

Balance Sheet & Funding

Balance sheet ^d	
Bank assets	\$3.9 trillion
Bank liabilities	\$3.6 trillion
Shareholders equity	\$267 billion
Banks' key funding components	
Deposits ^l	60%
Short term borrowings / debt ^b	\$285 billion
- Domestic ^b	54%
- Offshore ^b	46%
Long term borrowings / debt ^b	\$677 billion
- Domestic ^b	31%
- Offshore ^b	69%
Offshore borrowings ^b	
Portion of bank borrowings sourced offshore	60%
Key financial stability measures ^d	
Capital ratio	14.7%
Liquidity coverage ratio	132%

Community investment

Commonwealth Bank – In 2018 CommBank Foundation invested more than \$13 million to support 1220 community organisations through its Community and Centenary Grants programs. CBA is also supporting future generations with \$50 million invested in education programs since 2015.

Macquarie Group – In FY18 Macquarie staff and the Macquarie Group Foundation contributed more than \$28 million dollars and 60,000 volunteer hours to more than 1,500 charitable organisations, including Social Ventures Australia, Women's Community Shelters, CareerTrackers, Raise Foundation and the Clontarf Foundation.

Bank of America Merrill Lynch – Supports 47 NGOs in 12 markets in the APAC region, focused on driving economic and social mobility for disadvantaged women and children through grants and volunteering. Programs support education, jobs and skills training and basic human needs (hunger, housing, sanitation).

Bank Australia – 4% of after tax profit (\$1 million/year). Regenerated a private conservation reserve since 2008 to offset new home construction and protect habitat of endangered species.

BOQ – BOQ's community investment strategy supports young people across the areas of health, education and the arts. Since 2004 BOQ's annual fundraising appeal, Banking on our Kids, has raised over \$2.5 million dollars.

Suncorp – In 2017-18 Suncorp invested over \$10 million into local communities, including volunteer leave for 2,094 staff. Supports financial literacy for refugees & young Aussies through partnerships with Wesley Mission, Multicultural Development Aust & Financial Basics Foundation's ESSi Money online financial literacy program.

AMP – In 2018 AMP invested more than \$10 million in communities, including partnerships that improve employment outcomes for disadvantaged people, a pro bono financial advice program, and a grants program for individuals – the AMP Tomorrow Fund.

Bendigo and Adelaide Bank – \$205 million in Community Bank@ contributions since 1998, and \$22 million distributed in 2017/18. 133 new university and TAFE students have shared in \$1 million to assist with tertiary study costs via the 2018 Scholarship Program.

Citi – A \$1.5 million grant program to support six Australian charity partners to develop programs for young people to secure their first job or develop entrepreneurial skills.

NAB – Continued 15-year partnership with Good Shepherd Microfinance, supporting 585,000 Australians on low incomes to access credit. Launched Speckle, online small loans designed to disrupt payday lenders. Part of commitment to provide \$130 million for affordable loans to people excluded from mainstream finance.

Community investment

ANZ – In 2018 ANZ invested \$137 million in the community including refugee and indigenous employment, rural/regional community grants, and foregone revenue to aid disaster recovery. MoneyMinded financial education has helped 580,000 people and over 40,000 low-income people have participated in the ANZ Saver Plus program.

Arab Bank Australia – Supporting Medical Research through The Brain Cancer Group and Westmead Medical Research Foundation, and supporting the Art Gallery of NSW (learning curve lecture series) and the Australian World Orchestra (AWO) Academy.

Bank of Sydney – Supports over 150 multicultural community groups annually, as well as being an ongoing supporter of Brain Cancer Research.

HSBC – HSBC Australia focuses its community investment on future skills & employability, environmental outcomes and indigenous communities. Partners include AIEF, KARI, Barnados, The Smith Family, Youth Off The Streets, Nature Conservancy, Blue Carbon Lab, Earthwatch Institute and the Royal Botanic Gardens.

ING – ING Australia runs the Dreamstarter program which has supported more than 80 social enterprises to make a difference. Also a long-term major supporter of Cerebral Palsy Alliance.

United Overseas Bank – high level of support in APAC region.

ME Bank – ME Bank has donated over \$2.4 million towards breast cancer research since 2005.

MyState Bank – Through the MyState Foundation, MyState has provided almost \$2 million to assist youth achieve their full potential through a range of initiatives.

Rural Bank – Partners with the National Centre for Farmer Health to highlight the impact of physical and mental health, wellbeing and safety to Australia's farming community. Provides free health and lifestyle checks for farmers at field days across Australia.

Bank of China – high level of support in APAC region.

Rabobank – Invests \$3 million in over 30 community programs including client councils, farm experience programs for students and financial skills workshops for farmers.

MUFG Bank – MUFG Oceania supports organisations including Oz Harvest, Aust Red Cross Blood Service, Children's Medical Research Institute (Jeans for Genes), Parkerville and 360 Community Trust.

Westpac – \$125m in community contributions in FY18, including over 200 community grants and awarding the 200th Westpac Scholarship. Backed Many Rivers Microfinance to help 275 business owners establish/grow their businesses. The Westpac Foundation has helped social enterprises create jobs for vulnerable Australians.

Financial

Income ^f	
- Net interest income	\$66 billion
- Fees/commissions	\$33 billion
Total operating income	\$99 billion
Expenses ^f	
- Wages	\$25 billion
- IT	\$7 billion
- Leasing/premises	\$4 billion
- Other (includes marketing and advertising, stationery)	\$12 billion
Total operating expenses	\$49 billion
Profit measures ^f	
Profit (after tax)	\$32 billion
- Dividends paid	\$26 billion
- Reinvested into business	\$6 billion
Ratios ^f	
Return on equity	12.4%
Cost-to-income	49%
Dividend payout ratio	82%
Net interest margin	2.02%
Shareholders ^{a,k}	2.3 million

Taxes & Levies

Taxes and levies paid	
- Tax paid ^f	\$13.9 billion
- Major Bank Levy ^e	\$1.5 billion
Total taxes and levies	\$15.4 billion

Effective tax rate^{a,f} 29.9%

Tax paid by top 4 industries (as % of ASX200) ^l	
Banks	41.2%
Materials	24.3%
Consumer discretionary	6.5%
Communication services	6.3%

The \$13.9 billion in tax paid by banks is over 40% of the ASX200 combined tax paid, and is the equivalent of \$550 for every man, woman and child in Australia.

The \$15.4 billion in total taxes and levies paid by banks is equivalent to two-thirds of the entire 2017/18 Medicare benefits budget.

Highlights

Number of bank employees in Australia ^f	132,000
Number of bank customers ^k	18 million
Number of bank shareholders ^{a,k}	2.3 million
Dividends paid by banks to shareholders ^f	\$26 billion
Tax paid by banks ^f	\$13.9 billion
Number of banks ^d	86
Major Bank Levy ^e	\$1.5 billion
Bank branches ^d	5,200
Bank ATMs ^d	11,549
Number of small business loans with banks ^{a,i}	1.12 million
Average interest rate for small business ^j	5.30%

SOURCE:

a ABA
b ABS
c Australian Payments Network APN
d APPRA
e Australian Treasury
f Bank annual reports, 8 listed banks

g CCMC

h DBM
i Galaxy
j RBA
k Roy Morgan
l Thomson-Reuters
m Workplace Gender Equality Agency

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Australian banking by numbers

January 2019



Australian Banking Association

Customers & banking use

Financial institutions

Banks ^d	86
ADIs ^d	136

Overview

Australian banks

Bank customers ^k	18 million
Customer satisfaction ^k	78.5%
Australians who have switched banks - Total over past three years ^l	3 million
Months ahead on mortgage repayments ^l	35

Customer use

All ADIs

Customers who repay credit card in full each month ^{a,k}	62%
Customers using internet or mobile banking ^{a,k}	16.2 million
Customers using internet banking ^{a,k}	15.4 million
Customers using mobile banking ^{a,k}	12.2 million
Customers provided assistance under bank hardship programs ^g	209,000

Customers & banking use

Transactions (annual)^j

All ADIs

ATM withdrawals

- Number	597 million
- Value	\$133 billion

Credit card transactions

- Number	2.8 billion
- Value	\$333 billion

Total number of credit cards

	16.0 million
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Debit card transactions

- Number	6.3 billion
- Value	\$313 billion

Direct debits and credits (EFT)

- Number	3.7 billion
- Value	\$13.0 trillion

Service channels

Bank branches ^d	5,200
Bank ATMs ^d	11,549
Bank EFTPOS terminals ^c	836,643

Savings

Deposits

Deposits - total ^d	\$2.8 trillion
- At call	\$1.4 trillion
- Term deposits	\$980 billion
- Certificate of deposits	\$248 billion

Deposits by type

Households	
- Balance ^b	\$1.0 trillion
- Average deposits per capita ^b	\$40,000
Number of accounts - debit ⁱ	37.2 million

Businesses - Balance ^b	\$460 billion
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Lending

Total home loans with banks^d

- Number	5.8 million
- Value	\$1.6 trillion
- Average	\$275,840

New home loan approvals by banks^b

For owner occupiers	
- Number	582,300
- Value	\$230 billion

For investors

- Number ^{a,b}	254,800
- Value	\$121 billion

Total

- Number ^{a,b}	837,100
- Value	\$351 billion

Other housing measures

Average size of new owner occupier loans ^b	\$395,400
Average home loan standard variable rate ^l	5.35%
Refinanced (switching) home loans ^b	185,000

New home loan approvals by banks to first home buyers^b

- Number	102,300
- Value	\$35 billion

Lending

Credit cards (average per card)^j

Balance outstanding	\$3,221
Amount accruing interest	\$1,995
Credit limit	\$9,493

Credit card ratios^l

Proportion of balance accruing interest	62%
Proportion of credit limit being used	34%

Number of credit card accounts

	16 million
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Lending to Australian businesses - Banks^l

Total lending to business	\$978 billion
Lending to agriculture industry	\$72 billion
Total lending to small business	\$285 billion

Average interest rate for small business	5.30%
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New small business loans approved by banks^l

- Number ^{a,i}	330,000
- Value	\$76 billion

Small business

ADIs & other providers

Number of small businesses ^b	2 million
- With a credit facility ^h	70%
- With a loan ^h	46%

Our people

Bank employees^f

Number of employees in Australia	132,000
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Gender^b

- Female	53%
- Male	47%

Full-time^b

- Female	76%
- Male	94%

Age^b

- Under 25 years	7%
- 25-34	26%
- 35-44	32%
- 45-54	22%
- 55-64	10%
- 65+	3%

Availability of employer-funded parental leave^m

Financial and insurance services	73%
All industries	48%

Economic contribution

Finance and insurance industry contribution to national, state and territory economies^p

Australia	\$159.5 billion	9.4%
- NSW	\$69.0 billion	12.7%
- VIC	\$45.6 billion	11.5%
- QLD	\$21.0 billion	6.6%
- SA	\$7.8 billion	8.0%
- WA	\$10.9 billion	4.4%
- TAS	\$2.2 billion	7.9%
- NT	\$0.6 billion	2.8%
- ACT	\$1.2 billion	3.4%

Contribution of six biggest industries^b

- Finance and insurance	\$159.5 billion	9.4%
- Mining	\$141.4 billion	8.3%
- Construction	\$141.3 billion	8.3%
- Health care and social assistance	\$128.7 billion	7.6%
- Professional, scientific, tech services	\$124.2 billion	7.3%
- Manufacturing	\$105.1 billion	6.2%