

News Release

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ANZ ranked the number one Institutional Bank for fourth consecutive year

-Ranked number one for relationship strength for sixth year, according to Peter Lee Associates Survey-

ANZ's Institutional Business has maintained its number one ranking for both outright and lead bank market penetration, according to the 2019 Peter Lee Associates Large Corporate and Institutional Relationship Banking Survey, Australia.

The survey also found ANZ held its number one position in terms of its Net Promoter Score (NPS), which tracks the willingness of customers to recommend a bank's products or services to others.

Survey highlights include:

- For the fourth consecutive year, we are the outright number one Institutional bank with 76 per cent of the 574 respondents stating they have a relationship with ANZ;
- Our focus on service is evident across all areas, ranking number one in 18 out of 19 relationship strength index (RSI) factors versus its key competitors – an outstanding effort from all teams;
- We achieved our highest lead bank penetration ever (38 per cent) up 1 per cent on last year, maintaining the 11 per cent gap with our nearest competitor NAB;
- Maintained our leadership position against the leading competitive banks for overall customer satisfaction with products and services (58pt score);
- We have recorded the highest RSI score ever in the survey's history with a score of 614 (up 4pts and now 50pts ahead of the nearest bank);
- And we have maintained number one for our NPS (29 per cent and up 4 per cent).

ANZ Managing Director, Institutional Australia, Graham Turley said: "While we are constantly aiming to improve our customer proposition, it's pleasing to receive this recognition."

"These results highlight the importance of a consistent focus on customer relationships, and continuing to connect our clients to business and strategic opportunities across the region as well as in our home markets."

A leading indicator of performance across wholesale banking, the survey ranks the domestic banks and their major international peers. Around 574 Australia-based large corporates and financial institutions with more than \$500 million in annual turnover were surveyed in total.

For media enquiries contact:

Nick Higginbottom: +61 403 936 262