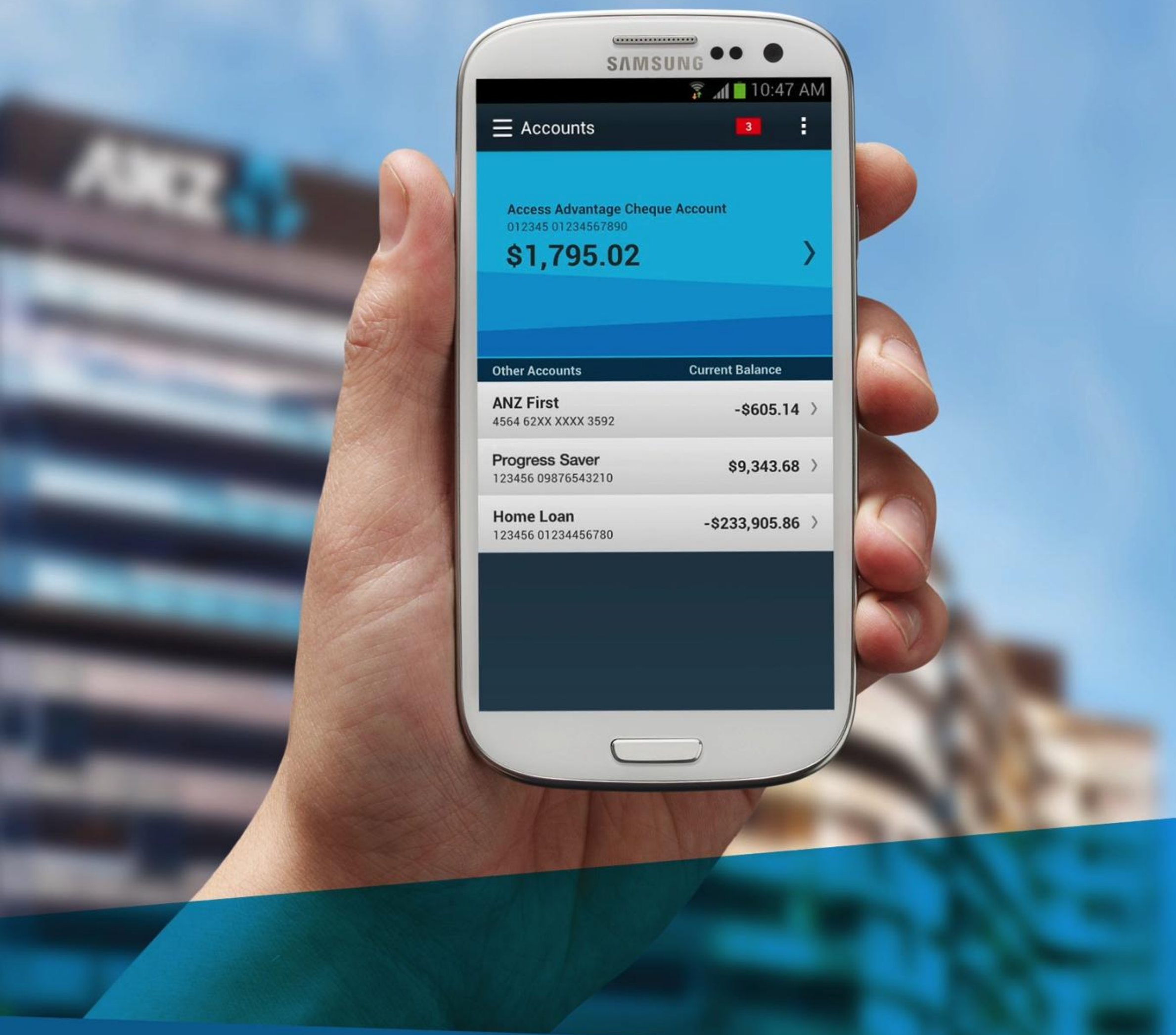


BANKING ON AUSTRALIA

AUSTRALIA AND NEW ZEALAND BANKING GROUP LIMITED

27 November 2013

ANZ

A strong domestic franchise is critical to the success of ANZ's Super Regional strategy

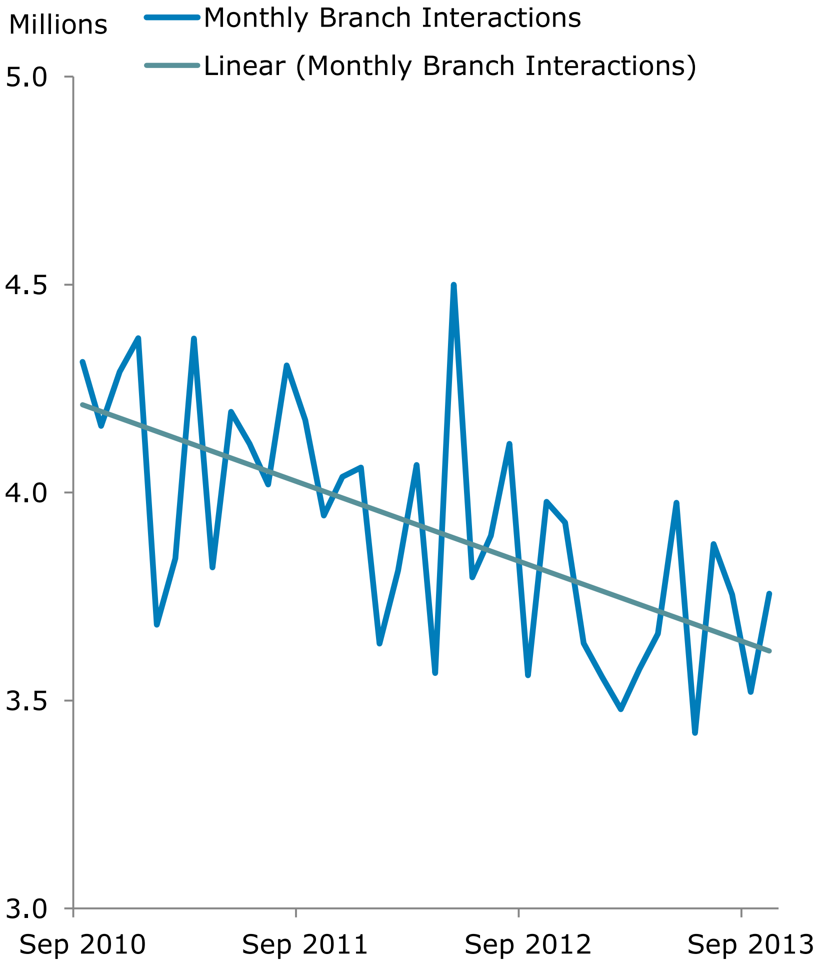
The Banking on Australia program is our path to:

- Delivering **consistent** above system **growth** focused on our target segments,
- Maintaining **strong margins, cost discipline** and **asset quality,**
- And **leveraging ANZ's Super Regional advantage** to bring the whole of ANZ to our customers

To deliver peer leading financial outcomes

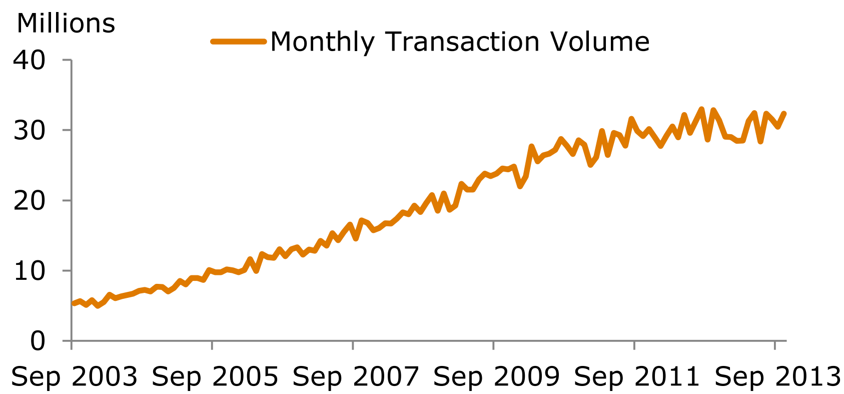
Customer preferences continue to shift towards mobile and digital channels

Customer branch traffic continues to decline

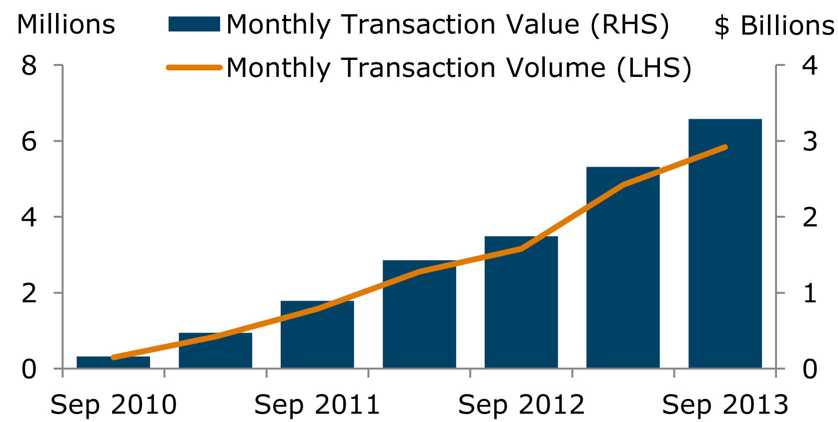


Growing customer preference for mobile and digital channels

Internet Banking



ANZ goMoney™



Banking on Australia is our response and we are transforming the business to position ANZ for growth

Building our lead in mobile & digital

- Expanding customer reach and deepening loyalty
- New mobile & digital foundations
- Rapid evolution of our market leading applications

Transforming our distribution channels

Retail

- Transforming branches and contact centres to focus on more complex sales
- Multi-channel connectivity
- Migrating low value transactions to self service

Corporate & Commercial Banking

- Using our super regional advantage to bring whole of ANZ
- Providing market leading banker tools & centralised service
- Offering deep industry insight

Simplifying our products & process

- Digitising and automating
- Paperless processing
- Simplifying product range

Accelerating through customer insights

- New information platforms
- Single customer view enabled
- Insight driven offers

We are making significant progress on our mobile and digital agenda

Banking on Australia

ANZ goMoney™ is our market leading mobile banking app

2010	**First payments app in the Australian market**
	Available for iPhone and Android
1.0m	**Active goMoney users[2]**
>25m	**goMoney logins per month**
>$56b	**Transactions processed**

ANZ's award-winning app[1] provides a secure and convenient way to bank, 24/7

Customers with ANZ goMoney™ demonstrate greater loyalty

All data as at 30 September 2013.

1. Winner of 2011 IDC Financial Insights Innovation Award, 2011 CANSTAR Innovation in Financial Services Award, 2011 Banking & Payments Asia Trailblazer Award, 2011 Australian Banking & Finance Magazine Innovative Retail Banking Product of the Year Award; 2. Active users within past 120 days.

Interactive frontline sales tools are improving banker productivity and delivering ANZ’s super regional capabilities

100%	**C&CB frontline bankers with iPads**
>5,000	**Digital A-Z reviews completed in last 3 months**
33	**Markets connected via Super Regional App**
↓48 hrs	**Average turnaround time saving with each “Sign-on-Glass” application**

8 Frontline Applications Developed

1. **A-Z Review**
   Customer needs assessment
2. **Collaboration**
   Video access to specialists
3. **Super Regional**
   ANZ regional capability resource
4. **Voice notes**
   Capture of customer notes
5. **On Boarding & Identification**
   Customer information capture
6. **ANZ Podcast**
   Banker Training
7. **ANZ Hub**
   Customer & frontline information
8. **ANZ App catalogue**
   Source of banker apps

- **Faster application turnaround**
- **Access to bank-wide digital customer information**

All data as at 30 September 2013.

ANZ FastPay™ is our award winning mobile merchant app, enabling our small business customers to be paid 'on the go'

- **Mobile merchant app for faster card payments**
- **Allows businesses to accept card sales on iPhone or iPad with same-day settlement**

Winner, FIIA Award for Innovation and the Trailblazer award for innovation in banking[1]

Available for iPhone and iPad

7,000+ **FastPay users**

30% **Monthly growth in FastPay customers**

>140k **Transactions processed**

All data as at 30 September 2013. 1. Financial Insights Innovation Awards (FIIA) 2013; 2013 Banking & Payments Asia Trailblazer Awards.

We are transforming our branches and capability of our people to focus on more complex needs and generate increased cross-sell and productivity

7%	**Uplift in branch sales in FY13**
5%	**Drop in branch traffic due to increased self service in FY13**
18%	**Uplift in sales via Video Conference in 2H13**
74	**New look sales focused branches[1]**
284	**Smart ATMs installed[1]**

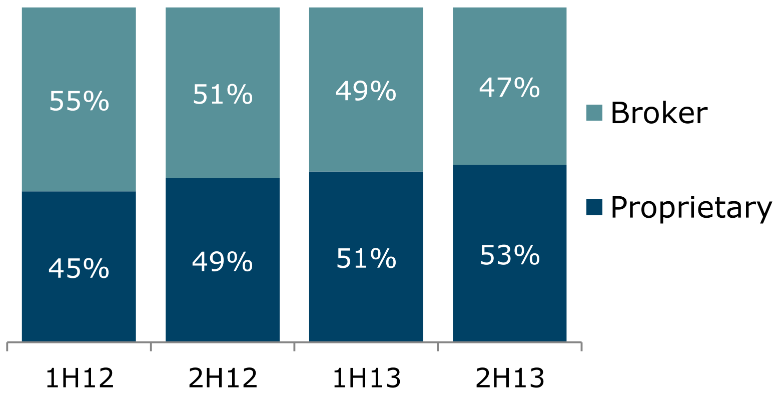
Transforming our distribution network by embracing new technology to meet the changing needs of customers

1. As at November 2013.

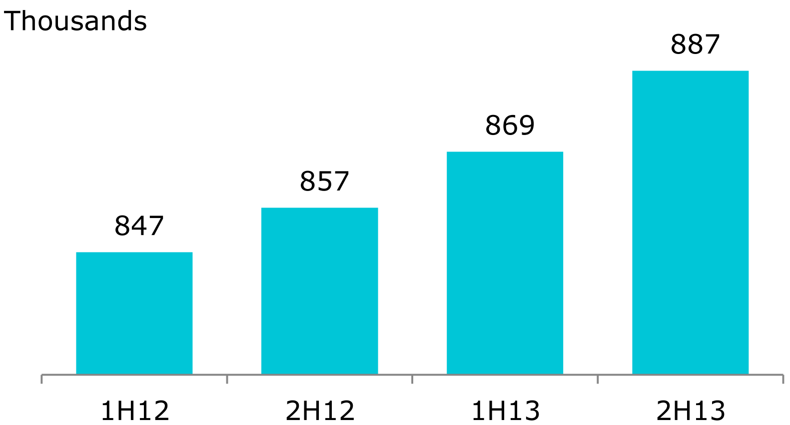
Retail Transformation is improving Home Loan capability

1.1 million	A to Z customer needs reviews completed in 2013
68%	Branch sales staff now accredited to sell home loans
⬆ 16%	Increase in branch Home Loan sales in 2013
✓	Delivered Home Loan continuous improvement program
$13 billion	Home Loan growth achieved in 2013
19%	Percentage of online chats generating mortgage referrals

Home Loan Sales Mix by Channel



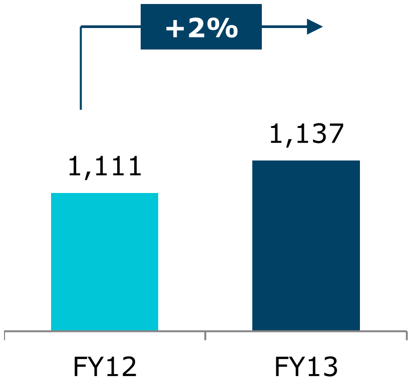
Total Home Loan Accounts



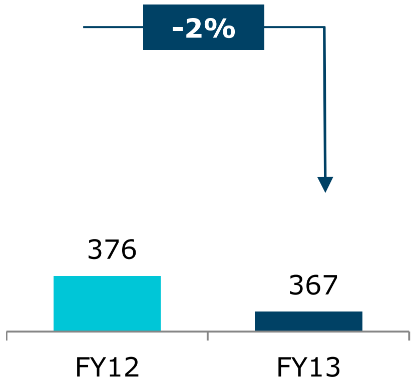
Corporate & Commercial Banking transformation is enhancing banker productivity and driving sales

⬆ 8%	Growth in cross sell revenue to $1.3 billion
⬆ 20%	Growth in leads to frontline
✓	Establishment of cross border on-boarding team
47	Processes removed from frontline staff
12 to 1	Different product applications consolidated to a single form
12	Products decommissioned

Revenue per FTE



Costs per FTE



Money Magazine Business Bank of the Year

CANSTAR Best Value Australia Agribusiness Award

FIIA Innovative in Mobile Payments Award 2013

Trailblazer 'Channel Excellence in Mobile – Payments' Award 2013

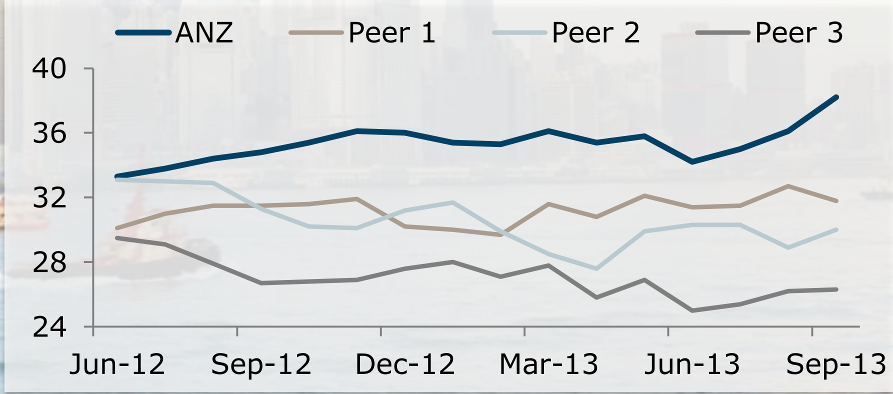
All growth rates reflect FY13 v FY12.

We are leveraging our super regional advantage to bring the whole of ANZ to our customers

Super Regional iPad App to facilitate cross-border customer conversations

100%	**Relationship Frontline staff with Super Regional training**
45%	**Growth in cross-border referrals from Australia**
25%	**Relationship Frontline staff with hands-on experience in key Asian markets**
30%	**Growth in foreign exchange customers**

"Can Service My Business Needs Across Australia, NZ and Asia"[1]



All data as at 30 September 2013. 1. DBM's Business Financial Services Monitor. Rolling 3 month average, as at Sept-13. Defined as proportion of Commercial Banking customers with $1m to less than $40m turnover who associate bank with the statement 'can service my business needs across Australia, NZ and Asia'

Banking on Australia is delivering

Outperforming the market	• Strongest overall growth of major banks across Home Loans, Deposits and Cards in FY13 • Strong above system lending growth in Corporate & Commercial Banking • Retail MFI Customer Satisfaction >80%[1] and complaints down 11%[2]
Trained and productive workforce	• Cost To Income down 330bps to 37.5%[2] and revenue per FTE up 7.1%[2] • Highly trained & engaged workforce with 170k+ hours of frontline sales training
Innovative Technology	• Deepening customer reach and loyalty • Enhancing the customer experience • Improving frontline productivity
ANZ's Super Regional advantage	• Leveraging our Super Regional advantage to bring the whole of ANZ to our customers

1. Source: Roy Morgan Research, 6 months to September 2013 2. FY13 v FY12.

The material in this presentation is general background information about the Bank's activities current at the date of the presentation. It is information given in summary form and does not purport to be complete. It is not intended to be relied upon as advice to investors or potential investors and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate

This presentation may contain forward-looking statements including statements regarding our intent, belief or current expectations with respect to ANZ's business and operations, market conditions, results of operations and financial condition, capital adequacy, specific provisions and risk management practices. When used in this presentation, 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. Such statements constitute "forward-looking statements" for the purposes of the United States Private Securities Litigation Reform Act of 1995. 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 to reflect the occurrence of unanticipated events.

For further information visit

www.anz.com

or contact

Jill Craig
Group General Manager Investor Relations

ph: (613) 8654 7749 fax: (613) 8654 9977 e-mail: jill.craig@anz.com

ANZ