

# Results Presentation

For the half year ended 31 December 2017

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# Our 1H18 result

#### **Financial Performance**

- Statutory profit after tax up \$22.7m to \$231.7m
- Cash earnings up \$21.8m to \$225.3m
- Cash earnings per share up 3.3 cents to 46.8 cents
- Interim dividend up 1 cent to 35 cents
- Discount removed on DRP

- Balance sheet management & capital
- CET1 ratio up 64bps to 8.61%
- Total capital up 78bps to 12.98%
- Liquidity coverage ratio of 128.8%
- Indicative NSFR 111%
- Retail deposit funding mix of 79.6%

- Net interest margin up 18bps to 2.36%
- Cost to income ratio down 220bps to 54.2%
- Cash operating expenses up 2.0% to \$445.5m
- Return on average tangible equity up 28bps to 11.71%
- Return on average ordinary equity up 39bps to 8.33%

#### Credit

- Total impaired assets down \$11.9m to \$288.8m
- Past due 90 days loans down \$57.2m (10.7%)
- Great Southern past due 90 days down \$40.5m to \$62.7m

# **Result drivers**

Owner
Occupied
P&I flows up

**13%**<sup>1</sup>

Investor loan flows down 59%<sup>1</sup>

Interest only flows down 41%<sup>1</sup>



Housing lending growth up 0.7%<sup>2</sup>



Business lending growth down 2.2%<sup>2</sup>



Margin up 18bps at 2.36%<sup>3</sup>

Continued productivity improvement

Restructure business banking portfolio



Risk Weighted Assets down 1.6%<sup>3</sup>

Funding flexibility



 <sup>1</sup>H18 settlement flows are based on comparison to PCP

Growth figures are June-17 to Dec -17

<sup>3. 1</sup>H18 movements are based on comparison to PCP

# Australia's most customer connected bank



# Rated Top Bank<sup>1</sup>

# Mozo People's Choice Awards

- Outstanding Customer Satisfaction
- Excellent Customer Service
- Highly Trusted
- Staff Friendliness
- Most Recommended
- Excellent Banking Application
- Customer Satisfaction Everyday Banking
- · Customer Satisfaction Credit Cards

Experts Choice Award 2017
Low Rate Platinum Credit Card

#1

Forrester's Australian Customer Experience Index<sup>3</sup>



#### Asiamoney Best Bank Awards<sup>4</sup>

- ☑ Best Domestic Bank
- Best Bank for Corporate Social Responsibility



# RFI Group Australian Business Banking Awards<sup>5</sup>

Outstanding product and service offerings for Australian business owners



### JD Power Awards<sup>6</sup>

Ranked highest in credit cards



Brand Sentiment Bendigo Bank 9.2% above industry<sup>8</sup>



**92.1%**Highest home loan customer satisfaction<sup>7</sup>



# Fortune 2017 Change the World

Ranked 13th organisation globally and the leading Australian company

# **Competitive environment**



Trust



**Customer expectations** 



**Technology** 



**Banking model transition** 



**Operating conditions** 



# Our focus areas



**Enabling customer choice** 



New opportunities for growth



Partnering for shared success



Developing our people



**Driving capital and operational efficiency** 



# Our vision is to be Australia's most customer connected bank

# 160 years of making positive change

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# We focus on the success of our customers, people, partners and communities



#### Taso Corolis

Taso Corolis joined Bendigo and Adelaide Bank in 2011 and was responsible for quantitative analytics, reporting and risk governance within Group Risk. He joined the Bank from Rural Bank (now a wholly owned subsidiary), where he served as the Chief Risk Officer since 2008. Taso has approximately 20 years' experience in the financial services industry. This includes ten years in senior roles with the Australian Prudential Regulation Authority (APRA). He holds degrees in Economics and Commerce and postgraduate qualifications in Finance and Investments.

Taso is also a non-executive director of Workskil Australia, a national not-for-profit and charitable organisation committed to transforming people's lives through employment, health, Indigenous and disability services.

#### **Andrew Twaits**

Andrew Twaits joined Bendigo and Adelaide Bank in September 2017, with responsibility for products, marketing, digital, communications and government relations. Prior to that, Andrew ran his own digital/data strategy consulting business, advising some of Australia's largest companies and best know brands across the retail, media, sporting, industrial and financial services industries. Andrew has been the CEO of a high profile technology joint venture and has held other senior roles in sport and professional services. Andrew has undergraduate qualifications in commerce and law, postgraduate qualifications in law and business administration and is a graduate of the Australian Institute of Company Directors. He was elected to the Macedon Ranges Shire Council in 2016 and is the Chairman of the AFL Players' Association.



# Financial performance - at a glance

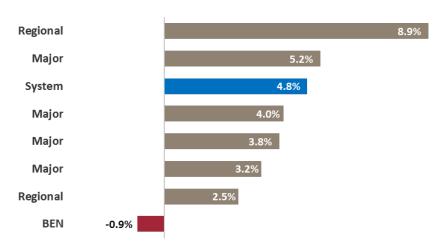
	1H18	2H17	1H17	Change 1H18 – 2H17	Change 1H18 - 1H17
Statutory NPAT	\$231.7m	\$220.6m	\$209.0m	5.0%	10.9%
Cash Earnings	\$225.3m	\$214.8m	\$203.5m	4.9%	10.7%
Cash EPS	46.8¢	45.0¢	43.5¢	1.8¢	3.3¢
Net interest margin	2.36%	2.26%	2.18%	10 bps	18 bps
Expense to income ratio	54.2%	55.7%	56.4%	(150 bps)	(220 bps)
Expense to average assets	1.28%	1.28%	1.28%	<u>-</u>	-
Return on tangible equity <sup>1</sup>	11.71%	11.80%	11.43%	(9 bps)	28 bps
Return on equity <sup>1</sup>	8.33%	8.27%	7.94%	6 bps	39 bps
Dividend per share	35.0¢	34.0¢	34.0¢	1¢	1¢

# Balance sheet and capital - at a glance

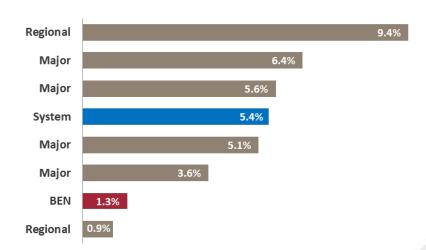
	1H18	2H17	1H17	Change 1H18 – 2H17	Change 1H18 - 1H17
Lending assets	\$60.6b	\$60.9b	\$60.1b	(\$0.3b)	\$0.5b
Risk weighted assets	\$37.7b	\$38.1b	\$38.3b	(\$0.4b)	(\$0.6b)
Total assets	\$71.3b	\$71.4b	\$70.9b	(\$0.1b)	\$0.4b
Deposit funding	79.6%	80.2%	80.2%	(60bps)	(60bps)
Total liability	\$65.7b	\$66.0b	\$65.6b	(\$0.3b)	\$0.1b
Total capital	12.98%	12.46%	12.20%	52bps	78bps
CET1 capital	8.61%	8.27%	7.97%	34bps	64bps

# 1H18 growth outcomes

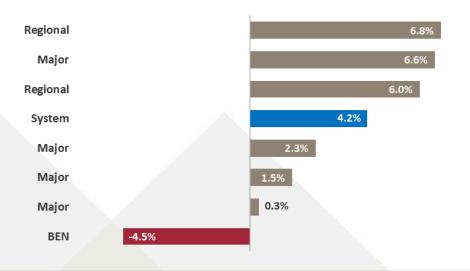
#### Total lending growth



#### Housing loan growth



#### **Business lending growth**



#### **Total deposit growth**

Regional

Regional

Major

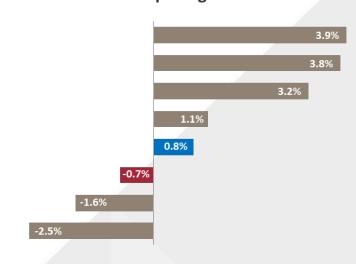
Major

System

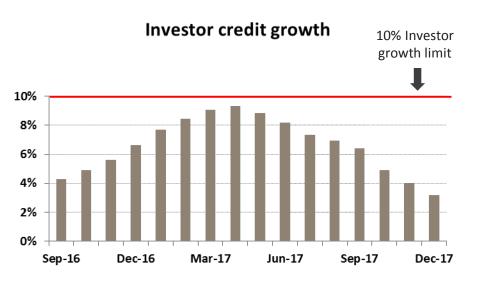
BEN

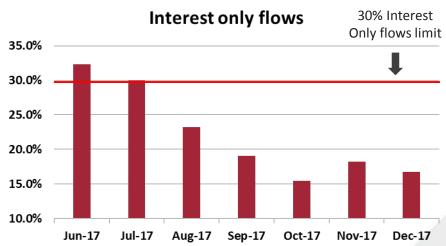
Major

Major

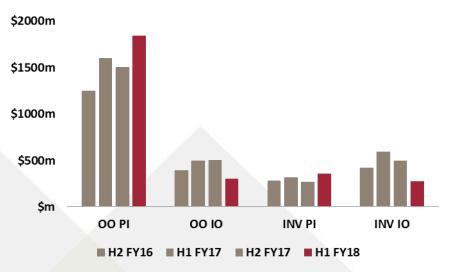


# 1H18 residential mortgage growth outcomes

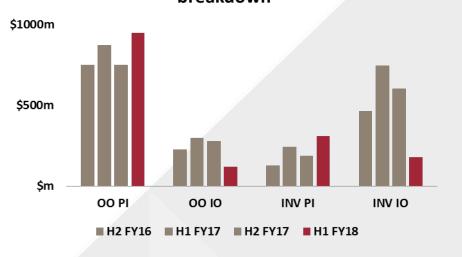




Local Connection - settlements breakdown<sup>1</sup>



Third Party Banking - settlements<sup>2</sup> breakdown



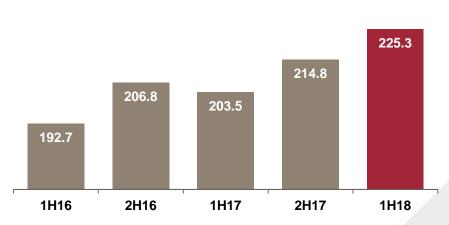
<sup>1.</sup> Loan settlements for Bendigo Bank excluding line of credits

<sup>2.</sup> Loan settlements for Adelaide Bank excluding line of credits

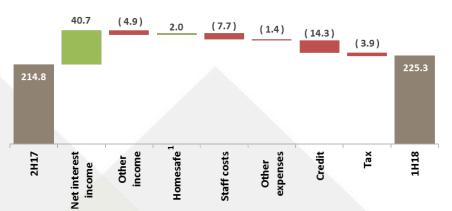
# Cash earnings growth

- Strong margin performance
- Reduced contribution from trading book
- Lower ATM and transaction fees
- Efficiency focus maintained FTE reduced
- Increased credit costs from commercial property lending
- Cash earnings include Homesafe contribution on realised basis

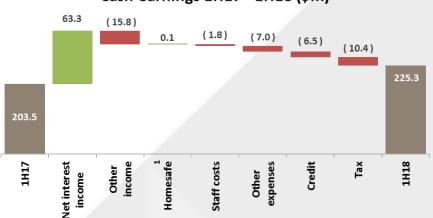


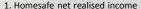


# Cash earnings 2H17 - 1H18 (\$m)



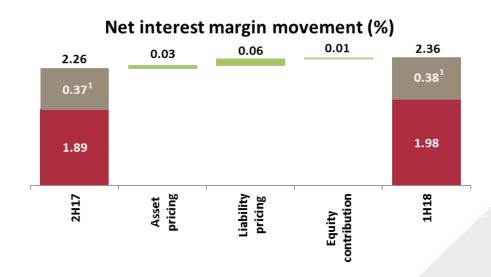
#### Cash earnings 1H17 - 1H18 (\$m)





# **Net interest margin**

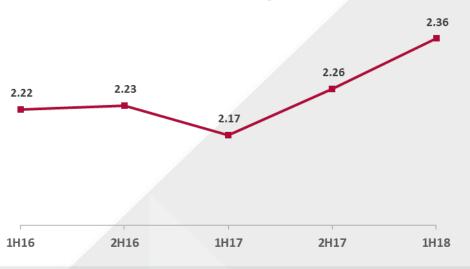
- Disciplined approach to both asset and liability pricing
- Exit margin of 2.38%
- January 2018 monthly margin of 2.37%
- Front book discounts will challenge margin in 2H18



#### NIM monthly movement



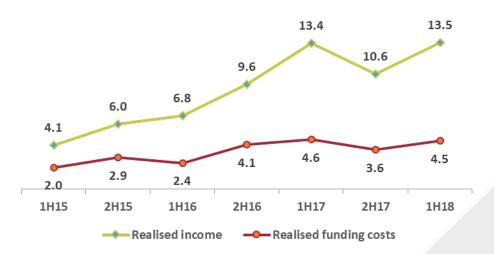
#### Net interest margin (%)



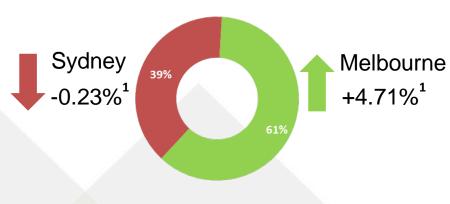
# Homesafe investment property portfolio

- Proceeds on completed contracts continue to exceed pre-overlay values
- Overlay reflects an assumed 3% increase in property prices for the next 18 months before returning to a long term growth rate of 6%
- Average annual return on completed contracts since inception is 9.8%, pre funding costs

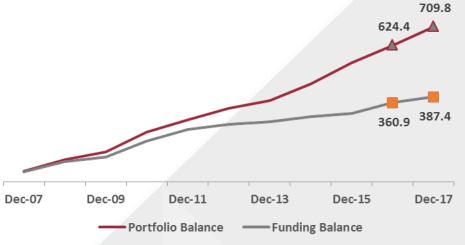
#### Realised - income vs funding costs (\$m)



#### Homesafe portfolio distribution<sup>1</sup>



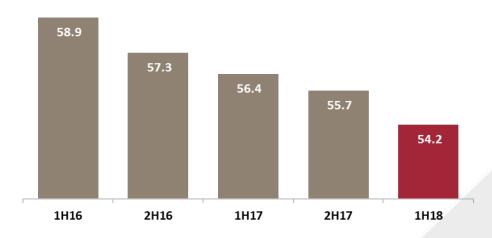
#### Homesafe portfolio & funding balance (\$m)



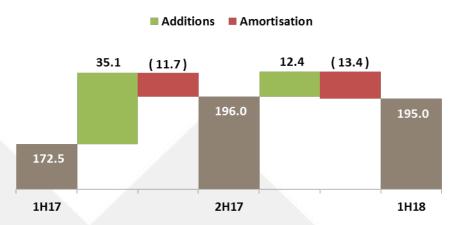
# **Active cost management**

- Strong jaws outcome
- Exiting non core businesses Telco, Wills and Estates and Debenture Trustee
- Software amortisation up \$4.5m (50%) on 1H17
- Staff costs up 0.7% on PCP
- Salary increase of 2.5% for salaried staff and 3.0% for Enterprise Agreement staff

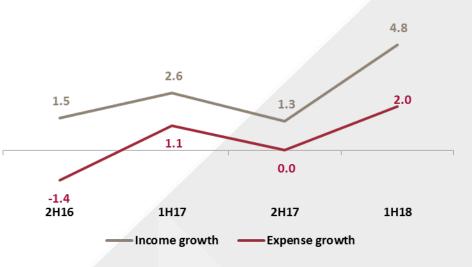
#### Expense to income ratio (%)



### Capitalised software (\$m)

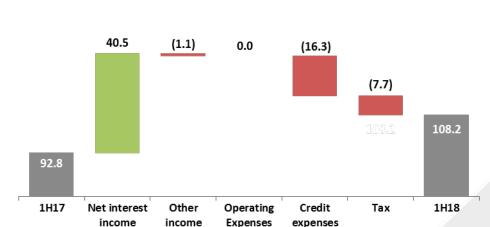


#### Jaws momentum (%)

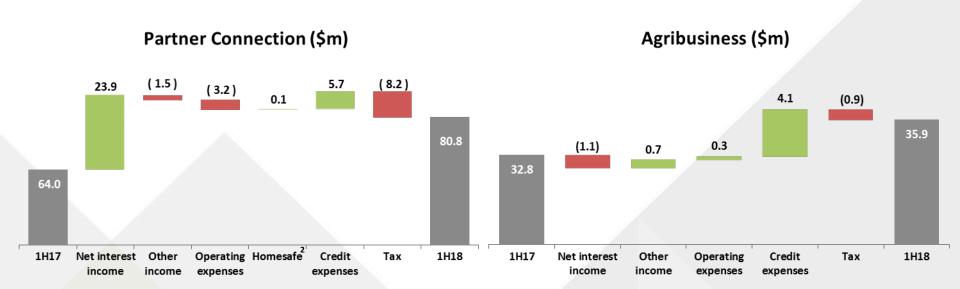


# **Business segment performance (cash earnings)**

- All lending markets remain highly competitive
- Margin improvement in Local and Partner Connection businesses
- Strong cost control in all segments
- Managed funds up 10%<sup>1</sup>, Bendigo SmartStart Super up 33%<sup>1</sup>
- Increased credit expense in Local Connection commercial lending
- Improved Partner Connection credit costs as Great Southern portfolio reduces in value



Local Connection (\$m)



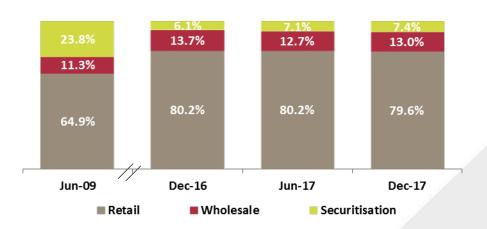
<sup>1.</sup> Growth is based on 12 month figures (Dec-16 to Dec-17)

<sup>2.</sup> Homesafe after tax realised income

# **Industry leading funding position**

- Funding mix continues to be a strength providing flexibility for organic and inorganic asset growth
- Continued organic growth in retail call deposits
- LCR of 128.8% at 31 December 2017
- Indicative NSFR ~111%
- RMBS deal of \$750m completed in August 2017
- \$500m senior unsecured deal completed in January
   2018 at +105bps

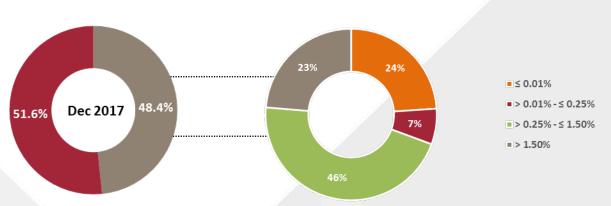
#### Historical funding mix



#### **Retail deposit composition**

# Retail call deposits Retail term deposits Dec 2016 45.9%

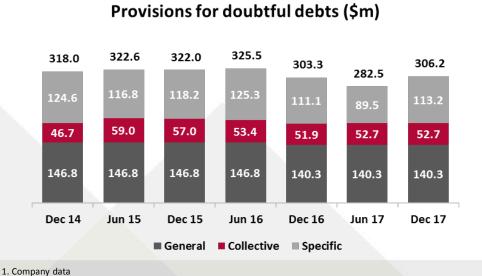
#### Retail call deposit funding costs

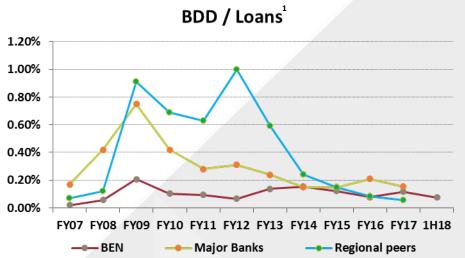


## Bad and doubtful debts

- BDD charge 15 basis points of gross loans, 13 basis points excluding Great Southern
- Higher BDD charge in 1H18 driven by commercial property lending
- Provision coverage 106% of impaired assets
- Reduced Agribusiness provisions reflect improved credit profile
- All core portfolios remain well secured, with low LVRs

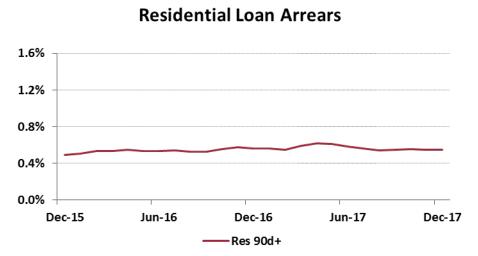
#### Bad and doubtful debts composition (\$m) 46.3 39.8 0.7 6.2 32.0 11.8 10.4 4.8 5.4 7.2 34.1 17.8 15.1 (0.6)1H17 2H17 1H18 ■ Local Connection ■ Partner Connection ■ Agribusiness ■ Great Southern



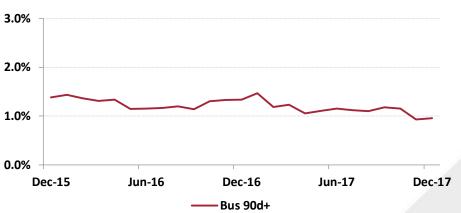




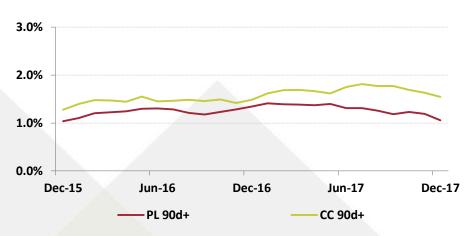
# Arrears remain benign



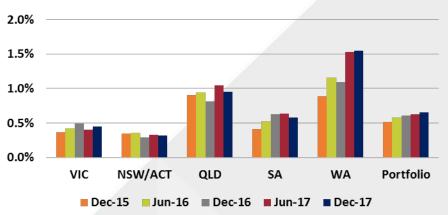
# **Business Loan Arrears**



#### **Consumer Loan Arrears**



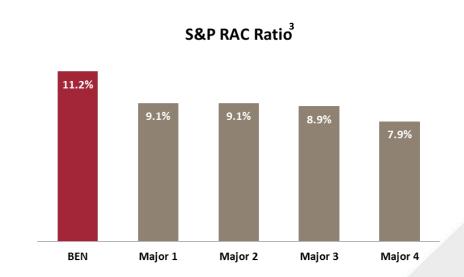
Home Loans 90+ days past due - by state<sup>1</sup>

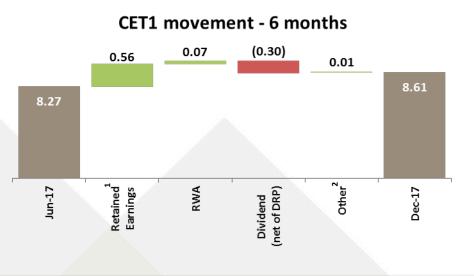


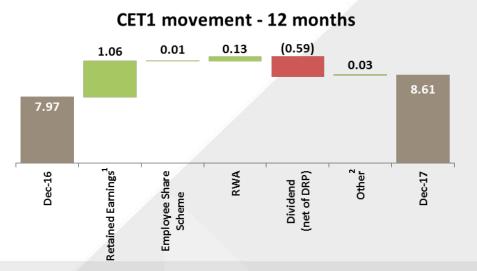
Note - Data excludes commercial arrangement loans 1. Keystart included from Jun-17

# **Continued CET1 organic growth in 1H18**

- Organic capital growth reflecting strong profitability, stable balance sheet and move to lower risk exposures
- Unquestionably strong target achieved
- Average credit risk weight down 1.3% from 48.7% to 47.4% of total assets
- S&P capital comparisons remain insightful







<sup>1.</sup> Unrealised Homesafe revaluation revenue excluded from increases in retained earnings was 11bps

<sup>2.</sup> Other includes movement in capitalised expenses, deferred tax assets and intangibles

<sup>3.</sup> S&P RAC ratio, Major 2, 3 & 4 as at 30 Sept 2017, BEN & Major 1 as at 30 June 2017

# **Basel III: Revised capital for Credit Risk**

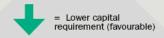
Asset Type	Portfolio	Impact on Capital	Portfolio size
	Owner-occupied	•	45%
Residential mortgages	Investor Lending	1	23%
Business Lending	SME	-	15%
	Commercial property		3%
	Property development		2%
Consumer Lending	Personal lending and credit cards	•	2%
Undrawn exposures	Undrawn facilities		5%
Other	Margin lending, Homesafe and others	<b>+</b>	5%

Based on BIS Basel III discussion paper released December 2017. Conservative estimate aligning with current APRA classification of mortgages. Portfolio size is based on estimated EAD equivalent.

CET1 estimated capital benefit

Standardised 50+bps

Advanced 100+bps









# **Delivering on strategy**

#### Focus areas



Enabling customer choice



New opportunities for growth



Partnering for shared success



Developing our people



1.

Driving capital and operational efficiency

#### **Objectives**

Success for our customers and partners

An environment where all our people grow, contribute and feel valued

Sustainable growth and profitability

#### Measures of success and H1 outcomes<sup>1</sup>

Net customer numbers growth	2.52%
Customer net promoter score <sup>2</sup>	27
Partner experience index	50.9%

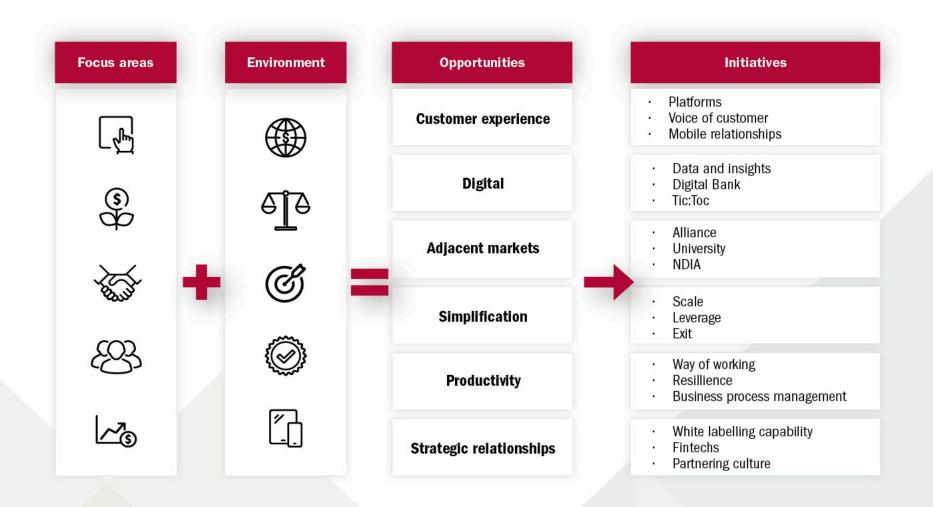
Employee net promoter score	65.9%
Diversity and inclusion score	76.6%
Gender diversity in senior leadership group	40.5%

Lending growth	-0.9%
Net interest margin	2.36%
Cost to assets	1.28%
0	40.0-
Cash earnings per share	46.8c

Company data as at 31 December 2017

<sup>2.</sup> Roy Morgan Single Source, Bendigo Bank customers aged 14+ (any relationship), 6 months to December 2017

# Investment for the long term



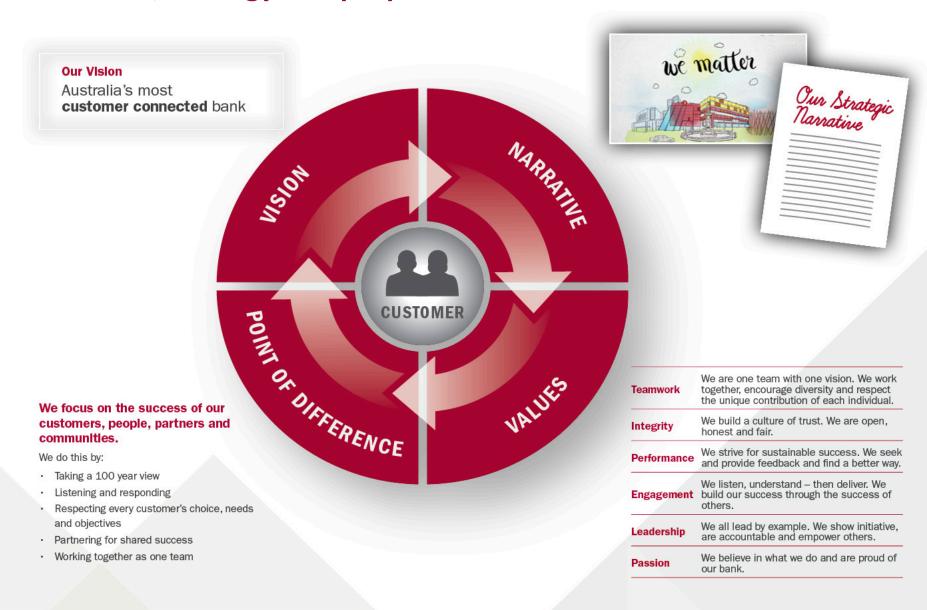


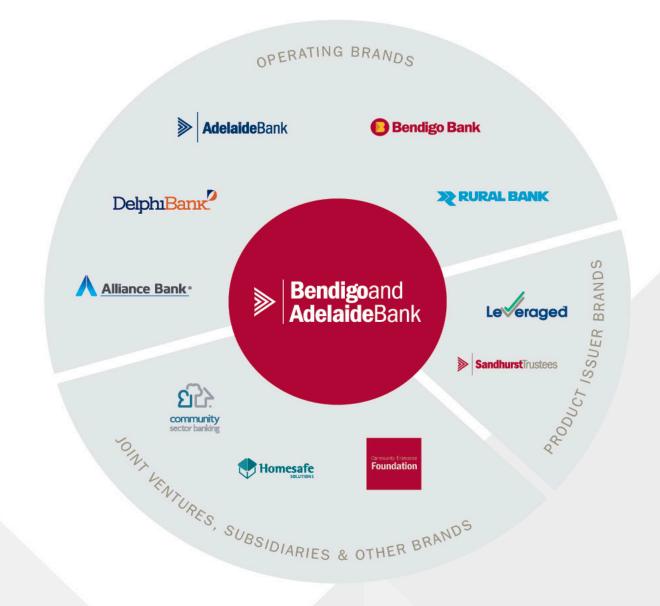
# **Questions**

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# Our vision, strategy and purpose



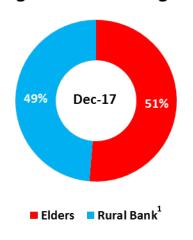


A diverse business

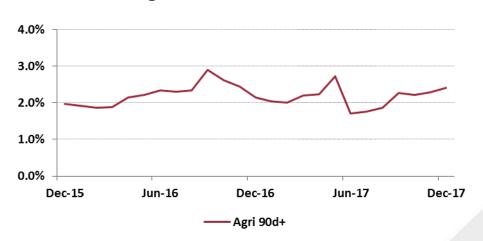
## **Connected with our customers** Company-owned branch 175 Community Bank® branch 320 15 Delphi Bank Rural Bank 9 Alliance Bank 21 **TOTAL BRANCHES** 540 700+ **ATMs** Bendigo Bank 100+ mobile and business development managers Rural Bank relationship 60+ managers 5000+ Mortgage brokers eBanking 600,000+ customers

# **Agribusiness**

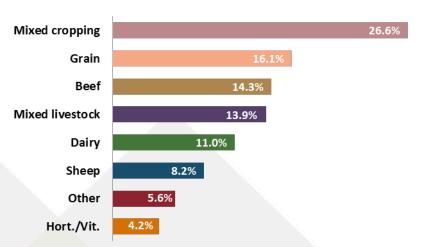
#### **Lending customer management**



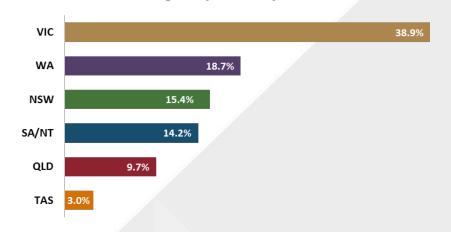
#### **Agribusiness Loan Arrears**



#### Agri exposure by industry

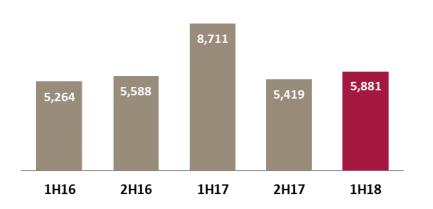


#### Agri exposure by state

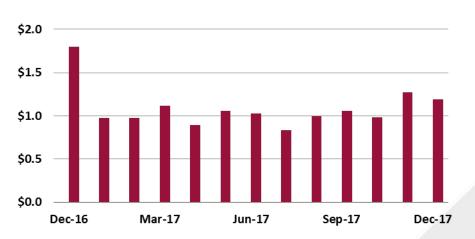


# **Residential lending**

#### Total residential loan approval (\$m)



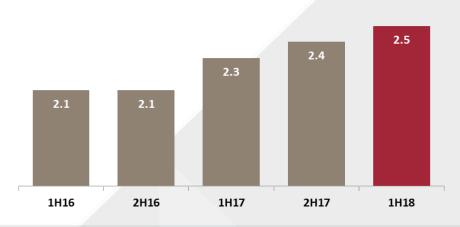
#### **Settlements**



#### Residential portfolio balance<sup>1</sup> (\$b)

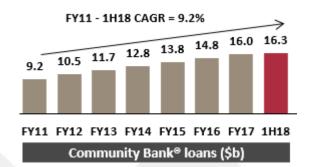


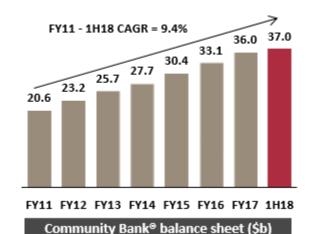
#### Offset account portfolio (\$b)

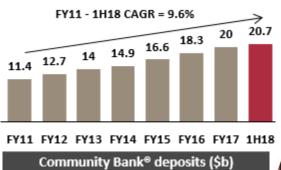


# The Community Bank® model

- Over \$183m in community contributions<sup>1</sup> since inception – delivering tangible benefits for these communities and our business
- 320 Community Bank® branches with more than 90 in communities where there is no alternative provider
- Proven, reliable and cost effective distribution strategy





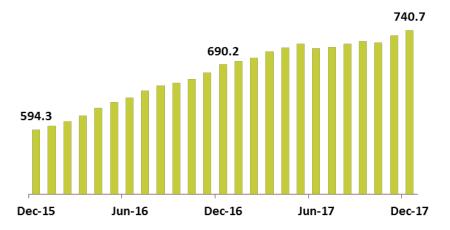






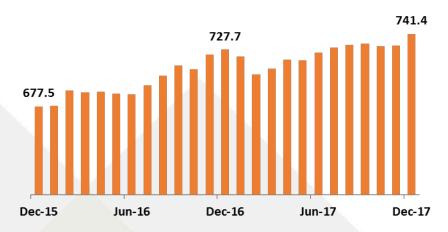
# Alliance Bank® loan & deposit growth

#### Alliance Bank<sup>®</sup> loan portfolio balance (\$m)



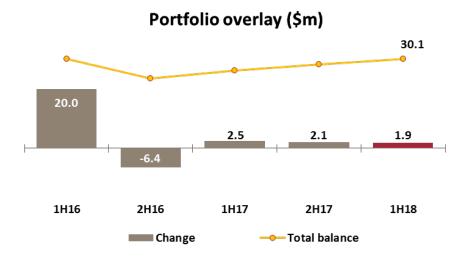
- 7.3% loan portfolio growth for past 12 months
- Innovative social impact loan program
- Two new entrants due for completion in 2018

#### Alliance Bank<sup>®</sup> deposit portfolio balance (\$m)



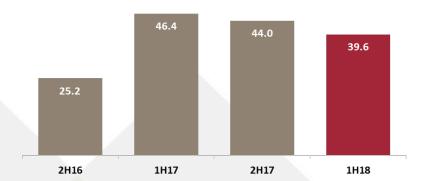
- Confidentiality agreements with two other credit unions
- 150 employees
- 40,000 customers

# Homesafe investment property portfolio (based on statutory earnings)

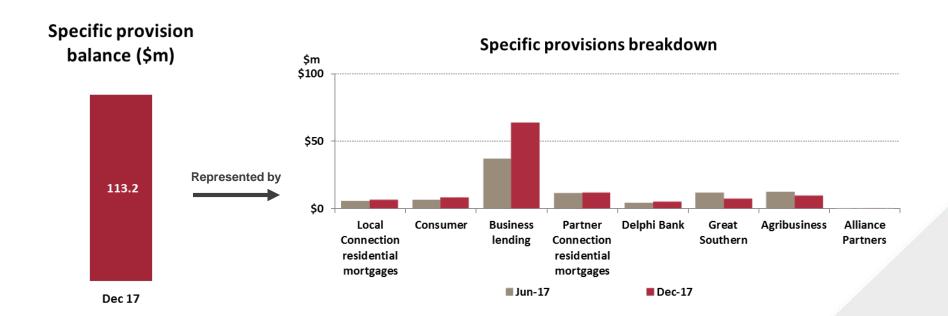




# Homesafe statutory income contribution (\$m)

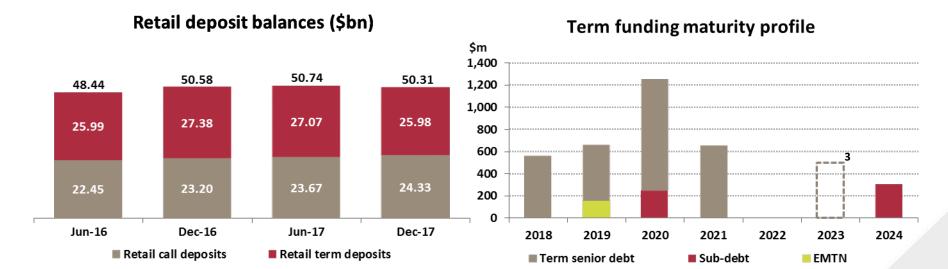


# **Specific provisions**

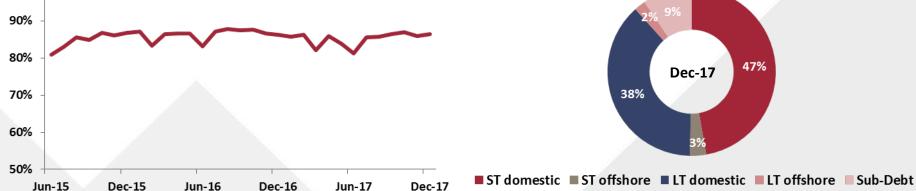


Provision as % of each portfolio's gross loans	Local Connection residential mortgages	Consumer	Business Lending	Partner Connection residential mortgages	Delphi Bank	Great Southern	Agribusiness	Alliance Partners	BEN total
December 2017	0.03%	0.76%	0.86%	0.06%	0.28%	7.63%	0.18%	0.07%	0.19%
June 2017	0.02%	0.58%	0.49%	0.06%	0.22%	9.42%	0.22%	0.06%	0.15%
Portfolio as % of gross loans	39.6%	1.9%	12.2%	33.0%	3.1%	0.2%	9.0%	1.2%	100%

# **Funding**







Note - Reclassification of some middle market deposits from Retail to Whole has reduced the retail deposit ratios: Dec-16 by 2.7% and June-16 by 2.4%

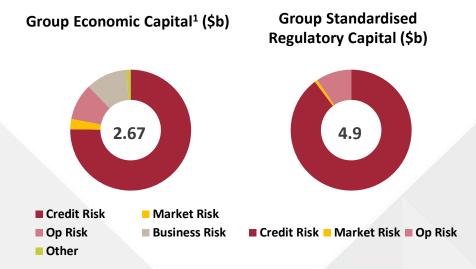
Retail term deposit retention rate<sup>1</sup>

Wholesale funding composition<sup>2</sup>

<sup>2.</sup> Wholesale funding composition excludes financial markets NCD's

# **Key capital ratios**

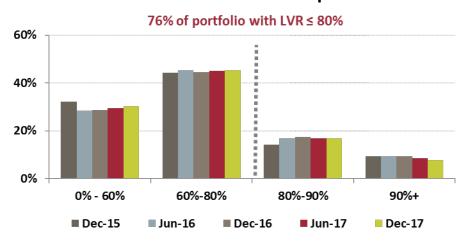
	1H18	2H17	1H17	2H16
Common equity tier 1	8.61%	8.27%	7.97%	8.09%
Additional tier 1	2.37%	2.22%	2.20%	2.31%
Tier 1 Capital	10.98%	10.49%	10.17%	10.40%
Tier 2	2.00%	1.97%	2.03%	1.99%
Total regulatory capital	12.98%	12.46%	12.20%	12.21%
Risk weighted assets (RWA)	\$37.7b	\$38.1b	\$38.3b	\$36.5b



<sup>1.</sup> Calculated using a combination of internal models and standardised measures

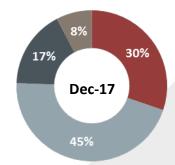
# Residential LVR breakdown at origination

#### Residential loan-to-value profile

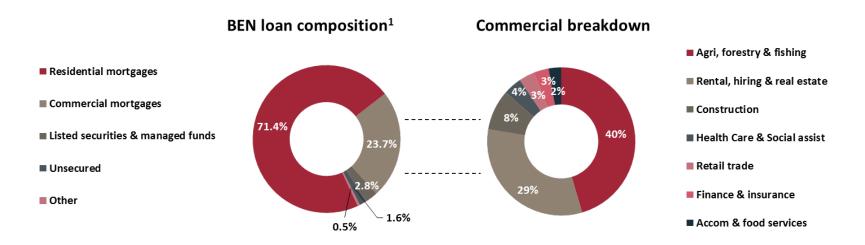


#### Residential LVR breakdown





# Secure and low risk loan portfolios



- 98.4% secured
- 97.9% secured by mortgages and listed securities
- Residential mortgages
  - average LVR 61%
  - 63% owner occupied
- Margin Lending
  - 78% of portfolios hold ≥ 4 stocks
  - Average LVR 36%

Residential Mortgages <sup>2,3</sup>	Dec-17	Jun-17
Retail mortgages	58%	57%
Third Party mortgages	42%	43%
Owner occupied	63%	62%
Investment	37%	38%
P&I	63%	60%
1/0	37%	40%
Owner occupied P&I	79%	76%
Owner occupied I/O	21%	24%
Investment P&I	38%	34%
Investment I/O	62%	66%
Lo Doc	2%	2%

Residential Mortgages <sup>2,3</sup>	Dec-17	Jun-17
Mortgages with LMI	27%	27%
Average LVR	61%	61%
Average loan balance	\$225k	\$217k
90+ days past due - exc arrangements	0.5%	0.5%
Impaired loans	0.13%	0.1%
Specific provisions	0.03%	0.03%
Loss rate	0.01%	0.01%
Variable	72%	70%
Fixed	28%	30%

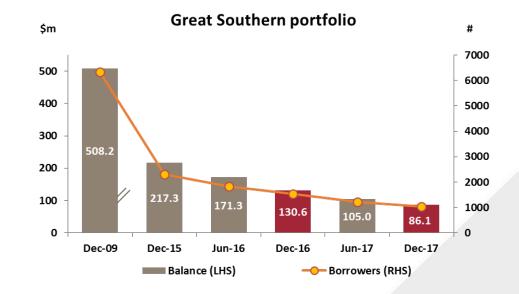
<sup>1.</sup> Loan data represented by security as per page 18 in the 4E

<sup>2.</sup> Loan data represented by purpose

<sup>3.</sup> Excludes Delphi Bank & Keystart data

# **Great Southern paying down**

- Past due 90 days of \$62.7m<sup>1</sup>, a 21% reduction from 30 June 2017
- Specific provision of \$7.6m<sup>1</sup>, down 36% since 30
   June 2017
- Collective provision maintained at \$16.5m
- Proactive recovery on written off loans
- Performing loans of \$28.6m<sup>1</sup> represent 27.9% of the remaining portfolio
- Total borrowers:
  - 1,033<sup>1</sup> (1,542 at 31 December 2016)



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