

CANSTAR **EVERYDAY BANKING AND SAVINGS AWARD** **METHODOLOGY DOCUMENT**



WHAT ARE THE CANSTAR SAVINGS AND TRANSACTION ACCOUNT STAR RATINGS?

CANSTAR's *Savings and Transaction Account Star Ratings* involve a sophisticated rating methodology, unique to CANSTAR, which compares deposit accounts in Australia. CANSTAR star-rated products represent a shortlist of financial products. This shortlist narrows the search for consumers to products that have been reviewed, assessed and ranked.

The CANSTAR *Savings and Transaction Account Star Ratings* is a transparent analysis comparing all types of deposit accounts for an array of characteristics, such as:

- Interest rates
- Fees
- Free Transactions
- Accessibility
- Rebates
- Features

The results are reflected in a consumer-friendly five-star concept, with five stars signifying outstanding value offered by the product.



WHAT IS THE CANSTAR

BANK OF THE YEAR – EVERYDAY BANKING AND SAVINGS?

In conjunction with the Savings and Transaction Account Star Ratings, two awards, CANSTAR *Bank of the Year – Everyday Banking* and CANSTAR *Bank of the Year – Savings* is awarded to the institution that provides the strongest combination of products across the Savings and Transaction Account Star Ratings profiles, as well as excelling in products from the *Credit Card Star Ratings* (Everyday Banking Award) and *Term Deposit Award* (Savings Award). Beyond product line up, the award aims to give recognition to the institution that backs up quality products with great service to their customers, with the coverage (ATM, Branch and Online Banking) provided by the institution being assessed in the *Everyday Banking Award* and Savings Tools that are made available to customers being assessed in the *Savings Award*.

To be eligible for the Everyday Banking Award, institutions must:

- Offer a Deposit Account rated in the Savings and Transaction Account Star Ratings
- Offer a Credit Card rated in the Credit Cards Star Ratings

To be eligible for the Savings Award, institutions must:

- Offer a Deposit Account rated in the Savings and Transaction Account Star Ratings

Please refer to the individual product star ratings methodologies for credit cards, term deposits, and Online Banking Award for how those products are scored. The breakdown of weighting for each category is displayed in the following methodology tree:



METHODOLOGY



Products
90%

Savings Tools
10%



Flexible Saver
35%

Regular Saver
35%

Term Deposits
30%



Products
85%

Coverage
15%



High Transactor
30%

Low Transactor
30%

Credit Cards
40%



ATM Coverage
30%

Branch Coverage
20%

Online Banking
50%

METHODOLOGY – SAVINGS AWARD

Flexible Saver	For customers looking to maximize their savings with no restrictions. To be eligible, the account must offer a base rate of 1% or higher on a balance of \$25,000.
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 1% or higher on a balance of \$10,000.
Term Deposit	Each term deposit product reviewed for the CANSTAR <i>Term Deposit Award</i> is awarded points for its comparative pricing and for the array of positive features attached to the product. Points are aggregated to achieve a Pricing score and a Features score.
Savings Tools	Savings Tools score is calculated by using the results from the Online Banking Award results, with points awarded for a variety of savings tools which are provided by the institution as part of their online banking platform, with aggregate scores indexed against the market leader.

An institution will receive a score from the *Savings and Transaction Accounts Star Ratings* for a Flexible Saver and Regular Saver Profile. See the *Savings and Transaction Accounts Star Ratings Methodology* for more details on how these scores are calculated.

An institution will receive a score from the Term Deposit Awards for their respective term deposit offering. See the Term Deposit Award methodology document for more information on how this score is calculated.



METHODOLOGY – EVERYDAY BANKING AWARD

TRANSACTION ACCOUNTS

High Transactor

Requires full access to the account including ATM, EFTPOS and BPAY and conduct an average of 35 transactions per month.

Low Transactor

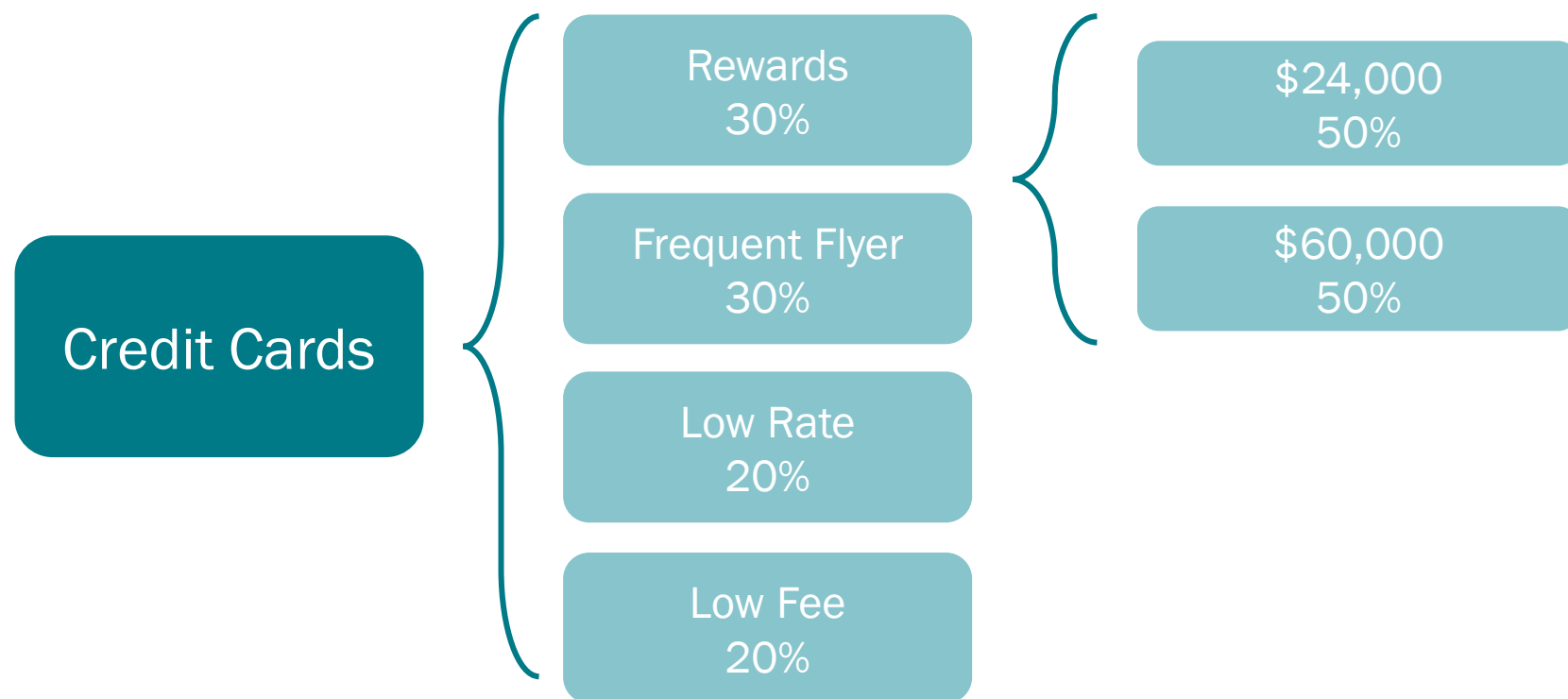
Requires full access to the account including ATM, EFTPOS and BPAY and conduct an average of 10 transactions per month.

An institution will receive a score from the *Savings and Transaction Accounts Star Ratings* for a High Transactor and Low Transactor Profile. See the *Savings and Transaction Accounts Star Ratings Methodology* for more details on how these scores are calculated.



METHODOLOGY – EVERYDAY BANKING AWARD

CREDIT CARDS



An institution will receive a score from the *Credit Card Star Ratings* for each card type, with their Rewards Card and Frequent Flyer Card being weighted 50/50 across the annual spend levels of \$24,000 and \$60,000. In the case of Customer Owned institutions, the institution's "Rewards card" score is calculated based on whether their products perform better as a general rewards (e.g. cash & shopping vouchers) or as a frequent flyer credit card. See the Credit Card Star Ratings Methodology for more details on how these scores are calculated.



METHODOLOGY – COVERAGE

Coverage	Weighting
ATM Coverage	30%
<p>The ratio of the total number of free ATMs across all Australian states and territories (excluding ACT) against its respective population is calculated against a cap of 15,000 people per ATM. Accounts that allow access to all ATMs in Australia or major four bank's ATMs will receive full points, those who exceed the ATM cap will achieve 70% of the full points and the remaining institutions being indexed against the top score.</p>	
Branch Coverage	20%
<p>The ratio of the total number of across all Australian states and territories (excluding ACT) against its respective population is calculated against a cap of 30,000 people per branch. Any institution that exceeds the branch cap will receive full points, with the remaining institutions being indexed against the cap.</p>	
Online Banking	50%
<p>The CANSTAR <i>Online Banking Award</i> methodology is used to calculate an online banking score for this award, please see the <i>Online Banking Award</i> methodology document for further information.</p>	



HOW OFTEN IS THE CANSTAR *EVERYDAY BANKING AND SAVINGS AWARD* RE-RATED?

All ratings are fully recalculated every twelve months based on the latest features offered by each institution. 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
- Business life insurance
- Deposit accounts
- Health insurance
- Landlord insurance
- Margin lending
- Package banking
- Reward programs
- Travel insurance
- Agribusiness
- Car insurance
- Direct life insurance
- Home & contents
- Life insurance
- Online banking
- Personal loans
- Superannuation
- Travel money cards
- Business banking
- Credit cards
- First home buyer
- Home loans
- Managed investments
- Online share trading
- Pet insurance
- Term deposits
- Youth banking



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