

# FY26 INVESTOR MATERIALS

Full year ended 31 August 2026



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# FY26 RESULTS PRESENTATION

**15 OCTOBER 2026**

Full year ended 31 August 2026





Merinda Walters

**BOQ Group acknowledges  
Aboriginal and Torres  
Strait Islander peoples  
as the Traditional  
Custodians of the  
land where we live  
and work. We pay  
our respects to Elders  
past and present.**

This artwork was commissioned through Merinda Walters, a proud Kamilaroi woman.

Titled Burrul gi-gi magula (Growing Together), this story represents a celebration of the past 150 years of BOQ and a promise for the future.

# Agenda

## Introduction

**Jessica Smith**, General Manager Investor Relations & Corporate Affairs

## Results overview

**Rod Finch**, Managing Director & Chief Executive Officer

## Financial detail

**Racheal Kellaway**, Chief Financial Officer

## Outlook

**Rod Finch**, Managing Director & Chief Executive Officer

## Q&A

**Rod Finch**, Managing Director & Chief Executive Officer

**Racheal Kellaway**, Chief Financial Officer

**Executive Team & Senior Leaders**

# RESULTS OVERVIEW

Rod Finch  
Managing Director & Chief Executive Officer

# Overview

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| Financials                                                                                                 | Balance sheet                                                                                  | Transformation                                                                     | Customers & community                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>\$358m</b><br><b>Cash NPAT excl. notables</b><br>▼ 7% (FY25: \$383m)                                    | <b>\$18,950m</b><br><b>Business lending</b><br>▲ 14% normalised <sup>2</sup> (FY25: \$20,187m) | <b>100%</b><br>ME migration complete, with all customers off the heritage platform | <b>~1.4m customers</b><br>Choosing BOQ Group for their everyday banking and business needs                                                                                                                                                                                 |
| <b>1.70%</b><br><b>Net interest margin</b><br>▲ 6bps (FY25: 1.64%)                                         | <b>~\$3,600m</b><br><b>Whole-of-loan sale<sup>3</sup></b><br>▲ Capital-light income            | <b>68%</b><br>Retail customers now on the digital bank <sup>4</sup>                | <b>102 branches</b><br>Aligned to our Queensland heritage and changing customer behaviours                                                                                                                                                                                 |
| <b>20c final dividend</b><br><b>15c special dividend</b><br>Total dividends <sup>1</sup> for the year: 55c | <b>\$52,868m</b><br><b>Home lending</b><br>▼ 8% (FY25: \$57,501m)                              | <b>74%</b><br>RAP activities completed, transitioning to embed                     | <b>~\$2m</b><br>Raised for our communities through key partnerships including:                                                                                                                                                                                             |
| <b>11.64%</b><br><b>CET1 ratio</b><br>▲ 70bps (FY25: 10.94%)                                               | <b>\$62,904m</b><br><b>Customer deposits</b><br>▼ 6% (FY25: \$66,729m)                         | <b>22%</b><br>Reduction in cost to originate home lending customers <sup>5</sup>   | <div></div> |

(1) FY26 dividends include: 20c interim dividend, 15c special dividend and 20c final dividend.  
(2) Normalised business lending growth excluding the ~\$3.6bn reduction in equipment finance assets as part of the whole-of-loan sale with Challenger Limited.  
(3) Refers to the whole-of-loan sale and forward flow origination and servicing agreement with Challenger Limited. Further detail has been provided in BOQ's FY26 Annual Report and its disclosures to the ASX dated 7 April 2026 and 1 May 2026.  
(4) Includes active deposit, linked credit cards and home loan customers. FY26 reflects updated methodology following identification of a historical reporting error in previously disclosed metrics.  
(5) Reduction in cost to originate across 4Q26 against FY22 baseline. 50% reduction in cost to originate at scale on track, future functionality releases scheduled through FY27.

# FY26 results

Cost discipline maintained and capital strengthened through another year of transformation

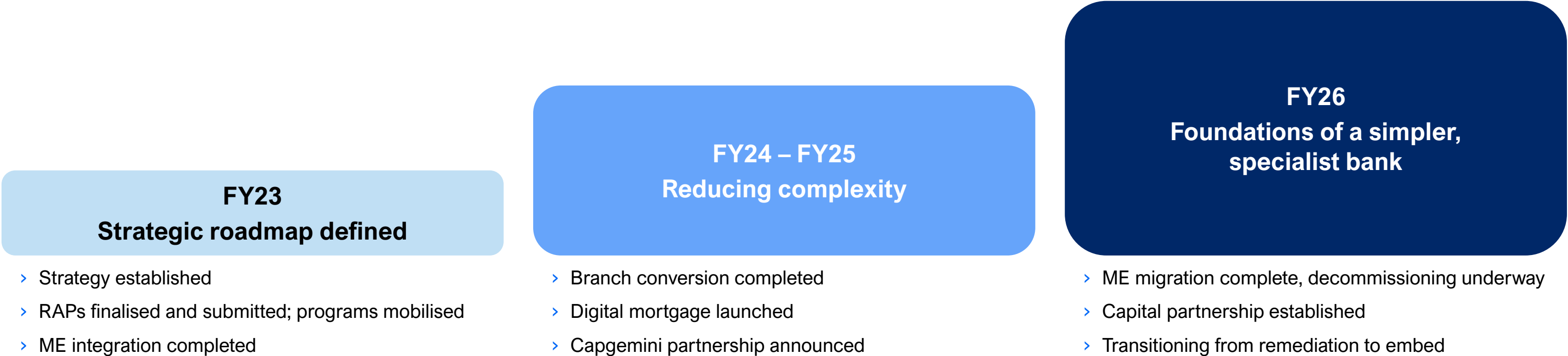
## Key financial results (\$m)

|                                                                   | FY26       | FY26 v FY25  |   |
|-------------------------------------------------------------------|------------|--------------|---|
| Total income                                                      | 1,679      | 1%           | ▲ |
| Operating expenses excl. notable items                            | (1,098)    | 2%           | ▲ |
| Less: Notable expense items <sup>1</sup>                          | (47)       | large        |   |
| Operating expenses                                                | (1,145)    | 7%           | ▲ |
| <b>Underlying profit</b>                                          | <b>534</b> | <b>(9%)</b>  | ▼ |
| Loan impairment expense                                           | (54)       | 157%         | ▲ |
| <b>Profit before tax</b>                                          | <b>480</b> | <b>(15%)</b> | ▼ |
| Income tax expense                                                | (155)      | (14%)        |   |
| <b>Cash earnings after tax</b>                                    | <b>325</b> | <b>(15%)</b> | ▼ |
| Add back: Notable items after tax <sup>1</sup>                    | 33         | -            |   |
| <b>Cash earnings after tax excl. notable items</b>                | <b>358</b> | <b>(7%)</b>  | ▼ |
| <b>Statutory net profit after tax</b>                             | <b>250</b> | <b>88%</b>   | ▲ |
|                                                                   |            |              |   |
| Return on average tangible equity <sup>2,3</sup> (%)              | 7.3        | (60bps)      | ▼ |
| Return on average equity <sup>2</sup> (%)                         | 6.1        | (30bps)      | ▼ |
| Basic cash earnings per share <sup>2</sup> (cents)                | 54.4       | (7%)         | ▼ |
| Cost to income ratio <sup>2</sup> (%)                             | 65.4       | 70bps        | ▲ |
| CET1 ratio (%)                                                    | 11.64      | 70bps        | ▲ |
| Dividends per ordinary share (fully franked) <sup>4</sup> (cents) | 40.0       | 5%           | ▲ |

(1) Notable items include impairment charges related to aged technology assets and low value corporate and branch network assets.  
(2) Based on a cash earnings basis excluding notable items.  
(3) Based on net profit applied to average shareholders' equity, less goodwill and identifiable intangible assets.  
(4) The dividend will be fully franked, and the dividend reinvestment plan will operate with no discount and is expected to be satisfied in full by an on-market purchase of shares.

# Transformation to a simpler, specialist bank

Transformation to date has delivered the foundations of a simpler, specialist bank



|      | Core banking platforms | Branches located in Queensland | Target state IT applications on cloud | Retail customers on digital bank <sup>1</sup> | Reduction in corporate property | Technology assets decommissioned | Total RAP activities completed |
|------|------------------------|--------------------------------|---------------------------------------|-----------------------------------------------|---------------------------------|----------------------------------|--------------------------------|
| FY23 | 8                      | 65%                            | 53%                                   | <20%                                          | -                               | -                                | -                              |
| FY26 | 4                      | 74%                            | >90%                                  | 68%                                           | 40%                             | 41%                              | 74%                            |

(1) Includes active deposit, linked credit cards and home loan customers. FY26 reflects updated methodology following identification of a historical reporting error in previously disclosed metrics.

# Our strategy

The next phase of our strategy, building on a simpler, specialist bank

**OUR VISION**

To be the bank customers choose

**OUR STRATEGY**

To be a simple, specialist bank



# Strategic pillars

How we deliver a sustainable return to growth

## **GROW**

*our customer relationships*

Winning in our chosen business and retail segments:

- > Growing deposit franchise
- > Family-owned businesses
- > Everyday Australians
- > Accessing growth in home state

## **OPTIMISE**

*the bank economics*

Allocate capital with discipline:

- > Cost and margin discipline
- > Balance sheet mix
- > Capital-light income growth
- > Optimising funding mix



## **REWIRE**

*the bank for the future*

Simplify and scale:

- > Decommissioning heritage platforms
- > Modern technology and data platform
- > Simplified operations; fewer products and processes

## **ACCELERATE**

*the culture shift*

Owning the outcome:

- > Creating superior customer experiences
- > Risk embedded in how we do business
- > A more engaged, capable and AI-enabled workforce

# Grow our customer relationships | Business bank

Winning in the segments we choose to serve

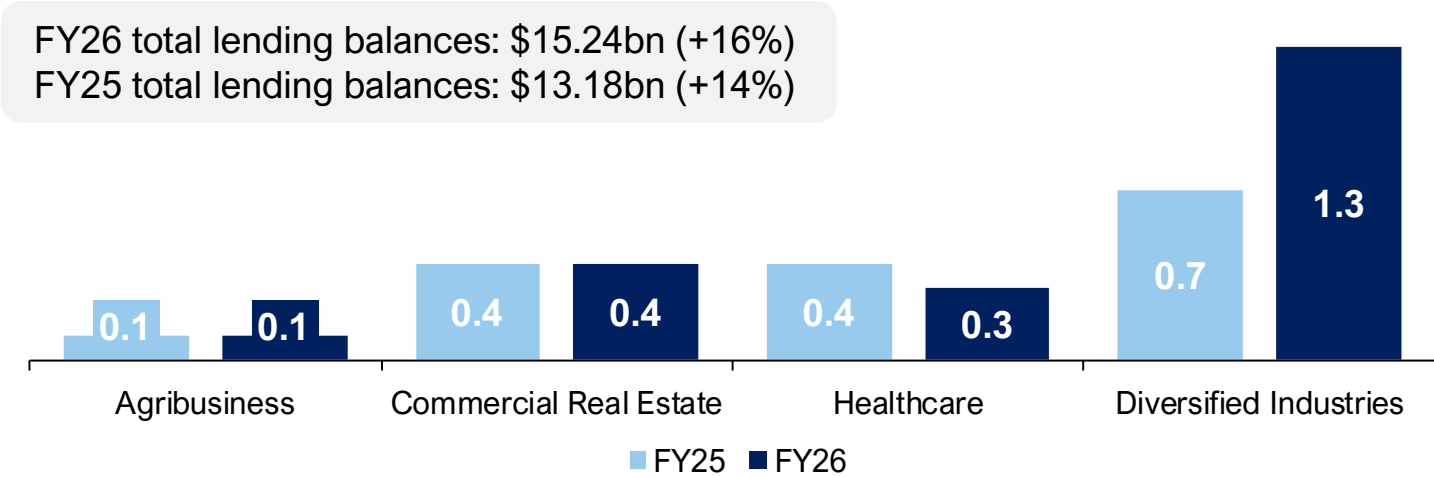
Industry segments

- > Serving industries where we have deep specialist capability
- > Growth across targeted industry segments
- > National footprint across our segments
- > Scaling equipment finance lending through capital-light Challenger partnership

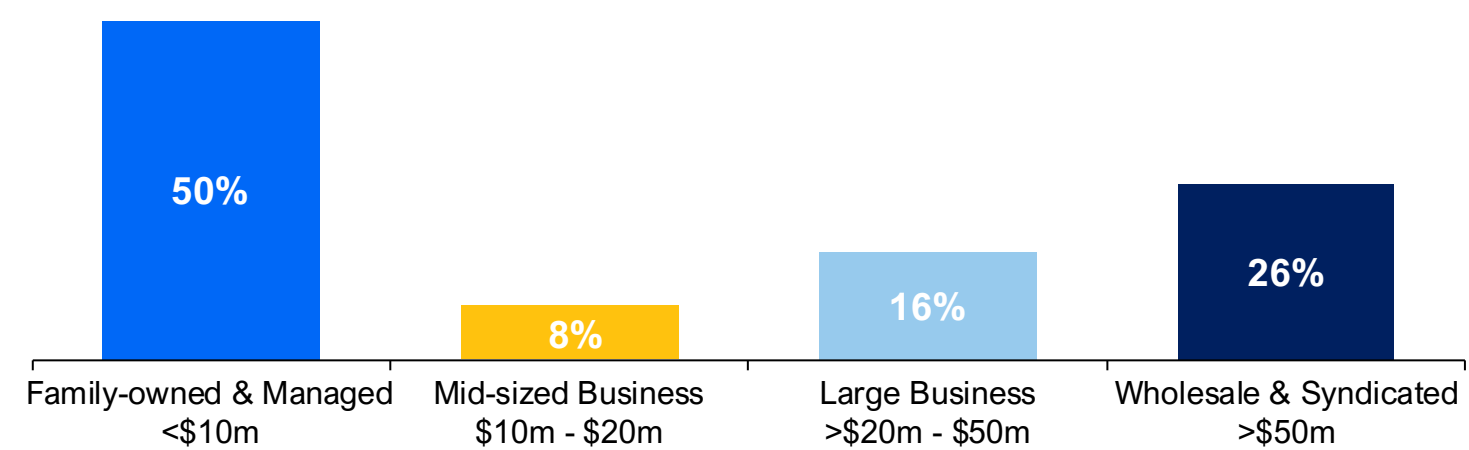
Customer segments

- > Banker-led relationships, served through our specialised relationship bank
- > 50% of commercial lending to family-owned and managed (<\$10m) businesses
- > Leveraging co-located retail and business branches
- > Growing with our customers' growth aspirations
- > Selective participation in wholesale and syndicated lending

Commercial lending growth by industry segment<sup>1</sup> (\$bn)



Commercial lending customer segments<sup>2</sup> (FY26)

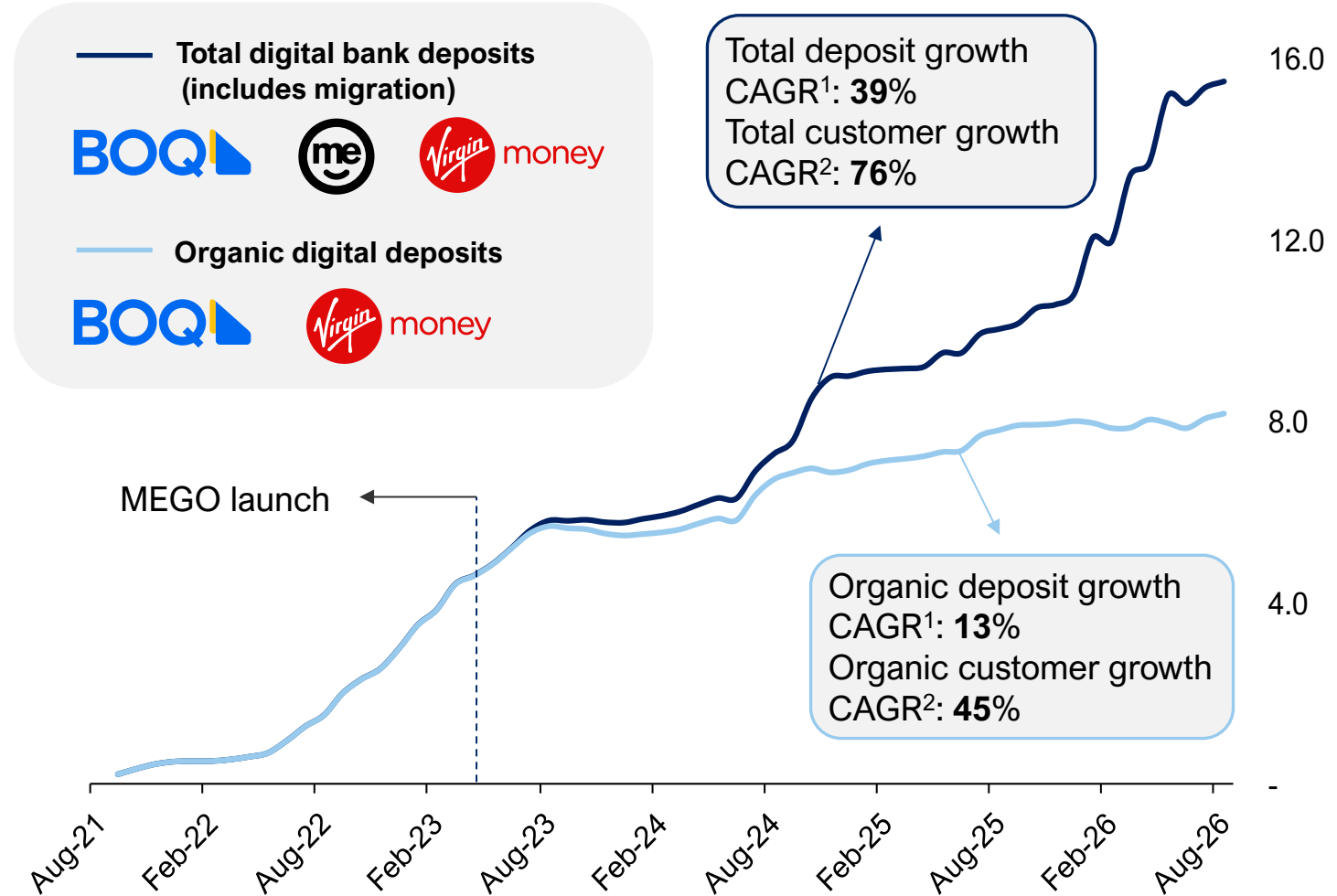


(1) Growth rates are on an internal view of customer segments and not industry ANZSIC categorisation.  
(2) Total customer exposure. Excludes home, consumer and asset finance lending.

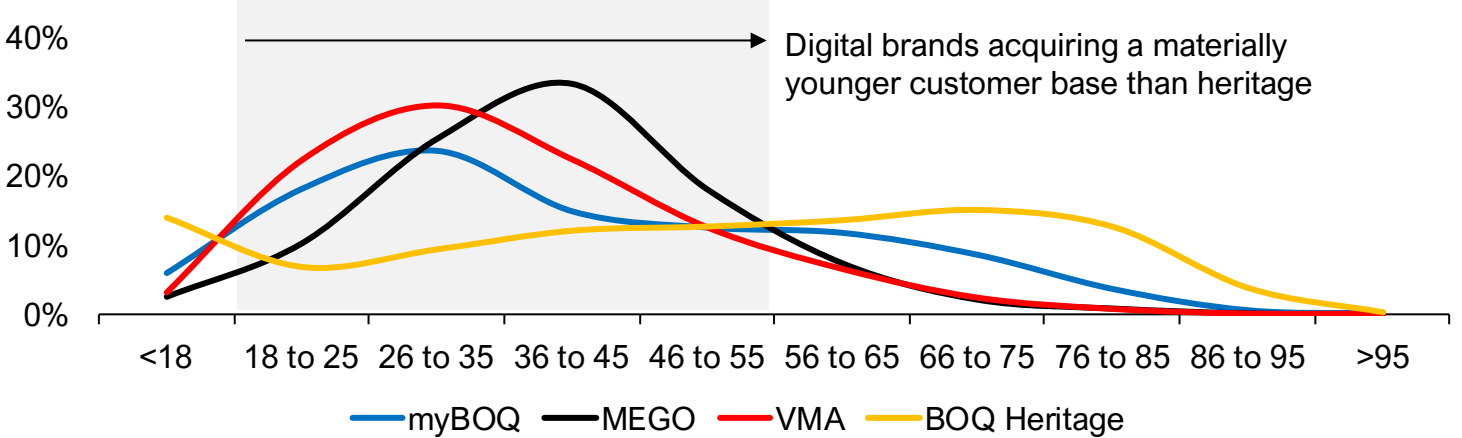
# Grow our customer relationships | Retail bank

Customer deposit franchise strategy gaining momentum

## Digital deposit balances (\$bn)



## Age of new-to-bank transaction customers<sup>3</sup>



**45%**

Organic customer growth CAGR<sup>2</sup> (excl. migration)

**88%**

Home lending applications processed on digital platform in August 2026

**1.6x**

Higher MFI penetration among digital customers compared with heritage

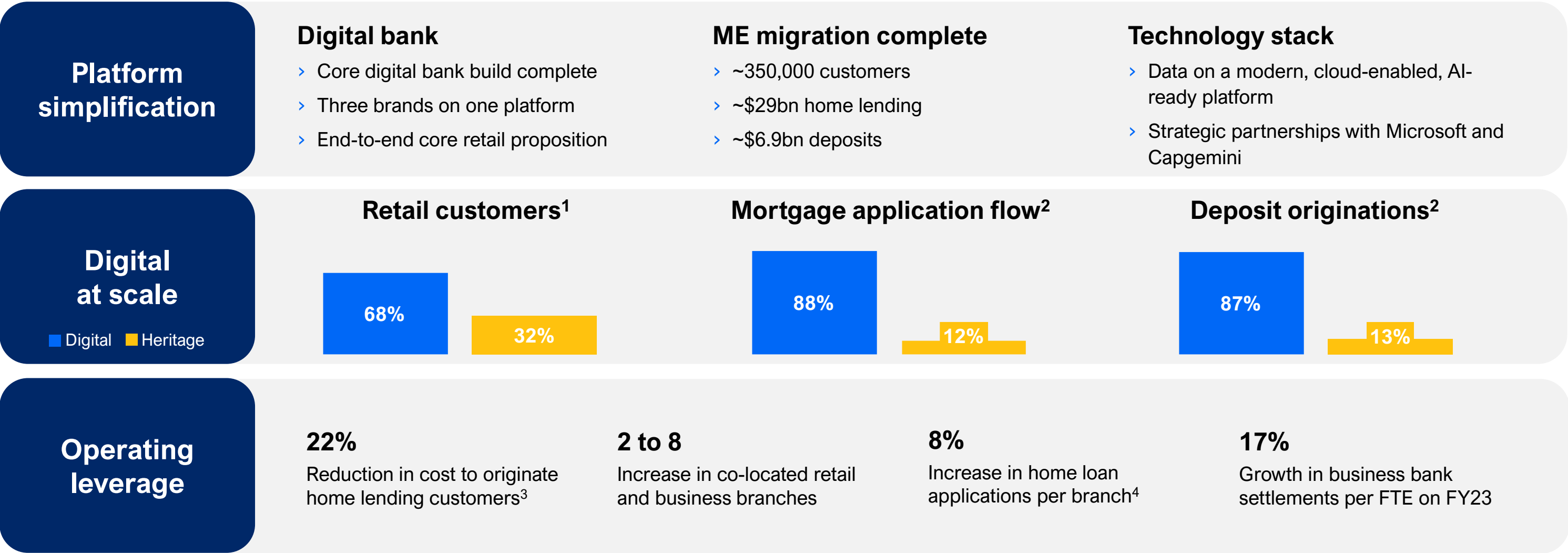
**5.5x**

Higher transaction balances for digital home loan customers<sup>4</sup>

(1) Total digital bank deposits (BOQ, ME, VMA) compound annual growth rate (CAGR) from Aug-23 to Aug-26. Organic digital deposit growth (BOQ & VMA) compound annual growth rate (CAGR) from Aug-23 to Aug-26.  
(2) Total customer (BOQ, ME, VMA) CAGR from Aug-23 to Aug-26. Organic customer growth (BOQ & VMA) CAGR from Aug-23 to Aug-26.  
(3) Age distribution of new-to-bank primary account transaction customers who opened a transaction account during FY26, on either the digital bank or the BOQ heritage platform. Excludes ME customers migrated to the digital bank.  
(4) Average transaction account balance of new digital home loan customers vs standalone transaction accounts in FY26.

# Rewire the bank for the future

Converting transformation into operating leverage

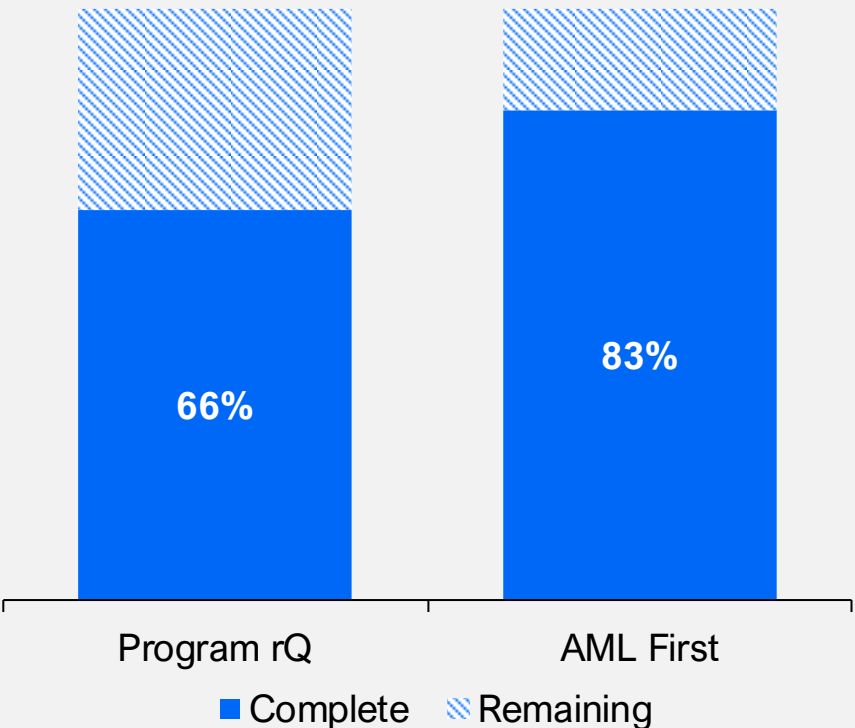


(1) Includes active deposit, linked credit cards and home loan customers. FY26 reflects updated methodology following identification of a historical reporting error in previously disclosed metrics.  
(2) Mortgage applications and deposit originations in August 2026.  
(3) Reduction in cost to originate across 4Q26 against FY22 baseline. 50% reduction in cost to originate at scale on track, future functionality releases scheduled through FY27.  
(4) Average weekly value of home loan applications per branch, 2H26 compared with the prior corresponding period (2H25).

# Accelerate the culture shift

Embedding accountability, capability and performance

## Risk embedded in how we do business



## Owning the outcome

**+81** Digital Home Loan Banker NPS<sup>1</sup>

- > **\$7.5m** in scam and online fraud losses prevented or recovered for customers
- > **3,877** customers supported through hardship
- > **>99%** fraudulent deposit account onboarding intervention rate

## Engaged, capable and AI-enabled workforce

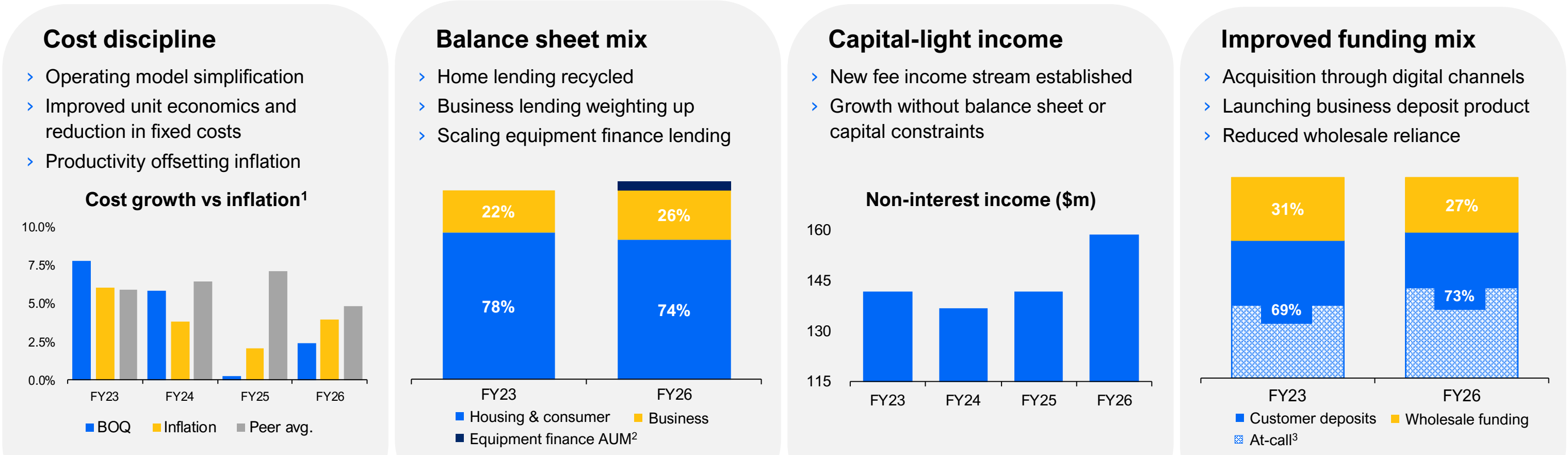
**72%** People Experience Index

- > **77%** Risk Culture Index, reflecting the uplift in capability through Program rQ
- > **~75%** of employees actively using AI tools, **>100** AI agents built in-house
- > New Enterprise Agreement finalised, endorsed by **92%** of voting employees

(1) August 2026 spot NPS for VMA and ME mobile bankers. August 2026 spot NPS for Digital Home Loan through the broker channel was +76.

# Optimise the bank economics

Disciplined balance sheet and capital management



Building a pathway to improved and more sustainable returns

(1) Headline inflation based on quarterly ABS/RBA CPI data for the financial year ended June. BOQ and peer cost growth excludes notable items. Peers include ANZ, BEN, CBA, NAB and WBC. FY26 peer cost growth only includes those who have reported FY26 results.  
(2) Relates to the equipment finance assets sold under the whole-of-loan sale with Challenger Limited.  
(3) Customer at-call deposits include transaction and savings & investment accounts. Excludes offset accounts and term deposits.

# Serving our communities

Building on our 152-year Queensland heritage, supporting our customers and communities

|                |                                                                                                                                                                                                                                                                                                                                        |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers      | <ul style="list-style-type: none"><li>&gt; ~1.4m customers choosing BOQ for their everyday banking and business needs</li><li>&gt; Deploying business bankers in regional growth corridors following conversion to a proprietary branch channel</li></ul>                                                                              |
| Communities    | <ul style="list-style-type: none"><li>&gt; ~\$2m raised for our communities through community partnerships, including our primary partnership with Orange Sky</li><li>&gt; New head office in Brisbane CBD</li><li>&gt; 102 branches across the network, aligned to our Queensland heritage and changing customer behaviours</li></ul> |
| Sustainability | <ul style="list-style-type: none"><li>&gt; Continued engagement with industry, regulators and stakeholders</li><li>&gt; Completed the first mandatory climate-related disclosures included in the FY26 Annual Report</li><li>&gt; Novated leasing applications for electric vehicles increased to over half by end of FY26</li></ul>   |

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# FINANCIAL DETAIL

Racheal Kellaway  
Chief Financial Officer

# Financial performance

Second half earnings growth on improved margin, higher non-interest income and disciplined cost management

## Key financial results (\$m)

|                                                    | FY26         | FY25         | FY26 v FY25    | 2H26       | 1H26       | 2H26 v 1H26    |
|----------------------------------------------------|--------------|--------------|----------------|------------|------------|----------------|
| Net interest income                                | 1,520        | 1,515        | 0% —           | 765        | 755        | 1% ▲           |
| Non-interest income                                | 159          | 142          | 12% ▲          | 82         | 77         | 6% ▲           |
| <b>Total income</b>                                | <b>1,679</b> | <b>1,657</b> | <b>1% ▲</b>    | <b>847</b> | <b>832</b> | <b>2% ▲</b>    |
| Operating expenses excl. notable items             | (1,098)      | (1,072)      | 2% ▲           | (545)      | (553)      | (1%) ▼         |
| <b>Underlying profit excl. notable items</b>       | <b>581</b>   | <b>585</b>   | <b>(1%) ▼</b>  | <b>302</b> | <b>279</b> | <b>8% ▲</b>    |
| Loan impairment expense                            | (54)         | (21)         | 157% ▲         | (34)       | (20)       | 70% ▲          |
| <b>Cash earnings after tax excl. notable items</b> | <b>358</b>   | <b>383</b>   | <b>(7%) ▼</b>  | <b>182</b> | <b>176</b> | <b>3% ▲</b>    |
| Less: Notable items after tax                      | (33)         | -            | large          | (33)       | -          | large          |
| <b>Cash earnings after tax</b>                     | <b>325</b>   | <b>383</b>   | <b>(15%) ▼</b> | <b>149</b> | <b>176</b> | <b>(15%) ▼</b> |

Note: Cash earnings excluding notable items is presented as the key measure of the Group's underlying performance, adjusting for items considered not reflective of ongoing business activities and improving comparability across periods. FY26 notable items include impairment charges related to aged technology assets and low value corporate and branch network assets (\$33m after tax). The following slides provide detail on all adjustments.

# Non-cash items

Statutory adjustments reflect strategic decisions made to simplify and optimise the business

## Reconciliation of cash earnings to statutory net profit after tax (\$m)

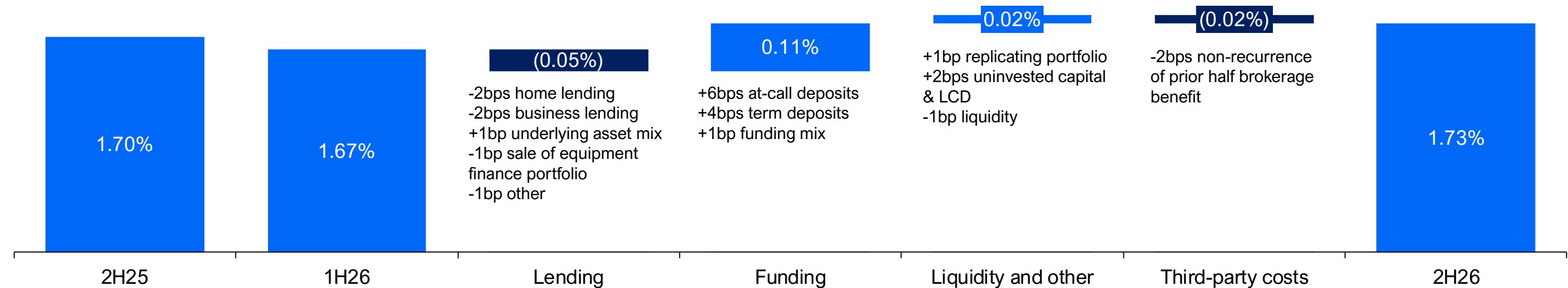
|                                                    | FY26 | FY25  | 2H26 | 1H26 |
|----------------------------------------------------|------|-------|------|------|
| Cash earnings after tax                            | 325  | 383   | 149  | 176  |
| Whole-of-loan sale <sup>1</sup>                    | (52) | -     | (21) | (31) |
| Branch strategy <sup>2</sup>                       | (22) | (43)  | (14) | (8)  |
| Amortisation of acquisition fair value adjustments | (1)  | 3     | (1)  | -    |
| Hedging and fair value changes                     | -    | (1)   | 1    | (1)  |
| Goodwill impairment <sup>3</sup>                   | -    | (170) | -    | -    |
| Restructuring costs <sup>4</sup>                   | -    | (25)  | -    | -    |
| Remedial action plans <sup>4</sup>                 | -    | (14)  | -    | -    |
| Statutory net profit after tax                     | 250  | 133   | 114  | 136  |

(1) Whole-of-loan sale refers to the sale of assets and associated liabilities within the equipment finance portfolio to Challenger Limited. Further detail has been provided in BOQ's FY26 Annual Report and its disclosures to the ASX dated 7 April 2026 and 1 May 2026.  
(2) Costs of converting the Owner Managed branch network to corporate branches by March 2025 and costs associated with the optimisation of the network. Further detail has been provided in BOQ's FY25 and FY26 Annual Reports and its disclosure to the ASX dated 22 August 2024.  
(3) Further detail has been provided in BOQ's FY25 Annual Report and its disclosure to the ASX dated 3 October 2025.  
(4) Further detail has been provided in BOQ's FY25 Annual Report and its disclosure to the ASX dated 28 August 2025.

# Net interest margin

Funding optimisation and higher interest rates driving second half margin expansion

## Net interest margin (%)

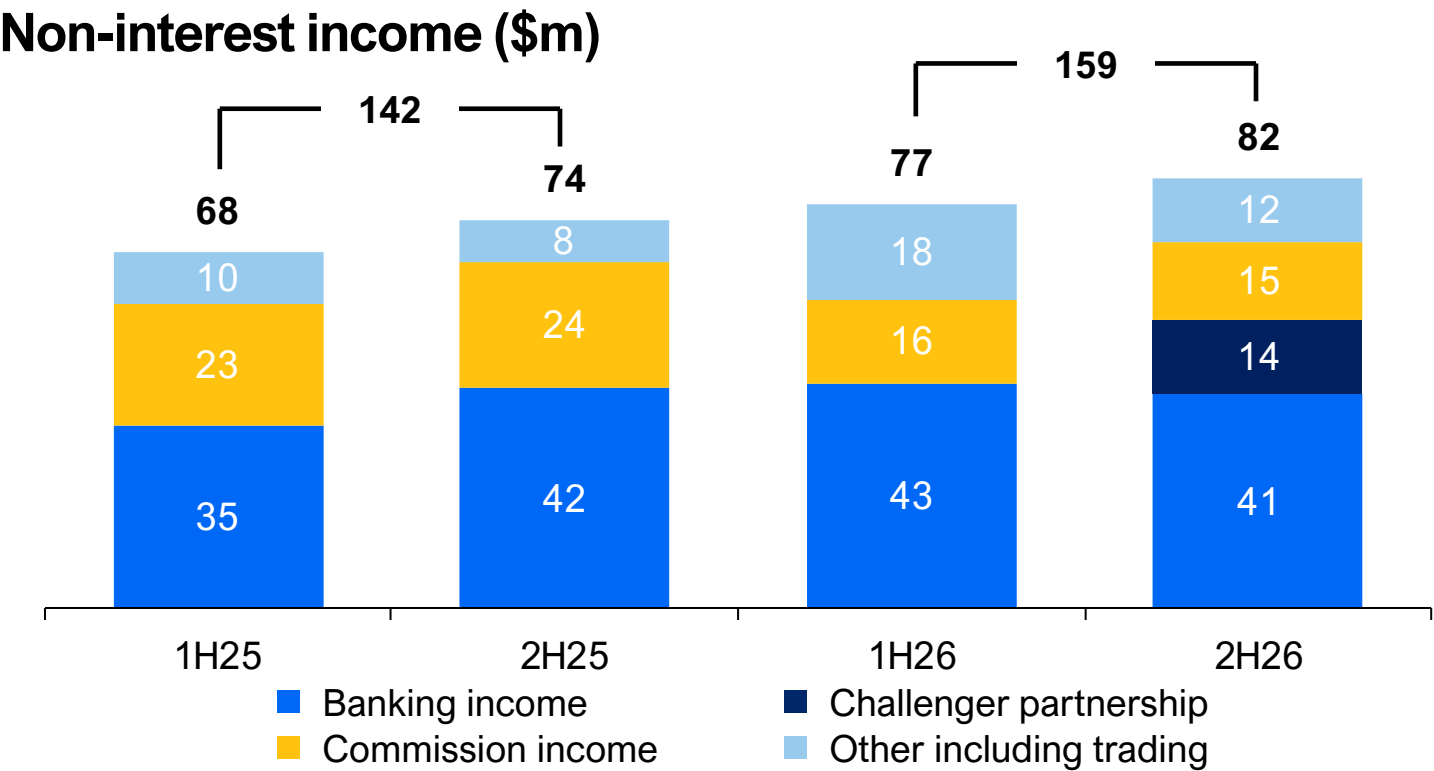


## 1H27 considerations

- Impact of September rate rise, possibility remains for a further increase this financial year
- Continued competition in home and commercial lending, partly offset by mix benefits
- Funding requirements as home lending growth returns
- Positive contribution from replicating portfolio, uninvested capital and low-cost deposits and liquidity
- Broadly neutral third-party costs
- No further material impacts from equipment finance portfolio

# Non-interest income

New and expanded partnerships growing capital-light income



## FY27 considerations

- > Full-year run-rate benefit of capital partnership
- > Commission income to normalise following partner transition
- > Broadly stable banking income

## Capital partnership



- > Customer relationship managed by BOQ, leveraging origination and servicing capability
- > Whole-of-loan sale completed, forward flow agreement in place

## White label products



- > Expanding the BOQ and Virgin Money customer relationship through partner products:
  - > General insurance
  - > Superannuation
  - > Credit cards

## Loyalty & distribution



- > Access to Virgin Australia's Velocity Frequent Flyer members
- > Virgin Money Velocity offering expanded from credit cards to now include home loans and transaction accounts, rewarding main-bank behaviour

# Capital partnership

Commencement of partnership with Challenger, supporting capital and funding optimisation

## Overview

- > ~\$3.6bn equipment finance whole-of-loan sale completed 1 May 2026, with BOQ retaining origination, servicing and customer relationships
- > Entered into forward flow arrangement with returns at target in first four months
- > FY26 cash earnings impacts broadly neutral, in line with guidance
- > ~\$295m capital return to shareholders
  - > Special dividend of 15c (\$99m) paid 24 August 2026
  - > On-market buy-back of up to \$196m commenced 25 August 2026, with ~\$11m purchased as at 31 August 2026
- > Capital management plan benefiting ROE and EPS in FY27<sup>2</sup>
- > Supported the optimisation of funding

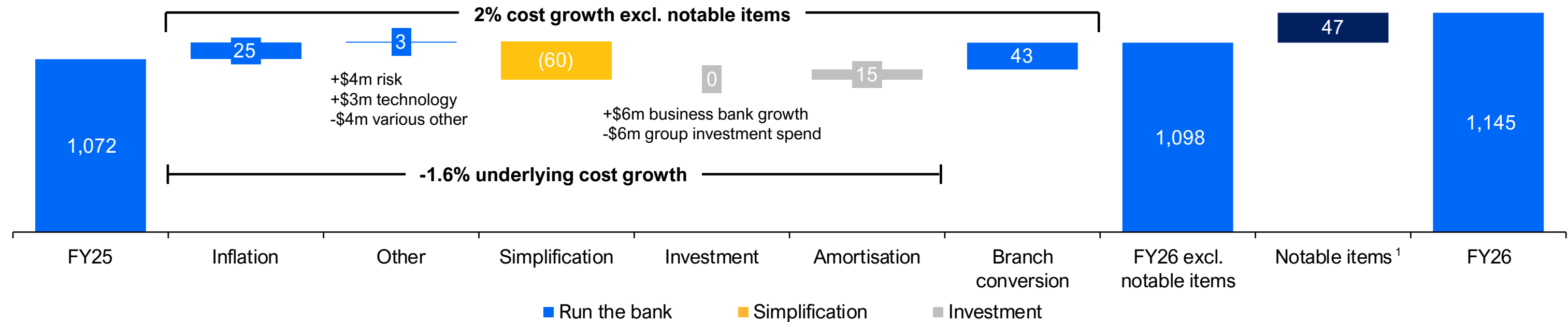
|                               | FY26 range <sup>1</sup> | FY26 actuals |
|-------------------------------|-------------------------|--------------|
| Net interest income           | -\$16m to -\$12m        | -\$14m       |
| Non-interest income           | +\$8m to +\$10m         | +\$14m       |
| Total income                  | -\$8m to -\$2m          | No impact    |
| Operating expense             | No impact               | No impact    |
| Loan impairment expense       | +\$5m to +\$7m          | +\$4m        |
| Cash earnings after tax       | -\$2m to +\$4m          | +\$3m        |
| Non-cash items                | -\$55m to -\$45m        | -\$52m       |
| Cash return on average equity | +15bps to +25bps        | Negligible   |

(1) As outlined in BOQ's 1H26 Investor Materials.  
(2) ROE and EPS expectations remain subject to market conditions relating to the planned buy-back.

# Operating expenses

Sub-inflation cost growth with simplification program supporting a reduction in underlying costs

## Operating expenses (\$m)



## FY27 considerations

- Continued inflation, including the first year of a new EBA
- Higher cloud consumption and software licensing costs
- Continued investment in risk and regulatory embedment
- Benefits of ME decommissioning and Capgemini partnership
- Continued simplification and operating model productivity
- Leveraging the cost base to support growth

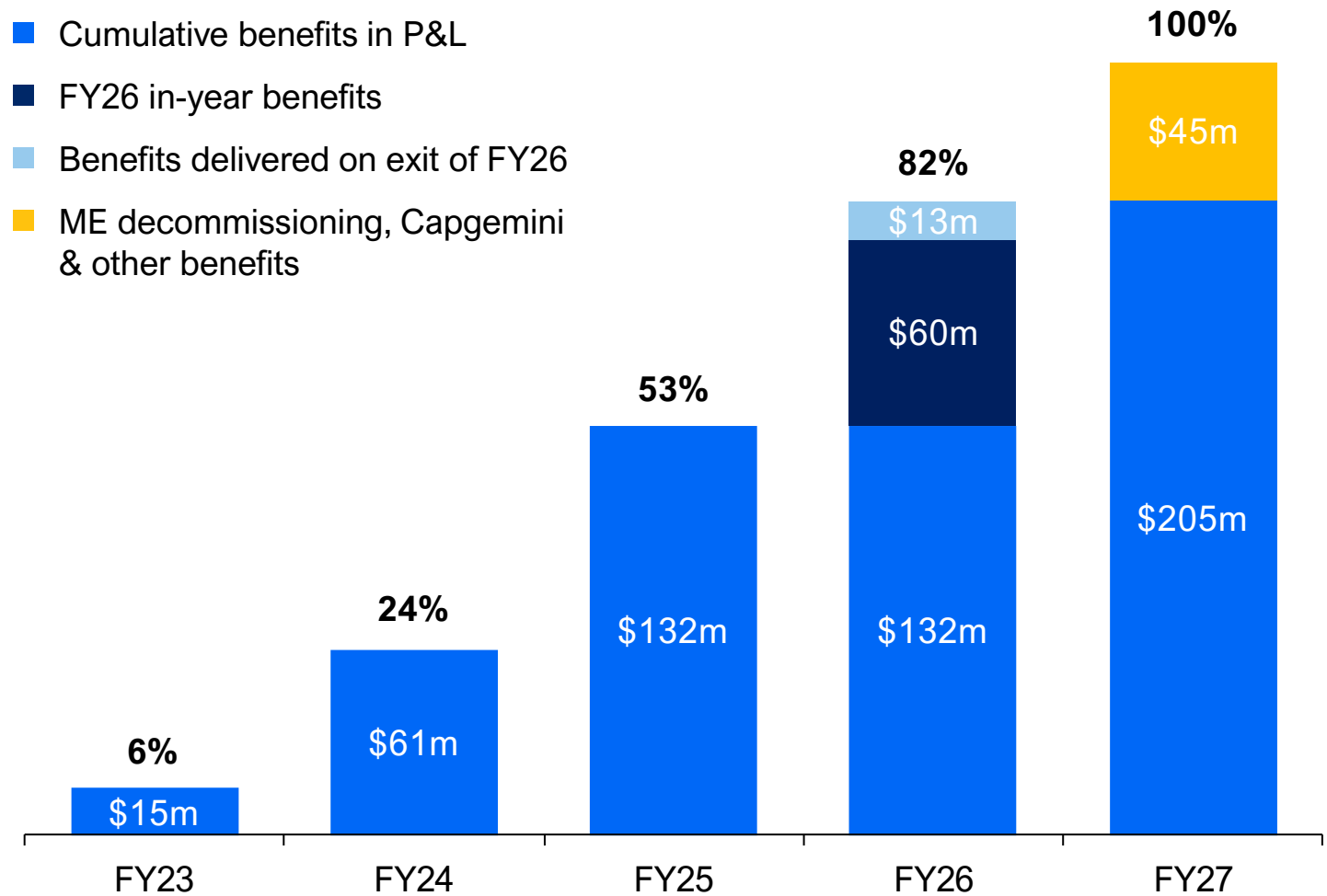
(1) Notable items include impairment charges related to aged technology assets and low value corporate and branch network assets.

# Productivity program

Ambitious simplification program on track to deliver \$250m of savings

## \$250m productivity program

- Cumulative benefits in P&L
- FY26 in-year benefits
- Benefits delivered on exit of FY26
- ME decommissioning, Capgemini & other benefits



## Program status

- > 82% of benefits delivered on exit of FY26
- > 77% of benefits now delivered in P&L
- > FY27 benefits from ME decommissioning and Capgemini partnership
- > Program commenced in FY23 with \$200m target, increased to \$250m in 2H24

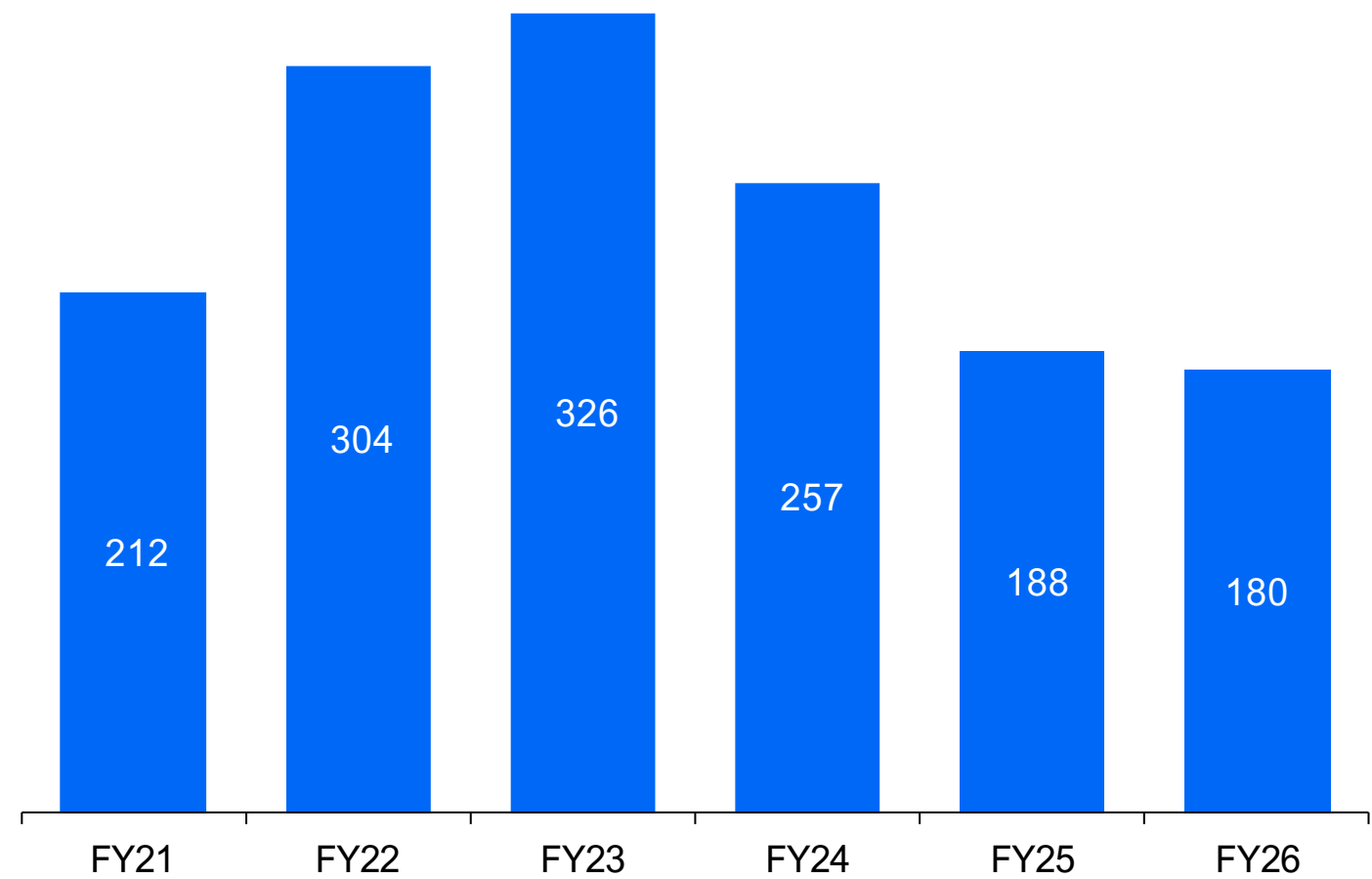
## FY26 initiatives

- > Operating model: run-rate benefits from FY25 and FY26 simplification
- > Technology: transition to Capgemini for IT and business processing
- > Property and procurement: branch network optimisation, corporate property subleases, telecommunications re-contracting
- > Process & automation: simplifying ME heritage processing following migration to the digital bank

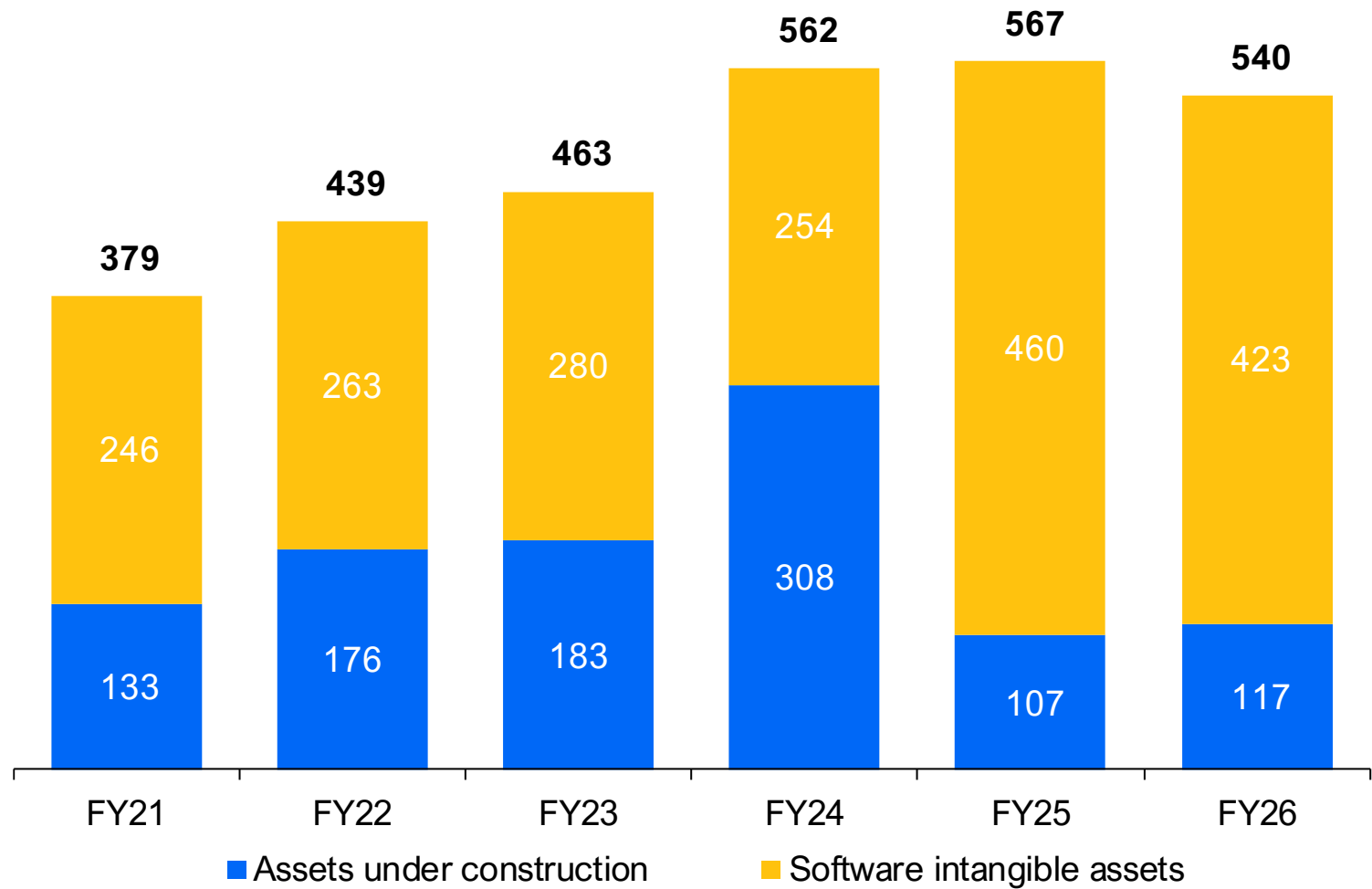
# Transformation investment

Transformation investment past the peak with foundational programs delivered

Investment spend (\$m)



Software intangible asset balances (\$m)



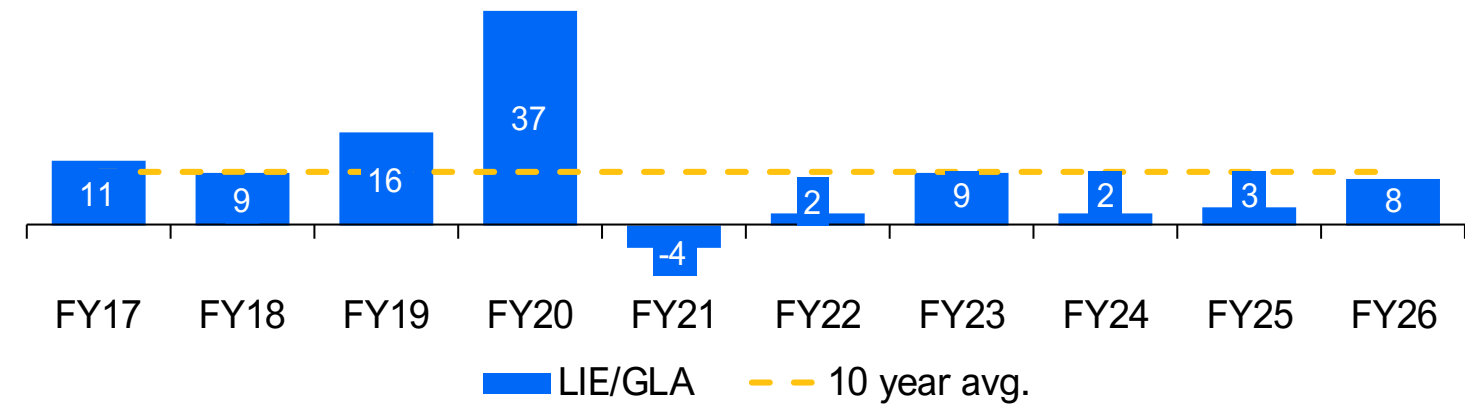
# Portfolio quality

Impairment expense normalising off a low base, actual impaired assets reduced

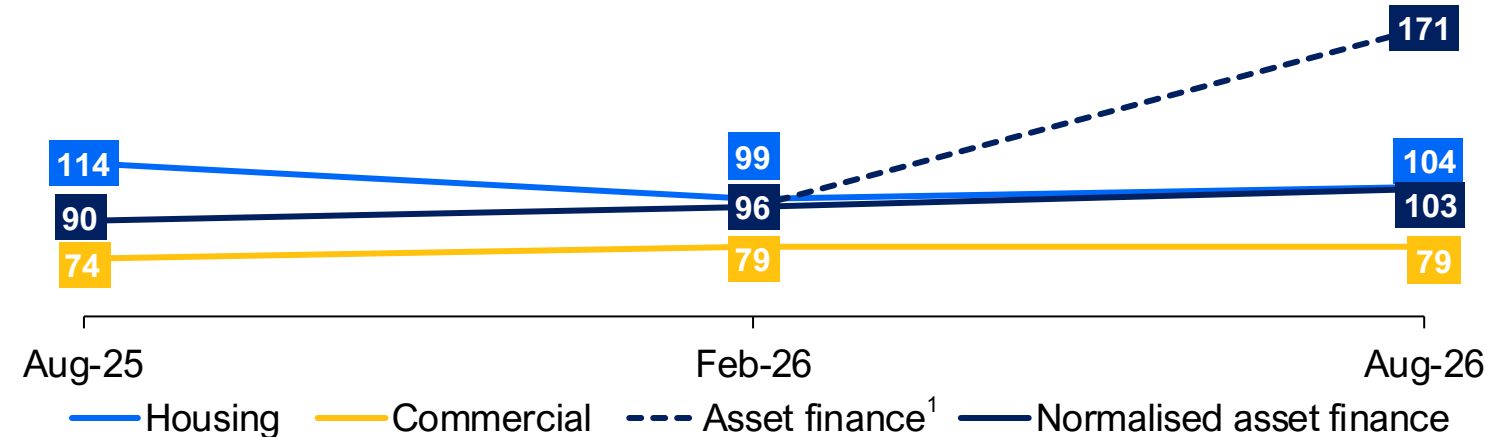
Loan impairment expense (\$m)

|                    | 1H25 | 2H25 | 1H26 | 2H26 |
|--------------------|------|------|------|------|
| Housing & consumer | 12   | (9)  | (7)  | 12   |
| Commercial         | (24) | 2    | 3    | 7    |
| Asset finance      | 15   | 25   | 24   | 15   |
| Total              | 3    | 18   | 20   | 34   |

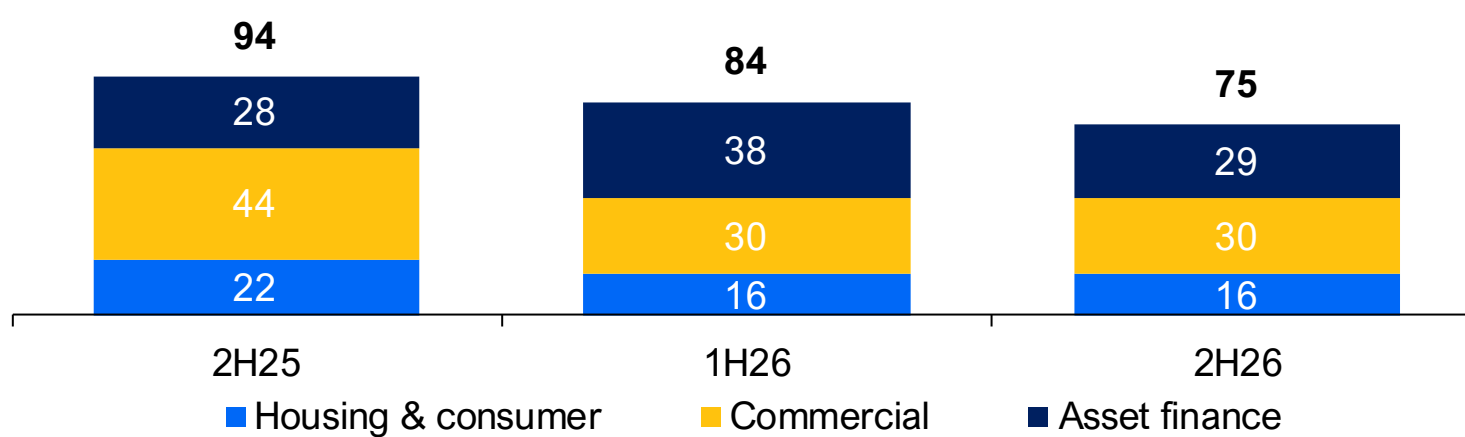
Loan impairment expense/GLA (bps)



Housing, asset finance and commercial arrears 90 DPD (bps)



Impaired assets (\$m)

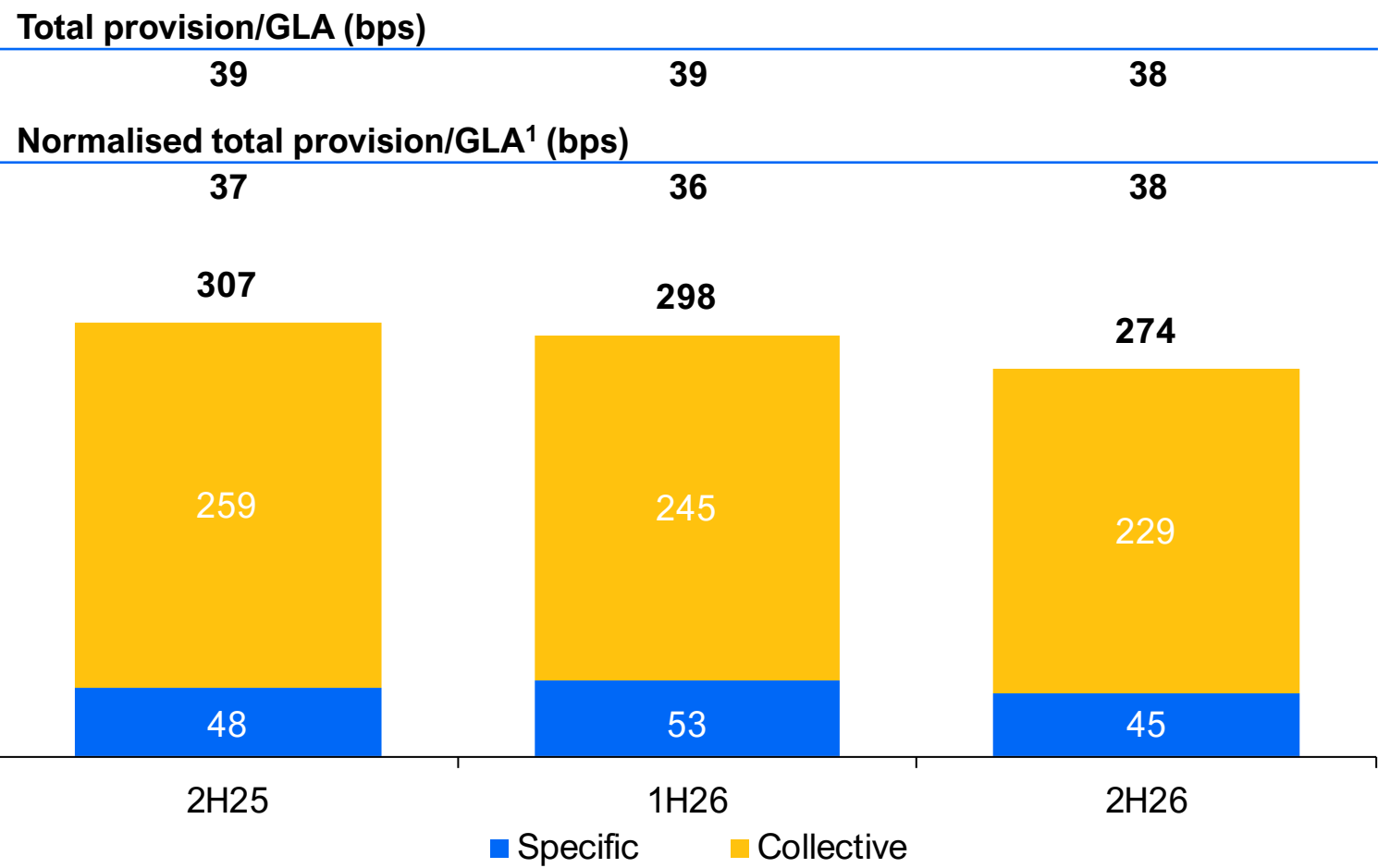


(1) The increase in the asset finance 90 DPD arrears rate reflects the reduction in GLAs following the ~\$3.6bn equipment finance whole-of-loan sale, and a small number of individual exposures. Normalising for the reduction, the 90 DPD arrears rate was 103bps.

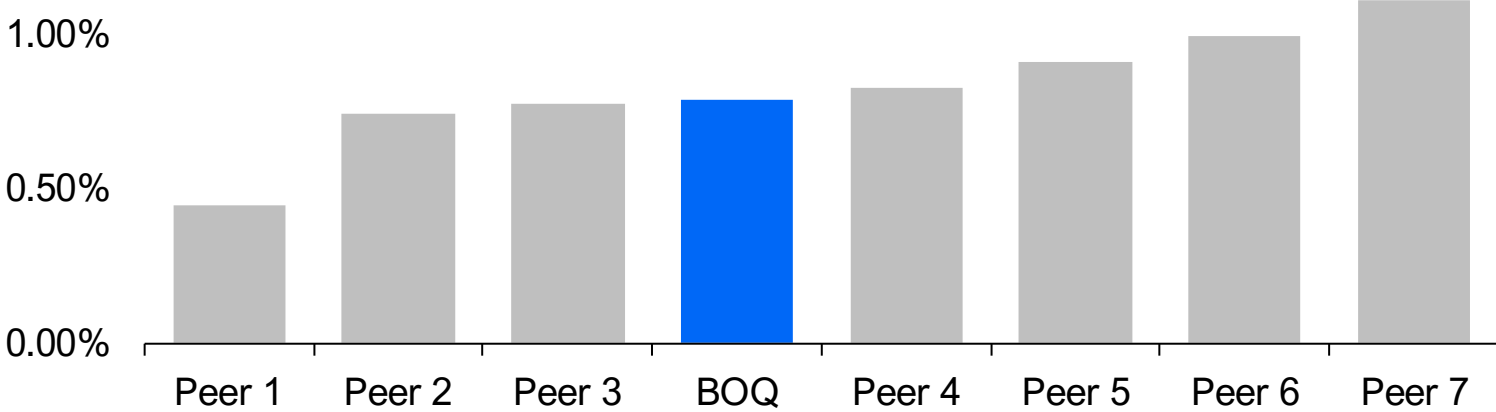
# Provisioning

Coverage ratios maintained, reflecting a prudent approach to economic uncertainty

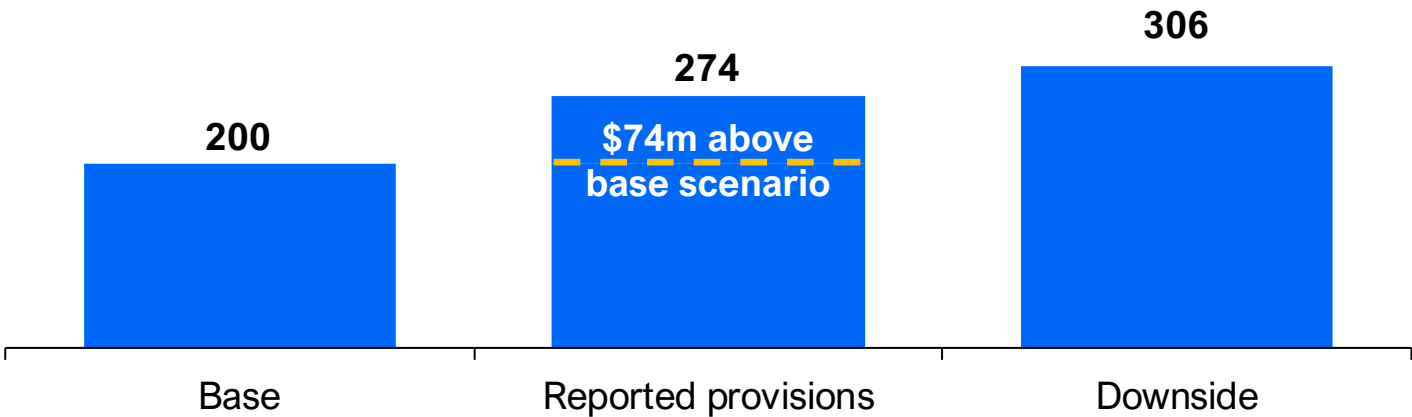
## Provisions (\$m)



## Provisioning to standardised credit RWA coverage (%)



## Provision scenarios (as at August 2026) (\$m)

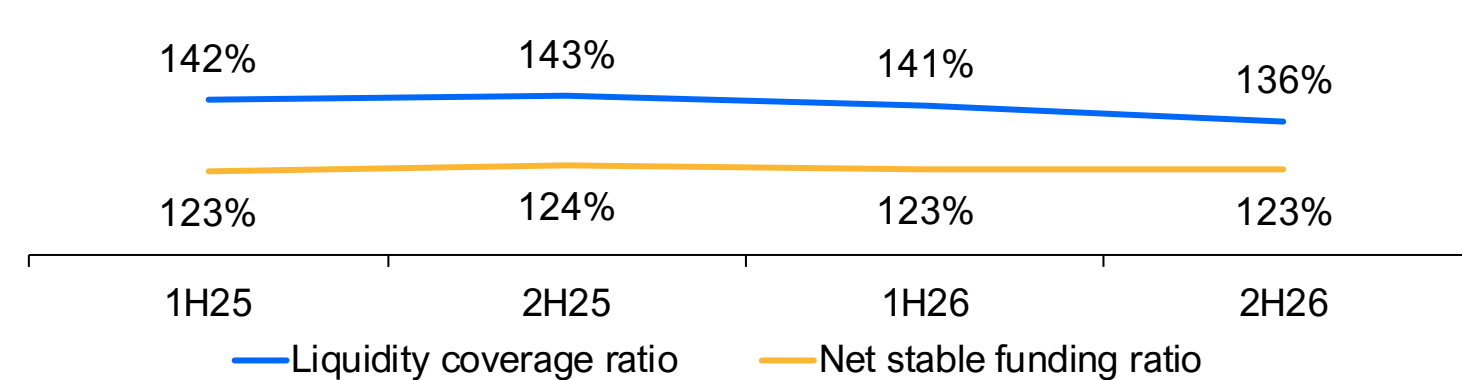


(1) Prior periods have been adjusted to exclude equipment finance and ME unsecured portfolios subsequently sold.

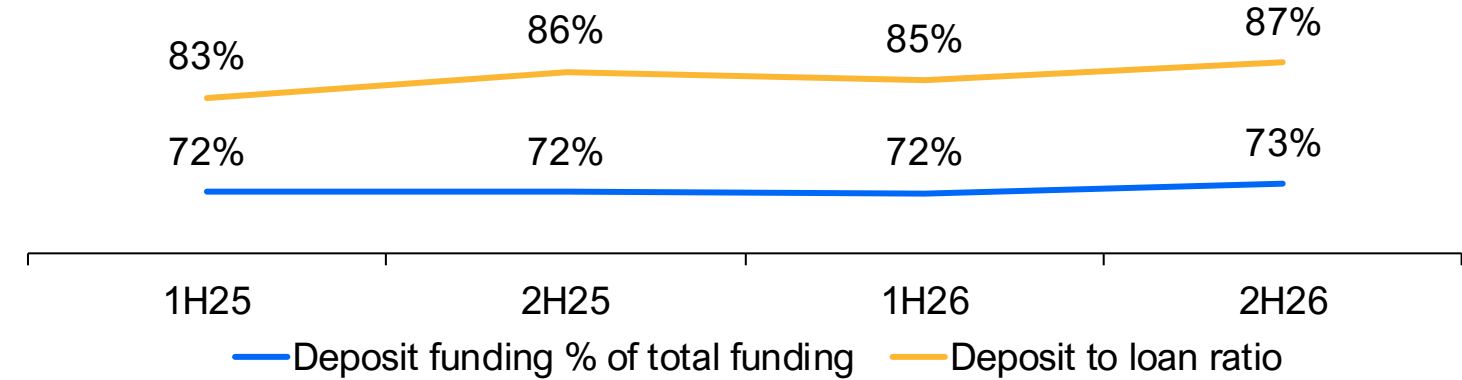
# Funding & liquidity

Funding discipline with reduced wholesale reliance and improving deposit mix

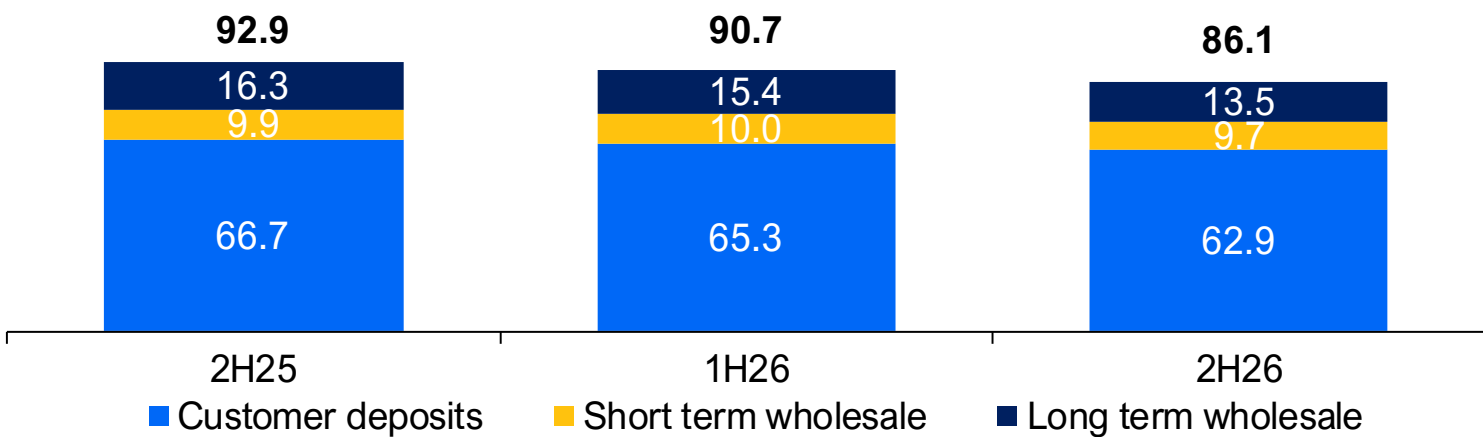
## Liquidity & NSFR<sup>1</sup>



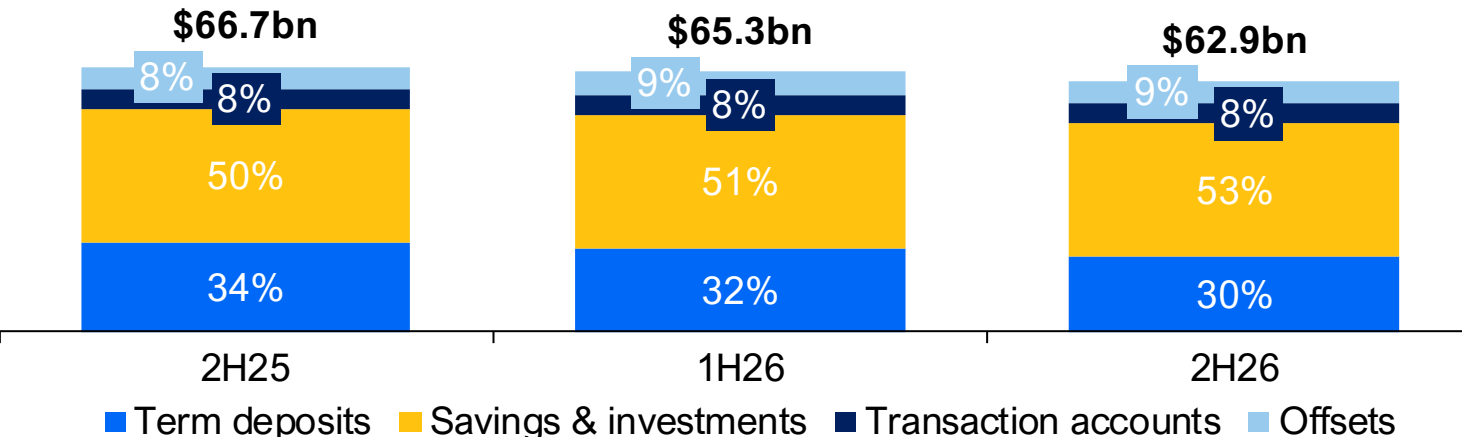
## Deposit funding



## Funding mix (\$bn)



## Customer deposits



(1) Liquidity coverage ratio reported on a quarterly average basis and net stable funding ratio reported on a spot basis.

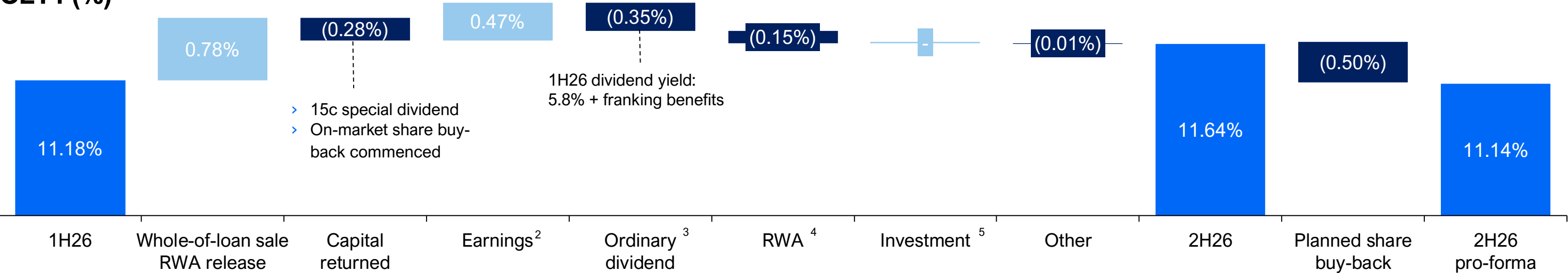
# Capital strength

Capital return to shareholders and CET1 maintained above the management target range

## Summary

- > Capital management following whole-of-loan sale; 15c special dividend paid and commencement of on-market buy-back of shares<sup>1</sup>
- > 20c fully franked final dividend (6.1% annualised dividend yield), the DRP will operate with no discount and is expected to be satisfied in full by an on-market purchase of shares
- > CET1 ratio managed above the top end of the management target range of 10.25–10.75%
- > Strong position supporting resilience, the capacity to continue to transform the business, and a sustainable return to growth

## CET1 (%)



Note: CET1 includes a \$50m capital overlay as determined by APRA in relation to BOQ’s Court Enforceable Undertaking.  
(1) Special dividend of 15c paid on 24 August 2026. Share buy-back commenced 25 August 2026, as at 31 August ~\$11m of shares have been purchased out of the planned \$196m.  
(2) Earnings excl. notable items.  
(3) 1H26 dividend of 20c, DRP operated with no discount and was satisfied in full by an on-market purchase of shares. Participation was 8.5%.  
(4) RWA includes loan origination costs and movements in capital relief securitisations.  
(5) Capitalised expenses net of amortisation.

# OUTLOOK



# FY27 outlook

- › Continued elevated competition for quality lending and deposits
  - › Targeting commercial lending growth comparable to FY26
  - › Sustainable return to home lending growth in FY27
  - › Uncertainty in markets has the potential to drive higher costs for funding
- › Modest 1H27 NIM uplift, subject to market conditions
- › Strong uplift in non-interest income expected, benefiting from full run-rate of capital partnership
- › Targeting flat cost growth; benefits from ME decommissioning and Capgemini partnership
- › Relatively stable loan impairment expense
- › Share buy-back expected to be completed during FY27<sup>1</sup>
- › No change to target CET1 or dividend payout ranges<sup>2,3</sup>
- › Unpredictable geopolitical environment, risks to the economic and financial outlook
- › Ongoing support for customers managing through a period of higher interest rates and cost-of-living pressures

(1) Subject to market conditions.

(2) CET1 target range of 10.25–10.75%.

(3) Dividend payout range of 60–75% of cash earnings. The amount of any dividend will be at the discretion of the Board.

# DIVISIONAL RESULTS

# Divisional performance

|                                                    | Retail    |       |             |   | Business   |       |             |   |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------|---|
|                                                    | FY26                                                                                                                                                                                                                                                               | FY25  | FY26 v FY25 |   | FY26                                                                                                                                                                             | FY25  | FY26 v FY25 |   |
| Net interest income                                | 807                                                                                                                                                                                                                                                                | 807   | 0%          | — | 722                                                                                                                                                                              | 713   | 1%          | ▲ |
| Non-interest income                                | 84                                                                                                                                                                                                                                                                 | 94    | (11%)       | ▼ | 72                                                                                                                                                                               | 50    | 44%         | ▲ |
| <b>Total income</b>                                | 891                                                                                                                                                                                                                                                                | 901   | (1%)        | ▼ | 794                                                                                                                                                                              | 763   | 4%          | ▲ |
| Operating expenses excl. notable items             | (746)                                                                                                                                                                                                                                                              | (738) | 1%          | ▲ | (352)                                                                                                                                                                            | (334) | 5%          | ▲ |
| Less: Notable expense items <sup>1</sup>           | (35)                                                                                                                                                                                                                                                               | -     | large       |   | (12)                                                                                                                                                                             | -     | -           |   |
| Operating expenses                                 | (781)                                                                                                                                                                                                                                                              | (738) | 6%          | ▲ | (364)                                                                                                                                                                            | (334) | 9%          | ▲ |
| <b>Underlying profit</b>                           | 110                                                                                                                                                                                                                                                                | 163   | (33%)       | ▼ | 430                                                                                                                                                                              | 429   | 0%          | — |
| Loan impairment expense                            | (9)                                                                                                                                                                                                                                                                | (2)   | large       | ▲ | (45)                                                                                                                                                                             | (19)  | 137%        | ▲ |
| <b>Profit before tax</b>                           | 101                                                                                                                                                                                                                                                                | 161   | (37%)       | ▼ | 385                                                                                                                                                                              | 410   | (6%)        | ▼ |
| Income tax expense                                 | (32)                                                                                                                                                                                                                                                               | (52)  | (38%)       |   | (124)                                                                                                                                                                            | (131) | (5%)        |   |
| <b>Cash earnings after tax</b>                     | 69                                                                                                                                                                                                                                                                 | 109   | (37%)       | ▼ | 261                                                                                                                                                                              | 279   | (6%)        | ▼ |
| Add back: Notable items after tax                  | 25                                                                                                                                                                                                                                                                 | -     | large       |   | 8                                                                                                                                                                                | -     | large       |   |
| <b>Cash earnings after tax excl. notable items</b> | 94                                                                                                                                                                                                                                                                 | 109   | (14%)       | ▼ | 269                                                                                                                                                                              | 279   | (4%)        | ▼ |

(1) Notable items include impairment expenses related to the write-off of aged technology assets and low value corporate and branch network assets.

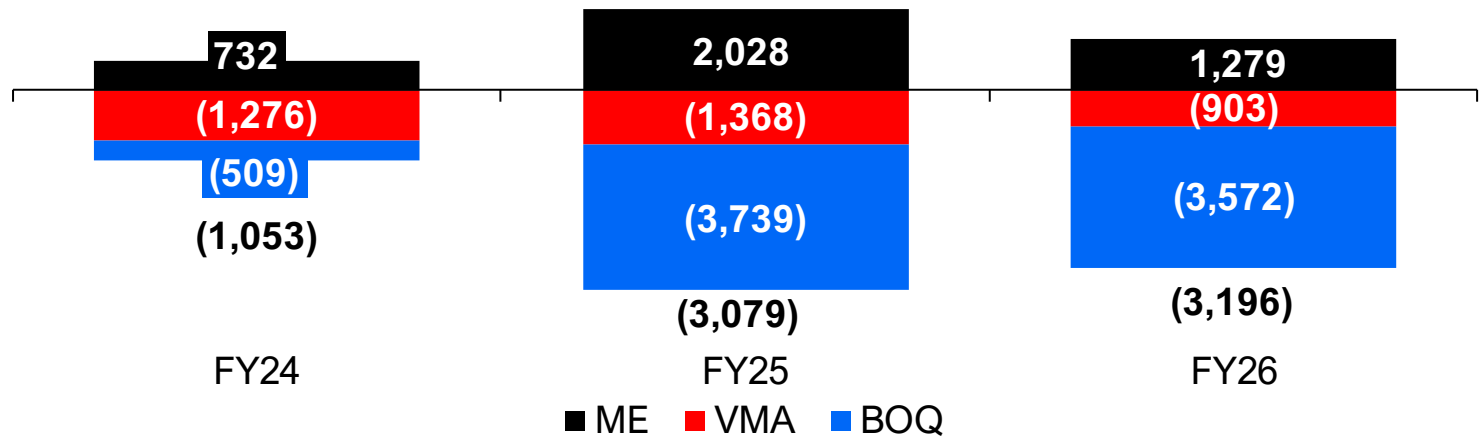
# Retail banking overview



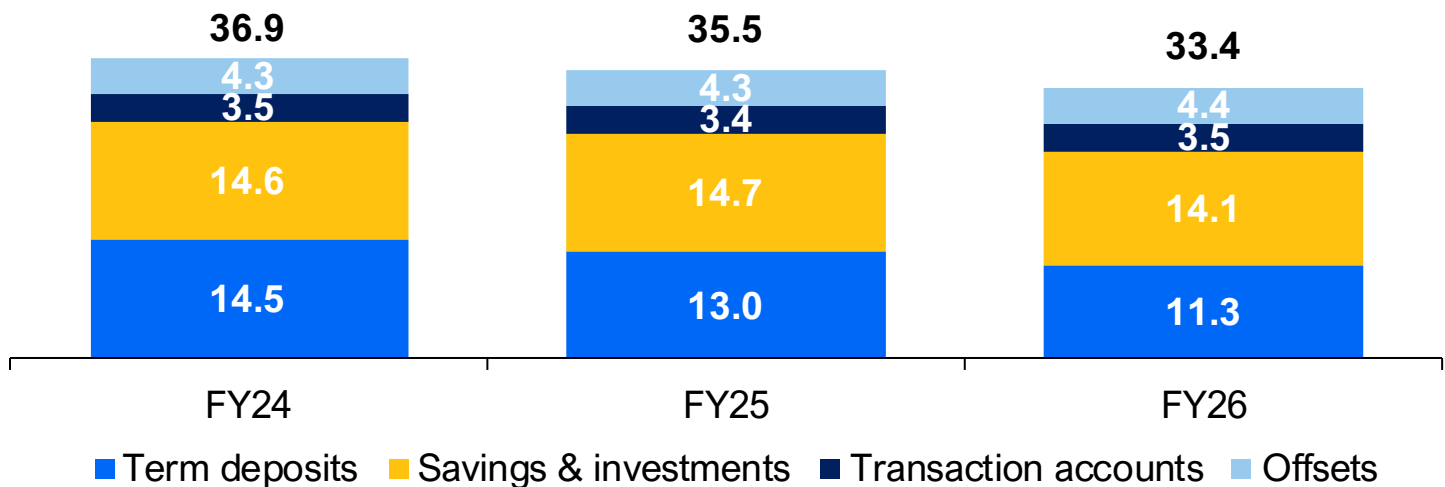
## Overview

- ME migration complete, with ~350k customers migrated off the heritage platform and ~\$29bn of home loans now on the digital bank
- Home lending contraction reflects lower settlement volumes and higher run-off from closure of legacy channels and the continued transition to the digital platform, partly offset by ME broker growth
- Deposits optimised for a lower funding requirement, with term deposit run-off and targeted growth in digital at-call deposits
- Digital bank scaling with 88% of home lending application flow and 87% of deposit originations occurring on the digital bank in August
- Application volumes of \$5.2bn in 4Q26, the highest quarter in two years, building momentum for a return to growth
- Virgin Money Velocity offering expanded from credit cards to now include home loans and transaction accounts, rewarding main-bank behaviour

Lending growth (\$m)



Deposit funding (\$bn)

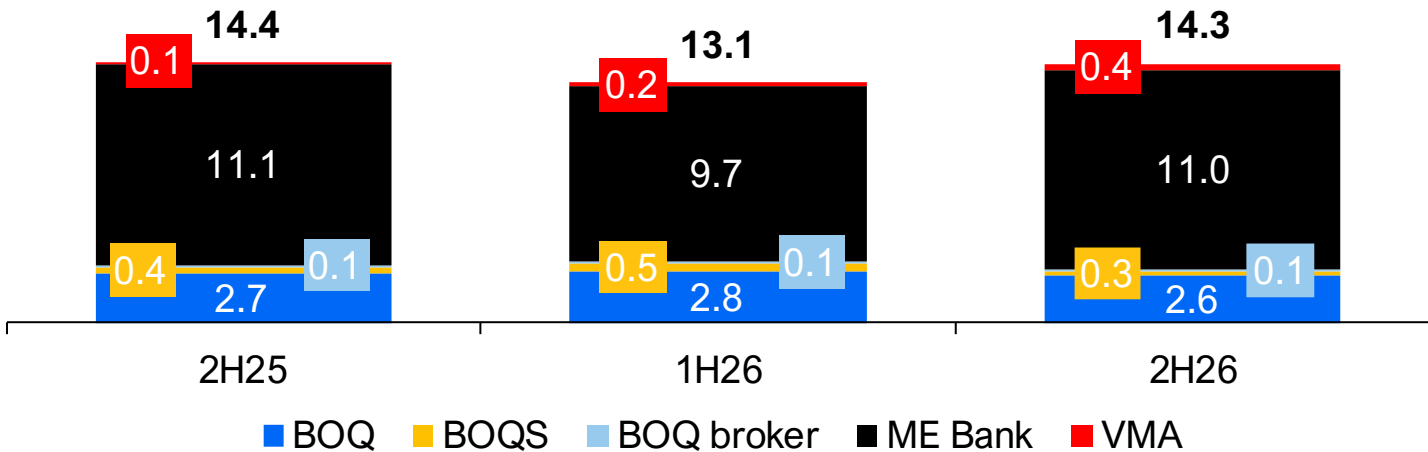


# Home lending performance

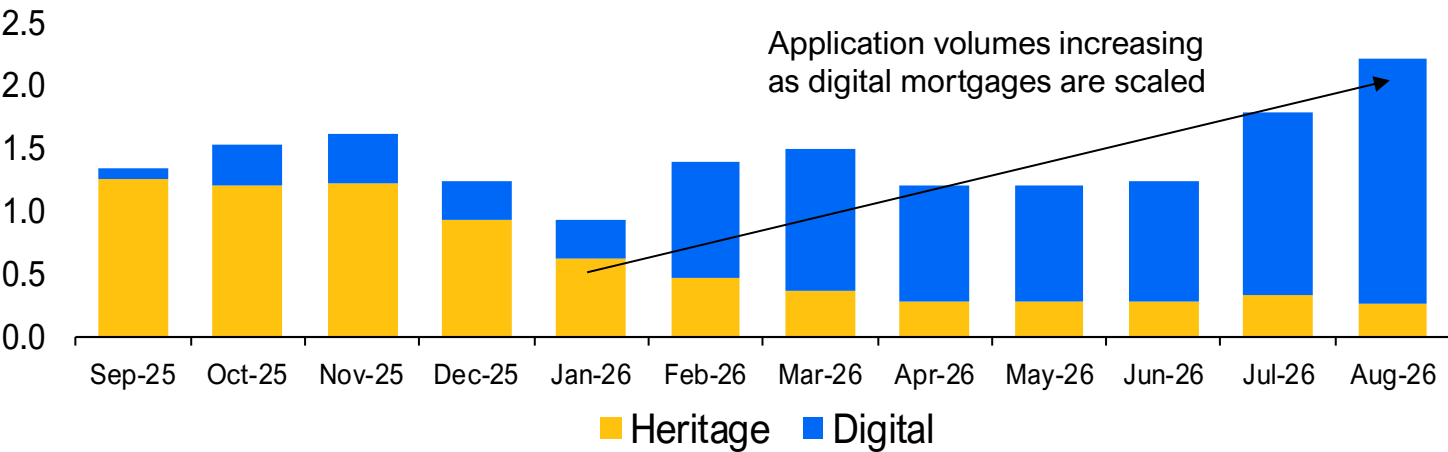
## Housing metrics

|                                              | Portfolio                                                                                                                                               | FY26 Flow |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| LVR > 90% (%)                                | 0.8                                                                                                                                                     | 0.7       |
| LVR > 80% (%)                                | 6.7                                                                                                                                                     | 4.7       |
| 90 days past due (bps)                       | 104                                                                                                                                                     | -         |
| Interest only % (excl. construction)         | 10                                                                                                                                                      | 17        |
| Investor (%)                                 | 30                                                                                                                                                      | 35        |
| PAYG (%)                                     | 81.9                                                                                                                                                    | 86.4      |
| DTI >=6x (%)                                 | -                                                                                                                                                       | 2.8       |
| Fixed (%)                                    | 7                                                                                                                                                       | 6         |
| Broker (%)                                   | 58                                                                                                                                                      | 72        |
| BOQ system growth <sup>1</sup>               | -                                                                                                                                                       | Negative  |
| ME system growth <sup>1</sup>                | -                                                                                                                                                       | 0.7x      |
| Overall BOQ Group system growth <sup>1</sup> | -                                                                                                                                                       | Negative  |
| Serviceability buffer                        | Customer repayment ability assessed on the higher of the minimum floor rate which is currently 5.75% or actual customer interest rate plus buffer of 3% |           |

## Housing application volumes by channel (# '000)<sup>2</sup>



## Housing application volumes by platform (\$bn)



(1) Multiple based on YTD system to August 2026, APRA monthly banking statistics. Growth rates and multiples adjusted to add back ~\$15bn of residential mortgages transferred out of the APRA ADI population in August 2026 following a major bank portfolio sale to a non-ADI. This presents underlying growth and market share on a like-for-like basis.

(2) 1H26 application volumes updated to include previously misidentified digital applications. VMA stopped accepting home loan applications for new customers through the broker channel from 1 September 2023. BOQ stopped accepting home loan applications for new customers through the broker channel from 1 September 2024.

# Lending to households (APRA data)

|                 | Lending to Households (APRA) |         |        | Multiple (APRA) |     |     | Market share |
|-----------------|------------------------------|---------|--------|-----------------|-----|-----|--------------|
|                 | YTD (A)                      | 3M (A)  | 1M     | YTD             | 3M  | 1M  |              |
| Major 1         | 24.83%                       | 16.81%  | 1.06%  | 3.8             | 3.4 | 3.5 | 7.46%        |
| International 1 | 9.90%                        | 7.34%   | 0.61%  | 1.5             | 1.5 | 2.0 | 2.98%        |
| Major 2         | 6.85%                        | 6.07%   | 0.41%  | 1.0             | 1.2 | 1.3 | 25.41%       |
| System          | 6.56%                        | 5.02%   | 0.30%  |                 |     |     |              |
| Major 3         | 5.97%                        | 3.42%   | 0.25%  | 0.9             | 0.7 | 0.8 | 20.61%       |
| ME              | 4.59%                        | 7.09%   | 1.03%  | 0.7             | 1.4 | 3.4 | 1.21%        |
| Major 4         | 4.39%                        | 6.63%   | 0.38%  | 0.7             | 1.3 | 1.3 | 13.23%       |
| Major 5         | 4.31%                        | 2.19%   | 0.06%  | 0.7             | 0.4 | 0.2 | 13.96%       |
| International 2 | 2.59%                        | -5.87%  | -1.35% | 0.4             | Neg | Neg | 1.37%        |
| Regional 1      | 0.52%                        | -0.11%  | -0.14% | 0.1             | Neg | Neg | 2.56%        |
| Regional 2      | -0.34%                       | -4.81%  | -0.48% | Neg             | Neg | Neg | 2.24%        |
| BOQ + ME        | -7.57%                       | -4.91%  | 0.00%  | Neg             | Neg | Neg | 2.01%        |
| BOQ             | -21.34%                      | -21.72% | -1.52% | Neg             | Neg | Neg | 0.80%        |

Source: APRA Monthly Banking Statistics September 2025 to August 2026.  
Note: Majors comprise CBA, NAB, WBC, ANZ and Macquarie, Regionals comprise SUN and BEN and Internationals comprise HSBC and ING.  
Note: Growth rates and multiples adjusted to add back ~\$15bn of residential mortgages transferred out of the APRA ADI population in August 2026 following a major bank portfolio sale to a non-ADI. This presents underlying growth and market share on a like-for-like basis.

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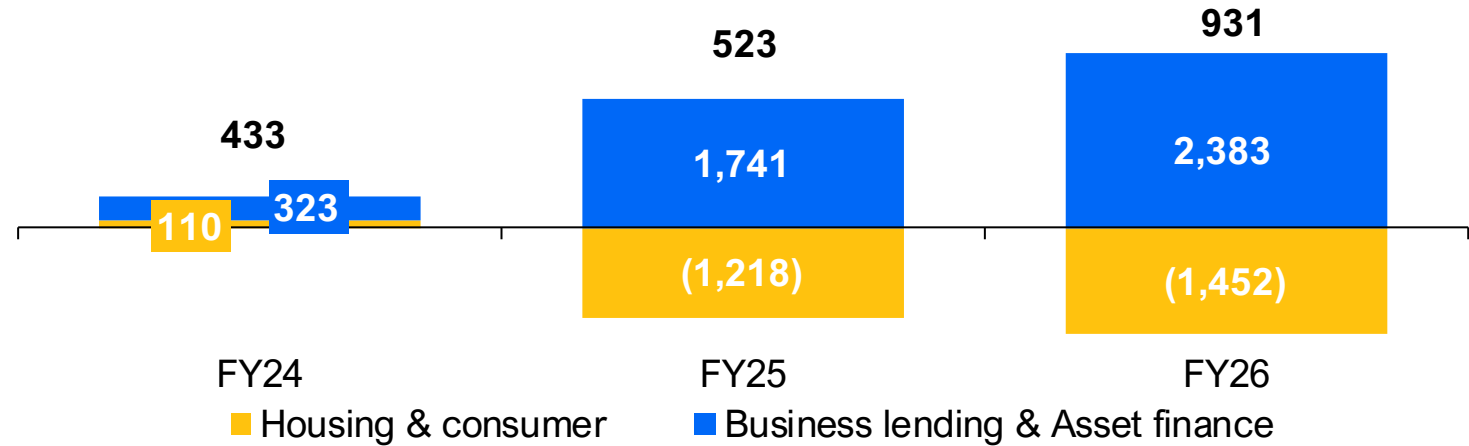
# Business banking overview



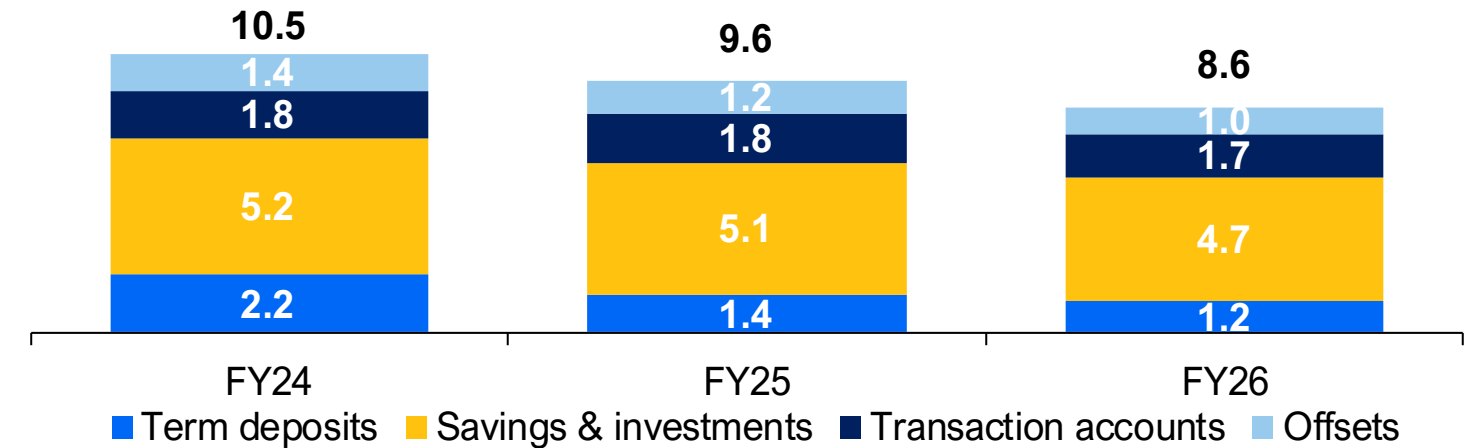
## Overview

- > Second half cash earnings, excluding notable items, increased 4%, reflecting lower loan impairment expense in the asset finance portfolio
- > Commercial lending grew 16% in FY26 across a diverse range of industries and businesses, with lending well secured by property
- > Continued focus and growth across specialist segments including healthcare, agribusiness and diversified industries, supporting family-owned and managed businesses
- > 42 bankers onboarded since FY24, contributing 44% of FY26 commercial lending growth
- > Asset finance grew 5% excluding the whole-of-loan sale, led by growth in novated leasing
- > Capital partnership completed, generating capital-light income by leveraging the Group's equipment finance origination and servicing capability

## Lending growth<sup>1</sup> (\$m)



## Deposit funding (\$bn)



(1) Excludes ~\$3.6bn equipment finance whole-of-loan sale to Challenger Limited.

# Lending to business (APRA data)

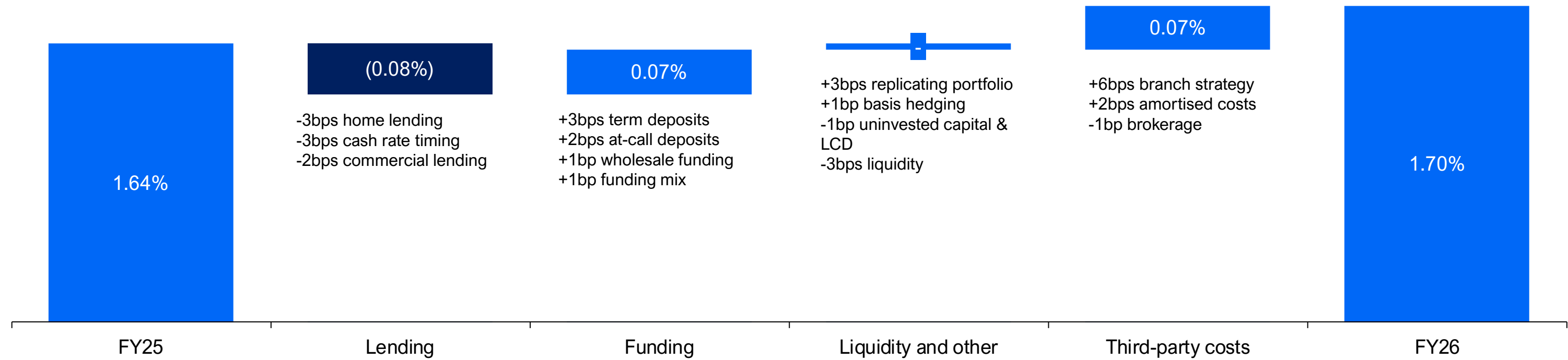
|                 | Lending to Businesses (APRA) |        |        | Multiple (APRA) |     |     | Market share |
|-----------------|------------------------------|--------|--------|-----------------|-----|-----|--------------|
|                 | YTD (A)                      | 3M (A) | 1M     | YTD             | 3M  | 1M  |              |
| International 1 | 19.71%                       | 21.07% | -3.71% | 1.6             | 1.5 | Neg | 1.19%        |
| Regional 1      | 19.50%                       | 20.94% | 1.15%  | 1.6             | 1.5 | 1.1 | 1.08%        |
| Major 1         | 15.80%                       | 19.22% | 1.64%  | 1.3             | 1.4 | 1.5 | 21.93%       |
| Major 2         | 14.22%                       | 13.01% | 0.39%  | 1.1             | 0.9 | 0.4 | 20.33%       |
| System          | 12.49%                       | 13.92% | 1.06%  |                 |     |     |              |
| Major 3         | 11.96%                       | 10.91% | 0.72%  | 1.0             | 0.8 | 0.7 | 25.04%       |
| BOQ             | 11.12%                       | 9.71%  | 0.76%  | 0.9             | 0.7 | 0.7 | 1.36%        |
| Regional 2      | 10.04%                       | 20.62% | 1.34%  | 0.8             | 1.5 | 1.3 | 1.49%        |
| International 2 | 9.54%                        | 21.14% | 9.32%  | 0.8             | 1.5 | 8.8 | 0.23%        |
| Major 4         | 7.59%                        | -7.37% | 0.17%  | 0.6             | Neg | 0.2 | 1.90%        |
| Major 5         | 7.23%                        | 17.45% | 2.00%  | 0.6             | 1.3 | 1.9 | 14.36%       |
| International 3 | 2.74%                        | 9.60%  | -0.50% | 0.2             | 0.7 | Neg | 1.85%        |
| Regional 3      | -5.53%                       | 0.44%  | 0.46%  | Neg             | 0.0 | 0.4 | 1.03%        |

Source: APRA Monthly Banking Statistics September 2025 to August 2026.  
Note: Majors comprise CBA, NAB, WBC, ANZ and Macquarie, Regionals comprise SUN, JDO and BEN and Internationals comprise HSBC, Rabobank and ING.

# NET INTEREST MARGIN

# Net interest margin – FY25 to FY26

Net interest margin (%) – FY25 to FY26

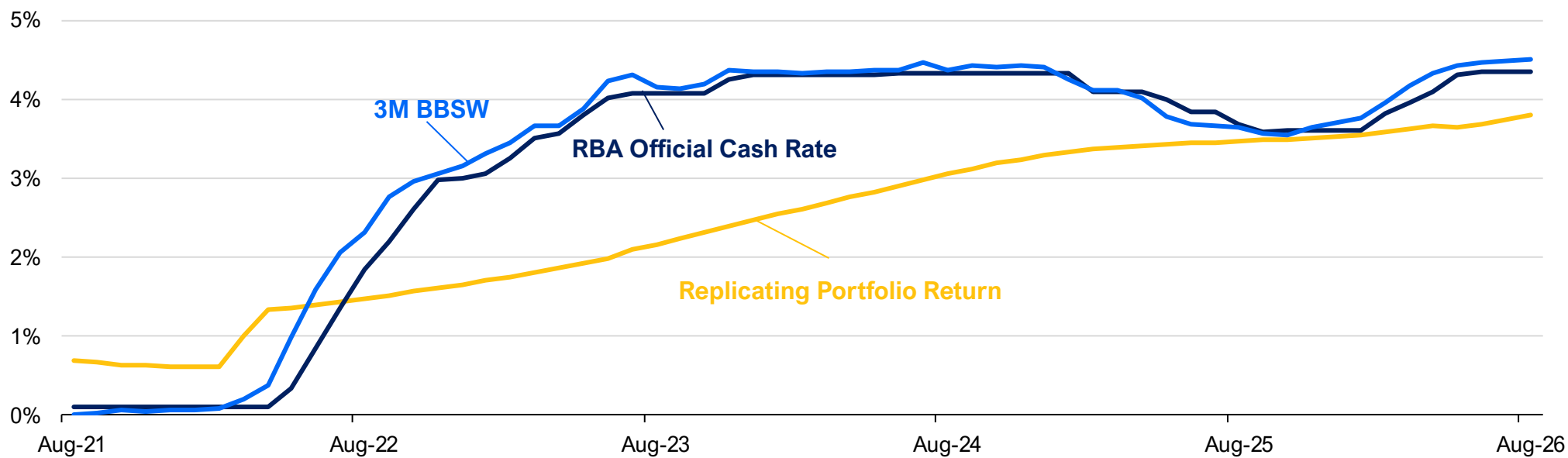


# Replicating portfolio

## Summary

- > The replicating portfolio is a tool to smooth earnings through the interest rate cycle
- > Capital tenor remains at three years
- > Low-cost deposit tenor remains at five years to align to the behaviour of the underlying deposits
- > The replicating portfolio and uninvested capital and low-cost deposits contributed three basis points to NIM in 2H26
- > For every 0.25% increase in the RBA cash rate, the uninvested capital and low-cost deposit portfolio will increase NIM by less than 1bp

## Replicating portfolio



|                                          | 1H26<br>Balance<br>(\$bn) | 2H26<br>Balance<br>(\$bn) | 2H26 Avg.<br>Return | Exit Return<br>Rate | Investment<br>Term    |
|------------------------------------------|---------------------------|---------------------------|---------------------|---------------------|-----------------------|
| Capital                                  | 4.1                       | 4.1                       | 3.76%               | 3.89%               | 3 years               |
| Low-cost deposits                        | 4.3                       | 4.3                       | 3.64%               | 3.71%               | 5 years               |
| <b>Total replicating portfolio</b>       | <b>8.4</b>                | <b>8.4</b>                | 3.70%               | 3.80%               | 4 years               |
| Uninvested capital and low-cost deposits | 2.8                       | 2.5                       | 4.34%               | 4.42%               | 3 months <sup>1</sup> |

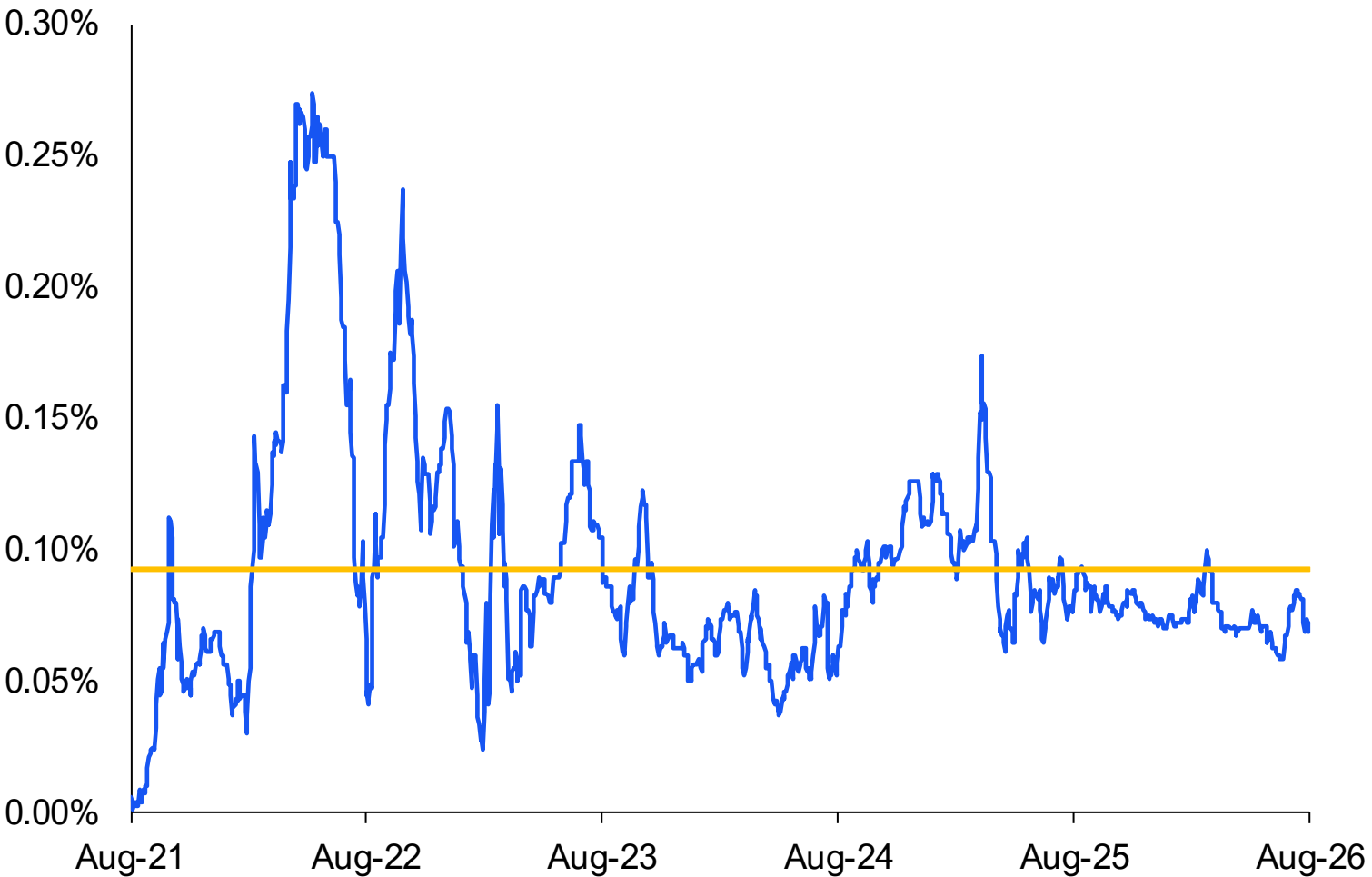
(1) Invested at the overnight cash rate plus nine-month average of the three-month Bills/OIS spread for a nine-month tenor.

# Hedging costs - basis risk

## Summary

- BOQ’s basis risk exposure fell in 2H26 due to the balance of variable rate assets falling more than at-call deposits
- Hedging costs contributed ~1bp to NIM in 2H26
- Current sensitivity is 1bp of NIM for every 10bps change in basis spread

Long-term basis risk avg - 9 bps

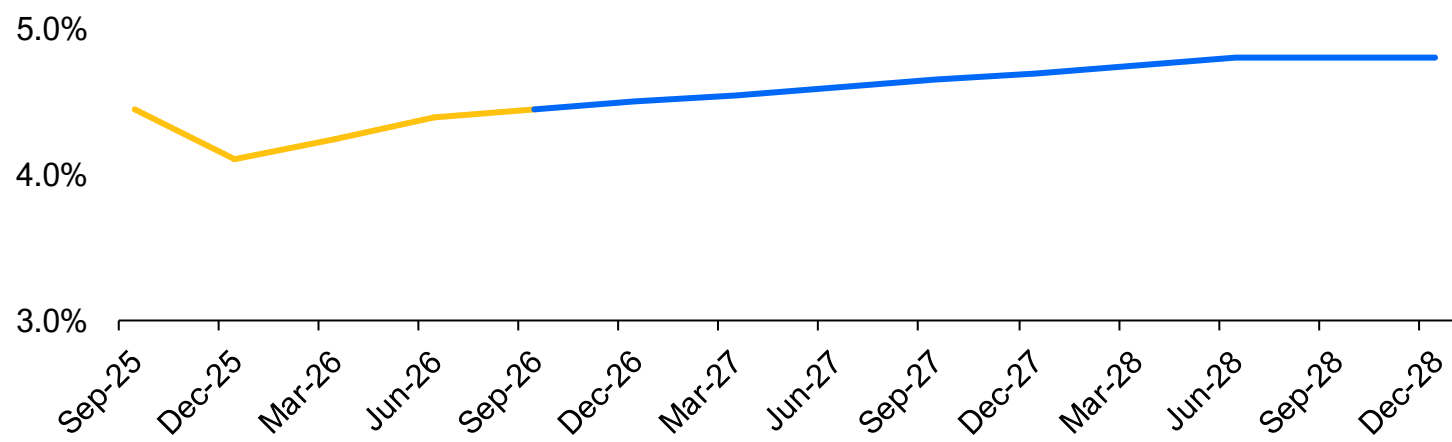


# PORTFOLIO QUALITY

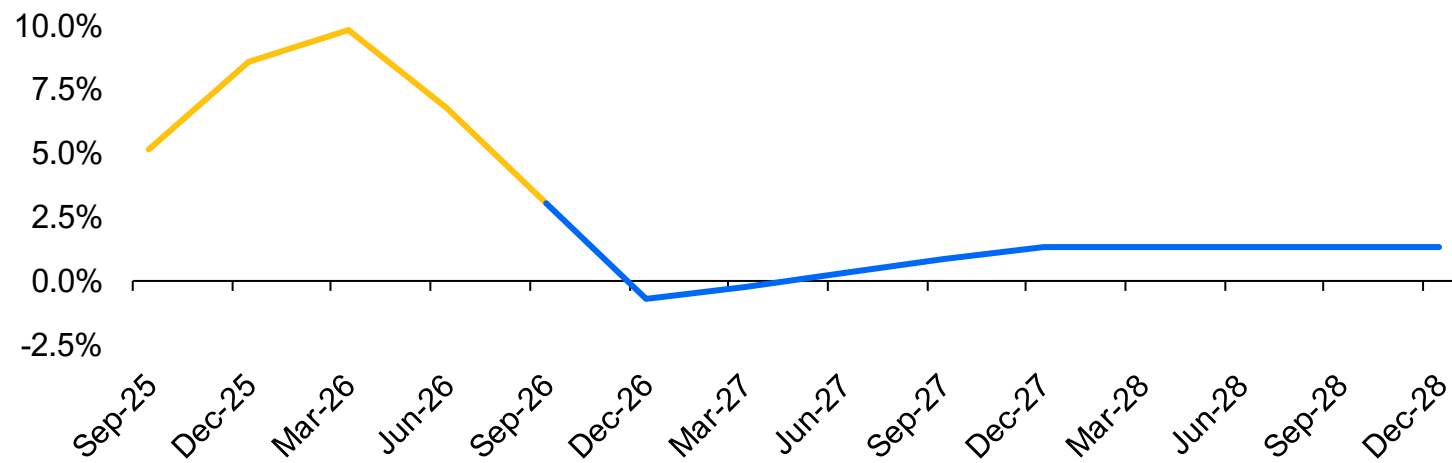


# Collective provisioning

Unemployment rate (%)



House price index (%)



Economic forecasts<sup>1</sup> (calendar year) (%)

|                                            | Base  |      |      | Downside |        |       |
|--------------------------------------------|-------|------|------|----------|--------|-------|
|                                            | 2026  | 2027 | 2028 | 2026     | 2027   | 2028  |
| GDP (YoY growth %)                         | 1.4   | 1.6  | 1.8  | 0.4      | (1.2)  | 0.6   |
| Unemployment rate (%)                      | 4.5   | 4.7  | 4.8  | 5.0      | 7.4    | 7.8   |
| Residential property prices (YoY % change) | (0.7) | 1.4  | 1.4  | (2.4)    | (13.7) | (8.0) |
| Commercial property prices (YoY % change)  | 2.1   | 3.9  | 3.9  | (3.3)    | (15.1) | (7.1) |
| Cash rate (%)                              | 4.4   | 4.5  | 4.4  | 4.5      | 3.7    | 3.4   |

Scenario weights

|           | Upside |      | Base |      | Downside |      | Severe |      |
|-----------|--------|------|------|------|----------|------|--------|------|
|           | 2026   | 2025 | 2026 | 2025 | 2026     | 2025 | 2026   | 2025 |
| Weighting | 5%     | 5%   | 50%  | 50%  | 30%      | 30%  | 15%    | 15%  |

(1) The forecasts in the table reflect calendar year-end numbers and were prepared as at August 2026, based on RBA and market consensus at the time and for the purpose of collective provision updates.

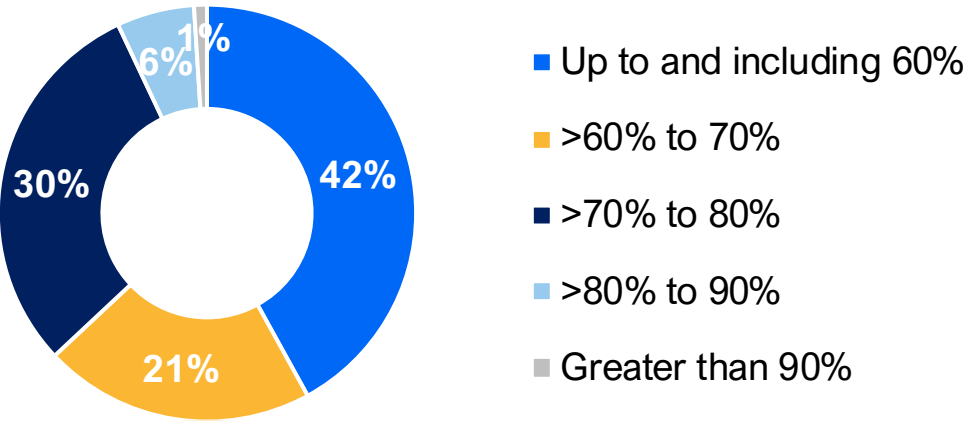
# Housing loan portfolio

Diversified portfolio with conservative LVR lending

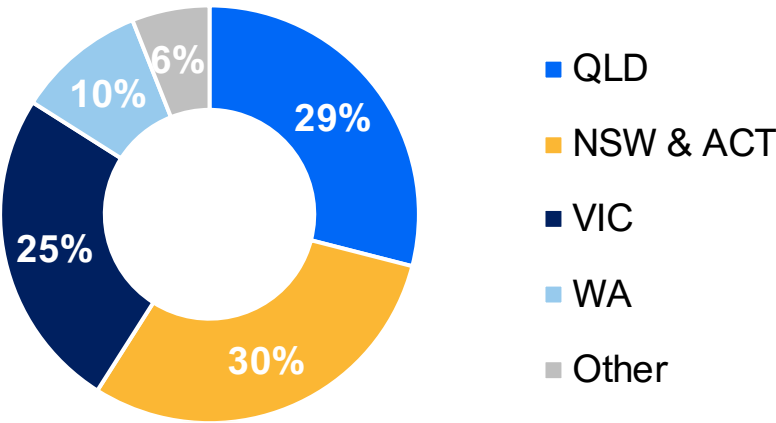
## Summary

- > Housing portfolio diversified across geography and channel
- > ~99% of customers with LVR = <90%, with FY26 flow above 90% at 0.7%
- > ~93% of customers with LVR = <80%, with FY26 flow above 80% at 4.7%

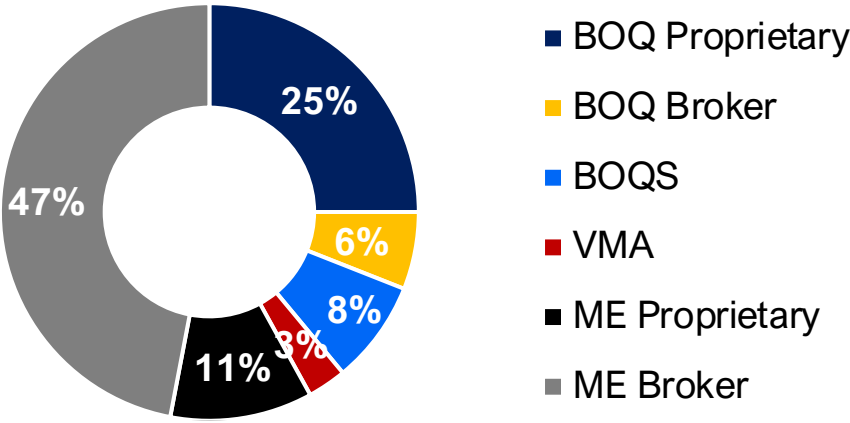
## Housing portfolio by LVR (%)



## Housing portfolio by geography (%)



## Housing portfolio by channel (%)



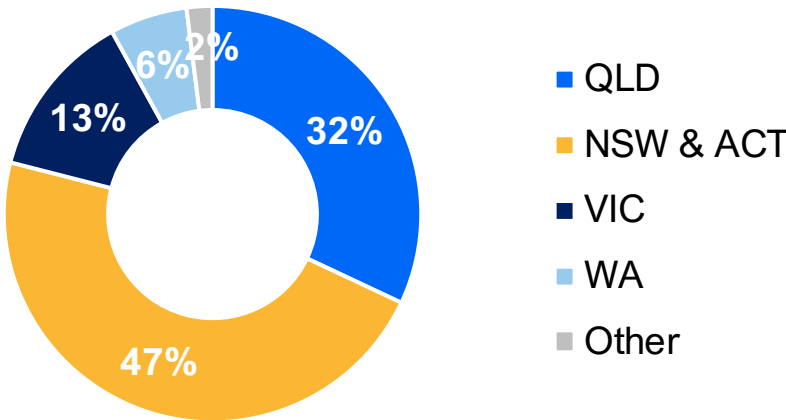
# Commercial portfolio

Balanced portfolio with controlled risk exposures

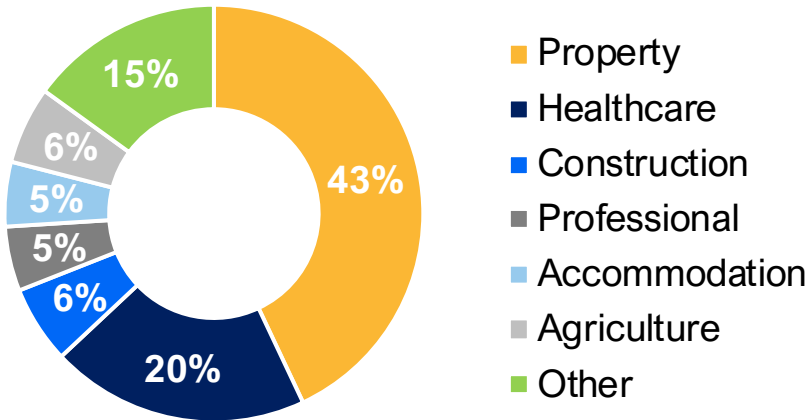
## Summary

- > Commercial portfolio diversified geographically and by industry
- > Credit quality remains sound, with no material deterioration observed. 30 DPD arrears down 20bps on FY25 and a modest 5bps increase in 90 DPD
- > Property portfolio weighted to investment lending, with minimal development exposure and strong security coverage
- > Property and construction industry segments continue to be closely monitored

Commercial by geography (%)



Commercial by industry<sup>1</sup> (%)



(1) Based on industry ANZSIC categorisation.

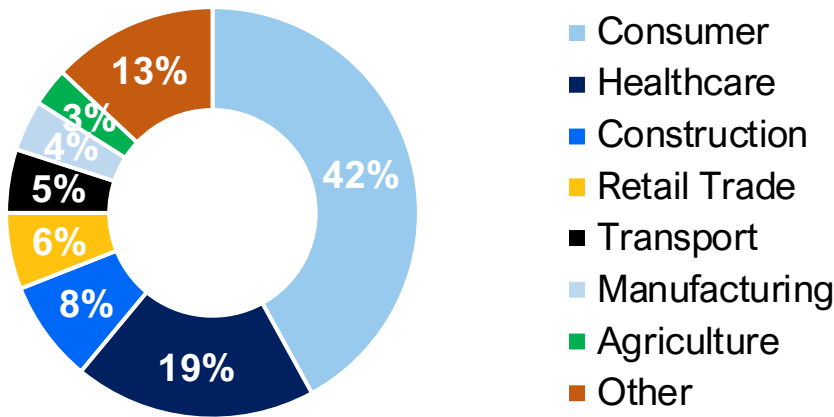
# Asset finance portfolio

Rebased portfolio following the capital partnership, weighted to novated leasing

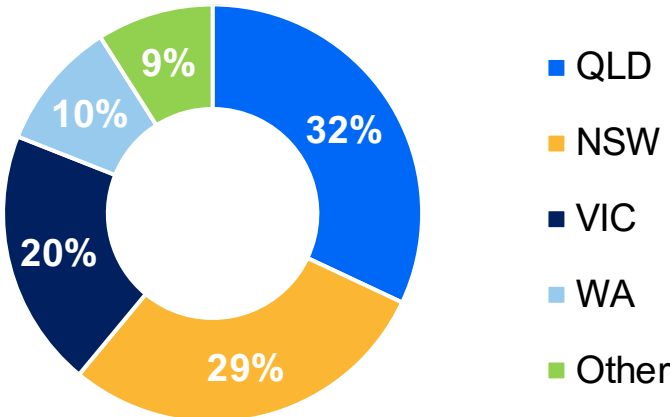
## Summary

- > ~\$3.6bn equipment finance whole-of-loan sale to Challenger completed in May 2026, with BOQ continuing to originate and service equipment finance supported by the forward flow arrangement
- > Asset finance portfolio remains diversified across geography and channel, with a stronger weighting to novated leasing
- > Arrears rates elevated on a smaller portfolio, with arrears balances lower

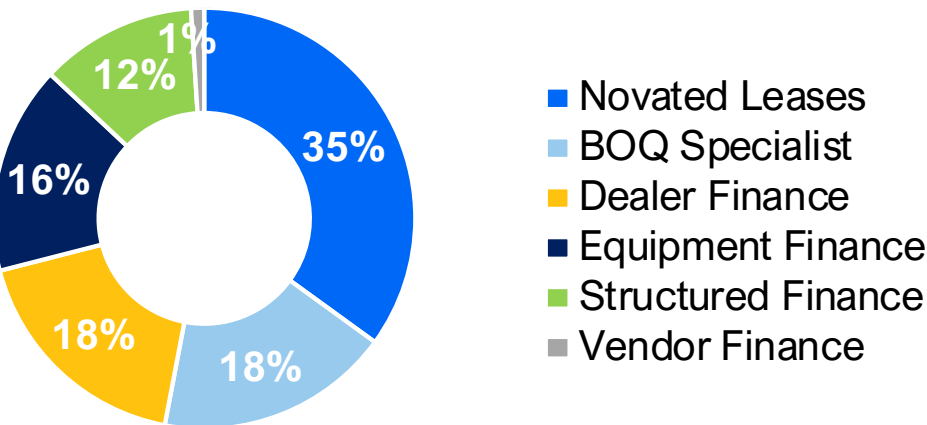
## Asset finance by industry<sup>1</sup> (%)



## Asset finance by geography (%)



## Asset finance by channel (%)



(1) Based on industry ANZSIC categorisation.

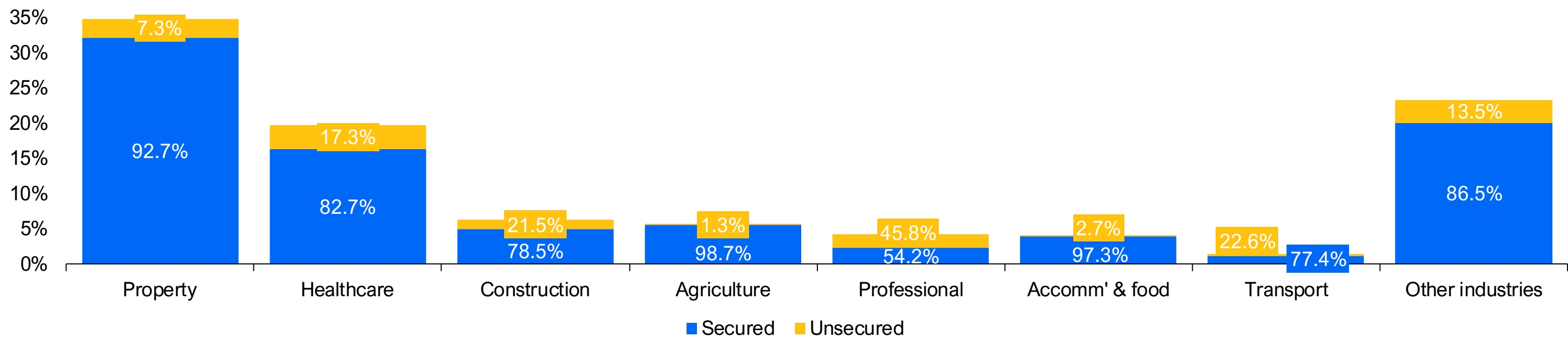
# Business bank lending portfolio

Well diversified and underpinned by quality security

## Summary

- Business bank portfolio diversified geographically with a diverse channel mix
- The portfolio is well secured with ~13% unsecured lending
- Commercial loss rates remain well below long-run averages, with asset finance losses elevated on a smaller portfolio

## Business portfolio security status by industry<sup>1</sup>

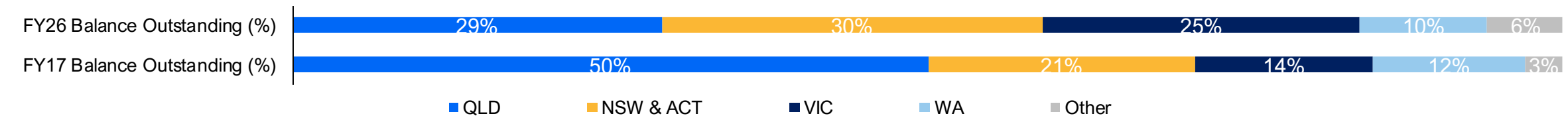


(1) Based on industry ANZSIC categorisation.

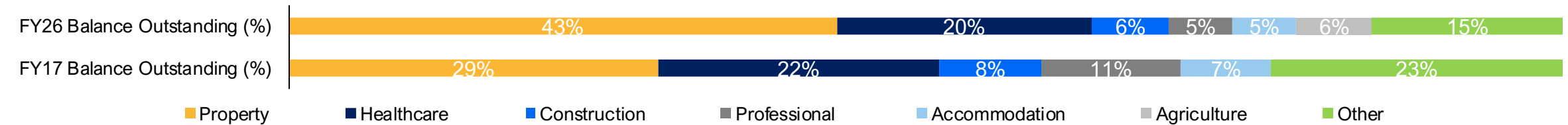
# Industry and geographic split over time

Enhanced diversification over time

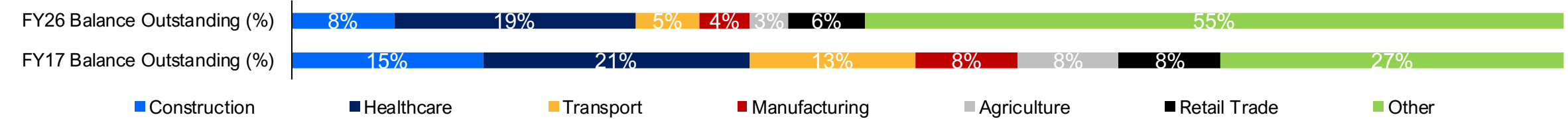
## Housing loans - geographic split over time<sup>1</sup> (%)



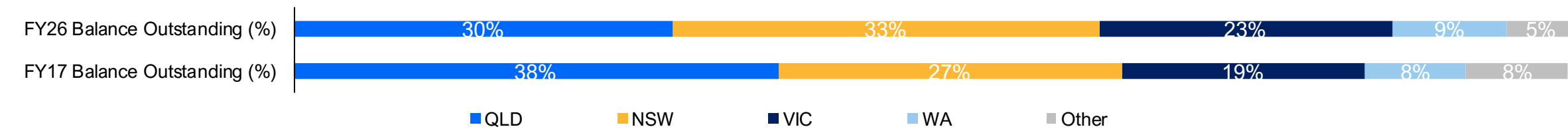
## Commercial - industry segments over time (%)



## Asset finance - industry segments over time (%)



## Total lending - geographic split over time<sup>2</sup> (%)



(1) FY17 has not been restated to include ME.  
(2) Excludes consumer.

# Emerging risks to portfolio quality

## Macroeconomic environment

- › Higher energy costs and rising interest rates will likely slow the economy further in FY27
- › Cost-of-living pressures continue to weigh upon consumer and business confidence
- › Cash rates likely to have peaked, possibility remains of further increase this financial year; reductions are not expected before calendar year 2028
- › Declining house prices
- › Transport and construction sectors showing signs of stress

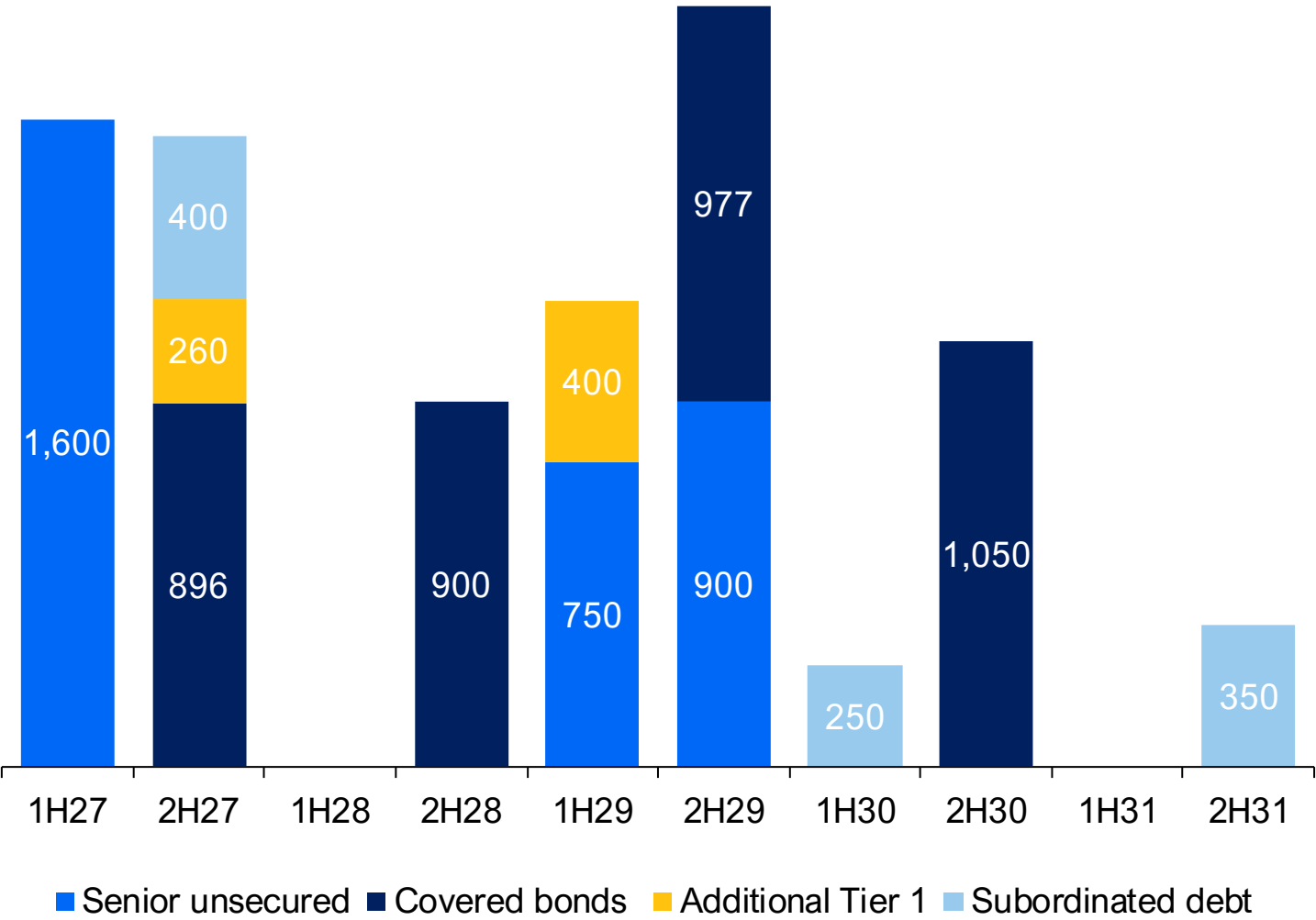
## Outlook for credit losses

- › LIE increased from a low base, with retail and commercial loss rates remaining well below long-run averages
- › Collective provision scenario weights retained, with 45% weighting to downside scenarios and the severity of these scenarios increased
- › Overlays in place for key industries expected to be impacted by economic uncertainty and any segments of the portfolio undergoing stress
- › Low unemployment and resilient mortgage repayment buffers, with a well-secured portfolio and prudent provisioning, position BOQ well for a changing credit loss environment

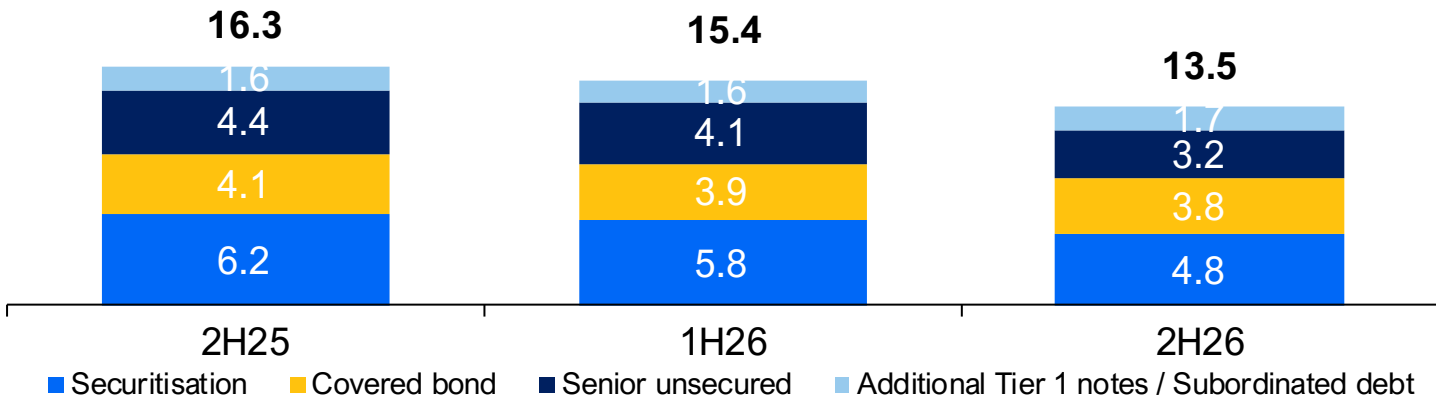
# FUNDING & LIQUIDITY

# Funding

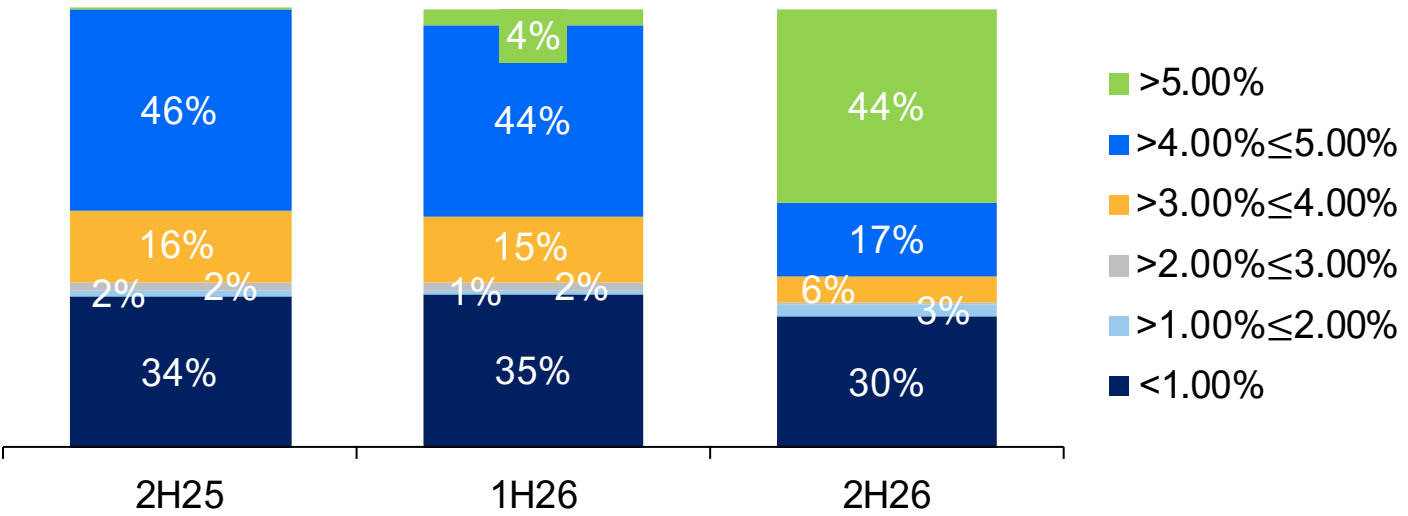
Major maturities<sup>1, 2, 3</sup> (\$m)



Long term wholesale funding (\$bn)



Customer at-call deposit funding costs<sup>4</sup>

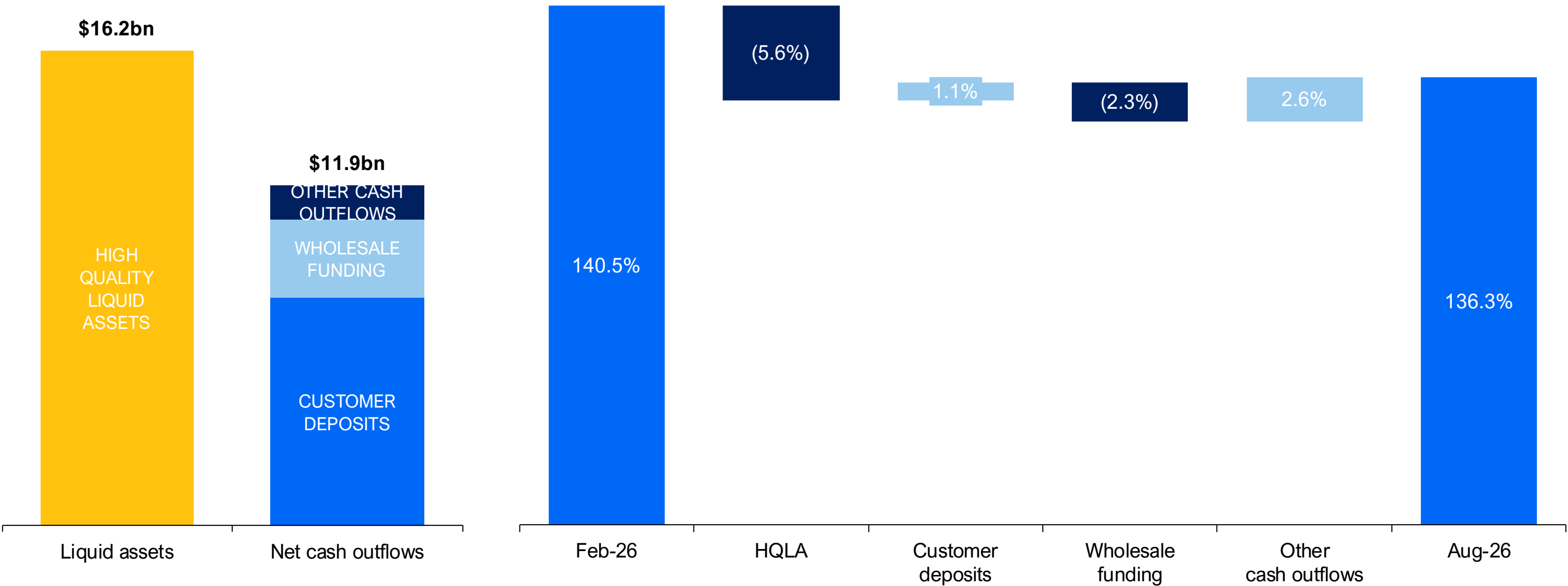


(1) Any transaction issued in a currency other than AUD is shown in the applicable AUD equivalent hedged amount.  
(2) Senior unsecured maturities greater than or equal to \$100m shown but excludes private placements.  
(3) Redemption of subordinated debt notes and additional tier 1 notes at the scheduled call date is at BOQ's option and is subject to obtaining prior written approval from APRA.  
(4) Customer at-call deposits include retail and commercial transaction and savings & investment accounts, and treasury retail accounts. Excludes offset accounts and term deposits.

# Liquidity coverage ratio (LCR)

LCR (Aug-26) – 136.3%

LCR waterfall (Feb-26 to Aug-26)

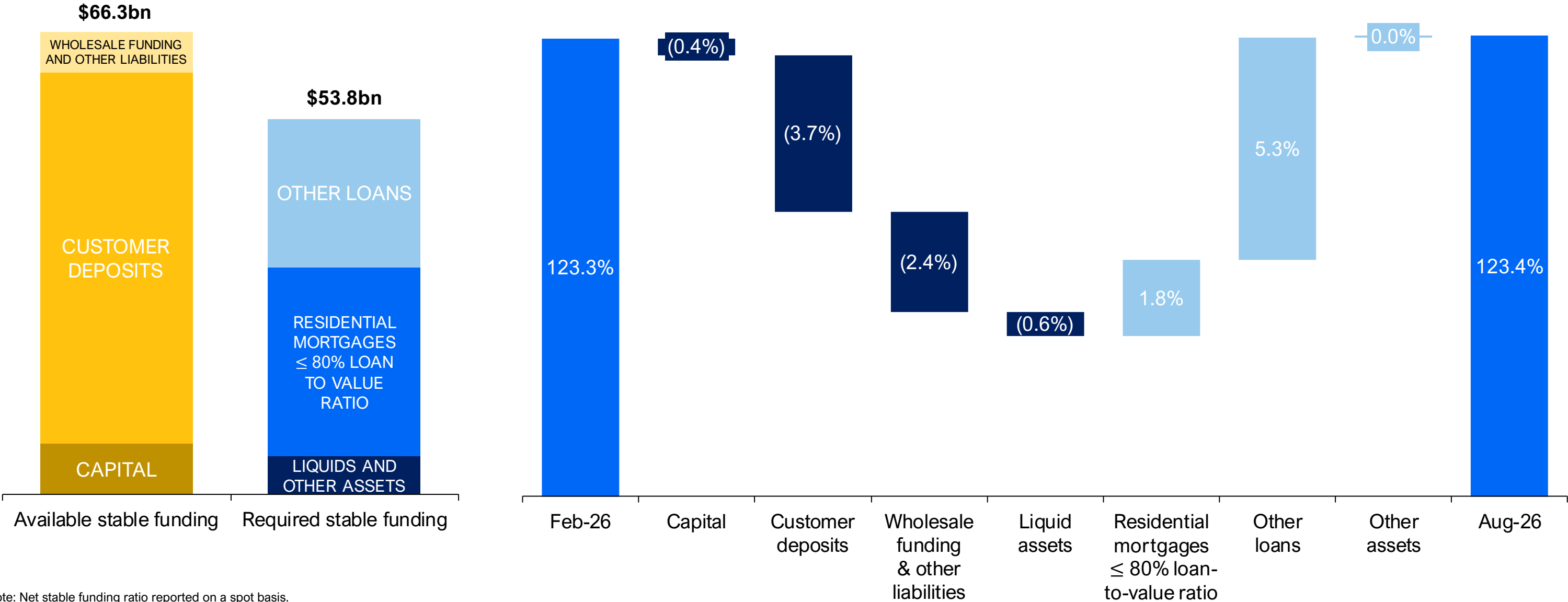


Note: Liquidity coverage ratio reported on a quarterly average basis.

# Net stable funding ratio (NSFR)

NSFR (Aug-26) – 123.4%

NSFR waterfall (Feb-26 to Aug-26)



Note: Net stable funding ratio reported on a spot basis.

# Credit rating

## Current debt ratings<sup>1</sup>

| Rating Agency | Short Term | Long Term | Outlook  |
|---------------|------------|-----------|----------|
| S&P           | A-2        | A-        | Negative |
| Fitch         | F2         | A-        | Stable   |
| Moody's       | P-2        | Baa1      | Stable   |

(1) The Bank monitors rating agency developments closely and is rated by Standard & Poor's (S&P), Fitch Ratings and Moody's Investors Service.

# ECONOMIC ASSUMPTIONS

# Macroeconomic environment<sup>1</sup>

The economic outlook is uncertain

## Macroeconomic overview

- › Economic growth is likely to moderate in the coming financial year due to higher inflation and interest rates
- › The labour market is softening from a historically strong level
- › Decent growth in capital expenditure is likely, notably in technology-related areas
- › Cash rates likely to have peaked, possibility remains of further increase this financial year
- › The inflation outlook and global developments are the principal causes of uncertainty

(1) BOQ house view.

# Housing, business lending and deposit outlook<sup>1</sup>

The economic outlook is uncertain

## Housing outlook

- › Higher inflation and interest rates are weighing upon consumer sentiment
- › Affordability remains a significant issue in the housing market despite the recent decline in house prices
- › House prices are likely to remain under pressure at least until there is a change in the interest rate cycle
- › A further modest rise in the unemployment rate is projected for this financial year

## Business lending outlook

- › Surveys point to business trading conditions being a little below average
- › Cost inflation is the key issue for many firms, particularly higher energy prices
- › Worker availability remains a constraint for some sectors although it is less of a problem than in 2022-23

## Deposits outlook

- › Moderating national income growth will likely slow the growth in deposits in the coming year
- › This will be partially offset by higher interest rates increasing the attractiveness of deposits for households

(1) BOQ house view.

# ABOUT BOQ GROUP

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# BOQ Group

Supporting customers for over 150 years with differentiated brands attracting niche segments

## Our differentiators

- > Proud 152-year Queensland heritage
- > Highly specialised bankers serving niche industry segments
- > Unique brand propositions
- > Innovative digital offerings at scale in cloud
- > Agility and proven execution capability

## Our distinctive brands

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Retail



Makes sense to ME



Business



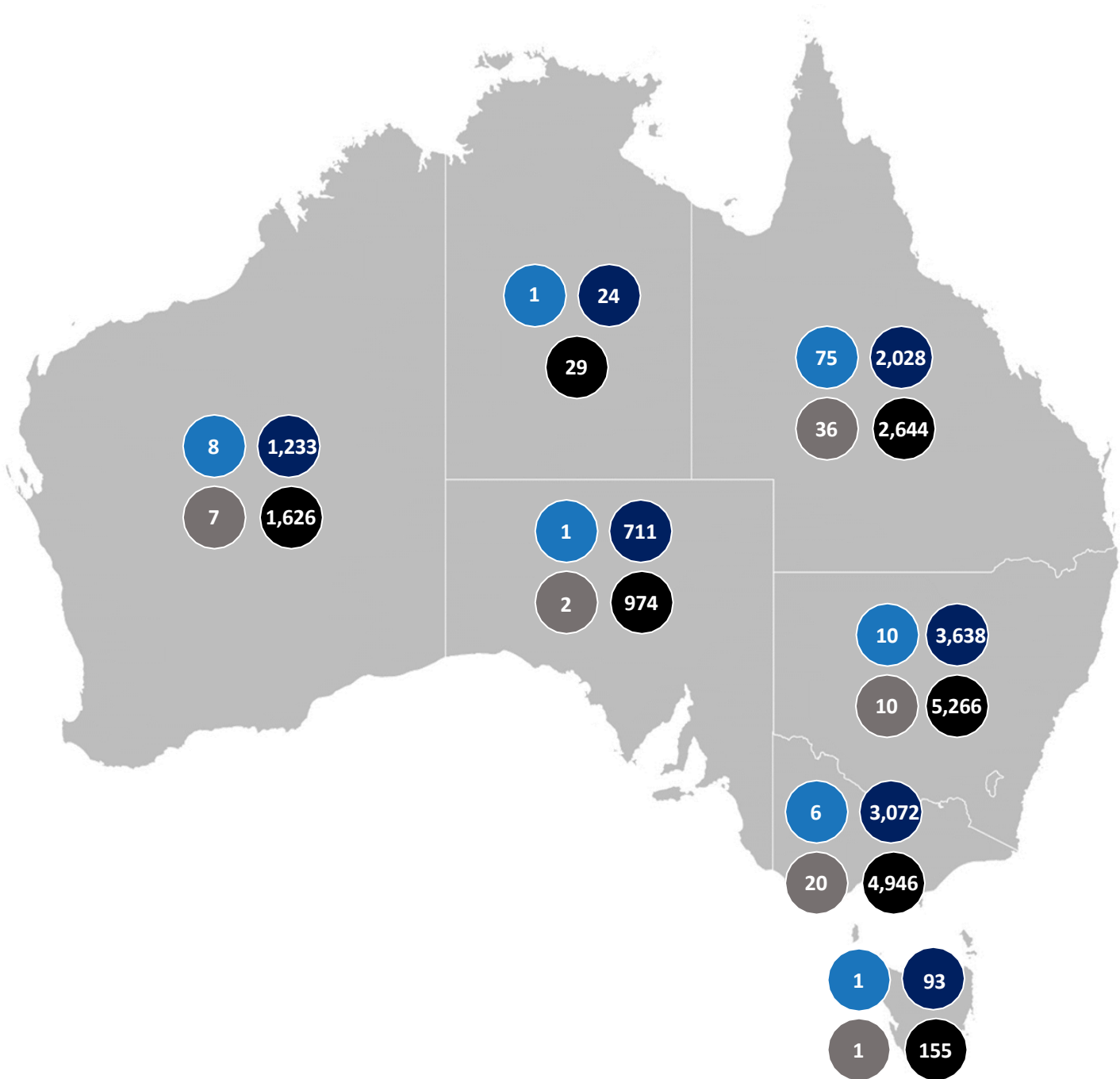
## Key statistics for FY26

|                                 |  |                                                 |  |                                                                         |  |
|---------------------------------|--|-------------------------------------------------|--|-------------------------------------------------------------------------|--|
| ~1.4m<br>Customers              |  | ~550k BOQ<br>~390k VMA<br>~280k ME              |  | ~10k BOQ Business<br>~30k Specialist<br>~70k Finance<br>~50k Retail SME |  |
| 102<br>Branches                 |  | 76<br>Mobile &<br>Direct Bankers                |  | ~3.5k<br>Employees                                                      |  |
|                                 |  |                                                 |  | \$135bn<br>Footings <sup>1</sup>                                        |  |
| 87%<br>Deposit to loan<br>ratio |  | 2.01% <sup>2</sup><br>Market share -<br>Housing |  | 1.36% <sup>2,3</sup><br>Market share -<br>Business                      |  |

(1) Footings refer to gross loans and advances plus customer deposits.  
(2) Internal BOQ analysis and APRA monthly authorised deposit-taking institution statistics excluding international banks, August 2026. Growth rates and multiples adjusted to add back ~\$15bn of residential mortgages transferred out of the APRA ADI population in August 2026 following a major bank portfolio sale to a non-ADI. This presents underlying growth and market share on a like-for-like basis.  
(3) Excludes BOQ Asset Finance.

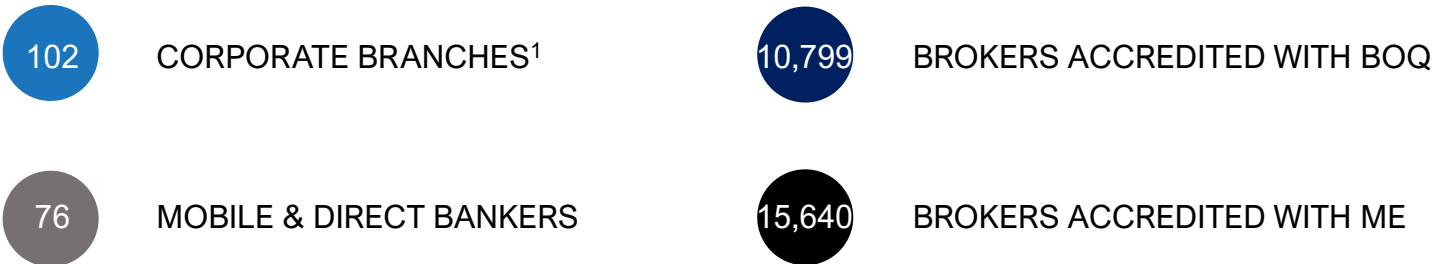
# Distribution network

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## Summary as at 31 August 2026

|                  | Corporate | Trans. Centre | Total |
|------------------|-----------|---------------|-------|
| 28 February 2026 | 99        | 8             | 107   |
| 31 August 2026   | 94        | 8             | 102   |



Note: VMA stopped accepting home loan applications for new customers through the broker channel from 1 September 2023.  
Note: New South Wales includes branches, mobile bankers and brokers accredited with BOQ and ME located in the ACT.  
(1) Includes 94 branches and 8 transaction and service centres.

# ABBREVIATIONS

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# Abbreviations

|                                                                       |                                      |                                   |
|-----------------------------------------------------------------------|--------------------------------------|-----------------------------------|
| 1H: First half of financial year                                      | CAGR: Compound annual growth rate    | LIE: Loan impairment expense      |
| 1M: One month                                                         | CBD: Central business district       | LVR: Loan-to-value ratio          |
| 2H: Second half of financial year                                     | CET1: Common Equity Tier 1           | MFI: Main financial institution   |
| 3M: Three months                                                      | CPI: Consumer Price Index            | NIM: Net interest margin          |
| 4Q: Fourth quarter of the financial year                              | DPD: Days past due                   | NPAT: Net Profit After Tax        |
| ABS: Australian Bureau of Statistics                                  | DRP: Dividend Reinvestment Plan      | NPS: Net Promoter Score           |
| ADI: Authorised deposit-taking institution                            | DTI: Debt-to-income ratio            | NSFR: Net Stable Funding Ratio    |
| AI: Artificial intelligence                                           | EBA: Enterprise bargaining agreement | OIS: Overnight index swap         |
| AML: Anti-money laundering                                            | EPS: Earnings per share              | P&L: Profit and loss              |
| ANZSIC: Australian and New Zealand Standard Industrial Classification | FTE: Full time equivalent            | PAYG: Pay-as-you-go               |
| APRA: Australian Prudential Regulation Authority                      | FY: Financial year                   | RAP: Remedial Action Plans        |
| ASX: Australian Securities Exchange                                   | GDP: Gross domestic product          | RBA: Reserve Bank of Australia    |
| AUD: Australian dollar                                                | GLA: Gross loans & advances          | ROE: Return on equity             |
| AUM: Assets under management                                          | HoH: Half-on-half                    | RWA: Risk-weighted assets         |
| Avg: Average                                                          | HQLA: High-quality liquid assets     | SME: Small and medium enterprises |
| BBSW: Bank Bill Swap Rate                                             | IT: Information technology           | VMA: Virgin Money Australia       |
| BOQ: Bank of Queensland                                               | LCD: Low-cost deposits               | YoY: Year-on-year                 |
| BOQS: Bank of Queensland Specialist                                   | LCR: Liquidity coverage ratio        | YTD: Year-to-date                 |
| bps: Basis points                                                     |                                      |                                   |