

2014 AWARD REPORT



First Home Buyer



FIRST HOME BUYER

IN THIS REPORT

We research and rate 432 mortgage products available to first home buyers from 62 institutions across Australia.



A helping hand is available

Buying your first home can be an exciting but daunting time, so it's good to know there is help out there – especially when it's monetary assistance. Which is where the first home buyers' grants come in.

Across Australia, state governments have sums available for first timers (that fit the eligibility criteria) and they can contribute up to \$30,000 towards the cost of your home. Here's what you can get and where...

State/territory	Amount offered	Conditions attached to the grant
NSW	\$15,000	<i>Scheme applies to new homes only. "New home" refers to a property that has not been previously occupied, has not been previously sold as a residence, or a property that's been substantially renovated or built to replace demolished premises.</i>
Queensland	\$15,000	<i>Circumstances similar to NSW – new homes only, i.e. properties that have not been previously occupied or sold as a residence, or one that's been substantially renovated (in limited circumstances).</i>
Victoria	\$10,000	<i>New properties only.</i>
South Australia	\$15,000	<i>New properties only.</i>
Tasmania	\$30,000	<i>The First Home Builder Boost is an increase on the First Home Owner Grant and is only available for new properties, until December 2014.</i>
WA	\$10,000 \$3,000	<i>Larger sum is for new properties only. Smaller sum available for established properties.</i>
Northern Territory	\$26,000 \$25,000 \$12,000	<i>\$26,000 is available for new properties only. Until December 2014, \$12,000 is available for established properties in urban areas and \$25,000 elsewhere. Grants for established properties will cease on January 1, 2015.</i>
ACT	\$12,500	<i>New or substantially renovated properties only.</i>

First home buyers should check the details of schemes in their relevant state or territory by visiting www.firsthome.gov.au/



Affordability is key

It's good to take stock of exactly what is happening in the world of home loan repayments in order to ascertain just how affordable that first home loan could be.

In the table below, CANSTAR analysts have researched the average increase in home loan repayments on a state by state basis when compared to the

increase in general inflation over the last 10 years – which is **31.4%**.

As you can see, the largest increase in real terms has been seen in the Northern Territory, with loan repayments rising a massive 94% over that period. Even in Queensland, where the rise has been comparatively low (at 34%) it is still higher than inflation.

Retrospective: Impact of house price on loan size and repayments

State/ Territory	June 2004		June 2014		Difference in loan repayment	
	Average loan size	Loan repayment ¹	Average loan size	Loan repayment ¹	\$	%
NSW	\$251,100	\$1,785.95	\$367,200	\$2,345.71	\$559.76	31%
VIC	\$200,900	\$1,428.90	\$330,500	\$2,111.27	\$682.37	48%
QLD	\$199,900	\$1,421.79	\$297,600	\$1,901.10	\$479.31	34%
SA	\$150,400	\$1,069.72	\$261,200	\$1,668.57	\$598.85	56%
WA	\$159,900	\$1,137.29	\$318,700	\$2,035.89	\$898.60	79%
TAS	\$134,500	\$956.63	\$220,000	\$1,405.38	\$448.75	47%
NT	\$162,200	\$1,153.65	\$350,400	\$2,238.39	\$1,084.75	94%
ACT	\$234,100	\$1,665.04	\$327,100	\$2,089.55	\$424.51	25%
Whole of Australia	\$205,600	\$1,462.33	\$327,000	\$2,088.91	\$626.58	43%

Source: www.canstar.com.au and www.abs.gov.au.

¹ Based on loan taken over 25 years taking into account the average of the four major banks' standard variable interest rates.

There's no doubt, then, that it pays to save. The higher the deposit you're able to accrue before venturing into the world of home loans, the better off you'll be. Sadly, the First Home Savers Account (FHSA) has now been scrapped, so that

particular lifeline can no longer be relied upon.

Very few institutions will lend without some sort of deposit, and if you're able to put down 20% of the purchase price

or more, you can avoid having to pay Lenders' Mortgage Insurance (LMI), which could result in a significant saving.

Here are some examples of accounts that can help you save that deposit:

• Bonus savers

These high interest accounts offer an incentive to keep your balance growing as much as you can in order to achieve your goal – the more you put in, the more you're going to earn.

• Term deposits

These longer-term options could be good for those not looking to buy a house in the immediate future and also for those who have a tendency to spend their money if it's accessible. The fact that you can't touch your money until the end of the term (or face a hefty fine if you do) helps keep sticky fingers off the cash. This option does mean, however, that in cases of emergency, the money is not readily available.

• Online

Online accounts are a simple, no-fuss option that offer a decent return on your money. This option can be particularly good for those whose spending habits tend to be a little sporadic.

• Managed funds

If you're willing to accept a little risk with your investing, you could gain some big returns with a managed fund. You can start with as little as \$1,000 and keep contributing small amounts as and when you are able to.



Tips to help you save

If you've never been all that good at stashing your cash away for a rainy day (and the purchase of your first home is probably the ultimate rainy day), here are a few tips to help you expand that deposit fund...



Rule of thirds

Commit to saving at least one third of any extra money that happens to come your way – a birthday present, say, or perhaps a tax return. The trick is, put one third towards bills, one third towards saving, and spend a third on yourself because you deserve it after all that saving!



Degrees of separation

Keep dedicated savings accounts completely separate from your day-to-day transaction accounts, in order to resist the temptation to dive in when you're feeling a little short. You could go as far as using another institution, which will mean transfers taking a couple of days.



Automatic transfers

If you set up an automatic transfer (direct debit) for payday, you can ensure that a certain portion of your wages is tucked away into your savings account, out of sight, before you've even realised it's there. You'll be amazed how quickly you can adapt to having slightly less cash to spend each month.

What should FHBs keep an eye out for?

It would be easy to get caught up in the excitement of buying your first home, but first-timers need to be aware of the potential pitfalls, which can end up costing a pretty penny.



Some of the additional costs that arise when you buy your first home include:

• Stamp duty

First Home Buyers can sometimes see their stamp duty waived – you need to check your state's government website to see what the situation is.

• Solicitor / conveyancer fees

This can add up to a considerable upfront amount, but a good solicitor will help ensure the process goes smoothly and thus can be well worth the cost.

• Registration fee – land transfer

An unavoidable cost, the registration fee

(including mortgage registration fees) differs between states, so check your state's website.

• Rates adjustment

These costs will differ from location to location and depend how long the rates notice has been paid for the property you are buying.

• Building and pest inspection

An optional cost, this could end up saving you hundreds of thousands of dollars in the long run, so is worthwhile.

• Home and contents insurance

In some states, you are liable for the property just two days after the contract has been signed, so your insurance should be in place from that day. Your lender can let you know what to insure the building for.

• Loan fees

Several fees are attached to the loan:

- Establishment fee
- Registration fees
- Valuation fee
- Lenders' Mortgage Insurance (LMI).

Separating the needs and wants

Knowing exactly what you need and what you want from your first home-buying experience (and the difference between the two) is crucial before you embark on the whole process.

In order to make sure you have your priorities right, you need to decide on your requirements in a home...

LOCATION

What does your home need to be close to? Work, the children's school, good nightlife, a hospital? Sorting out such practicalities early on prevents you falling in love with your "dream home" miles from anywhere – and potentially making the most expensive mistake of your life. Of course, the more flexible you're able to be, the more options you will have.

TYPE

If you're the type of person that loves the outdoors and relaxing in the garden, an apartment with a tiny balcony might not be the wisest choice. Equally, if you hate the idea of keeping on top of lawn maintenance, a large property with lots of land is probably not for you. Don't forget, however, if you need to start small, you can always upgrade later.

FEATURES

Which elements of a home are important to you, and which aren't? Is outdoor space a factor? Do you care what your property looks like? Do you have time to invest in a doer-upper or do you want to move straight in to a gleaming new home? What about pets? Even if you don't have any right now, are you likely to want some in the near future? Establishing just what it is you're looking for before you start looking helps clear up any issues that may clash with a fellow



house purchaser (i.e. your partner) and can also save wasted time looking at properties that simply aren't going to satisfy your needs. And be strict when sorting out which elements are "needs" and which are merely "wants" – we'd all love a pool in the back garden, but unless you're training to be an Olympic swimmer, it's probably not something that needs to be on your features list.



What about our awards?

Established to recognise those institutions that make a concerted effort to assist first home buyers in what can be a daunting process, the CANSTAR First Home Buyer awards have been designed to examine the features that are of the utmost importance to first time buyers, comparing how different lenders (banks, credit unions and building societies) shape up in all phases of the first home ownership process.

Divided up into state categories as well as an overall winner, CANSTAR's awards reveal which providers are offering outstanding value as well as making a significant effort to cater for first timers.

And so, the winners are...

Westpac takes the crown again!

For an impressive third year in a row, **Westpac** has won the First Home Buyer Award for Australia, returning the highest scores of the 64 lenders analysed.

In the area of product assessment, Westpac is represented by its Premier Advantage package and Flexi First Option, both impressive products.

- **Premier Advantage package** – While pricing is competitive (a 0.90% discount off the standard variable rate is offered) it's the features that really stand out, with Westpac the only major bank to offer redraw facilities on its fixed rate loans. Many fees are also withdrawn with the Premier Advantage package.
- **Flexi First Option** – This basic home loan comes with flexible features and a discount rate of 5.12% with no ongoing fee, which is a highly competitive offering. Westpac has also removed the home loan establishment fee, saving customers \$600. Extra repayments are also permitted, with no fees charged.

In terms of institutional factors, some of Westpac's core strengths included accessibility, a flexible application process, deposit requirements and calculators.

- **Accessibility** – Westpac has a vast network of physical branches – a total of 654 nationwide, to be precise.
- **Loan applications** – borrowers are able to make their applications online, in-branch, by phone or via financial planners and mobile lenders, offering a wealth of choice.
- **Deposit requirements** – A range of guarantee options are offered for first home buyers, and the maximum loan to value ratio (LVR) of 95% rises to 97% with LMI capitalisation.
- **Calculators** – The easy-to-negotiate Westpac website offers several very handy calculators that can specifically aid the first time buyer, including one to calculate your borrowing power and one that works out potential repayments.



First Home Buyer Award



CANSTAR would like to congratulate Westpac on its award win!

In light of the win, we spoke to Westpac's general manager of retail banking, Gai McGrath...

Q Westpac clearly takes the trials and tribulations of first-time buying into account when structuring its loans. What advice do you have for those entering the property market for the first time?

A The first year of the loan takes some adjustment. In addition to repayments, the first year will see first-time borrowers balance the upfront costs of the deposit and stamp duty, which can have an impact on their household's cash flow. Newly married couples who are buying their first home together may even be contending with the cost of the wedding and honeymoon along with regular loan repayments.

There are ways borrowers can ease the pain of the first year, such as ensuring you have a sound repayment plan and the structure of the loan is right from the beginning, which includes the length of the loan term, the choice of a variable or fixed rate (or a combination), and whether to use an offset account to your advantage.

Planning and preparation are essential to secure your long-term financial position. At Westpac, we recommend seeking expert advice and speaking with a home finance manager well before commencing the search for



a new home. It is important to have the full picture of your borrowing capacity and all the associated upfront costs, such as stamp duty and insurance, before you set out to purchase a property.

Q How large a role do you think lenders should play in the process?

A The support and advice from your lender shouldn't stop once the loan is approved.

Westpac partners with its customers for the long-term to ensure they are on the road to achieving their financial goals.

While the first year might be the hardest, we know it does get better and are committed to helping Australians on their path to home ownership.

Q What are your saving tips for first-timers hoping to raise as large a deposit as possible?

A Saving for a deposit requires focus and discipline; it can be challenging, there's no debating that, but it can be done if you set yourself an achievable goal.

Small changes in your discretionary spending can result in big savings over time. This could be anything from going without that second takeaway coffee each day to reducing how often you go out for dinner. These small changes can add up to thousands of dollars a year.

You can also make your money work harder for you by putting your savings in a high interest savings account.

However, make sure you don't set yourself up for failure. If you've set yourself the goal of saving your deposit in two years, it's unrealistic to think you can sacrifice everything for two years. Choose key areas where you can make sustainable but significant sacrifices.

The other step you can take is to visit a home finance manager well in advance of buying a property to ensure you can put a sound savings strategy in place.

Gai McGrath
General manager, retail banking

Who are the state winners?

In order to recognise smaller players in the home loans industry, CANSTAR celebrates customer-owned lenders (which include credit unions, building societies and mutual banks) with individual state awards.



Hume Bank



Hume Bank has retained its state crown for Victoria from 2013 and is notable for its generous LVR (97% when LMI capitalisation is taken into account) and good spread of branches, with seven across the state as well as a further 15 mobile lenders.

First Home Buyer State Awards



People's Choice Credit Union also retained its dual awards from last year – for South Australia and the Northern Territory – thanks in part to such factors as a good branch spread (35 across the state and 14 mobile lenders) and a range of guarantee options, as well as the provision of a variety of valuable educational material including step-by-step guides and general information on the process as a whole.



Teachers Mutual Bank scooped the crown for both New South Wales and Western Australia, having demonstrated such impressive features as the ability to use financial gifts as a deposit and offering a range of guarantor options. The 90-day home loan pre-approval facility was another standout in the bank's offering.



Holding on to the award from last year, Heritage Bank scores extremely highly in the accessibility stakes, sporting no less than 62 branches throughout Queensland, ensuring customers don't have to venture too far to see a friendly face. The discount variable rate is competitive (with no ongoing fee) and access to redraw facilities is also offered.



MyState also didn't want to let go of its 2013 award, again impressing with its maximum LVR of 97% (with LMI capitalisation) and it also has a home loan that has been designed specifically for first home buyers, which offers a low fixed-rate one-year loan with no ongoing fees. A great effort in assisting first timers through the home loans process.

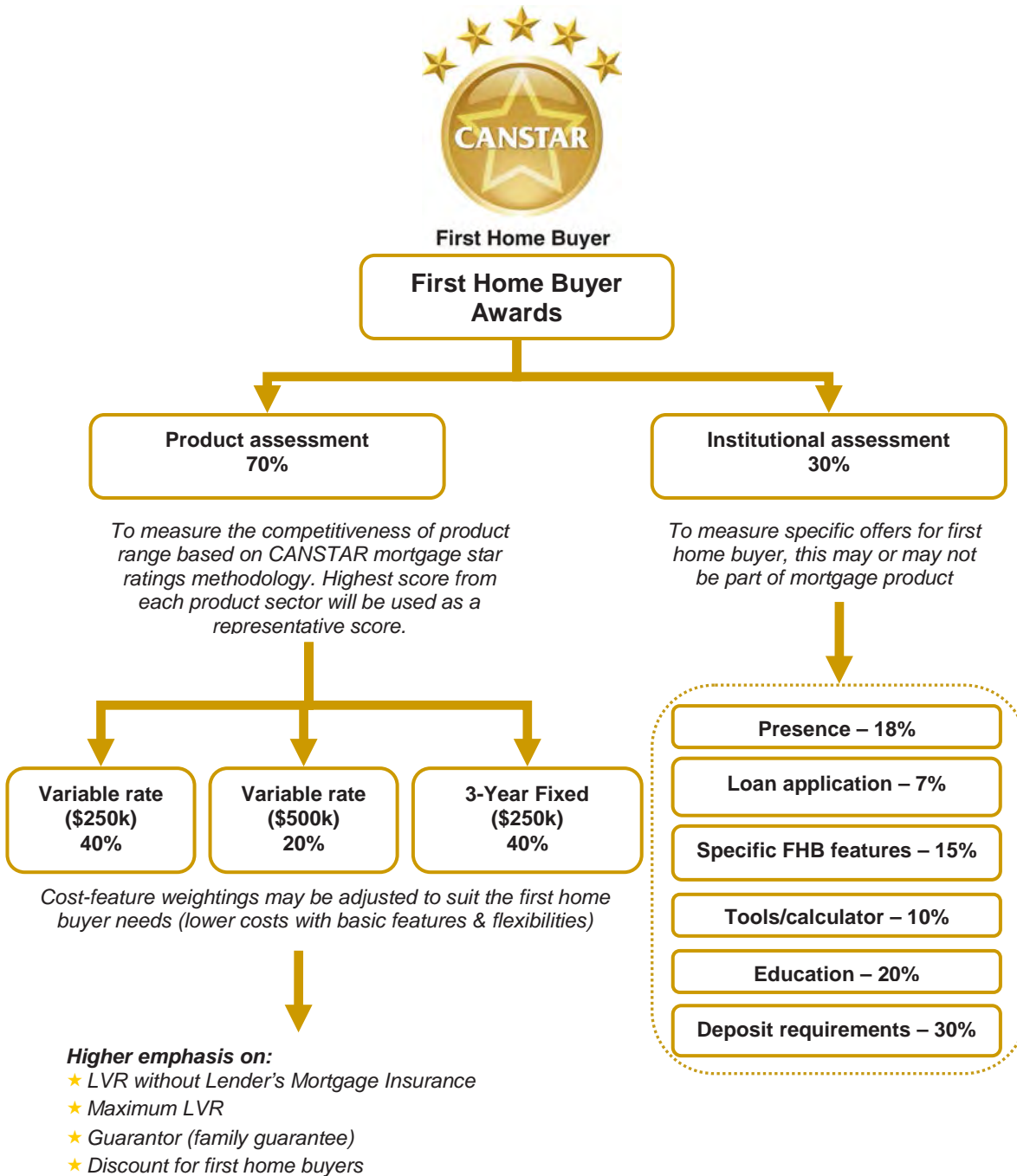




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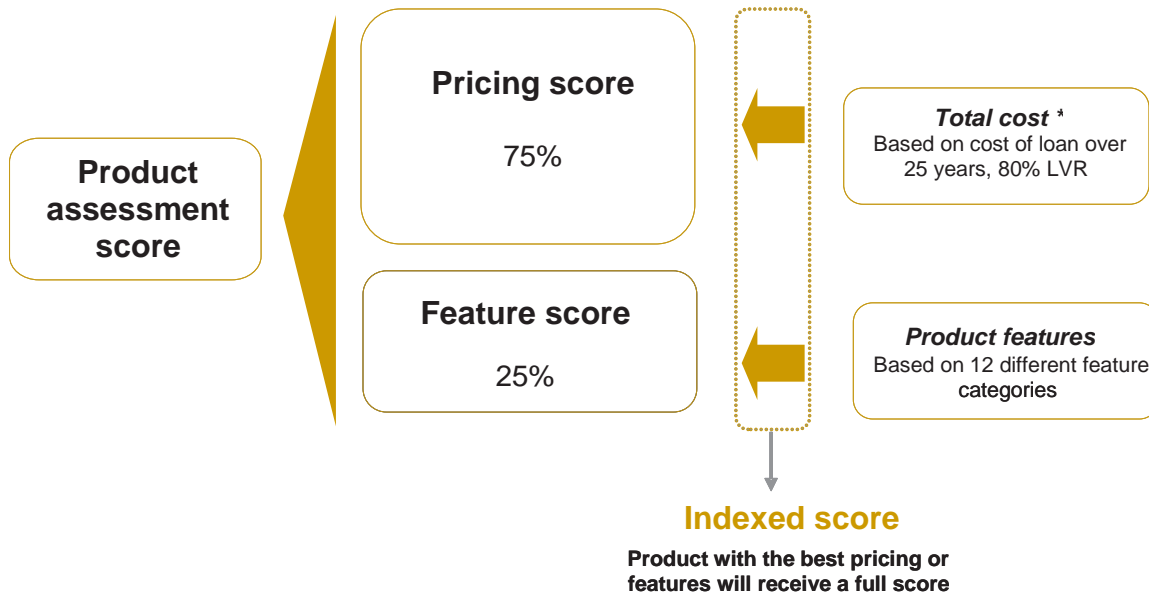
Eligibility criteria

To be included in the CANSTAR First Home Buyer awards, financial institutions had to provide mortgage products that included both variable and three-year fixed rate options. For this award, the institutions must also have face-to-face staff available in the applicable state/territory and offer a full range of banking products.



Product assessment

The methodology used is based on the CANSTAR Mortgage Star Ratings, which assess both pricing and features of mortgage products. Weightings are adjusted to reflect the need of first home borrowers.



* Total cost is based on the following loan sizes:

- *Fixed rates:* \$250,000
- *Variable rates:* \$250,000 and \$500,000 assessed separately

Feature weights – First Home Buyer Award			
Feature categories	Variable rate	Fixed rate	Descriptions
Lending terms	30%	30%	Details of lending, e.g. max/min loan amount, repayment options
Transactional mortgages	7.5%	7.5%	Method, size and cost of redraws where available
Offset facility	7.5%	7.5%	Availability and access of offset account
Additional repayments	10%	10%	Regulations on amount and number of additional repayments
Split loans	13%	13%	Splitting options including max and min split number
Mortgage fees	7%	6%	Refund of fees and arrears fees details
Portability	4%	5%	Availability and cost of transferring loan
Security requirements	5%	5%	Loan approval requirements, e.g. payslips
Top-up loan facilities	5%	2%	Availability and cost of transferring loan
Switch fees	5%	2%	Fees to switch between loan types
Construction loans	6%	4%	Availability and costs associated with progressive draws
Fixed interest details	-	8%	Rate set time and duration and rate lock fee

Institutional assessment

Category	Weight
Presence	18%
Loan application	7%
Specific first home buyer features	15%
Tools/calculators	10%
Education	20%
Deposit requirements	30%

Presence

Measures point of presence within each state. "Points of Presence" data from the Australian Prudential Regulation Authority (APRA) is used for this assessment, which provides the number of branches in each state across all institutions. A scoring system is assigned and awards the institution with the highest number of branches in each state with a full score. Information in this section:

- Number of branches (state by state)
- Number of mobile lenders (state by state).

Loan application

This category looks at the additional methods by which first home buyers can apply for loans, e.g. online, branch or broker. The approval time for loan applications is also considered in this category.

Specific first home buyer features

This section awards scores to institutions that offer tailored features and products for the FHB. There are more than 20 different features scored, such as assistance in arranging first home owner grants, special offers and customised service available for the FHB.

- Offer a specific loan for FHBS
- Exemption on application fee for FHBS
- Interest rate discount for FHBS
- Offer higher maximum LVR for FHBS.

Deposit requirements

This section awards scores to institutions that offer flexibility on their deposit requirements including:

- Offer higher maximum LVR for FHBS
- Guarantee options
- Use of First Home Owners as a portion of the deposit.

Education

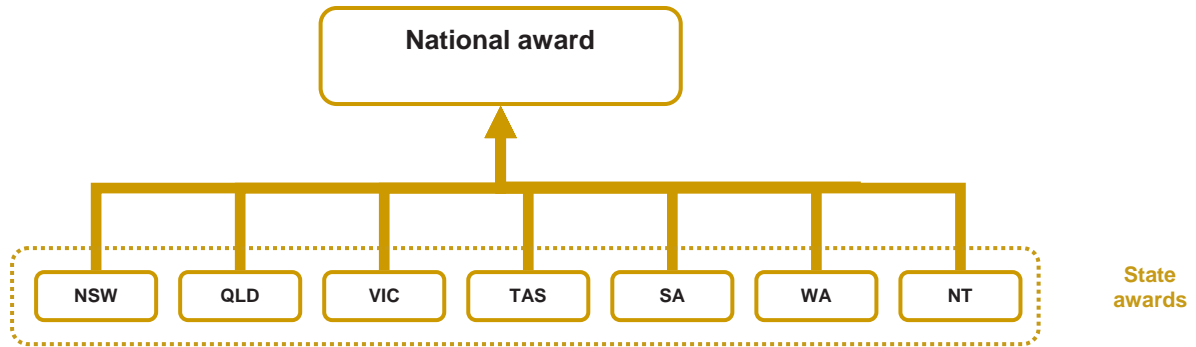
Educational materials such as information on the overall process involved in buying a house, explanation of different loan features and also a property buying checklist are some of the things assessed in this section.

- Offer specific education for FHBS
- Step-by-step processes for FHBS
- Dedicated website for FHBS
- Availability of online tools/calculators
- Step by step guide to buying a property
- Explanation of additional home purchasing costs
- Guide to buying at auction.

Tools/calculator

This section covers tools available to assist in making an informed decision when buying a property. Starting from budget planner to assist savings towards a deposit, a home loan calculator and also total borrowing costs involved in buying a first home.

Awards



CANSTAR First Home Buyer awards recognise excellent achievements on two levels, national and state. The overall award, which combines all lenders (banks, credit unions and building societies), provides a level playing field when offering the best solution to the first home buyer. A separate award for customer-owned lenders, which includes credit unions, building societies and mutual banks, recognises excellence by smaller players whose business is often concentrated in a specific area.

	NSW	NT	QLD	SA	TAS	VIC	WA	AUS
Overall awards								✓
Customer-owned awards	✓	✓	✓	✓	✓	✓	✓	

Weightings are assigned to each state based on population size (ABS). For the state award, only the number of branches for that particular state will be used.

How many products and financial institutions are analysed?

For this award, CANSTAR analysed 432 mortgage products from 62 institutions in Australia.

How often are first home buyer products reviewed for rating purposes?

All ratings are fully recalculated every 12 months, based on the latest features offered by each institution. CANSTAR also monitors rate changes on an ongoing basis. The CANSTAR First Home Buyer Award will be decided once a year.

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.com.au if you would like to view the latest star ratings reports of interest.



- Account based pensions
- Agribusiness
- Business banking
- Business life insurance
- Car insurance
- Credit cards
- Deposit accounts
- Direct life insurance
- First home buyer
- Health insurance
- Home & Contents
- Home loans
- Life insurance
- Managed investments
- Margin lending
- Online banking
- Online share trading
- Package banking
- Personal loans
- Reward programs
- Superannuation
- Term deposits
- Travel insurance
- Travel money card
- Youth banking

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First Home Buyer Awards

Report Date: August 12th, 2014

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. 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.

Award Winners

Company	Loan Application				Deposit		Buying House			Branch and Lender	
	Maximm LVR Without LMI	LMI a part of loan	Maximm LVR With LMI Capitalised	Gaurantor Available	Gifts can be used as deposit	FHOG as Deposit	Step by Step Guide	Checklist	Budget Planner	Branch Available	Mobile Lender Available
National Award											
Westpac	95%	✓	97%	✓	✓	✓	✓	✓	✓	✓	✗
State Award - New South Wales											
Teachers Mutual Bank	95%	✓	98%	✓	✓	✓	✓	✓	✓	✓	✓
State Award - Northern Territory											
People's Choice Credit Union	80%	✓	95%	✓	✓	✓	✓	✗	✓	✓	✓
State Award - Queensland											
Heritage Bank	95%	✓	95%	✓	✗	✗	✓	✓	✓	✓	✗
State Award - South Australia											
People's Choice Credit Union	80%	✓	95%	✓	✓	✓	✓	✗	✓	✓	✓
State Award - Tasmania											
MyState	80%	✓	97%	✗	✓	✓	✓	✓	✓	✓	✗
State Award - Victoria											
Hume Bank	95%	✓	97%	✓	✓	✓	✓	✓	✗	✓	✓
State Award - Western Australia											
Teachers Mutual Bank	95%	✓	98%	✓	✓	✓	✓	✓	✓	✓	✓



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All Participants

Company	Loan Application				Deposit		Buying House			Branch and Lender	
	Maximm LVR Without LMI	LMI a part of loan	Maximm LVR With LMI Capitalised	Gaurantor Available	Gifts can be used as deposit	FHOG as Deposit	Step by Step Guide	Checklist	Budget Planner	Branch Available	Mobile Lender Available
ADCU	95%	✓	95%	✗	✓	✓	✓	✓	✓	✓	✓
AMP Bank	80%	✓	90%	✗	✓	✓	✓	✗	✓	✓	✗
ANZ	90%	✓	92%	✓	✓	✓	✓	✓	✓	✓	✓
Arab Bank Australia	80%	✓	95%	✓	✓	✗	✗	✗	✗	✓	✓
Bank of Melbourne	95%	✓	97%	✓	✓	✓	✓	✓	✓	✓	✓
Bank of Sydney	80%	✓	90%	✓	✓	✗	✗	✗	✗	✓	✗
BankSA	95%	✓	97%	✓	✓	✓	✓	✓	✓	✓	✓
BankVic	95%	✓	95%	✗	✓	✗	✓	✓	✓	✓	✓
Bankwest	95%	✗	95%	✓	✓	✗	✓	✓	✗	✓	✓
bcu	80%	✓	95%	✓	✓	✓	✗	✗	✗	✓	✓
Beyond Bank	95%	✓	95%	✓	✓	✓	✓	✗	✓	✓	✓
BOQ	96%	✗	95%	✓	✓	✓	✓	✗	✓	✓	✓
Cairns Penny	95%	✓	95%	✓	✓	✗	✓	✓	✗	✓	✓

State Award - ALL



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All Participants

Company	Loan Application				Deposit		Buying House			Branch and Lender	
	Maximm LVR Without LMI	LMI a part of loan	Maximm LVR With LMI Capitalised	Gaurantor Available	Gifts can be used as deposit	FHOG as Deposit	Step by Step Guide	Checklist	Budget Planner	Branch Available	Mobile Lender Available
Catalyst Money	80%	✓	98%	✓	✓	✓	✓	✗	✗	✓	✗
Circle Credit Co-op	90%	✓	95%	✓	✓	✓	✓	✓	✗	✓	✗
Coastline Credit Union	80%	✓	90%	✗	✓	✓	✓	✗	✓	✓	✓
Commonwealth Bank	95%	✓	97%	✓	✓	✓	✓	✓	✓	✓	✓
CUA	80%	✓	95%	✓	✓	✓	✓	✓	✓	✓	✓
Delphi Bank	95%	✗	95%	✓	✓	✓	✗	✗	✗	✓	✗
ECU Australia	95%	✓	95%	✓	✓	✓	✓	✓	✓	✓	✗
Encompass Credit Union	95%	✓	95%	✓	✓	✗	✗	✗	✓	✓	✓
FCCS Credit Union	95%	✓	95%	✓	✓	✓	✓	✓	✓	✓	✓
Gateway Credit Union	95%	✓	95%	✓	✓	✓	✓	✓	✓	✓	✗
Greater Building Society	95%	✓	95%	✗	✓	✓	✓	✓	✓	✓	✓
Heritage Bank	95%	✓	95%	✓	✗	✗	✓	✓	✓	✓	✗
Holiday Coast CU	80%	✓	95%	✓	✓	✗	✗	✗	✓	✓	✓
HomeSide Lending	95%	✗	95%	✓	✓	✗	✓	✓	✗	✗	✗



First Home Buyer Awards

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All Participants

Company	Loan Application				Deposit		Buying House			Branch and Lender	
	Maximm LVR Without LMI	LMI a part of loan	Maximm LVR With LMI Capitalised	Gaurantor Available	Gifts can be used as deposit	FHOG as Deposit	Step by Step Guide	Checklist	Budget Planner	Branch Available	Mobile Lender Available
Horizon Credit Union	95%	✓	95%	✓	✓	✓	✓	✓	✓	✓	✓
HSBC	80%	✓	90%	✓	✗	✗	✓	✗	✗	✓	✗
Hume Bank	95%	✓	97%	✓	✓	✓	✓	✓	✗	✓	✓
Illawarra CU NSW	80%	✓	98%	✓	✓	✓	✓	✗	✗	✓	✓
IMB	95%	✗	95%	✗	✓	✓	✓	✓	✓	✓	✓
ING DIRECT	95%	✓	97%	✓	✓	✓	✓	✓	✓	✗	✗
Intech Credit Union	80%	✗	95%	✓	✗	✗	✓	✓	✗	✓	✓
Macquarie Credit Union	80%	✓	95%	✓	✓	✗	✓	✓	✓	✓	✓
ME Bank	95%	✓	97%	✗	✓	✗	✗	✗	✗	✓	✓
MyState	80%	✓	97%	✗	✓	✓	✓	✓	✓	✓	✗
nab	95%	✗	80%	✓	✓	✗	✓	✓	✓	✓	✓
Newcastle Permanent	80%	✗	90%	✗	✓	✗	✗	✗	✓	✓	✓
P&N Bank	90%	✓	90%	✓	✓	✓	✗	✗	✓	✓	✓
People's Choice Credit Union	80%	✓	95%	✓	✓	✓	✓	✗	✓	✓	✓



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Qantas Credit Union	80%	✓	99%	✗	✓	✓	✗	✗	✓	✓	✗
Qld Police Credit Union	80%	✓	95%	✓	✓	✓	✓	✗	✓	✓	✓
Qld Professional CU	80%	✗	95%	✓	✓	✓	✓	✗	✗	✓	✗
QT Mutual Bank	95%	✓	95%	✓	✓	✗	✓	✗	✓	✓	✓
Quay Credit Union	90%	✓	90%	✗	✓	✓	✗	✗		✗	✓
Queensland Country Credit Union	95%	✓	97%	✓	✓	✗	✓	✗		✓	✓
SCU	80%	✗	95%	✓	✓	✓	✗	✗	✓	✓	✓
Select Credit Union	95%	✓	95%	✓	✓	✓	✓	✓	✓	✓	✓
SERVICE ONE Members Banking	95%	✓	100%	✓	✓	✓	✓	✓	✓	✓	✓
SGE Credit Union	80%	✓	95%	✓	✓	✓	✗	✗	✓	✓	✓
St.George Bank	95%	✓	97%	✓	✓	✓	✓	✓	✓	✓	✓
Summerland CU	95%	✗	100%	✓	✓	✓	✗	✗		✓	✓
Suncorp Bank	95%	✗	95%	✓	✓	✗	✓	✓	✓	✓	✓
Teachers Mutual Bank	95%	✓	98%	✓	✓	✓	✓	✓	✓	✓	✓



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The Capricornian	95%	✓	95%	✓	✓	✓	✗	✗	✗	✓	✗
The Rock Building Soc	80%	✓	97%	✗	✓	✓	✓	✓	✓	✓	✓
The Shire Credit Union	80%	✗	100%	✓	✓	✓	✓	✓	✗	✓	✓
Transport Mutual Credit Union	95%	✗	95%	✓	✓	✓	✓	✓	✗	✓	✓
Unicredit-WA	95%	✓	95%	✓	✓	✓	✓	✓	✓	✓	✓
Victoria Teachers Mutual Bank	80%	✓	100%	✓	✓	✗	✓	✓	✓	✓	✓
Westpac	95%	✓	97%	✓	✓	✓	✓	✓	✓	✓	✗