

#### To: Companies Announcements Australian Stock Exchange Limited

Company Name:	ST.GEORGE BANK LIMITED
ABN:	92 055 513 070
Pages (Includes this page):	32
Contact Officer:	Michael Bowan
Contact Telephone:	(02) 9236 1278
Facsimile:	(02) 9236 1899
Subject:	FINAL RESULTS PRESENTATION
Date Sent:	1 November 2006

I attach slides of a presentation to analysts by St.George Bank's Managing Director, Mrs Gail Kelly (commencing 11:30 am). The presentation is web cast live on the St.George Bank website at <u>www.stgeorge.com.au</u>. The slides will also be made available on the website.

Yours sincerely

Michael Bowan General Counsel and Secretary

# **Full Year Results 2006**

## 1 November 2006





**Result highlights:** 

**Financial overview:** 

**Steve McKerihan** 

Strategy, business performance and outlook:

**Gail Kelly** 



Gail Kelly

# **Result Highlights**

## Gail Kelly Managing Director



### FY06 – overview

- Strong, high quality sustainable earnings
- 2H06 performance particularly strong, highlighted by:
  - robust revenue growth
  - expansion in net interest margin
  - strong growth in business volumes
  - middle market exceeding twice system growth
- Excellent full year performance in managed funds
- · Consistent disciplined cost management and sound credit quality
- Continued investment in the future
- Well positioned for 2007 and 2008



Profit result – FY06	
From result = 1 100	Sep-06
Profit - full AIFRS^	\$1,048m
- cash AIFRS*	\$1,026m
Earnings per share - cash AIFRS*	195.8¢
Return on equity - cash AIFRS*	22.9%
Expense to income - cash AIFRS*	44.0%
Dividend	151¢

Sep-06	Sep-05	Change %
\$1,048m	\$889m	17.9
\$1,026m	\$896m	14.5
195.8¢	173.1¢	13.1
22.9%	22.1%	
44.0%	47.1%	
151¢	137¢	10.2



^Full AIFRS includes hedging and derivatives, significant items and goodwill impairment \*Cash AIFRS excludes these items

### Profit result – 2H06

Profit - full AIFRS\*

- cash AIFRS\*

Earnings per share - cash AIFRS\*

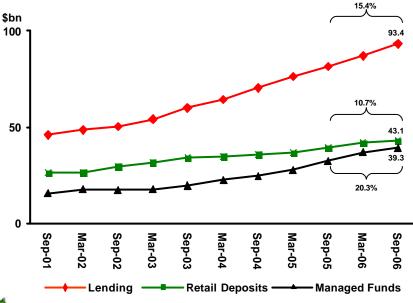
**Return on equity - cash AIFRS\*** 

Expense to income - cash AIFRS\*

2H06	1H06	Change %
\$546m	\$502m	8.8
\$531m	\$495m	7.3
202.2¢	189.1¢	6.9
23.0%	22.7%	
43.5%	44.5%	



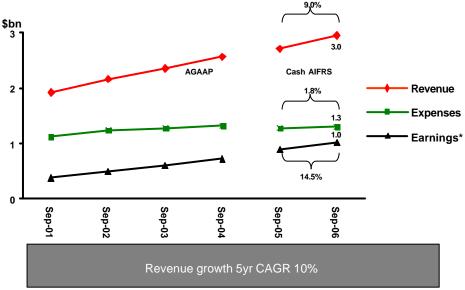
### **Robust business volumes growth**





Percentages Sep-05 to Sep-06 excluding St.George New Zealand

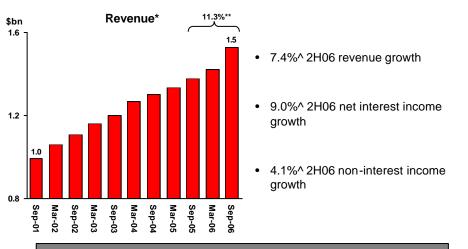
### **Delivering high quality earnings**





\*After tax expense and preference dividends. Percentages Sep-05 to Sep-06 before significant items

### **Outstanding 2H06 revenue performance**

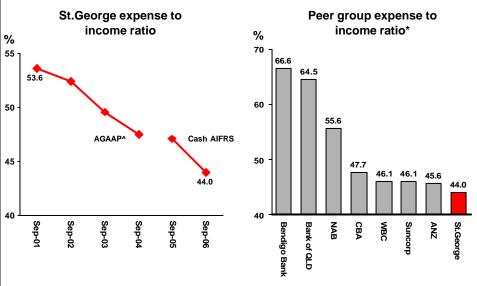


Strong momentum going into 2007



\*AGAAP to Sep-04, cash AIFRS from Mar-05. \*\*2H06 on 2H05 cash AIFRS. ^2H06 on 1H06 cash AIFRS

### **Optimising our efficiency ratio**

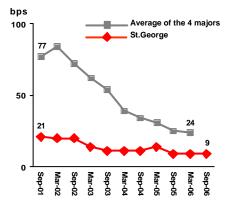




^Excluding goodwill and before significant items. \*Ratios as at the companies last reporting date

### Maintaining excellent credit quality

#### Gross non-accruals/total receivables\*



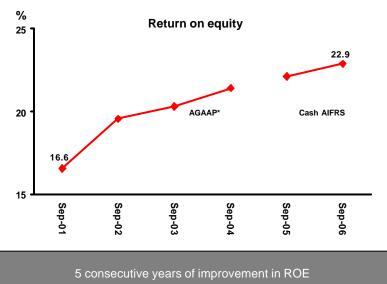
- Business lending credit quality remains excellent
- Moderate deterioration in unsecured consumer lending write-offs, absolute levels remain low
- Low risk business mix
- Proven track record

#### Bad and doubtful debts 0.23% of average total receivables^



\*Sep-05 onwards includes securitisation and bill acceptances. ^Excludes securitisation and bill acceptances

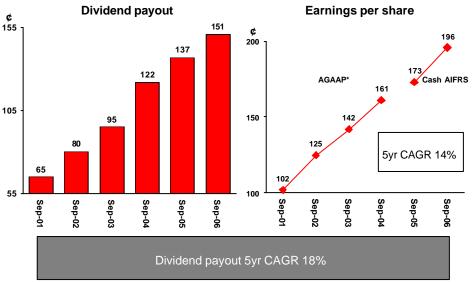
### Superior return on equity





\*After preference dividends, before significant items and goodwill

### **Dividend growth strong and consistent**





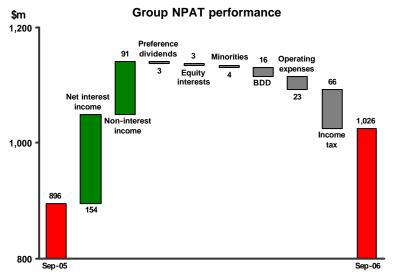
\*Before significant items and goodwill

# **Financial Overview**

## Steve McKerihan Chief Financial Officer



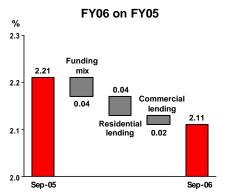
### Strong operational result – FY06 on FY05





Cash AIFRS

### Margin performance in line with guidance



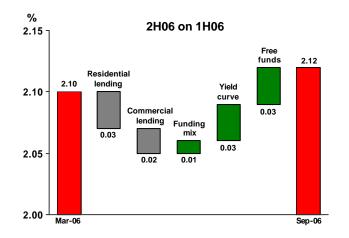
- Deposit volumes and mix managed with focus on profitable growth
- Residential and commercial lending spreads impacted by competitive intensity
- Commercial lending spreads also impacted by larger size loans to highly rated customers

Margin compression in FY07 expected to be broadly in line with FY06



16

### Strong 2H06 margin performance



2bps margin expansion 2H06 on 1H06



Cash AIFRS

### **Excellent momentum in non-interest income**

	Sep-06 \$m	Sep-05 \$m	Change %
Product fees and commissions:			
- Deposits and other accounts	219	213	2.8
- Lending	114	100	14.0
- Electronic banking	202	187	8.0
Managed funds	254	223	13.9
Trading income	70	60	16.7
Factoring and invoice discounting	20	19	5.3
Sale of shares	10	4	large
Property sales	7	3	large
Other	43	39	10.3
Total	939	848	10.7



### Factors impacting non-interest income

#### **Deposits and lending**

Higher volumes and Jul-06 fee initiatives have lifted fee revenue

#### **Electronic banking**

Reflects increased transaction volumes and revised pricing in Jul-06

#### Managed funds

 Fee growth driven by strong net flows into ASGARD platform and continued strength of investment markets

#### Profit on sale of shares

• \$8m gain on sale of 50% of Group's equity interest in Ascalon in 1H06

#### Property

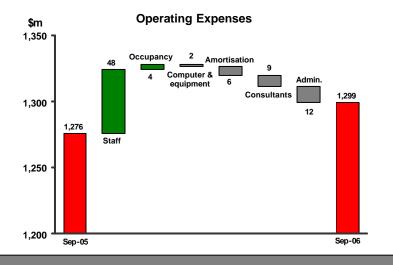
- Reflects net profit from sale and leaseback program\*
- Net profit from sale and leaseback of branches \$25m in FY03, \$20m in FY04 and \$3m in FY05

Solid underlying growth in recurrent non-interest income



\*Excludes profit on sale and leaseback of Kogarah head office which has been treated as a significant item

### Effective cost management – FY06 on FY05

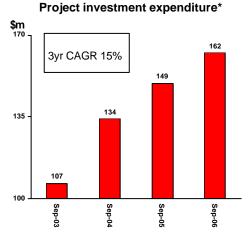


Continuing to invest in people while remaining disciplined on costs



Cash AIFRS

### FY06 - consistent and sustained reinvestment



#### Best Business Bank program ongoing

- CRM platform enhanced
- New auto and equipment financing system established
- Contact and mortgage processing centres upgraded
- New products such as 'Vertigo' credit card and Visa Debit transaction account developed
- Continued investment in training and development of our people
- 269 additional front line staff in FY06
- Staff numbers up 10% since Sep-03

#### More invested in FY06 than ever before



\*Includes capitalised and P&L project expenditure and excludes marketing, people and training

### FY07 - continued reinvestment

#### Initiatives include:

- Enhance product bundling/packaging capacity
- Develop new credit cards processing system
- Upgrade home loan management system
- Improve business banking e-channel delivery
- Redesign Asgard client desktop interface
- Further improve contact centre capabilities
- Ongoing Basel II and anti-money laundering projects
- · Continue to invest in skilling and development of retail front line staff
- Invest in additional business bankers and commercial banking sites



### Bad and doubtful debts expense

#### Consumer

- Increase in 2H06 specific provision reflects:
  - growth in underlying lending portfolios
  - increase in consumer loan losses
  - adoption of an earlier timeframe for the transfer of problem loans between the collective and specific provisions

#### Residential

- Loan losses up modestly due to property price movements
- Absolute level of write-offs remains low

#### Commercial

• FY06 provision remains low and consistent with prior years

Combined collective and specific provisions in FY06 tracking in line with business growth



### Impaired assets and non-accrual loans

#### Impaired assets

- Total impaired assets increased \$1m to \$52m
- Past 90 days due loans decreased \$1m to \$181m

#### Non-accruals loans

- Net non-accrual loans stable at \$51m
- Largest exposure <\$9m
- Next 3 largest net exposures range from \$3.5m to \$7.2m
- Remaining 16 non-accrual loans range from \$0.3m to \$2.4m\*
- Specific provision coverage for non-accruals is 40.0%
- · Exposures well secured and prudently provisioned



### Significant items

	Sep-06 \$m
Profit on sale of Kogarah head office	41
Write-off of capitalised computer software	(32)
Recognition of restructure costs	(16)
New Zealand joint venture closure costs	(6)
Total before tax	(13)
Tax benefit	25
Total after tax	12



### Lenders Mortgage Insurance

- Contribution to Group profit after tax is \$39m, up from \$36m in FY05
- · Growth in insurance premiums more than offset lower investment returns
- Insurance premiums contribute 61% of profit, 44% in FY05
- Movement of domicile from Singapore to Australia completed in Sep-06\*
- Strongly capitalised with \$197m of shareholder funds
- S&P rating lifted to A+ from A in Jan-06^
- Moody's rating lifted to A1 from A2 in May-06



\*Under APRA's guidelines the Group had until 1 Jan-08 to transfer SGI's operations to Australia. ^Fitch rating AA-

### **AIFRS adjustments**

#### Tier 1 capital transition adjustment

- On 1 May-06 AIFRS tier 1 transition adjustments were expected to total \$194m
- On 30 Jun-06 APRA approved a transition adjustment of \$261m
- The increase reflects:
  - \$42m increase in the general reserve for credit losses in accordance with APRA's loan loss provisioning rules
  - \$21m relating to fair valuing swaps entered into as part of the Group's securitisation activities

#### Appropriation to general reserve

- Appropriation for FY06 is \$7m, appropriation for 2H06 is \$3m
- This appropriation to a non distributable reserve may be viewed as an additional charge against profits



### Active capital management

#### FY07

- Non-innovative tier 1 issuance of \$300m expected in Dec-06
- Issue will return tier 1 ratio to 7.0-7.5% range

#### FY06

- Tier 1 capital 6.9%\*
- \$8.2bn of residential loans securitised
- \$186m of capital raised through DRP
- \$300m of PRYMES converted to ordinary shares in Feb-06
- \$300m buy back of ordinary shares in Feb-06
- \$150m of innovative tier 1 Step-up Preference Shares issued in Jun-06



\*Temporary reduction allowed by APRA around issuance of guidelines on innovative/non-innovative hybrids

### Basel II - costs well managed, benefits flowing

- Total program cost to date c.\$40m, 100% expensed
- Application to adopt Retail Advanced and Commercial Foundation approaches to Credit Risk submitted to APRA in Sep-05
- Application to adopt the Advanced Measurement Approach to Operational Risk submitted to APRA in Sep-06
- Accreditation applications for Securitisation and Interest Rate Risk in the Banking Book to be submitted during 2007\*
- Preparation work for Advanced Corporate approach to Credit Risk to commence in 2007
- Accreditation and timing subject to APRA approval



### Segmental profits - all divisions contributing

	Profit before tax Sep-06 \$m	Change* %	Cost to income ratio Sep-06 %	Contribution to segment profit %
Retail Bank	697	16	46.6	46
Institutional and Business Banking	421	11	36.1	28
BankSA	213	15	42.3	14
Wealth Management	180	25	50.3	12



### Segmental profits - all divisions contributing

#### Retail Bank

- 7% revenue growth 2H06\*
- Strong volume momentum across all key products
- Integrated Sales and Service and 'local markets' strategies delivering
- Efficiencies achieved in operational and head office support areas
- Cost reductions realised in New Zealand joint venture

#### Institutional and Business Banking

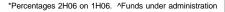
- 10% revenue growth 2H06\*
- 7% increase in FY06 operating expenses due to significant investment in people through the Best Business Bank program

#### BankSA

- 9% revenue growth 2H06\* reflects continued above system growth in lending
- Cost to income ratio 42.3% down from 45.2%
- Strong local business model and excellent sales and service disciplines in place

#### Wealth Management

16% revenue growth FY06 reflects strong growth in FUA<sup>^</sup> and margin lending



### AGAAP EPS growth target of 10% achieved

	Sep-06	Sep-05	Change %
Profit before significant items	\$942m	\$828m	13.8
Profit after significant items	\$944m	\$828m	14.0
Earnings per share*	198.7¢	180.2¢	10.3
Return on equity*	23.6%	22.6%	
Expense to income*	42.9%	45.5%	



# Strategy, Business Performance and Outlook

## Gail Kelly Managing Director



#### **Business priorities update**

#### Deepening and expanding our national footprint

#### Management outlook and targets



### Strategic framework

Deepen and strengthen customer relationships in chosen markets

Leverage specialist capabilities for growth

Creatively differentiate on customer service

Accelerate and empower relationship-selling

Optimise cost structure

Build team and performance culture

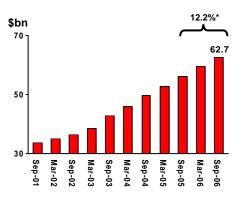


## **Business priorities**

Home Loans	Manage volumes and mix, with objective of achieving profitable growth in line with system
Deposits	Manage volumes and margin, with objective of achieving profitable growth
Middle Market	Targeting twice system growth
Wealth management	Within top five for net funds inflow
VIC, QLD and WA	Accelerated targeted growth strategy, capturing market share in key segments
Productivity management	Rolling program of efficiency initiatives, facilitating reinvestment in revenue growth
Team	Retaining and strengthening high quality and aligned teams at every level



## Home Loans – solid performance



**Residential receivables** 

- National market share stable with 59% of the portfolio NSW domiciled
- 16% run-off rate, down from 23.9% in Sep-02^
- Improved proprietary channel performance
- Broker introduced flows stable at 45%
- Credit quality remains excellent

### Growth in line with system in 2005 and 2006



\*Percentage Sep-05 to Sep-06 excluding St.George New Zealand ^Annualised run-off rate includes contractual repayments, discharges and pre-payments

# Strengthening and diversifying distribution

## **Proprietary branches**

- Settlements up 13%
- Average new loan size up 15%
- · Increased delegation at point of sale
- Sales and service skills program embedded
- Lender retention significantly improved

## Broker

- Average new loan size up 8%
- Settlement to lodgement ratio up 5%
- Refinement of broker commission structures effective 1 Jan-07\*

## Mortgage Connect

- First phase launched Sep-06 in QLD
- St.George branded owner operated model, selling St.George branded products
- 130 'mobile marketing territories' on completion of roll out^
- Variable cost build, nominal fixed costs to establish and operate



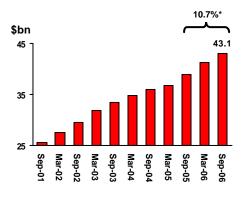
## Home Loans - product mix actively managed

	Receivables	Settlements				
	Sep-06	FY06	FY05	FY04	FY03	FY02
	%	%	%	%	%	%
Introductory	0.9	2.8	3.6	8.0	20.4	39.9
Portfolio	31.4	29.2	29.9	34.7	34.0	30.2
Standard variable and basic	43.8	40.2	42.2	37.3	31.1	21.3
Fixed	14.1	13.3	10.4	7.8	9.6	8.6
Low doc	5.3	8.2	8.3	8.5	2.2	0.0
No deposit	3.7	5.8	4.7	2.8	2.1	0.0
Seniors access	0.8	0.5	0.9	0.9	0.6	0.0
Total	100.0	100.0	100.0	100.0	100.0	100.0



69.9% LVR for mortgages written in FY06, 39.3% for mortgage book

## Deposits – balancing growth and profitability



Retail deposit balances

### Transaction accounts

- 15% growth, balances now \$15.2bn
- Average account balances up by 6.5%^

### Dragondirect

- 9% growth, balances now \$6.6bn
- c.70% of flow new to the bank

### **Business Deposits**

16% growth, balances now \$5.9bn

### New Visa debit transaction accounts

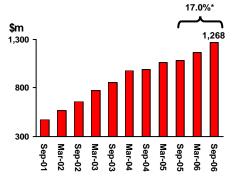
- Suite of competitively priced flat fee accounts launching in Nov-06
- Combines benefits of flat fee accounts with flexibility of Visa debit

### Margin improved and market share stable at 10%



\*Percentages Sep-05 to Sep-06 excluding St.George New Zealand. ^2H06 on 1H06

# Credit cards - balancing growth and risk



### **Credit card balances**

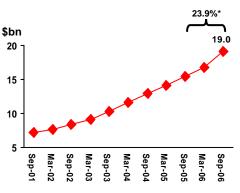
- Industry leading revolve and retention rate
  - Credit quality remains sound and within expected ranges
  - Vertigo Mastercard
    - >\$100m in balances
    - 28k new accounts since launch in May-06
    - 65% of balance growth from existing customers

### 20% increase in credit cards sales 2H06 on 1H06



\*Percentage Sep-05 to Sep-06

## Middle Market – outstanding 2H06 performance



Total middle market receivables

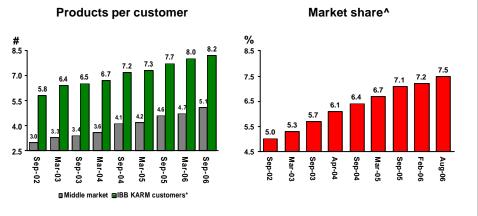
- 28% annualised growth 2H06
- 18% FY06 growth in NSW
- Average borrowings per customer up 10% since Sep-05
- Target industry segments strategy delivering
- Impaired assets/total middle market receivables 0.14%, down from 0.22% in Sep-05

Twice system growth achieved with 55% of portfolio domiciled in NSW and ACT



\*Percentage Sep-05 to Sep-06

# Middle Market – growing customer relationships

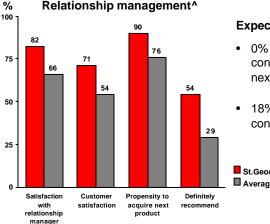


30% growth in Middle Market customers since Sep-05



\*KARM - Key account relationship management. ^Cannex derived middle market market share

# Middle Market - maintaining customer advocacy



### **Expected churn\***

- 0% of St.George customers are considering changing banks in the next 6 months
- 18% of major bank customers are considering changing

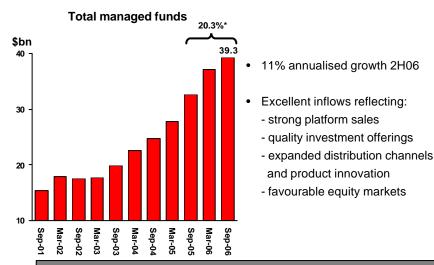
St.George

### Relationship model and Best Business Bank delivering



^Source: Jones Donald Customer Satisfaction Survey Sep-06 \*East & Partners - Australian Commercial Transaction Banking Markets Survey Aug-06

## Wealth Management – strong momentum



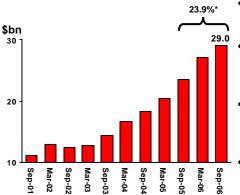
Wealth businesses well positioned to continue delivering above system growth



\*Percentage Sep-05 to Sep-06

## Asgard – another solid performance

Funds under administration



- 15% annualised growth 2H06
- Industry leading levels of customer service and retention
- Benefiting from government changes to superannuation legislation

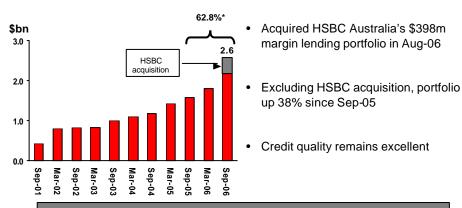
• Continued investment in underlying infrastructure

Strong net inflows driving market share to 9.2%, up from 8.1%^



\*Percentage Sep-05 to Sep-06 ^Source: Plan for Life Jun-05 to Jun-06 Quarterly Data System

# Margin lending – accelerated growth



Margin lending receivables

Awarded Asset Magazine's Margin Lender of the Year for 3<sup>rd</sup> consecutive year



\*Percentage Sep-05 to Sep-06 and includes \$398m acquisition of HSBC Australia margin lendi ng portfolio in Aug-06

47

# Rolling program of productivity initiatives

- Contact Centre operational enhancements including:
  - new rostering system
  - improved desktop systems
  - redesigned IVR\* enabling increased customer self-authentication
- Continued improvements in speed of credit decisioning through enhanced staff training and higher lending delegations at point of sale
- Continued investment in back-office imaging and workflow technology including electronic valuations
- Rollout of revised branch rostering system to top 70 branches
- Review of head office functions, eliminating duplication
- Realisation of benefits from outsourced property and facilities management



\*Interactive Voice Response

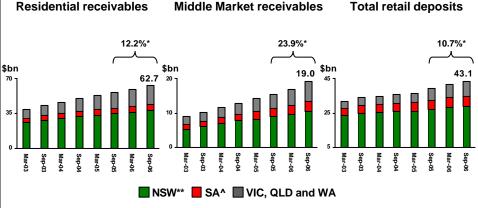
**Business priorities update** 

## Deepening and expanding our national footprint

Management outlook and targets



## Deepening and expanding our footprint



VIC, QLD and WA now represent 30% of residential receivables, 29% of Middle Market receivables and 19% of retail deposits



\*Percentages Sep-05 to Sep-06 \*\*Includes ACT Ancludes NT

# NSW and SA – strong volumes growth momentum

### NSW

	Home Loans %	Middle Market %	Deposits %
NSW*	10	18	9
System	9	10	6

- Focus on top 50 branches
- Sales and service and 'local markets' disciplines embedded
- Significant investment over prior years delivering uplift
- Economic outlook unchanged

C	•
J	h

	Home Loans %	Middle Market %	Deposits %
SA^	14	23	10
System	14	20	8

- Focus on top 20 branches
- Local decisioning and 'local markets' model delivering measurable benefits
- Stable economic outlook

#### Strengthening our franchise in core markets



Percentages business volumes Sep-05 to Sep-06. \*Includes ACT ^Includes NT

# VIC – measured growth strategy delivering

	Home Loans %	Middle Market %	Deposits %
vic	13	32	18
System	11	11	10

### Additional investment

	Mar-03	Sep-06
Staff	262	413
Retail sites	28	38
Business sites	3	8

Since Mar-03 we have:

- Appointed a State Manager and adopted a co-ordinated team -based approach
- Embedded sales and service disciplines and deployed 'local markets' strategy
- Doubled wealth funds under administration to \$5.8bn
- Doubled lending receivables and increased market share in targeted segments

Positioned as a full service alternative to the majors



# **QLD and WA – continuing to expand the franchise**

### QLD

	Home Loans %	Middle Market %	Deposits %
QLD	18	48	10
System	15	19	9

- In Nov-04 State Manager appointed
- In FY06 staff increased by 7% and 2 new sites^ added
- 4 new sites scheduled for FY07
- Middle Market industry diversification driving accelerated growth

۱	ľ	V	1	٩

	Home Loans %	Middle Market %	Deposits %
WA	26	39	37*
System	26	19	23

- In Sep-05 State Manager appointed and growth strategy launched
- In FY06 staff increased by 13% and a new site<sup>^</sup> added
- 4 new sites scheduled for FY07
- Middle Market market share 9.3%

Growing market share in target markets of Middle Market, home loans and deposits



Percentages business volumes Sep-05 to Sep-06. \*Includes Asgard cash management accounts. ^Combined retail and business site

# **Contact Centre - significant sales and service uplift**

54

## People

- Market leading staff retention at 89%
  - up from 75% in Mar-03
  - compares to industry average of 71%
- Sales and service skills program embedded
- Improved and increased incentive program in place

## Since Sep-05:

- Customer contacts per day per employee up 33%
- Business lending up 2.9 times
- Credit card cross sales to mortgage customers up 30%
- Consumer Credit Insurance cross sales to personal loan customers now 54%

### 2006 Awards

'Best Call Centre' - Australian TeleServices Association

'Service Excellence by a Call Centre' - Customer Service Institute of Australia

# Delivering on our customer service formula



- Team-based, positive, energetic culture, focused on making a difference for customers
- Industry leading customer retention rates in GOLD, Middle Market and Asgard
- Consistently excellent credit quality



\*\*The Gallup Organization Staff Survey 2006, Engagement IndexAustralian Top Quartile \*Source: Jones Donald Customer Satisfaction Survey Sep-06. Customers who would 'definitely recommend' ^Source: Roy Morgan Research Sep-06 rolling 3-mth average. Respondents (aged14+) with transaction accounts **Business priorities update** 

## Deepening and expanding our national footprint

## Management outlook and targets



## **Confidence for the future**

• Core strengths of people and culture

• Strong customer loyalty and advocacy

Room to grow across products, segments and geographies

• Focused, agile and quick to innovate

Management team with track record of excellent execution



## Outlook

### Sector outlook

- National home loan credit growth to moderate to around 10%-12%
- National business lending growth to remain solid
- Markets factoring in a further increase in official rates
- NSW economic growth to remain subdued in 2007
- Competitive environment to remain intense

## St.George outlook

- Home loan portfolio to grow in line with system
- Middle market targeting twice system growth
- Deposit volumes managed with focus on profitable growth
- · Wealth management net inflows to exceed system growth



# Targets: FY07 and FY08

EPS growth FY07	10%*
EPS growth FY08	10%*
Cost to income	Manage to low end of peer group
Capital	Tier one 7.0-7.5%
Credit quality	Maintain positive differential to majors
Customer satisfaction	Maintain positive differential to majors



\*AIFRS targets exclude impact of hedging and derivatives





# **Consistently delivering on targets**

	Target	Outcome
FY03 EPS growth	Nov-02: 10%	14.0%
FY04 EPS growth	Nov-03: 10-11%	13.1%
FY05 EPS growth	Nov-04: 10%	12.1%
FY06 EPS growth	Nov-05: 10% AGAAP >10% AIFRS	10.3% AGAAP 13.1% Cash AIFRS
Cost to income	Sep-04: sub 50% Manage to lower end of peers	47.5% in FY04 44.0% in FY06
Capital	Tier one 7.0-7.5%	Consistently in range*
Credit quality	Maintain positive differential to the majors	Consistently achieved
Customer satisfaction	Maintain positive differential to the average of the majors	Consistently achieved



The material in this presentation is general background information about the Bank's activities current at the date of the presentation. It is information given in summary form and does not purport to be complete. It is not intended to be relied upon as advice to investors or potential investors and does not take int o account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice when deciding if an investment is appropriate.

For further information visit

#### www.stgeorge.com.au

or contact

Sean O'Sullivan Head of Investor Relations Ph: +61 2 9236 3618 Mb: +61 412 139 711 Email: osullivans@stgeorge.com.au

