



METHODOLOGY

Everyday Banking & Savings Awards

July 2019

What is the Canstar *Everyday Banking & Savings Awards*?

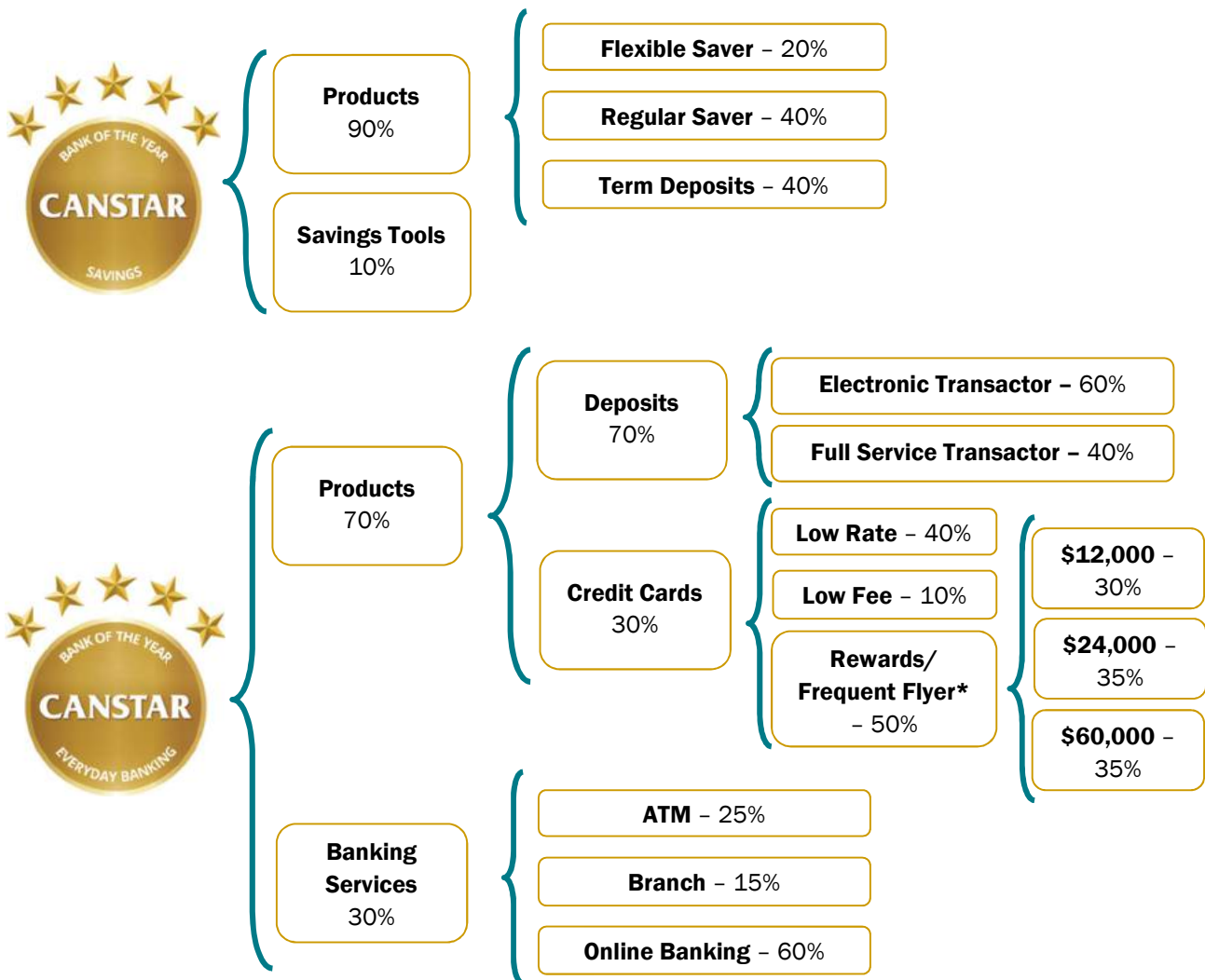
Canstar's *Bank of the Year Everyday Banking and Savings Awards* use a sophisticated rating methodology, unique to Canstar, which compares institutions' everyday banking products and accessibility throughout New Zealand.

The Savings Award gives recognition to the institution that provides the strongest combination of Savings Products such as online savings accounts and term deposits, as well as offering various savings tools including calculators, budgeting/ goal progress tools and spending categorisation. The Everyday Banking Award gives recognition to the institution that provides the strongest combination of transactional products such as deposit accounts and credit cards across its relevant Canstar Star Ratings profiles, as well as the functionality of their online banking platform and close access to branches and ATMs.

Eligibility Requirements

A company is eligible for either award if they offer one product from each type taken into account throughout the individual Star Ratings. i.e. If a company does not have a transaction account or credit card they will be excluded from the Everyday Banking Award calculations. Additionally, to be eligible for the Savings Award, an institution must have a credit rating of at least Standard & Poor's BBB or an equivalent with other agencies.

Award Methodology



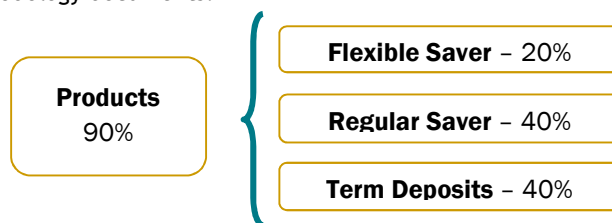
*An institution is represented by the top scoring product from either the rewards or frequent flyer profiles.



Bank of the Year - Savings

Products

The following is a brief overview of the elements considered within the Savings Award. Further details on how individual products are assessed can be found in the *Savings and Transaction Account Star Ratings* and the *Term Deposit Award* methodology documents:



Product	Description
Flexible Saver	For consumers looking to maximize their savings with no restrictions. To be eligible, the account must offer a base rate of 0.10% or higher on a balance of \$10,000.
Regular Saver	For more active savers who are willing to meet stricter conditions to achieve higher levels of interest. To be eligible the account must offer a total rate of 0.50% or higher on a balance of \$25,000.
Term Deposits	Each term deposit product reviewed for the Canstar Term Deposit Award is awarded points for its comparative price and for the array of features attached to the product. Points are aggregated to achieve a Price score and a Features score.

Savings Tools

In this assessment, we consider a number of features that promote or educate consumers on saving. These features include: Calculators, Personal Financial Management Tools, Budget Planner and Savings Articles.

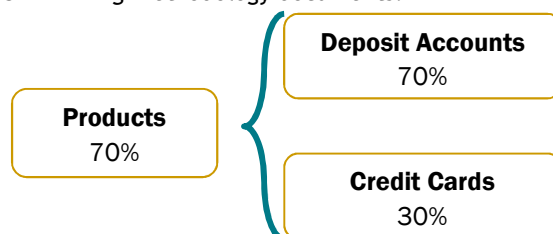
This information is sourced from Canstar's Online Banking Award.

Consumer Education/Tools
Does the website offer a savings calculator?
Does the website offer a term deposit calculator?
Does the website offer a goal calculator?
Does the website offer a KiwiSaver/retirement calculator?
Does the website provide budgeting advice?
Does the website provide financial market articles?
Does the website provide financial tips articles?
Does the website provide online educational videos (including YouTube)?
Budgeting Tools
Is a budget planner available within online banking?
Is a user able to set goals for savings accounts within online banking?
Is a user able to set goals for credit card repayments within online banking?
Are there functions available for goal progress within online banking?
Is a user able to obtain categorised spending information (e.g. fuel, groceries, clothes)?
Is a user able to manually update transaction categories?
Is a user able to graph any transaction behaviour online?
Is a user able to graph categorised spending information (e.g. fuel, groceries, clothes)?
Is a user able to graph spending via categories without being required to manually categorise transactions?
Is a user able to graph spending amount patterns over time?
Is a user able to graph projected savings?
Is a user able to graph what if scenarios?
Is a user able to export budgeting tool information to.xls,. puff, etc.?

Bank of the Year - Everyday Banking

Products

The following is a brief overview of the elements considered within the *Everyday Banking Award*. Further details on how individual products are assessed can be found in the *Savings and Transaction Account Star Ratings* and the *Credit Cards Star Rating* methodology documents:



Deposit accounts

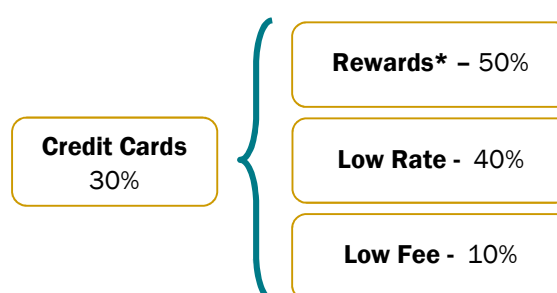
Each deposit account reviewed for the Canstar *Savings and Transaction Account Star Ratings* is awarded points for its comparative Price and for the array of features attached to the account. These features include accessibility, conditions attached to interest payments and S&P credit rating of the institution offering the product. Points are aggregated to achieve a price score and a feature score.

Profile	Description
Full Service Transactor	For consumers who may occasionally transact through branch or phone on top of electronically. Requires full access to the account including ATM, EFTPOS, branch, point of sale and BillPay and conduct an average of 25 transactions per month.
Electronic Transactor	For consumers who mainly transact electronically. Requires full access to the account including ATM, EFTPOS, point of sale and BillPay and conduct an average of 50 transactions per month.

Please see the Canstar [Savings and Transaction Account Star Ratings Methodology](#) for more information.

Credit Cards

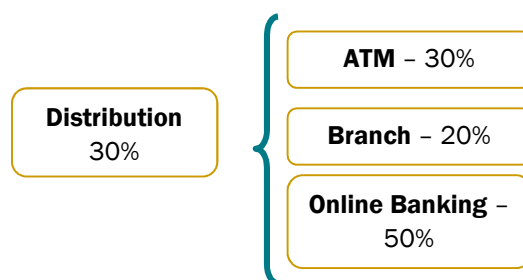
As with the Savings and Transaction Account Star Ratings, the Canstar *Credit Card Star Ratings* is awarded points for its comparative Price and for the array of features attached to the account.



*An institution is represented by the top scoring product from either the rewards or flight rewards profile.

Profile	Description
Rewards	For consumers seeking a credit or charge card that gives them the optimal return on their everyday spending
Flight Rewards	For consumers seeking a credit card or charge card that will allow them to redeem points for flights
Low Rate	For consumers seeking a credit card with a low interest rate and flexible repayment conditions
Low Fee	For consumers seeking a credit card with low ongoing fees and who may be looking to access some premium card facilities

Banking Services



ATM and Branch

The ratio of the total number of branches and free ATMs across New Zealand (both islands) against the New Zealand population is calculated against a cap of 12,500 people per ATM and 25,000 people per branch. Any institution who is lower than the cap will receive full points for this category with the remaining institutions being indexed against the caps.

Online Banking

The Online Banking component looks at the Institution's website and mobiles banking facilities. Information is sourced from Canstar's Online Banking Award.

Functionality Category	Weight
Payment and Transactions	30%
Domestic	35%
International	10%
Bill Payment	25%
Contactless	10%
Product Specific	20%
Research and Application	20%
Calculators	15%
Product Information	20%
Application	40%
Education Tools	25%
Security	10%
Banking Assistant	25%
Account Status and Information	30%
Budgeting Tools	20%
Alerts	10%
Compatibility	5%
Account Maintenance	20%
Other Services	15%
Support	15%
Community Interaction	20%
Support	40%
Location Services	40%

Does Canstar rate all products available in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

How often are products reviewed for awards or star ratings purposes?

All ratings are fully recalculated every 12 months based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazines, television, websites, etc.)

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking and insurance products listed below. These star ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the Canstar website at www.canstar.co.nz if you would like to view the latest star ratings reports of interest.



- Business deposits
- Term Deposit
- Credit cards
- Credit card rewards
- Home loans
- Kiwisaver
- Online banking
- Personal loans
- Savings accounts
- Transaction accounts

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The ratings and awards results do not include all providers and may not compare all features relevant to you. The rating or award is only one factor to take into account when considering these products. Canstar acknowledges that past performance is not a reliable indicator of future performance.

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