



METHODOLOGY

Everyday Banking Award

September 2019

What is the Canstar *Everyday Banking Award*?

Canstar's *Everyday Banking Award* uses a sophisticated rating methodology, unique to Canstar, which compares institutions' everyday banking products and accessibility throughout Australia.

Canstar Bank of the Year – Everyday Banking is awarded to the institution that provides the strongest combination of products across the Transaction Account Star Ratings profiles, as well as excelling in products from the Credit Card Star Ratings. Beyond products, the awards recognise institutions that back up quality products with great service to their customers, with the online banking functionality and coverage offered by institutions recognised in the award.

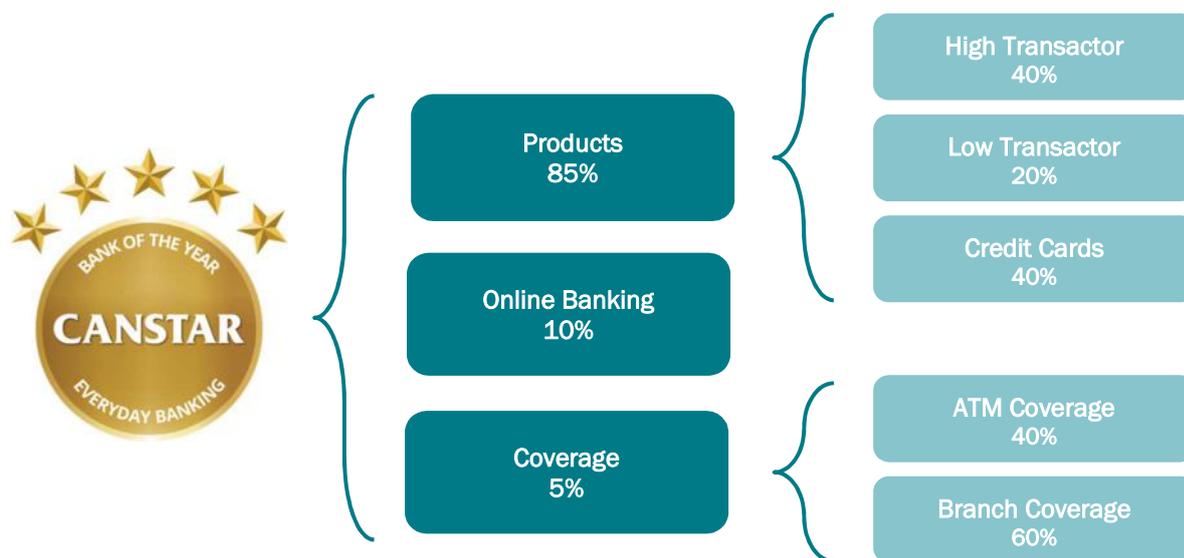
Eligibility Requirements

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

Everyday Banking Award

Canstar's Everyday Banking Award recognises institutions that offer competitive transaction accounts and credit cards for a variety of consumers with different spending levels and transaction behaviour. In addition, institutions that provide their consumers with a strong online banking platform and offer comprehensive coverage throughout Australia (ATM and Branch) receive further recognition.



Methodology Structure

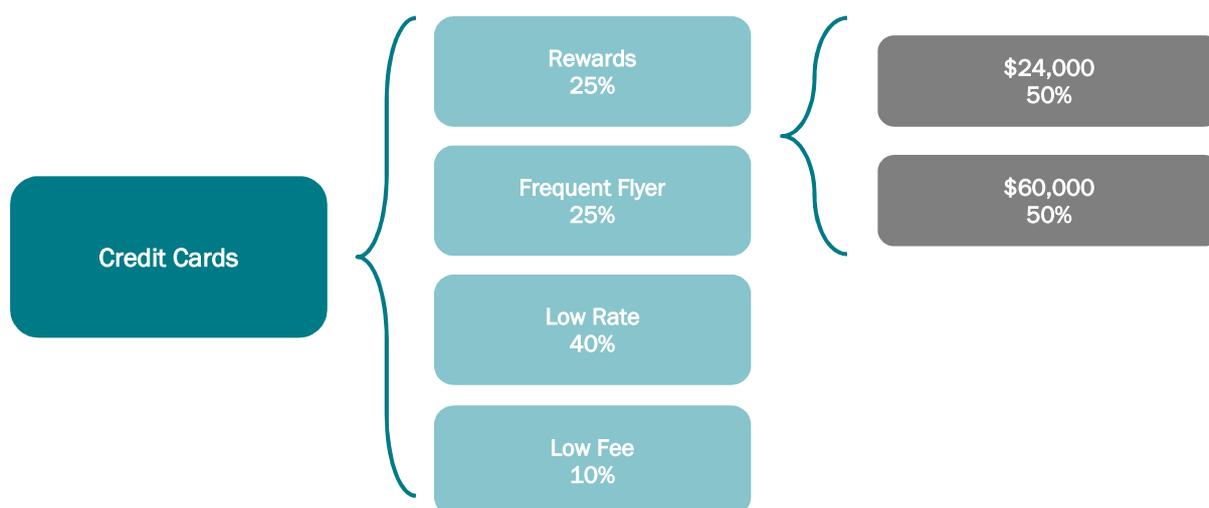
The following is a brief overview of the elements considered within the *Everyday Banking Award*. Further details on how individual products are assessed can be found in the *Savings and Transaction Account Star Ratings* and the *Credit Card Star Ratings* methodology documents:

Transaction Accounts



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.

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.

Online Banking

| Category | Weighting |
|--|-----------|
| Online Banking | 10% |
| Banking Assistant | 25% |
| Payments and Transactions | 30% |
| Research and Application | 20% |
| Security | 10% |
| Support | 15% |
| <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> | |

Coverage

| Category | Weighting |
|--|-----------|
| Coverage | 5% |
| ATM Coverage | 40% |
| <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. Any institution that exceeds the ATM cap will receive full points, with the remaining institutions being indexed against the cap.</p> | |
| Branch Coverage | 60% |
| <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> | |

The ATM and branch coverage score information is sourced from calculations using the latest APRA points of presence information.

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 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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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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