



What are the Canstar *Term Deposit Awards*?

The Canstar *Term Deposit Award* involves a sophisticated rating methodology unique to CANSTAR that compares a shortlist of term deposits in Australia, enabling consumers to narrow their search to products that have been assessed and ranked.

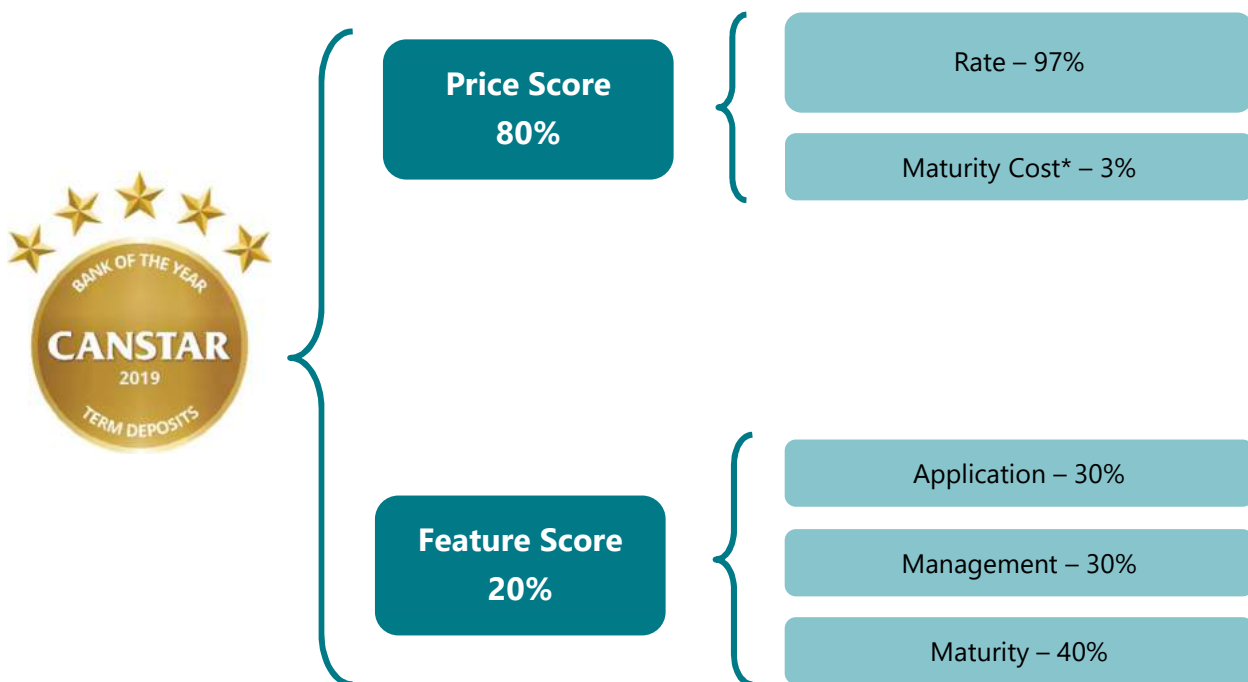
The award aims to give recognition to the institutions who offer quality term deposit products across rates, terms and product features. The award recognises both customer-owned institutions and banks due to the acknowledgment of the different offerings between the two types of institutions. To highlight the differences, an award is given to the strongest outstanding value term deposit for a customer-owned institution and bank.

How are the Canstar *Term Deposit Awards* calculated?

Each term deposit product reviewed for the Canstar *Term Deposit Award* is awarded points for its comparative pricing and for the array of features attached to the product. Points are aggregated to achieve a price score and a feature score.

To arrive at the total score on which to base the awards, Canstar applies a weighting against the product price and features. This weighting of price and features reflects the relative importance to the consumer of either price or features when looking to purchase the product. This method can be summarised as:

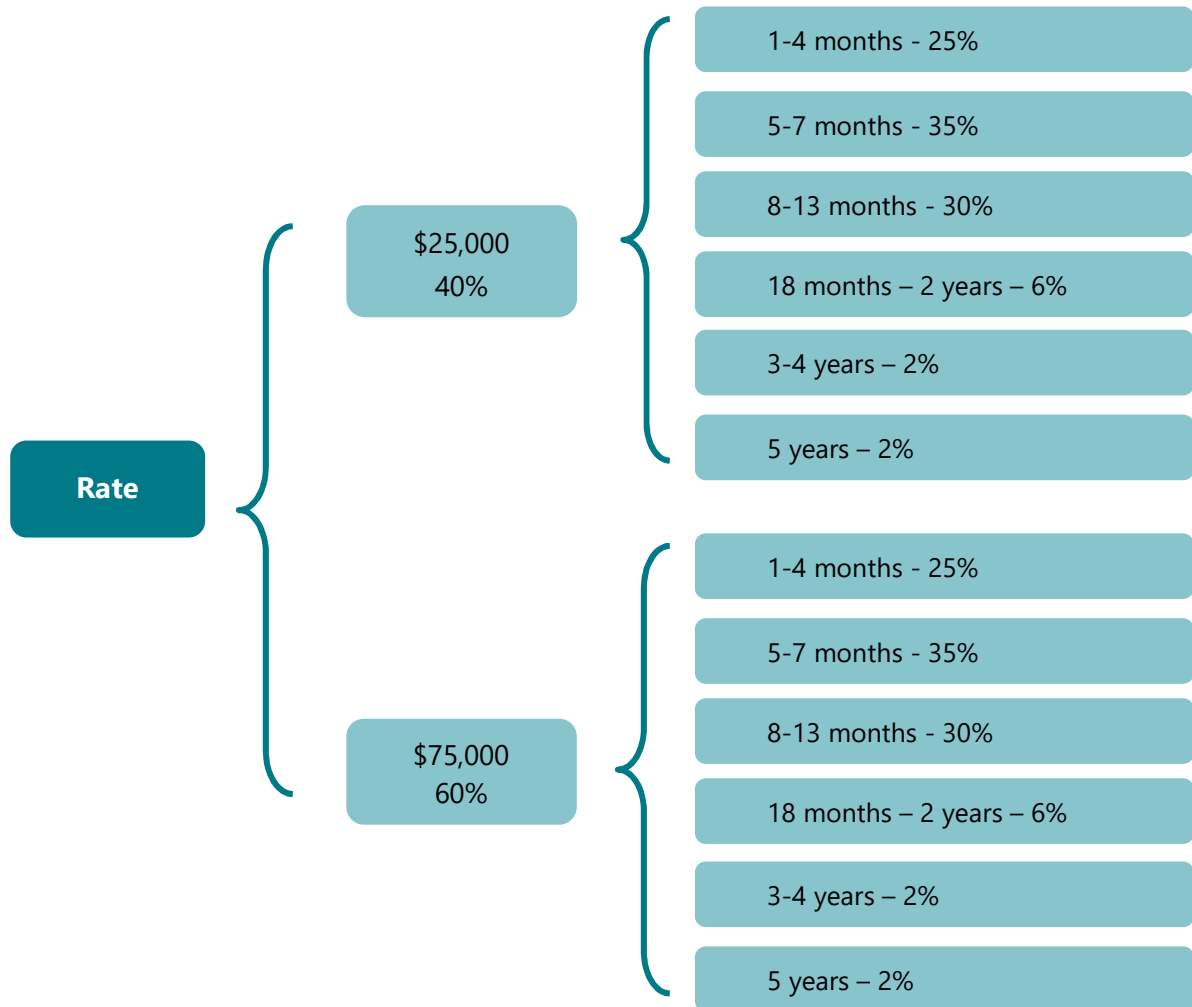
$$\text{Total Score} = \text{Price Score} + \text{Feature Score}$$



*Maturity Cost is the cheapest option to transfer your money to another Financial Institution

Price Score

The rate score is calculated by taking the maximum rate from the following term deposit periods and amounts over the span of 6 months. An average rate is then taken from the maximum rates and then indexed off the term deposit with the highest rate and weighted against the relative weights.



The maturity cost component considers the costs associated with transferring the deposit balance at maturity through cheque or direct debit. The cheaper the cost, the more points they receive for this component.

Maturity costs include any cost associated with retrieving or transferring your funds at maturity such as the cost for a bank cheque or direct credit. An institution with low or no charges receives the highest maturity cost score.

Feature Score

The feature score takes into a number of features across three different stages of a customer journey with the product, being at Application, Maintenance and at Maturity. Individual features are allocated points and each category, and subcategory, assigned a weighting. The product with the highest feature score is allocated the maximum score, will all remaining products within the award scored against it.

The feature categories and subcategories, with assigned weights for the award are as follows:

Category	Weight	Description
Application	30%	The first stage of the customer journey.
Opening Account	70%	Options available to open the account, linked account requirements and calculators to assist in choosing the right term deposit for your needs.
Interest Options	30%	The varying ways that interest is paid by the institution, providing greater flexibility to the consumer in terms of how and when interest is paid.
Maintenance	30%	The second stage of the customer journey.
Account Management	60%	How the term deposit is managed, how statements can be viewed and the ability to make adjustments to the facility.
Early Withdrawal	40%	The flexibility to make adjustments to the term deposit in instances where an early withdrawal may be applicable.
Maturity	40%	The third stage of the customer journey.
Rollover	50%	Availability of auto rollovers at the end of term, the length of variation period and bonuses that could apply if the term deposit is rolled over (e.g. loyalty bonuses).
Closing	50%	Maturity alerts, how maturity instructions can be made and how the funds are returned to the consumer at closure of the facility.

How often are products reviewed for Star Ratings and Award purposes?

Ratings and awards are recalculated annually 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, magazine, television, websites, etc.).

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.

Does CANSTAR rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth 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
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- Business banking
- Credit cards
- First home buyer
- Home loans
- Managed investments
- Online share trading
- Pet insurance
- Term deposits
- Youth banking

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The ratings and awards results do not include all providers and may not compare all features relevant to you. The rating or award is only one factor to take into account when considering these products. Canstar acknowledges that past performance is not a reliable indicator of future performance.

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