



METHODOLOGY

EVERYDAY BANKING AND SAVINGS AWARD

What are the CANSTAR Everyday Banking and Savings Awards?

Each year CANSTAR runs two awards to reward those institutions displaying excellence in both the transaction and savings markets. The awards are based on the price and features for a number of different product types with the winners being the strongest overall. All institutions that are rated in at least one of the product profiles are included in the award calculations.

CANSTAR's Everyday Banking and Savings Award are awarded to a Bank of the Year and Customer Owned Institution of the Year. Customer Owned Institution of the Year considers mutual banks, credit unions and building societies.

The product scores used in the calculations come directly from CANSTAR star ratings calculations, with an institution's top performing product counting towards the award. Where appropriate additional institution factors are included in the awards. For these additional factors, information is taken from the details collected for some of CANSTAR's other ratings, such as online banking.

Savings Award

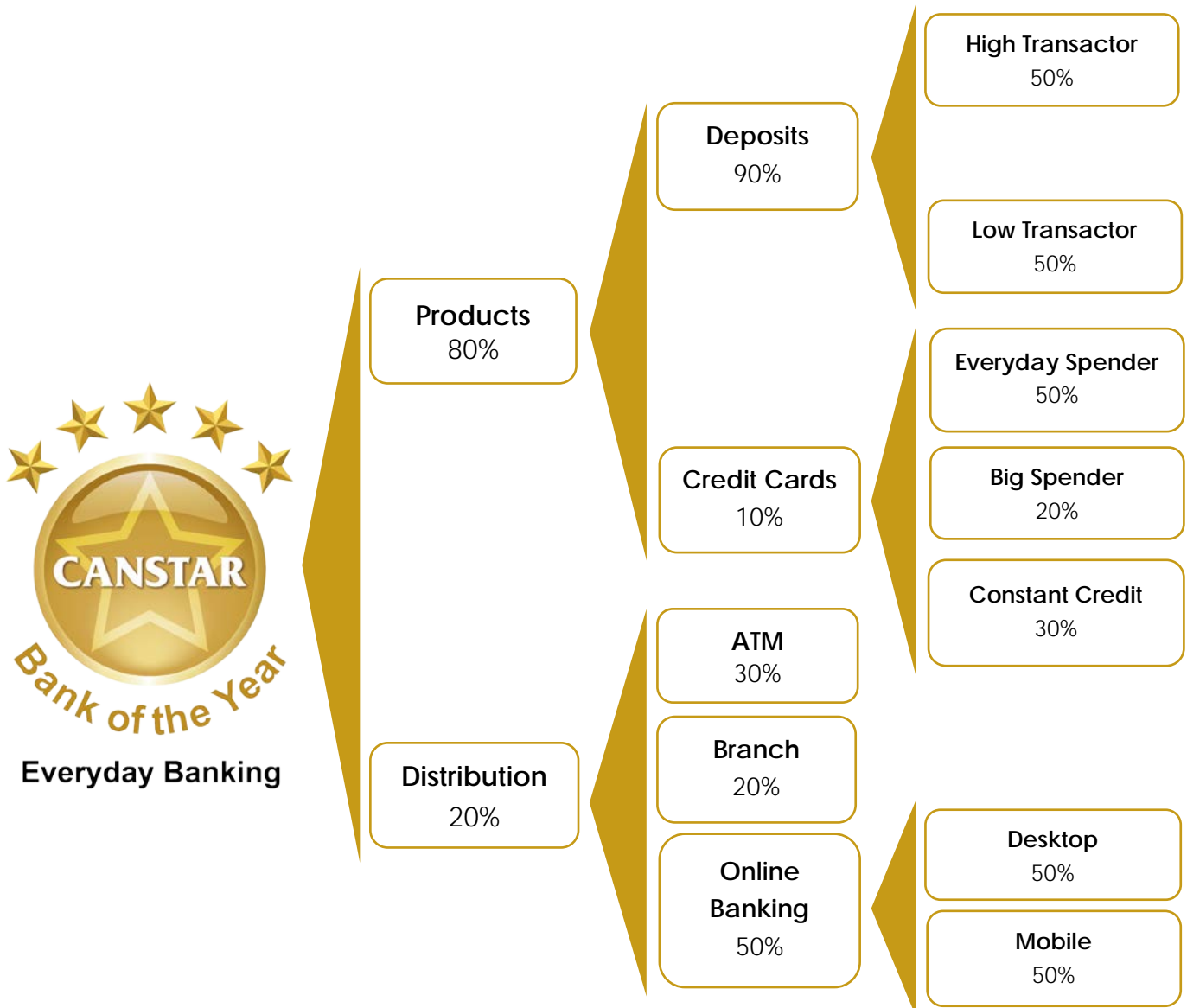
CANSTAR's Savings Award aims to give recognition to institutions offering outstanding value savings accounts and term deposits, as well as additional savings tools that benefit consumers.



Flexible Saver, Regular Saver and Term Deposits scores are an institution's best score taken from the individual product ratings respectively. The Savings tools/calculators information is taken from CANSTAR's *Online Banking Award*. This covers features such as online calculators, graphing tools and online tips and articles.

Everyday Banking Award

CANSTAR's Everyday banking Award recognises institutions that offer outstanding value transaction accounts and credit cards. Additionally, recognising institutions that provide their consumers with a strong online banking platform and offer comprehensive coverage throughout Australia (ATM and Branch).



For the *Everyday Banking Award*, the High and Low Transactor profile's scores are the best scores from individual star ratings profiles within the *Deposits Star Rating*. Additionally, the Big Spender, Everyday Spender and Constant Credit scores are taken from the latest *Credit Card Star Ratings*. The coverage score information is taken from two different sources. The online banking score comes from the CANSTAR *Online Banking Award*. ATM and branch coverage comes from calculations using the latest APRA points of presence information.

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 process 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 all the products reviewed for rating purposes?

All ratings are fully recalculated every six months based on the latest features offered by each institution. All awards are recalculated every year based on the latest ratings. CANSTAR also monitors rate changes on an ongoing basis.

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
- Landlord insurance
- Life insurance
- Managed investments
- Margin lending
- Online share trading
- Package banking
- Personal loans
- Pet insurance
- Reward programs
- SMSF loans
- Superannuation
- Term deposits
- Travel insurance
- Travel money cards
- Youth banking



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