bearing interest	3,827	3,012	2,654	27%	44%
	103,118	101,055	87,862	2%	17%
New Zealand					
Certificates of deposit	2,103	1,303	1,721	61%	22%
Term deposits	30,135	27,053	27,074	11%	11%
Other deposits bearing interest and other borrowings	26,419	22,735	20,604	16%	28%
Deposits not bearing interest	4,918	4,585	3,861	7%	27%
Commercial paper	4,240	3,478	4,346	22%	-2%
Borrowing corporations' debt	1,328	1,176	1,178	13%	13%
	69,143	60,330	58,784	15%	18%
Total deposits and other borrowings	439,674	420,474	397,123	5%	11%

10. Loan capital

APRA has granted ANZ transitional capital treatment for the US Trust Securities, ANZ Convertible Preference Shares (CPS) and all outstanding subordinated notes. Transition will apply up until the security's first call date, except in the case of the outstanding USD and NZD Perpetual Subordinated Notes and ANZ CPS3 where the transitional treatment will apply up until the earlier of the end of the transitional period (Jan 2021) and the first call date when either a step up event (i.e. an increase in credit margin) or a conversion to ordinary shares is to occur.

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Tier 1						
US Trust Securities ¹	812	740	10%	812	752	8%
ANZ CPS						
ANZ CPS1 ²	1,081	1,080	0%	1,081	1,078	0%
ANZ CPS2 ³	1,963	1,961	0%	1,963	1,958	0%
ANZ CPS3 ⁴	1,329	1,327	0%	1,329	1,326	0%
ANZ Capital Notes ⁵	1,106	-	n/a	1,106	-	n/a
Tier 2						
Perpetual subordinated notes	1,065	957	11%	1,065	953	12%
Subordinated notes	5,448	5,601	-3%	5,448	5,847	-7%
Total Loan Capital	12,804	11,666	10%	12,804	11,914	7%

¹ On 27 November 2003, ANZ issued USD750 million Trust Securities each comprising an interest paying unsecured note and a preference share which are stapled together. ANZ has notified holders that the securities will be redeemed on 16 December 2013. The instrument converts into ANZ ordinary shares at a 5% discount (i) at the holder's request, if ANZ fails to redeem the instrument on 16 December 2013, or (ii) on 15 December 2053 unless redeemed earlier. The securities constitute Additional Tier 1 capital as defined by APRA for capital adequacy purposes

² On 30 September 2008, ANZ issued convertible preference shares which will convert into ANZ ordinary shares on 16 June 2014 at a 2.5% discount (subject to certain conditions being satisfied). The securities constitute Additional Tier 1 capital as defined by APRA for capital adequacy purposes

³ On 17 December 2009, ANZ issued convertible preference shares which will convert into ANZ ordinary shares on 15 December 2016 at a 1% discount (subject to certain conditions being satisfied). The securities constitute Additional Tier 1 capital as defined by APRA for capital adequacy purposes

⁴ On 28 September 2011, ANZ issued convertible preference shares which will convert into ANZ ordinary shares on 1 September 2019 at a 1% discount (subject to certain conditions being satisfied). If ANZ's Common Equity Tier 1 capital ratio is equal to or less than 5.125% then the convertible preference shares will immediately convert into ANZ ordinary shares at a 1% discount subject to maximum conversion number. Subject to certain conditions, on and from 1 September 2017 the convertible preference shares are redeemable or convertible into ANZ ordinary shares (on similar terms to the mandatory conversion) by ANZ. The securities constitute Additional Tier 1 capital as defined by APRA for capital adequacy purposes

⁵ On 7 August 2013, ANZ issued convertible notes which will convert into ANZ ordinary shares on 1 September 2023 at a 1% discount (subject to certain conditions being satisfied). If ANZ's Common Equity Tier 1 capital ratio is equal to or less than 5.125%, or ANZ receives a notice of non-viability from APRA, then the notes will immediately convert into ANZ ordinary shares at a 1% discount subject to maximum conversion number. Subject to certain conditions, on and from 1 September 2021 the notes are redeemable or convertible into ANZ ordinary shares (on similar terms to the mandatory conversion) by ANZ. The securities constitute Additional Tier 1 capital as defined by APRA for capital adequacy purposes

11. Share capital

Issued and quoted securities

	Number quoted	Issue price per share	Amount paid up per share
Ordinary shares			
As at 30 September 2013	2,743,655,310		
Issued during the year	41,550,553		
Bought back during the year ¹	15,252,204		
Preference shares			
As at 30 September 2013			
Euro Trust Securities ^{2,3}	500,000	€1,000	€1,000

¹ Following the issue of 14.8 million ordinary shares under the Dividend Reinvestment Plan and Bonus Option Plan for the 2013 interim dividend, the Company repurchased \$425 million of ordinary shares via an on-market share buy-back resulting in 15.3 million ordinary shares being cancelled

² On 13 December 2004, ANZ issued €500 million Trust Securities each comprising subordinated floating rate notes due 2053 stapled to a preference share. Subject to certain conditions, the securities are redeemable by the issuer on 16 December 2014. The securities constitute Additional Tier 1 capital as defined by APRA for capital adequacy purposes

³ APRA has granted ANZ transitional capital treatment for the Euro Trust Securities (preference shares) until their first call date on 16 December 2014

12. Shareholders' equity

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Share capital						
Balance at start of period	24,460	23,941	2%	23,941	22,214	8%
Ordinary share capital						
Dividend reinvestment plan	392	451	-13%	843	1,461	-42%
Group employee share acquisition scheme ¹	96	20	large	116	128	-9%
Treasury shares in OnePath Australia ²	(20)	27	large	7	78	-91%
Group share option scheme	9	21	-57%	30	60	-50%
Group share buyback ³	(425)	-	n/a	(425)	-	n/a
Total share capital	24,512	24,460	0%	24,512	23,941	2%
Foreign currency translation reserve						
Balance at start of period	(2,826)	(2,831)	0%	(2,831)	(2,418)	17%
Currency translation adjustments net of hedges after tax	1,701	5	large	1,706	(413)	large
Total foreign currency translation reserve	(1,125)	(2,826)	-60%	(1,125)	(2,831)	-60%
Share option reserve⁴						
Balance at start of period	53	54	-2%	54	50	8%
Share based payments/(exercises)	3	-	n/a	3	6	-50%
Transfer of options/rights lapsed to retained earnings	(1)	(1)	0%	(2)	(2)	0%
Total share option reserve	55	53	4%	55	54	2%

¹ As at 30 September 2013, there were 15,821,529 ANZEST Treasury shares outstanding (Mar 13: 16,583,195, Sep 12: 15,673,505). Shares in the Company which are purchased on-market by ANZEST Pty Ltd (trustee of ANZ employee share and option plans) or issued by the Company to ANZEST Pty Ltd are classified as Treasury shares (to the extent that they relate to unvested employee share-based awards)

² As at 30 September 2013, there were 12,573,976 OnePath Australia Treasury shares outstanding (Mar 13: 12,076,540, Sep 12: 13,081,042). OnePath Australia purchases and holds shares in the Company to back policy liabilities in the life insurance statutory funds. These shares are classified as Treasury shares

³ Following the issue of 14.8 million ordinary shares under the Dividend Reinvestment Plan and Bonus Option Plan for the 2013 interim dividend, the Company repurchased \$425 million of ordinary shares via an on-market share buy-back resulting in 15.3 million ordinary shares being cancelled

⁴ The share option reserve arises on the grant of share options/deferred share rights/performance rights ("options and rights") to selected employees under the ANZ Share Option Plan. Amounts are transferred from the share option reserve to other equity accounts when the options and rights are exercised and to retained earnings when lapsed or forfeited after vesting. Forfeited options and rights due to termination prior to vesting are credited to the income statement

12. Shareholders' equity, cont'd

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Available-for-sale revaluation reserve⁵						
Balance at start of period	138	94	47%	94	126	-25%
Gain/(loss) recognised after tax	(21)	15	large	(6)	193	large
Transferred to income statement	4	29	-86%	33	(225)	large
Total available-for-sale revaluation reserve	121	138	-12%	121	94	29%
Hedging reserve⁶						
Balance at start of period	130	208	-38%	208	169	23%
Gain/(loss) recognised after tax	(52)	(81)	-36%	(133)	27	large
Transferred to income statement	(3)	3	large	-	12	-100%
Total hedging reserve	75	130	-42%	75	208	-64%
Transactions with non-controlling interests reserve						
Balance at start of period	(23)	(23)	0%	(23)	(22)	5%
Transactions with non-controlling interests	(10)	-	n/a	(10)	(1)	large
Total transactions with non-controlling interests reserve	(33)	(23)	43%	(33)	(23)	43%
Total reserves	(907)	(2,528)	-64%	(907)	(2,498)	-64%
Retained earnings						
Balance at start of period	20,534	19,728	4%	19,728	17,787	11%
Profit attributable to shareholders of the Company	3,332	2,940	13%	6,272	5,661	11%
Transfer of options/rights lapsed from share option reserve	1	1	0%	2	2	0%
Total available for appropriation	23,867	22,669	5%	26,002	23,450	11%
Actuarial gain/(loss) on defined benefit plans after tax ⁷	41	(27)	large	14	(44)	large
Ordinary share dividends paid	(1,967)	(2,115)	-7%	(4,082)	(3,691)	11%
Dividend income on Treasury shares held within the Group's life insurance statutory funds	10	10	0%	20	24	-17%
Preference share dividends paid	(3)	(3)	0%	(6)	(11)	-45%
Retained earnings at end of period	21,948	20,534	7%	21,948	19,728	11%
Share capital and reserves attributable to shareholders of the Company	45,553	42,466	7%	45,553	41,171	11%
Non-controlling interests	62	53	17%	62	49	27%
Total shareholders' equity	45,615	42,519	7%	45,615	41,220	11%

⁵ The available-for-sale revaluation reserve arises on the revaluation of available-for-sale financial assets. Where a revalued financial asset is sold or impaired, that portion of the reserve which relates to that financial asset is realised and recognised in the income statement

⁶ The hedging reserve represents hedging gains and losses recognised on the effective portion of cash flow hedges. The cumulative deferred gain or loss on the hedge is recognised in the income statement when the hedged transaction impacts profit or loss, consistent with the applicable accounting policy

⁷ ANZ has taken the option available under AASB 119 Employee Benefits to recognise actuarial gains/losses on defined benefit superannuation plans directly in retained earnings

13. Note to the Cash Flow Statement

Reconciliation of cash and cash equivalents

	Full Year	
	Sep 13	Sep 12
	Inflows	Inflows
	(Outflows)	(Outflows)
	\$M	\$M
Cash and cash equivalents at the end of the period as shown in the cash flow statement are reflected in the related items in the balance sheet as follows		
Liquid assets	38,552	35,583
Due from other financial institutions	10,471	5,867
	49,023	41,450

14. Contingent liabilities and contingent assets

There are outstanding court proceedings, claims and possible claims against the Group, the aggregate amount of which cannot readily be quantified. Appropriate legal advice has been obtained and, in the light of such advice, provisions as deemed necessary have been made. In some instances we have not disclosed the estimated financial impact as this may prejudice the interests of the Group.

Refer to Note 43 of the 2013 ANZ Annual Financial Statements (when released) for a description of current contingent liabilities and contingent assets.

– Bank fees litigation

Litigation funder IMF (Australia) Ltd commenced a class action against ANZ in 2010, followed by a second, similar class action in March 2013. The separate actions are claimed to be on behalf of more than 40,000 ANZ customers for more than \$50 million in fees claimed to have been charged to those customers. The second of the class actions is scheduled for trial commencing 2 December 2013. ANZ is defending it. In June 2013, litigation funder Litigation Lending Services (NZ) commenced a representative action against ANZ for certain fees charged to New Zealand customers since 2007. There is a risk that further claims could emerge in Australia, New Zealand or elsewhere.

– Security recovery actions

Various claims have been made or are anticipated, arising from security recovery actions taken to resolve impaired assets over recent years. ANZ will defend these claims and any future claims.

15. Changes in composition of the Group

There were no material entities acquired or disposed during the year ended 30 September 2013 or for the year ended 30 September 2012.

16. Investments in Associates

	Half Year			Full Year		
	Sep 13 \$M	Mar 13 \$M	Movt	Sep 13 \$M	Sep 12 \$M	Movt
Profit after income tax	271	211	28%	482	395	22%

Contributions to profit¹

Associates	Contribution to Group post-tax profit				Ownership interest held by Group		
	Half Year		Full Year		As at		
	Sep 13 \$M	Mar 13 \$M	Sep 13 \$M	Sep 12 \$M	Sep 13 %	Mar 13 %	Sep 12 %
P.T. Bank Pan Indonesia	46	38	84	87	39	39	39
Metrobank Card Corporation Inc	10	9	19	15	40	40	40
Bank of Tianjin ²	49	44	93	72	18	18	18
AMMB Holdings Berhad	79	54	133	118	24	24	24
Shanghai Rural Commercial Bank	80	63	143	110	20	20	20
Saigon Securities Inc. ²	-	-	-	(1)	18	18	18
Other associates	7	3	10	(6)	n/a	n/a	n/a
Profit after income tax	271	211	482	395			

¹ The results differ from the published results of these entities due to the application of IFRS, Group Accounting Policies and acquisition adjustments. This amounted to a \$5 million increase (Mar 2013 half: \$1 million increase; Sep 2012 full year: \$12 million reduction). Excludes gains or losses on disposal or valuation adjustments

² Significant influence was established via representation on the Board of Directors

17. Significant events since balance date

There are no significant events from 30 September 2013 to the date of signing of this report.

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Capital management

Average balance sheet and related interest

Exchange rates

Capital management

		Basel 3	Basel 3	Basel 2	Movement	
		Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Qualifying Capital						
Tier 1						
Shareholders' equity and non-controlling interests		45,615	42,519	41,220	7%	11%
Prudential adjustments to shareholders' equity	Table 1	(932)	(958)	(3,857)	-3%	-76%
Gross Common Equity Tier 1 capital		44,683	41,561	37,363	8%	20%
Deductions	Table 2	(15,892)	(15,170)	(10,839)	5%	47%
Common Equity Tier 1 capital		28,791	26,391	26,524	9%	9%
Additional Tier 1 capital	Table 3	6,401	5,365	5,977	19%	7%
Tier 1 capital		35,192	31,756	32,501	11%	8%
Tier 2 capital	Table 4	6,190	6,062	4,073	2%	52%
Total qualifying capital		41,382	37,818	36,574	9%	13%
Capital adequacy ratios						
Common Equity Tier 1		8.5%	8.2%	8.8%		
Tier 1		10.4%	9.8%	10.8%		
Tier 2		1.8%	1.9%	1.4%		
Total		12.2%	11.7%	12.2%		
Risk weighted assets	Table 5	339,265	322,582	300,119	5%	13%

Capital management, cont'd

	Basel 3	Basel 3	Basel 2	Movement	
	Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Table 1: Prudential adjustments to shareholders' equity					
Treasury shares attributable to OnePath policy holders	272	253	280	8%	-3%
Reclassification of preference share capital	(871)	(871)	(871)	0%	0%
Accumulated retained profits and reserves of insurance, funds management and securitisation entities	(583)	(573)	(1,660)	2%	-65%
Deferred fee revenue including fees deferred as part of loan yields	381	362	415	5%	-8%
Hedging reserve	n/a	n/a	(208)	n/a	n/a
Available-for-sale reserve attributable to deconsolidated subsidiaries	(90)	(105)	(94)	-14%	-4%
Dividend not provided for	n/a	n/a	(2,149)	n/a	n/a
Accrual for Dividend Reinvestment Plans	n/a	n/a	430	n/a	n/a
Other	(41)	(24)	-	67%	n/a
Total	(932)	(958)	(3,857)	-3%	-76%
Table 2: Deductions from Common Equity Tier 1 capital					
Unamortised goodwill & other intangibles (excluding OnePath Australia and New Zealand)	(3,970)	(3,717)	(3,052)	7%	30%
Intangible component of investments in OnePath Australia and New Zealand	(2,096)	(2,075)	(2,074)	1%	1%
Capitalised software	(2,102)	(1,800)	(1,702)	17%	24%
Capitalised expenses including loan and lease origination fees	(979)	(884)	(850)	11%	15%
Applicable deferred net tax assets	(1,102)	(990)	(301)	11%	large
Expected losses in excess of eligible provisions	(376)	(526)	(542)	-29%	-31%
Investment in ANZ insurance and funds management subsidiaries	(453)	(684)	(327)	-34%	39%
Investment in OnePath Australia and New Zealand	(1,059)	(1,042)	(721)	2%	47%
Investment in banking associates	(3,361)	(2,956)	(1,070)	14%	large
Other deductions	(394)	(496)	(200)	-21%	97%
Total	(15,892)	(15,170)	(10,839)	5%	47%
Table 3: Additional Tier 1 capital					
Convertible Preference Shares					
ANZ CPS1	1,081	1,080	1,078	0%	0%
ANZ CPS2	1,963	1,961	1,958	0%	0%
ANZ CPS3	1,329	1,327	1,326	0%	0%
ANZ Capital Notes	1,106	-	-	n/a	n/a
Preference Shares	871	871	871	0%	0%
Hybrid Securities	812	740	752	10%	8%
Regulatory adjustments and deductions	(78)	(17)	(8)	large	large
Transitional adjustments	(683)	(597)	n/a	14%	n/a
Total	6,401	5,365	5,977	19%	7%
Table 4: Tier 2 capital					
General reserve for impairment of financial assets	245	244	234	0%	5%
Perpetual subordinated notes	1,065	957	953	11%	12%
Subordinated debt	5,448	5,601	5,847	3%	-7%
Regulatory adjustments and deductions	(340)	(740)	(2,961)	-54%	-89%
Transitional adjustments	(228)	-	n/a	n/a	n/a
Total	6,190	6,062	4,073	2%	52%

Capital management, cont'd

	Basel 3	Basel 3	Basel 2	Movement	
	Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Table 5: Risk weighted assets					
On balance sheet	208,326	199,121	190,210	5%	10%
Commitments	47,809	45,250	42,807	6%	12%
Contingents	11,184	10,174	9,962	10%	12%
Derivatives	20,332	20,433	11,896	0%	71%
Total credit risk	287,651	274,978	254,875	5%	13%
Market risk - Traded	4,303	6,850	4,664	-37%	-8%
Market risk - IRRBB	18,287	12,629	12,455	45%	47%
Operational risk	29,024	28,125	28,125	3%	3%
Total risk weighted assets	339,265	322,582	300,119	5%	13%

	Basel 3	Basel 3	Basel 2	Movement	
	Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Table 6: Credit risk weighted assets by Basel asset class					
Subject to Advanced IRB approach					
Corporate	121,586	114,700	111,796	6%	9%
Sovereign	4,360	4,382	4,088	-1%	7%
Bank	16,270	15,838	11,077	3%	47%
Residential mortgage	47,559	44,597	42,959	7%	11%
Qualifying revolving retail (credit cards)	7,219	7,234	7,092	0%	2%
Other retail	24,328	23,200	21,277	5%	14%
Credit risk weighted assets subject to Advanced IRB approach	221,322	209,951	198,289	5%	12%
Credit risk specialised lending exposures subject to slotting criteria	27,640	27,842	27,628	-1%	0%
Subject to Standardised approach					
Corporate	19,285	17,157	18,168	12%	6%
Residential mortgage	1,922	1,827	1,812	5%	6%
Qualifying revolving retail (credit cards)	1,728	2,068	2,028	-16%	-15%
Other retail	985	1,248	1,165	-21%	-15%
Credit risk weighted assets subject to Standardised approach	23,920	22,300	23,173	7%	3%
Credit Valuation Adjustment and Qualifying Central Counterparties	8,501	8,949	n/a	-5%	n/a
Credit risk weighted assets relating to securitisation exposures	2,724	2,549	1,170	7%	large
Credit risk weighted assets relating to equity exposures	n/a	n/a	1,030	n/a	n/a
Other assets	3,544	3,387	3,585	5%	-1%
Total credit risk weighted assets	287,651	274,978	254,875	5%	13%

Capital management, cont'd

	Collective Provision		Regulatory Expected Loss	
	As at (\$M)		As at (\$M)	
	Sep 13	Sep 12	Sep 13	Sep 12
Table 7: Collective provision and regulatory expected loss by division				
Australia	1,123	1,073	2,393	2,309
International and Institutional Banking	1,310	1,224	1,037	1,270
New Zealand	399	413	763	814
Global Wealth	12	11	21	23
Group Centre	43	44	19	1
Cash collective provision and regulatory expected loss	2,887	2,765	4,233	4,417
Adjustments between statutory and cash	-	-	9	20
Collective provision and regulatory expected loss	2,887	2,765	4,242	4,437

	As at (\$M)			Movement	
	Sep 13 \$M	Mar 13 \$M	Sep 12 \$M	Sep 13 v. Mar 13	Sep 13 v. Sep 12
Table 8: Expected loss in excess of eligible provisions					
Basel expected loss					
Defaulted	1,854	1,976	2,168	-6%	-14%
Non-defaulted	2,388	2,349	2,269	2%	5%
	4,242	4,325	4,437	-2%	-4%
Less: Qualifying collective provision					
Collective provision	(2,887)	(2,769)	(2,765)	4%	4%
Non-qualifying collective provision	346	341	334	1%	4%
Standardised collective provision	245	245	269	0%	-9%
Deferred tax asset	n/a	n/a	625	n/a	n/a
	(2,296)	(2,183)	(1,537)	5%	49%
Less: Qualifying individual provision					
Individual provision	(1,467)	(1,543)	(1,773)	-5%	-17%
Standardised individual provision	219	249	268	-12%	-18%
Collective provision on advanced defaulted	(322)	(322)	(312)	0%	3%
	(1,570)	(1,616)	(1,817)	-3%	-14%
Gross deduction	376	526	1,083	-29%	-65%
50/50 deduction	n/a	n/a	542	n/a	n/a

Capital management, cont'd

Table 9: APRA Basel 3 Common Equity Tier 1

	Half Year Sep 13 vs Mar 13
APRA Basel 3 Common Equity Tier 1	
Cash profit after preference share dividends	+103bps(\$3.3B)
Risk weighted assets	
Portfolio growth and mix	-4bps
Risk migration and Expected Losses in excess of Eligible Provisions	+4bps
Non-credit risk	-8bps
Capital retention in insurance businesses and associates	-4bps
Capitalised software and intangibles	-12bps
Other items	+5bps
Organic Capital Generation	+84bps
ANZ LMI Refinance	+5bps
Other	+3bps
Capital initiatives	+8bps
Ordinary share dividends	-62bps
Other	+1bps
Total Common Equity Tier 1 movement	+31bps
September 2013 APRA Basel 3 Common Equity Tier 1	8.5%

Average balance sheet and related interest

Averages used in the following tables are predominantly daily averages. Interest income figures are presented on a tax-equivalent basis. Impaired loans are included under the interest earning asset category, 'loans and advances'.

Intra-group interest earning assets and interest bearing liabilities are treated as external assets and liabilities for the geographic segments.

	Half year Sep 13			Half year Mar 13		
	Ave bal	Int	Rate	Ave bal	Int	Rate
	\$M	\$M	%	\$M	\$M	%
Interest earning assets						
Due from other financial institutions						
Australia	4,091	55	2.7%	3,204	52	3.3%
Asia Pacific, Europe & America	14,220	89	1.2%	14,487	80	1.1%
New Zealand	1,390	8	1.2%	1,479	6	0.8%
Regulatory Deposits						
Asia Pacific, Europe & America	1,089	4	0.7%	939	3	0.7%
Trading and available-for-sale assets						
Australia	38,938	629	3.2%	36,511	605	3.3%
Asia Pacific, Europe & America	18,661	132	1.4%	15,270	124	1.6%
New Zealand	9,860	174	3.5%	9,786	180	3.7%
Loans and advances						
Australia	318,989	9,467	5.9%	312,158	9,841	6.3%
Asia Pacific, Europe & America	58,171	975	3.3%	48,093	887	3.7%
New Zealand	84,512	2,491	5.9%	78,101	2,333	6.0%
Other assets						
Australia	11,331	158	2.8%	5,787	99	3.4%
Asia Pacific, Europe & America	31,648	61	0.4%	27,019	61	0.4%
New Zealand	2,526	58	4.6%	2,307	55	4.8%
Intragroup assets						
Australia	3,199	216	13.5%	1,907	217	22.8%
Asia Pacific, Europe & America	7,527	(11)	-0.3%	8,718	1	0.0%
	606,152	14,506		565,766	14,544	
Intragroup elimination	(10,726)	(205)		(10,625)	(218)	
	595,426	14,301	4.8%	555,141	14,326	5.2%
Non-interest earning assets						
Derivatives						
Australia	33,717			32,978		
Asia Pacific, Europe & America	4,568			5,193		
New Zealand	6,809			6,758		
Premises and equipment	2,102			2,082		
Insurance assets	31,460			30,216		
Other assets	25,624			27,189		
Provisions for credit impairment						
Australia	(2,762)			(2,846)		
Asia Pacific, Europe & America	(834)			(767)		
New Zealand	(789)			(843)		
	99,895			99,960		
Total average assets	695,321			655,101		

SUPPLEMENTARY INFORMATION

	Half year Sep 13			Half year Mar 13		
	Ave bal \$M	Int \$M	Rate %	Ave bal \$M	Int \$M	Rate %
Interest bearing liabilities						
Time deposits						
Australia	136,597	2,508	3.7%	134,895	2,803	4.2%
Asia Pacific, Europe & America	79,280	333	0.8%	70,817	333	0.9%
New Zealand	30,606	590	3.8%	28,654	569	4.0%
Savings deposits						
Australia	24,765	414	3.3%	23,564	424	3.6%
Asia Pacific, Europe & America	5,582	13	0.5%	4,968	12	0.5%
New Zealand	7,840	127	3.2%	6,225	106	3.4%
Other demand deposits						
Australia	87,304	1,191	2.7%	82,892	1,217	2.9%
Asia Pacific, Europe & America	11,397	17	0.3%	10,432	16	0.3%
New Zealand	17,113	203	2.4%	15,683	195	2.5%
Due to other financial institutions						
Australia	12,531	157	2.5%	10,084	137	2.7%
Asia Pacific, Europe & America	26,420	82	0.6%	24,325	82	0.7%
New Zealand	1,662	13	1.6%	1,481	14	1.9%
Commercial paper						
Australia	12,200	173	2.8%	8,400	139	3.3%
New Zealand	4,030	61	3.0%	4,395	67	3.1%
Borrowing corporations' debt						
Australia	46	2	8.6%	81	3	7.7%
New Zealand	1,264	28	4.4%	1,165	27	4.6%
Loan capital, bonds and notes						
Australia	64,618	1,375	4.2%	64,881	1,497	4.6%
Asia Pacific, Europe & America	3,331	20	1.2%	1,142	11	1.9%
New Zealand	13,985	322	4.6%	13,692	332	4.9%
Other liabilities						
Australia ¹	1,989	53	5.3%	1,616	116	14.4%
Asia Pacific, Europe & America	1,945	18	1.9%	1,647	19	2.3%
New Zealand	243	43	35.3%	329	7	4.3%
Intragroup liabilities						
New Zealand	10,726	205	3.8%	10,625	218	4.1%
	555,474	7,948		521,993	8,344	
Intragroup elimination	(10,726)	(205)		(10,625)	(218)	
	544,748	7,743	2.9%	511,368	8,126	3.2%
Non-interest bearing liabilities						
Deposits						
Australia	5,605			5,416		
Asia Pacific, Europe & America	3,637			2,765		
New Zealand	4,615			4,143		
Derivatives						
Australia	31,469			29,419		
Asia Pacific, Europe & America	4,904			5,550		
New Zealand	6,968			6,723		
Insurance Liabilities	31,355			29,891		
External unit holder liabilities	3,729			3,949		
Other liabilities	13,857			14,111		
	106,139			101,967		
Total average liabilities	650,887			613,335		

^{1.} Includes foreign exchange swap costs

SUPPLEMENTARY INFORMATION

	Full year Sep 13			Full year Sep 12		
	Ave bal	Int	Rate	Ave bal	Int	Rate
	\$M	\$M	%	\$M	\$M	%
Interest earning assets						
Due from other financial institutions						
Australia	3,649	107	2.9%	3,283	125	3.8%
Asia Pacific, Europe & America	14,353	169	1.2%	12,461	188	1.5%
New Zealand	1,435	14	1.0%	1,509	16	1.1%
Regulatory Deposits						
Asia Pacific, Europe & America	1,014	8	0.8%	1,026	7	0.7%
Trading and available-for-sale assets						
Australia	37,728	1,234	3.3%	33,568	1,372	4.1%
Asia Pacific, Europe & America	16,970	256	1.5%	15,022	265	1.8%
New Zealand	9,823	354	3.6%	8,877	353	4.0%
Loans and advances						
Australia	315,582	19,308	6.1%	302,063	21,400	7.1%
Asia Pacific, Europe & America	53,146	1,862	3.5%	41,905	1,766	4.2%
New Zealand	81,316	4,824	5.9%	73,994	4,572	6.2%
Other assets						
Australia	8,566	257	3.0%	4,216	175	4.2%
Asia Pacific, Europe & America	29,340	121	0.4%	23,304	167	0.7%
New Zealand	2,417	113	4.7%	2,233	132	5.9%
Intragroup assets						
Australia	2,554	433	17.0%	4,318	575	13.3%
Asia Pacific, Europe & America	8,121	(9)	-0.1%	7,293	(24)	-0.3%
	586,014	29,051		535,072	31,089	
Intragroup elimination	(10,675)	(424)		(11,611)	(551)	
	575,339	28,627	5.0%	523,461	30,538	5.8%
Non-interest earning assets						
Derivatives						
Australia	33,349			36,492		
Asia Pacific, Europe & America	4,879			4,783		
New Zealand	6,784			9,974		
Premises and equipment	2,092			2,085		
Insurance Assets	30,840			29,973		
Other assets	26,404			25,217		
Provisions for credit impairment						
Australia	(2,804)			(3,037)		
Asia Pacific, Europe & America	(801)			(793)		
New Zealand	(816)			(885)		
	99,927			103,809		
Total average assets	675,266			627,270		

SUPPLEMENTARY INFORMATION

	Full year Sep 13			Full year Sep 12		
	Ave bal \$M	Int \$M	Rate %	Ave bal \$M	Int \$M	Rate %
Interest bearing liabilities						
Time deposits						
Australia	135,747	5,313	3.9%	134,508	6,821	5.1%
Asia Pacific, Europe & America	75,059	666	0.9%	60,643	741	1.2%
New Zealand	29,633	1,158	3.9%	27,981	1,130	4.0%
Savings deposits						
Australia	24,166	837	3.5%	21,779	862	4.0%
Asia Pacific, Europe & America	5,276	25	0.5%	4,280	24	0.6%
New Zealand	7,035	234	3.3%	3,757	119	3.2%
Other demand deposits						
Australia	85,104	2,408	2.8%	77,581	2,845	3.7%
Asia Pacific, Europe & America	10,916	33	0.3%	9,817	29	0.3%
New Zealand	16,400	398	2.4%	15,135	391	2.6%
Due to other financial institutions						
Australia	11,311	293	2.6%	7,308	260	3.6%
Asia Pacific, Europe & America	25,375	164	0.6%	21,624	181	0.8%
New Zealand	1,572	27	1.7%	1,851	32	1.7%
Commercial paper						
Australia	10,306	311	3.0%	11,676	510	4.4%
New Zealand	4,212	128	3.0%	3,669	123	3.4%
Borrowing corporations' debt						
Australia	63	5	7.9%	220	14	6.4%
New Zealand	1,215	55	4.5%	1,124	55	4.9%
Loan capital, bonds and notes						
Australia	64,749	2,873	4.4%	63,620	3,461	5.4%
Asia Pacific, Europe & America	2,240	31	1.4%	89	2	1.8%
New Zealand	13,839	653	4.7%	13,278	664	5.0%
Other liabilities ¹						
Australia	1,803	170	n/a	2,060	206	n/a
Asia Pacific, Europe & America	1,797	37	n/a	1,394	53	n/a
New Zealand	286	50	n/a	200	(95)	n/a
Intragroup liabilities						
New Zealand	10,675	424	4.0%	11,611	551	4.7%
	538,779	16,293		495,205	18,979	
Intragroup elimination	(10,675)	(424)		(11,611)	(551)	
	528,104	15,869	3.0%	483,594	18,428	3.8%
Non-interest bearing liabilities						
Deposits						
Australia	5,511			5,103		
Asia Pacific, Europe & America	3,202			2,387		
New Zealand	4,380			3,863		
Derivatives						
Australia	30,447			31,329		
Asia Pacific, Europe & America	5,226			5,044		
New Zealand	6,845			9,207		
Insurance Liabilities	30,625			28,386		
External unit holder liabilities	3,839			4,779		
Other liabilities	13,983			14,014		
	104,058			104,112		
Total average liabilities	632,162			587,706		

^{1.} Includes foreign exchange swap costs

	Half Year		Full Year	
	Sep 13 \$M	Mar 13 \$M	Sep 13 \$M	Sep 12 \$M
Total average assets				
Australia	452,699	435,205	443,975	425,515
Asia Pacific, Europe & America	144,521	128,441	136,502	113,341
New Zealand	108,827	102,080	105,464	100,025
less intragroup elimination	(10,726)	(10,625)	(10,675)	(11,611)
	695,321	655,101	675,266	627,270
% of total average assets attributable to overseas activities	35.4%	33.9%	34.6%	32.9%
Average interest earning assets				
Australia	376,548	359,567	368,079	347,448
Asia Pacific, Europe & America	131,316	114,526	122,944	101,011
New Zealand	98,288	91,673	94,991	86,613
less intragroup elimination	(10,726)	(10,625)	(10,675)	(11,611)
	595,426	555,141	575,339	523,461
Total average liabilities				
Australia	422,482	405,565	414,046	398,639
Asia Pacific, Europe & America	138,571	123,831	131,221	107,562
New Zealand	100,560	94,564	97,570	93,116
less intragroup elimination	(10,726)	(10,625)	(10,675)	(11,611)
	650,887	613,335	632,162	587,706
% of total average liabilities attributable to overseas activities	35.1%	33.9%	34.5%	32.2%
Average interest bearing liabilities				
Australia	340,050	326,413	333,249	318,752
Asia Pacific, Europe & America	127,955	113,331	120,663	97,847
New Zealand	87,469	82,249	84,867	78,606
less intragroup elimination	(10,726)	(10,625)	(10,675)	(11,611)
	544,748	511,368	528,104	483,594
Total average shareholders' equity¹				
Ordinary share capital, reserves and retained earnings	43,563	40,895	42,233	38,693
Preference share capital	871	871	871	871
	44,434	41,766	43,104	39,564
Total average liabilities and shareholders' equity	695,321	655,101	675,266	627,270

¹ Average shareholders' equity includes OnePath Australia shares that are eliminated from the closing shareholders' equity balance of \$273 million (Mar 2013: \$253 million; Sep 2012: \$280 million)

	Half Year		Full Year	
	Sep 13 %	Mar 13 %	Sep 13 %	Sep 12 %
Gross earnings rate¹				
Australia	5.58	6.03	5.80	6.81
Asia Pacific, Europe & America	1.90	2.02	1.96	2.35
New Zealand	5.54	5.63	5.58	5.86
Total Group	4.79	5.18	4.98	5.83
Interest spread and net interest average margin may be analysed as follows:				
Australia				
Net interest spread	2.14	2.14	2.14	2.10
Interest attributable to net non-interest bearing items	0.33	0.36	0.34	0.39
Net interest margin ² - Australia	2.47	2.50	2.48	2.49
Asia Pacific, Europe & America				
Net interest spread	1.15	1.19	1.17	1.30
Interest attributable to net non-interest bearing items	0.02	0.01	0.01	0.03
Net interest margin ² - Asia Pacific, Europe & America	1.17	1.20	1.18	1.33
New Zealand				
Net interest spread	1.91	1.89	1.90	2.08
Interest attributable to net non-interest bearing items	0.40	0.38	0.39	0.35
Net interest margin ² - New Zealand	2.31	2.27	2.29	2.43
Group				
Net interest spread	1.96	1.99	1.98	2.02
Interest attributable to net non-interest bearing items	0.24	0.25	0.24	0.29
Net interest margin ²	2.20	2.24	2.22	2.31
Net interest margin (excluding Global Markets)	2.61	2.65	2.63	2.71

^{1.} Average interest rate received on average interest earning assets

^{2.} Statutory basis

Exchange rates

Major exchange rates used in translation of results of offshore controlled entities and branches and investments in associates were as follows:

	Balance sheet			Profit & Loss Average			
	As at			Half Year		Full Year	
	Sep 13	Mar 13	Sep 12	Sep 13	Mar 13	Sep 13	Sep 12
Chinese Yuan	5.6976	6.4793	6.5848	5.8062	6.4746	6.1395	6.5150
Euro	0.6896	0.8152	0.8092	0.7193	0.7938	0.7565	0.7914
Great British Pound	0.5760	0.6886	0.6437	0.6148	0.6574	0.6360	0.6522
Indian Rupee	58.5306	56.7378	55.1714	56.0561	56.2402	56.1479	53.9494
Indonesian Rupiah	10,860.1	10,127.4	10,022.6	9,689.6	10,034.1	9,861.4	9,476.4
Malaysian Ringgit	3.0334	3.2351	3.2077	2.9978	3.1876	3.0925	3.1998
New Zealand Dollar	1.1237	1.2469	1.2529	1.1733	1.2533	1.2132	1.2883
Papua New Guinea Kina	2.2385	2.2297	2.1773	2.1095	2.1850	2.1472	2.1657
United States Dollar	0.9312	1.0424	1.0462	0.9474	1.0387	0.9929	1.0278

DEFINITIONS

AAS - Australian Accounting Standards.

AASB - Australian Accounting Standards Board.

Cash profit is a measure of profit which is prepared on a basis other than in accordance with accounting standards. Cash profit represents a measure of the result of the ongoing business activities of the Group, enabling shareholders to assess Group and Divisional performance against prior periods and against peer institutions. To calculate cash profit, the Group excludes items from statutory net profit as below. These items are calculated consistently period on period so as not to discriminate between positive and negative adjustments.

Gains and losses are adjusted where they are significant, or have the potential to be significant in any one period, and fall into one of three categories:

1. non-core gains or losses included in earnings arising from changes in tax, legal, accounting legislation or other non-core items not associated with the ongoing operations of the Group;
2. treasury shares, revaluation of policy liabilities, economic hedging impacts and similar accounting items that represent timing differences that will reverse through earnings in the future; and
3. accounting reclassifications between individual line items that do not impact reported results, such as policyholder tax gross up.

The adjustments made in arriving at cash profit are included in statutory profit which is subject to audit within the context of the Group statutory audit opinion. The Financial Report is in the process of being audited. Cash profit is not subject to audit by the external auditor, however, the external auditor has informed the Audit Committee that the adjustments have been determined on a consistent basis across each period presented.

Collective provision is the provision for credit losses that are inherent in the portfolio but not able to be individually identified. A collective provision may only be recognised when a loss event has already occurred. Losses expected as a result of future events, no matter how likely, are not recognised.

Customer deposits represent term deposits, other deposits bearing interest, deposits not bearing interest and borrowing corporations debt excluding securitisation deposits.

Economic Profit is a risk adjusted profit measure. Economic Profit is determined by adjusting cash profit with economic credit costs, the benefit of imputation credits and the cost of capital. This measure is used to evaluate business unit performance and is included in determining the variable component of remuneration packages.

Expected loss is determined based on the expected average annual loss of principal over the economic cycle for the current risk profile of the lending portfolio.

Funding valuation adjustment (FVA) – valuation adjustments are integral to determining the fair value of derivatives. FVA is a fair value adjustment applied to account for funding risk inherent in derivative portfolios. FVA is applied by discounting future expected cash flows on collateralised and uncollateralised derivatives by the appropriate cost of funding.

IFRS – International Financial Reporting Standards.

Impaired commitments and contingencies comprises undrawn facilities and contingent facilities where the customer's status is defined as impaired.

Impaired loans comprises drawn facilities where the customer's status is defined as impaired.

Individual provision charge is the amount of expected credit losses on financial instruments assessed for impairment on an individual basis (as opposed to on a collective basis). It takes into account expected cash flows over the lives of those financial instruments.

Liquid assets are cash and cash equivalent assets. Cash equivalent assets are highly liquid investments with short periods to maturity, are readily convertible to cash at ANZ's discretion and are subject to an insignificant risk of material changes in value.

Net interest average margin is net interest income as a percentage of average interest earning assets.

Net loans and advances includes gross loans and advances and acceptances and capitalised brokerage/mortgage origination fees, less unearned income and provisions for credit impairment.

Net tangible assets equals share capital and reserves attributable to shareholders of the Group less preference share capital and unamortised intangible assets (including goodwill and software).

Operating expenses excludes the provision for impairment of loans and advances charge.

Operating income includes net funds management and insurance income, share of associates profit and other operating income.

Repo discount is a discount applicable on the repurchase by a central bank of an eligible security pursuant to a repurchase agreement.

Restructured items comprise facilities in which the original contractual terms have been modified for reasons related to the financial difficulties of the customer. Restructuring may consist of reduction of interest, principal or other payments legally due, or an extension in maturity materially beyond those typically offered to new facilities with similar risk.

Revenue includes net interest income, net funds management and insurance income, share of associates profit and other operating income.

Segment review description

The Group operates and manages its cash results on a divisional structure with Australia, International & Institutional Banking (IIB), New Zealand and Global Wealth.

Group Centre comprises functions that service the organisation globally.

Australia

The Australia division comprises Retail and Corporate and Commercial Banking and business units. Retail includes Mortgages, Deposits, Cards and Payments along with the Retail Distribution Network. Corporate and Commercial Banking includes Corporate Banking, Esanda, Regional Business Banking, Business Banking and Small Business Banking.

• Retail

- **Retail Distribution** delivers banking solutions to customers via the Australian branch network, ANZ Direct and specialist sales channels.
- **Retail Products** is responsible for delivering a range of products including mortgages, credit cards, personal loans, transaction banking, savings accounts and deposits, using capabilities in product, analytics, customer research, segmentation, strategy and marketing. It also provides online and electronic payment solutions for businesses.
 - Mortgages provides housing finance to consumers in Australia for both owner occupied and investment purposes.
 - Cards and Payments provides consumer and commercial credit cards, personal loans and merchant services.
 - Deposits provides transaction banking, savings and investment products, such as term deposits and cash management accounts.

• Corporate and Commercial Banking ('C&CB')

- **Corporate Banking** provides a full range of banking services offering traditional relationship banking and sophisticated financial solutions, largely to privately owned companies with a turnover greater than A\$125 million.
- **Esanda** provides motor vehicle and equipment finance.
- **Regional Business Banking** provides a full range of banking services to non metropolitan business banking customers.
- **Business Banking** provides a full range of banking services, including risk management, to metropolitan based small to medium sized business clients with a turnover of up to A\$125 million.
- **Small Business Banking** provides a full range of banking services for metropolitan and regional based small businesses in Australia with lending up to A\$1 million.

International and Institutional Banking

The International and Institutional Banking division comprises Global Institutional, Retail Asia Pacific and Asia Partnerships business units, along with Relationship & Infrastructure.

- **Global Institutional** provides global financial services to government, corporate and institutional clients with a focus on solutions for clients with complex financial needs, based on a deep understanding of their businesses and industries, with particular expertise in natural resources, agriculture and infrastructure. Institutional delivers transaction banking, specialised and relationship lending and markets solutions in Australia, New Zealand, Asia Pacific, Europe and America.
 - **Transaction Banking** provides working capital solutions including deposit products, cash transaction banking management, trade finance, international payments, and clearing services principally to institutional and corporate customers.
 - **Global Markets** provides risk management services to corporate and institutional clients globally in relation to foreign exchange, interest rates, credit, commodities, debt capital markets, wealth solutions and equity derivatives. Markets provides origination, underwriting, structuring and risk management services, advice and sale of credit and derivative products globally. Markets also manages the Group's interest rate risk position and liquidity portfolio.
 - **Global Loans** provides term loans, working capital facilities and specialist loan structuring. It provides specialist credit analysis, structuring, execution and ongoing monitoring of strategically significant customer transactions, including project and structured finance, debt structuring and acquisition finance, loan product structuring and management, structured asset and export finance.
- **Retail** which provides retail and small business banking services to customers in the Asia Pacific region and also includes investment and insurance products and services for Asia Pacific customers.
- **Asia Partnerships** which is a portfolio of strategic partnerships in Asia. This includes investments in Indonesia with PT Bank Pan Indonesia, in the Philippines with Metrobank Cards Corporation, in China with Bank of Tianjin and Shanghai Rural Commercial Bank, in Malaysia with AMMB Holdings Berhad and in Vietnam with Saigon Securities Incorporation.
- **Relationship & Infrastructure** includes client relationship management teams for global institutional and financial institution and corporate customers in Australia, New Zealand, Asia Pacific, Europe and America corporate advisory and central support functions. Relationship and infrastructure also includes businesses within IIB which are discontinued.

Segment review description, cont'd**New Zealand**

The New Zealand division comprises Retail and Commercial business units, and Operations and Support which includes the central support functions (including Treasury funding).

- **Retail**
 - Includes Mortgages, Credit Cards and Unsecured Lending to personal customers in New Zealand.
- **Commercial**
 - **Commercial & Agri (CommAgri)** provides financial solutions through a relationship management model for medium-sized businesses, including agri-business, with a turnover of up to NZ\$150 million. Asset Finance (including motor vehicle and equipment finance), operating leases and investment products are provided under the UDC brand.
 - **Small Business Banking** provides a full range of banking services to small enterprises, typically with turnover of less than NZ\$5 million.

Global Wealth

The Global Wealth division comprises Funds Management, Insurance and Private Wealth which provides investment, superannuation, insurance products and services as well as Private Banking for customers across Australia, New Zealand and Asia.

- **Private Wealth** specialises in assisting individuals and families to manage, grow and preserve their wealth. The businesses within Private Wealth include Private Bank, ANZ Trustees and Super Concepts.
- **Funds Management** includes the Pensions and Investment business of OnePath Group (in Australia and New Zealand), E*Trade and Investment Lending.
- **Insurance** includes the Insurance business of OnePath Group (in Australia and New Zealand) and Lender's Mortgage Insurance.

Group Centre

Group Centre comprises Global Services & Operations, Group Technology, Group Human Resources, Group Risk, Group Strategy, Group Corporate Affairs, Group Corporate Communications, Group Treasury, Global Internal Audit, Group Finance, and Group Marketing, Innovation and Digital, Shareholder functions and discontinued businesses.

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