



1 September 2008
FOR IMMEDIATE RELEASE

ANZ REWARDED FOR SMALL BUSINESS FOCUS

CANNEX releases *business banking star ratings* report today.

A strong all-round performance in supporting small business clients has seen ANZ take out the first-ever Best Value National award for Small Business Banking, given by premier financial services research company CANNEX.



The award aims to identify and commend the Australian financial institution that provides value through a highly featured business banking product suite, as well as providing exceptional service to small businesses.

“These clients certainly want better, more competitive banking products but they also want a higher level of business tools, service and advice,” CANNEX financial analyst Peter Arnold said.

“ANZ proved superior when we looked at additional areas such as relationship manager availability, extensive branch coverage, online tools and advice, and other general services offered to help small businesses in their day-to-day running.”

According to CANNEX, financial institutions are in the box seat to provide clients with the latest financial news to help business, and small business in particular, make more informed decisions.

“Many small businesses are at the top of their particular field, but don’t have the time or resources to become financial product experts,” Mr Arnold said.

“For this reason we evaluated many factors, including the accessibility of relationship managers for small business clients and rewarded institutions that have easy access and make efforts to provide the best possible banking experience for their business customers.

“An impressive array of products and online advice services packaged in their Business Toolkit sealed the deal for ANZ,” Mr Arnold said.

While the bigger banks scored more than their share of CANNEX five-star ratings, and the top position for the new award, special mention must be given to some of the smaller players.

“There are some very impressive business banking products on offer from credit unions such as Bananacoast in northern New South Wales and South Australia’s Savings and Loans, plus building societies such as Newcastle Permanent, Wollongong’s IMB and Albury’s HUME on the New South Wales’ border.

“As well as the strong product range offered, the level of personal service is excellent and this can make it worth looking past the usual suspects if you are unsure of your business requirements and live in the right part of the country,” Mr Arnold said.

Customer/relationship manager ratios are excellent at many small institutions which often provide access without minimum loan balance conditions.

“The major banks, however, often have the edge with business service and online advice simply because they are dealing with significantly larger numbers of customers and have powerful resources at their disposal to provide high end online assistance, as well as such things as technical seminars and free software solutions.”

CANNEX today released its *business banking star ratings* report which assesses business credit cards, deposit accounts and loans – covering residential and commercial lending for both secured and unsecured lending categories. With over 370 term loans, 70 overdrafts, 39 credit cards and 53 deposit accounts to choose from, there are products on the market to suit everyone, according to CANNEX. The range of rates and fees varies greatly between products and this can be seen in the following table.

Business Banking Products					
	Commercial Secured Term Loans	Residential Secured Term Loans	Overdraft Secured Loans	Business Credit Cards	Business Deposit Accounts
Number of Products	252	312	70	39	53
Range of Interest Rates	7.87% to 17.45%	7.87% to 17.45%	From 8.7%	11.95% to 20.74%	0% to 7.6%
Total Application Fee	\$0 to \$820	\$0 to \$820	\$0 to \$600	\$0 to \$600	\$0
Ongoing Annual Fee	\$0 to \$600	\$0 to \$600	\$0 to \$60	\$0 to \$1200	\$0 to \$240

source: CANNEX July 2008

Consumers can download the CANNEX *business banking star ratings* report on www.cannex.com.au

For further information:

Peter Arnold
 Financial Analyst
 (07) 3837 4115
peter.arnold@cannex.com.au

Christine Thelander
 Head of Communications
 (07) 3837 4151
christine.thelander@cannex.com.au

About CANNEX:

CANNEX provides Australia's only fully interactive online research service in retail and business finance.

Founded in 1992, CANNEX (Aust) Pty Limited is Australia's premier researcher of retail finance information for over 350 institutions such as Banks, Building Societies, Credit Unions, Finance Companies, Brokers, Mortgage Originators, Life Companies and finance related Internet Portals.

CANNEX customers use the extensive database for competitor analysis as well as a means of disseminating their product range. CANNEX also distributes this information to print and electronic media for publication and to Agents, Accountants, Brokers and Internet Portals for use in advising their clients.

Does CANNEX rate other product areas?

YES, CANNEX also rates the suite of banking and insurance products listed below. These star ratings use similar methodologies. This guarantees the quality and transparency of all our star ratings. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the CANNEX website at www.cannex.com.au if you would like to view the latest CANNEX star ratings reports of interest.

Business banking
Car insurance
Credit cards
Deposit accounts
Health insurance
Home & Contents
Low-doc home loans
Margin lending
Mortgages
Package banking
Personal loans
Reward programs



DISCLAIMER

To the extent that any CANNEX data, ratings or commentary constitutes general advice, this advice has been prepared by CANNEX (Aust) Pty Ltd ABN 21 053 646 165 AFSL 312804 and does not take into account your individual investment objectives, financial circumstances or needs. Information provided does not constitute financial, taxation or other professional advice and should not be relied upon as such. CANNEX recommends that, before you make any financial decision, you seek professional advice from a suitably qualified adviser. A Product Disclosure Statement relating to the product should also be obtained and considered before making any decision about whether to acquire the product. CANNEX acknowledges that past performance is not a reliable indicator of future performance. Please refer to CANNEX's FSG for more information at www.cannex.com.au.

All information contained herein shall not be copied or otherwise reproduced, repackaged, further transmitted, transferred, disseminated, redistributed or resold, or stored for subsequent use for any purpose, in whole or in part, in any form or manner or by means whatsoever, by any person without CANNEX's prior consent. All information obtained by CANNEX from external sources is believed to be accurate and reliable. Under no circumstances shall CANNEX have any liability to any person or entity due to error (negligence or otherwise) or other circumstances or contingency within or outside the control of CANNEX or any of its directors, officers, employees or agents in connection with the procurement, collection, compilation, analysis, interpretation, communication, publication, or delivery of any such information. Copyright 2008 CANNEX (AUST) Pty Ltd ABN 21 053 646. ABN 21 053 646.