



### What are the Canstar Youth Banking Awards?

The Canstar Youth Banking Awards use a sophisticated and unique methodology to assess and award the financial institutions that provide the strongest combination of products and services for young Australians. The award gives recognition to both banks and customer-owned institutions.

### Eligibility Requirements

For an institution to be eligible to be considered it must have a suitable savings account that can be used by a consumer under 12 years old and for consumers aged between 13 and 17 years old. This includes (but is not limited to) accounts that have been rated in Canstar’s Junior Saver, Youth Transactor, Flexible Saver and Regular Saver profile of the Savings and Transactions Accounts Star Rating.

### Award Methodology

The award methodology consists of five categories accounting for a range of saving and transaction accounts, along with consideration to additional tools and resources made available to the youth and parent market. The below table outlines the categories considered, the weight allocation and the category focus.



Category	Weight	Focus
Junior Saver	20%	Designed for children 12 years old and younger. Rewards competitive interest rates and features that encourage saving habits.
Youth Transactor	30%	Accounts available for youth between the ages of 13 and 18 years old. Rewards accounts offering low fees and easy access and management of their money.
Regular Saver	15%	For youth looking for an active saving account and are willing to meet stricter conditions to achieve higher levels of interest. Rewards high levels of interest with easy to meet condition.
Flexible Saver	15%	For Youth looking to save with no restrictions. Rewards high interest and flexible access conditions.
Additional Tools & Resources	20%	Tools and resources available to parents and children alike that assist in developing banking knowledge and habits in youth banking particularly around positive savings and spending behaviours.

## Product Scores

Canstar Savings and Transaction Accounts Star Ratings methodology is incorporated into this award, with an institution's best performing product in each profile used in the award's calculations. Institutions that do not have accounts specifically designated as youth or junior accounts are represented by their most appropriate product.

Canstar's star rating methodology considers the Price and Feature performance of products within distinct consumer profiles. The components of the price and features scores are outlined in the following sections.

The below table outlines the weight of consideration towards the Price and Feature score within each of the profiles:

Profile	Price	Features
Junior Saver	70%	30%
Youth Transactor	70%	30%
Regular Saver	80%	20%
Flexible Saver	80%	20%

## Price Score

The Price Score is calculated using the behaviour of 100 hypothetical consumers, with transaction behaviour determining the transaction fees, account keeping fees and interest earned on each account, with the average net cost or benefit obtained by the consumers across the scenarios indexed along a normal distribution, determining the Price Score. The methodology is outlined in the below diagram:



## Transaction Scenario

The Transaction Scenario analysis calculates the average cost incurred through typical transaction behaviour on the account using 100 hypothetical consumers. This table illustrates the weightings towards transaction types and the average balance and deposits that are unique to this award.

	Junior Saver	Flexible Saver	Regular Saver	Youth Transactor
Average no. of Transactions	3	5	3	15
Average Balance	\$500	\$2,000	\$2,000	\$125
Average Deposit	\$20	\$100	\$100	\$100
ATM withdrawal own network	-	-	-	12.5%
ATM withdrawal (other network *)	-	-	-	2.5%
Branch withdrawal	20%	-	-	-
Branch Deposit	80%	-	-	5%
Point of Sale	-	-	-	70%
Internet Transaction	-	100%	100%	10%

\*Fee charged by institutions for using another network ATM plus direct ATM charge of \$2.50

## Savings Scenario

To recognise the various rates offered on different accounts for varying balance tiers, the interest component is the average interest earned across the 100 different balances. Scenario balances are randomly generated along a normal distribution with a profile appropriate range around the average balance for the profile.

The following scenarios are used to calculate the interest component of the Net Benefit/Net Cost, with balance details and types of interest considered:

Profile	Term (months)	Average Balance	Range of Balances	Base Rate	Conditional Bonus	Promotional Rate	Additional Details
Flexible Saver	18	\$2,000	\$250 to \$3,750	✓	✗	✓	Conditional Bonus linked to savings behaviour is not included but is included when a condition is not dependent on savings stipulations.
Regular Saver	12	\$2,000	\$250 to \$3,750	✓	✓	✗	Saving deposit conditions are met in all months except for month 6, and a withdrawal is made in month 12.
Junior Saver	24	\$500	\$250 to \$750	✓	✓	✗	\$10 deposit in month 1. Conditions met in month 2 – 11, and a withdrawal is made in month 12. \$10 deposit in month 13. Conditions met in month 14 – 23, and a withdrawal is made in month 24.
Youth Transactor	1	\$125	\$0 to \$250	✓	✗	✗	-

## Feature score

The product feature score consists of three main categories; Product Features, Coverage and Online Banking. Each category explores and assess the available functionality, flexibility and accessibility of the area. The below table outlines the weights applied to each category by profile.

Profile	Product Features	Coverage	Online Banking
Flexible Saver	60%	-	40%
Regular Saver	60%	-	40%
Junior Saver	65%	15%	20%
Youth Transactor	50%	15%	35%

## Product Features

Each of the product features is allocated points that are awarded for positive deposit account traits such as no fees or greater flexibility. The following table outlines the weightings of each of the feature categories per profile:

Category Description	Flexible Saver	Regular Saver	Junior Saver	Youth Transactor
Account Facilities	50%	50%	30%	60%
Specific Conditions	50%	50%	40%	15%
Exception Fees	-	-	-	5%
Junior Specific	-	-	30%	20%

## Coverage

The ratio of the total number of free ATMs and branches across all Australian states and territories (excluding ACT) against its respective population is calculated against a cap of 15,000 people per ATM and 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. Access areas are weighted differently depending on the profile:

Description	Flexible Saver	Regular Saver	Junior Saver	Youth Transactor
ATM Coverage	-	-	5%	25%
Branch Coverage	-	-	95%	75%

## Online Banking

Canstar assesses the features of the online banking capability of Australian institutions. Institutions will receive a high score if they offer extensive coverage across categories like banking and other services (e.g. transfers, bill payments, transfer limits, schedule and manage payments), personal finance management (e.g. account information, budgeting tools, finance tools and calculators), and self-service (e.g. ability to change personal details, personalisation). Within Canstar's Online Banking Award Canstar only considers online banking components relevant to Savings and Transaction Accounts.

Category	Flexible/ Regular/ Junior Saver	Youth Transactor
Research and Application	20%	15%
Banking Assistant	25%	20%
Payments and Transactions	30%	40%
Support	15%	15%
Security	10%	10%

## Additional Tools & Resources

This category focuses on the range of tools and resources available to youth and parents which assist in promoting learning about money and positive saving and spending behaviour

Category	Weight	Examples of elements considered
Youth	60%	<ul style="list-style-type: none"><li>• Savings Activities</li><li>• Savings Calculators</li><li>• Pocket Money Assistance</li><li>• Saving Goal Tracking</li><li>• Youth Banking App</li><li>• Video Tutorials</li></ul>
Parents	40%	<ul style="list-style-type: none"><li>• Parental Controls</li><li>• Notifications and Alerts</li><li>• Merchant Restrictions</li><li>• Online Banking Access</li><li>• Learning Resources</li></ul>

## 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.com.au](http://www.canstar.com.au) if you would like to view the latest star ratings reports of interest.



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