

Customer Value Statement

Winner Australasian Reporting Awards

Inaugural Integrated Reporting and Online Reporting Award – Private Sector.

1st

Customer satisfaction

(2011/12: 94%)

For the past 10 years in a row customer satisfaction has exceeded 90%.

93%

Customer owned reserves

\$343m

bankmecu remains very secure with strong reserve growth.

+10.00%

Value of customer owned assets

\$3,041m

An increase of more than \$2 billion over the past decade. Annual asset growth:

+7.22%



Did you know

we have committed to offset 48,963 tonnes of CO₂-e since we launched our goGreen Car Loan.

Winner Canstar Cannex Best Value Customer Owned Bank

1st

Customer benefit

(2011/12: \$155)

Average customer benefit in better interest rates and fees compared to the four major banks.

\$199

Customer value

\$42k

Average value of each customer's banking (deposits and loans). Growth in average value per customer:

+16.31%

Value of customer loans

\$2,308m

An increase of \$1,536m over the past decade. Annual loan growth:

+4.42%



Did you know

80% of call centre calls were answered by staff within 40 seconds.

The Board

One customer, one share, one vote. Customers elected one new Director to replace a retiring Director, bringing a fresh perspective and further expertise to the Board.

-/+1

Community investment

(2011/12: \$1.144m)

Investing on behalf of our customers in education, the environment, community resilience and international development.

\$1.027m

Return on average assets

(2011/12: 0.99%)

Managing **bankmecu** for performance on behalf of all customers.

0.86%

Value of customer deposits

\$2,608m

An increase of \$1,658m over the past decade. Annual deposit growth:

+5.55%



Did you know

customers received over \$226m in pricing benefits compared to the major 4 banks over the past 10 years (Canstar Cannex).