

2015

AWARD
REPORT



Bank of the Year
Small Business Award



Bank of the Year - Small Business

August 2015

Foreword

There are 487,900 actively trading businesses in New Zealand, with many of these underpinning family lifestyles. If big business steals most of the limelight, small business can be relied upon to quietly power the engine room of the economy.

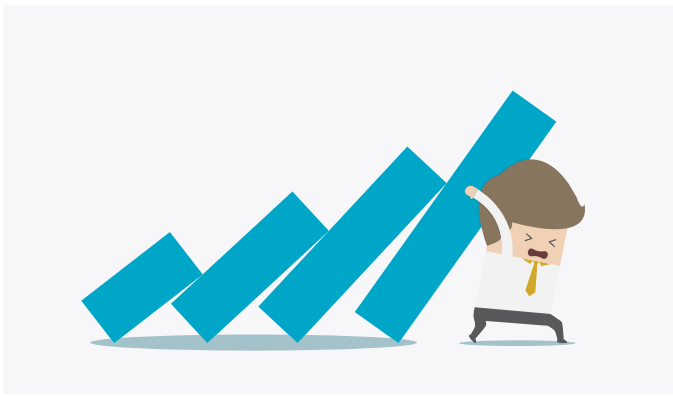
Despite the vast array of differences with business operations, they all have one thing in common: the need for a good set of banking products designed to work for, rather than against, a business' own unique setup.

Every year, we put financial institutions' business offerings under the microscope to identify levels of excellence and ultimately announce the winner of the Small Business Banking Award. Scoring what banks offer this vital sector of the community is complex. Naturally, we look at the range of dedicated products – such as transaction and savings accounts, credit cards and loans – but we also scrutinize the features a bank offers to help small business every step of the way. A great deal depends on how easy the product is to use in relation to the way your business operates, and the amount of support offered by your financial institution can be a deal breaker.

For those who bank a little or a lot, CANSTAR's in-depth research and comparison into business banking saves you precious time. It's a good starting point for either benchmarking your existing bank or, if you are about to open a new business, it will give you an overall picture of what to expect from whom.



Mitchell Watson
Research Manager



BUSINESS OFF THE BOIL

The latest New Zealand Institute of Economic Research (NZIER) Quarterly Survey of Business Opinion shows the Kiwi economy losing momentum. The drop in activity indicators in the June 2015 quarter points to annual growth remaining below 3% over the coming year – a marked drop from the 3.5% annual growth seen at the end of last year.

Business confidence fell to the lowest level since September 2012. Since the Global Financial Crisis, businesses' activity expectations have outpaced actual activity. However, it appears businesses have now moderated their activity expectations to be more consistent with the softening demand environment. That said, on a nationwide basis a net 13% of businesses still expect an improvement in their own trading activity over the next quarter. Expectations have fallen – but from lofty levels.

NUMBERS LOOK HEALTHY

The level of entrepreneurship Kiwis show is reflected in annual government figures which show that business numbers have grown to a new high. As at February last year, there was one business for every nine New Zealanders.

Overall, there are nearly half a million businesses in this country, with construction showing the highest rate of growth. This is not surprising, in the context of increased building activity in Canterbury and Auckland in particular.

The number of business locations increased across 14 of the 16 regions, with only Gisborne and the West Coast showing slight decreases from the previous year. The number of paid employees also increased – by 2.7% to almost two million, with all regions except the West Coast increasing.

Just under 1,000 businesses were identified as Maori enterprises. Over two-thirds of these were involved in agriculture, forestry, and fishing, either through direct operation or property rental and leasing.

The effects of lower dairy prices are evident, with some dairy-intensive regions such as Southland, Waikato and Canterbury seeing a net number of businesses expecting a worsening in conditions ahead.

Profitability expectations drop

Experienced domestic trading activity, which closely mirrors GDP growth, dropped from 19% in the March 2015 quarter to 10%. This is consistent with annual GDP growth remaining below 3% for the year to June 2015. Profitability expectations also fell, and businesses have now pared back plans to invest in plant and machinery and buildings, said the NZIER.

Capacity utilisation edges up to record high, but inflationary pressures weak

Despite the moderation in activity, capacity utilisation amongst manufacturers and builders rose to a record high in the June 2015 quarter. With businesses increasingly focussing on leaner operations and minimising any spare capacity, capacity utilisation has trended higher since the beginning of 2014. However, there is no sign of inflation, with only a net 1% of businesses reporting raising prices over the past quarter – a level not seen since early 2009. According to NZIER, these results suggest further interest rate cuts could be on the cards for the remainder of 2015.



WHAT IS REQUIRED FROM A BUSINESS BANKING RELATIONSHIP?

The individuality of small business means there is no “one size fits all” banking solution. Nevertheless there are some common products as well as some institutional factors that most businesses will, to a greater or lesser extent, require.

Products

Outstanding value credit cards



In addition to secured loans, credit cards are also an essential tool of business operation for many. CANSTAR assesses the pricing and features of the business credit cards on offer, for both business owners who juggle a debt and those who pay their card in full each month.

Outstanding value deposit accounts



It's not all about debt: businesses also need somewhere to stash their savings as well as requiring great-value transaction accounts. CANSTAR assesses the pricing and features of the products on offer.

Highly featured loan products



The loan requirements of small business will vary – some may require a one-time loan while others require access to a revolving line of credit or business overdraft. So CANSTAR looks for the full suite of loan options available, including both residential and commercial term loans and residential and commercially-secured overdraft loans, and assesses the features offered on each to identify the products that provide the greatest flexibility.

Institutional Factors

Online banking functionality



Personalised service is crucial – but small businesses also require excellent online banking functionality for sales, purchases and payroll facility. That includes general mobile banking, internet banking (the secure login) and website (the public, unsecure side of the website) functionality, as well as easily accessible small-business specific tools and information.

Branch coverage



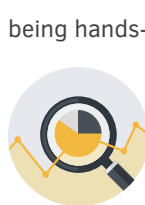
While much banking these days is done electronically, there are still important business functions that are best done in a branch. CANSTAR looks at the number of branches per person across both North and South Islands.

Other business services and advice



Small business is a diverse community encompassing business across numerous industries and at every stage of life. While all businesses have the common goal of surviving and thriving, each business will require a different path – and potentially, a different combination of financial products and coaching – to get there.

Business Insights and Education



Small businesses tend to be time-intensive, with most owners being hands-on in the day-to-day requirements. This can leave little time for research. Financial institutions can add a great deal of value to their small business clients by the provision of online economic and industry insights, analysis and education tools. It is in the interests of financial institutions for their customers to succeed financially and they can potentially play an important mentorship role.

Relationship manager availability



Despite the increasing prevalence of online transacting and banking self-service, for the many time-poor small business owners the human factor is still an important feature in a good banking relationship. Whether face to face or on the telephone, the availability of well-trained, knowledgeable and productive relationship managers is paramount to the ongoing success of both the small business and the relevant division within a financial institution.



BUSINESS BANKING HIGHLIGHTS

When we looked closely at business banking providers in New Zealand, we discovered a variety of products and features tailored specifically for the sector and useful for many small business operators.

Some of these include:



ANZ's Premium Call Account offers a good interest rate of 2.50% calculated daily and credited monthly. This account has no monthly fees and funds can be accessed via Direct Online electronic banking, internet banking, phone banking or at a branch.



ASB is a leader in terms of payment services, offering the ability to settle payments 7 days a week, including public holidays. It has a hardware solution to accept cards by phone or tablet (ASB's PayTag was a CANSTAR Innovation Award winner in 2014), and the ability to split bills for payment by multiple customers. Going the extra mile can often make a big difference to small business.



MyMoney for Business is a great transaction account for those who use their accounts a little or a lot. This account is our price leader, offering the lowest average monthly cost of \$5 for unlimited transactions. Account flexibility allows you to apply for an overdraft, monitor money movements via text and email alerts (first 5 text alerts per month and all email alerts are free). The account can be accessed through phone, internet banking, BNZ ATMs, Eftpos or branch.

For the business that carries over a credit card debt from month to month, it's hard to go past BNZ's Business First Visa Lite Card. With an interest rate of 14.95%, the lowest among its peers, it was no surprise this card received a five star ratings in the Revolver profile in the CANSTAR Business Credit Card star ratings report.



For those businesses who still rely heavily on cheques (yes, they are still out there!), Kiwibank's Business Edge Cheque Account is a price leader with no monthly account fee and low transaction fees. In fact, customers receive 25 free electronic deposits and 25 free branch deposits per month. You can also transfer money free to other Kiwibank accounts in the same business name, aside from credit cards. Automatic bill payments can be set up for free for 30 days after opening an account.



It's all about Airpoints at the moment for Westpac which began a new partnership with Air New Zealand back in May. As a result, Westpac launched a suite of new Airpoints-earning credit cards, including the Airpoints Business MasterCard. This earns 1 Airpoints Dollar for every \$75 spent on the card and 1 Status Point per \$225 spent. Currently you can get on board for a balance transfer rate of 5.95% for the life of the balance. Keep in mind though that by accepting a balance transfer offer, you will lose the benefit of the card's 44 interest free days and all purchases will begin accruing interest at 20.95% p.a.



Small Business



OUTSTANDING VALUE FOR THE FIFTH TIME

Once again this year, we couldn't go past the Bank of New Zealand (BNZ) when it came to determining which institution offers outstanding value to the small business sector.

BNZ has won this award an incredible five years in a row and has demonstrated its commitment to this important sector based on its overall offering of its quality deposit products, business transaction accounts and credit cards tailored to business needs.

A strong product suite and competitive institutional factors saw BNZ rank highest overall.

What makes BNZ a winner?

TRANSACTION AND SAVINGS ACCOUNTS – Taking out the top spot in our comparison were BNZ's transaction and savings accounts. In the High Transactor profile, they are price leaders with their MyMoney for Business account. An added sweetener with this account is that it offers the lowest average monthly cost of \$5 for unlimited transactions. This account also performed well in the Low Transactor profile.

CREDIT CARDS–BNZ's credit cards are very strong, despite the fact that their GlobalPlus business credit card is no longer offered to new customers. With an interest rate of 14.95% for their Business First Visa Lite card, BNZ's credit card offering is a great option for business owners.

LOANS – It's hard to go past BNZ's overdraft facility. Once again, it ranked highly due to its flexibility. It has no fixed term and 24-hour access at ATMs or online. Loan purpose is not an issue and lump sum repayments are not penalised.

Institutional factors

Small Business Managers are available 60 hours a week to businesses of all shapes and sizes. With BNZ having 178 branches across the North and South islands, it makes for a healthy ratio of 1.6 branches per Small Business Manager. For extra convenience, video conferencing is also offered with relationship, product and insurance managers.

We liked the fact that BNZ encourages start-up businesses by waiving loan application fees on small business packages. These include a discounted overdraft, transaction account, business credit card, term loan and online banking.

BNZ also offers the latest in payment technology. Its PayClip attaches to a smart phone or tablet to process credit and debit card transactions online. Eftpos can be used, as well as inserting, swiping or tapping Visa and Mastercards.

CANSTAR congratulates BNZ for its outstanding achievement in winning the top gong for Small Business in New Zealand.





CANSTAR Q & A

IN LIGHT OF ITS WIN WE CAUGHT UP WITH BNZ FOR A Q&A ON OPPORTUNITIES, CHALLENGES AND TAILORED BANKING SOLUTIONS.

Q: Congratulations on the win! From analysis that your team does, what are some of the key opportunities and challenges for small business currently in New Zealand?

A: Thanks very much, we're really excited to have won it for the 5th year in a row!

We believe key opportunities lie in embracing technology. Technology is evolving rapidly and can have a significant impact on the day to day running of their business. It can speed up processes, reduce time and sometimes the need for dedicated resources, particularly administration, and help with managing cash flow and connecting with new and existing customers. Mobile payment devices are now an affordable way to manage cash flow by collecting payments on the spot, reducing dependence on invoices and chasing debtors.

Having an easy to update website and links in to social media is also important. It's an affordable way to market their business and provides the ability to connect directly with customers which can increase sales and feed in to product or service development.

Challenges can be unique to a business or industry, but for many, getting time to spend on their business and managing their cash flow will keep many business owners up at night. They'll be used to keeping a close eye on incoming payments, expenses, and their terms of trade and supplier arrangements as well as wages, to name a few.

Q: What opportunity does having a smart online presence open up for small business owners?

A: It really is their marketing and communications department. A smart online presence enables them to communicate effectively with their customers and to entice new customers to their business. It can help them gain insight in to their customer service and their current products or service...They'll certainly hear how they are doing pretty quickly if they are active on social media! The good thing about that is they can get their personality and values across in their responses and potentially turn defectors around, all by the speed and integrity of their replies.

If they have an e-commerce platform, they can have the equivalent of a physical store without the overheads.

We've found not many small businesses have a website, so for some, it could provide a competitive advantage.

Q: How important is it for small business owners to have a tailored banking solution and a banking manager that understands their goals?

A: Very important. For BNZ this captures the values of our Small Business team. Tailored solutions are about having easy to understand and relevant products. For us, traditional banking products continue to be important but it is also essential that we have partners and non-traditional banking solutions which can have a tangible impact on our customers' businesses, for example, PayClip, EdgePayroll and The Icehouse's BIQ tool.

Understanding our customers' goals means they need to be able to connect with us when they need us. We can then work with them to understand their immediate and future goals. This is about taking it from a transactional banking experience to one of value add. Growth means different things for different businesses and for some, growth is simply about being more efficient and freeing up time. For others, we can help them with their banking requirements but also connect them with networks, specialists and investors that can help their growth aspirations here and abroad.

Q: BNZ is a consistent winner of CANSTAR's Bank of the Year - Small Business Award. What customer research do you undertake to ensure that you remain ahead of the competition?

A: We're very humbled that we've been chosen as the winner again, for the fifth year in a row. We know that we have to continuously look to improve our offering and service to customers, particularly to those that already bank with us.

Tangibly, we connect with our customers on a regular basis. We invite them to participate in forums with people who make policies that can impact their business, we run focus groups, we invite some to give us straight up feedback on their experience with us at strategy meetings or directly with our front line staff, we visit with them in their business and work with strategic partners who have the same values and customer centric view as ourselves.

We've also recently created a dedicated start-up team to relationship-manage a portfolio of new businesses, as we know that new start-ups often need more assistance in their formative year than any other business.



METHODOLOGY

BANK OF THE YEAR

SMALL BUSINESS AWARD

What is the CANSTAR Bank of the Year - Small Business Award?

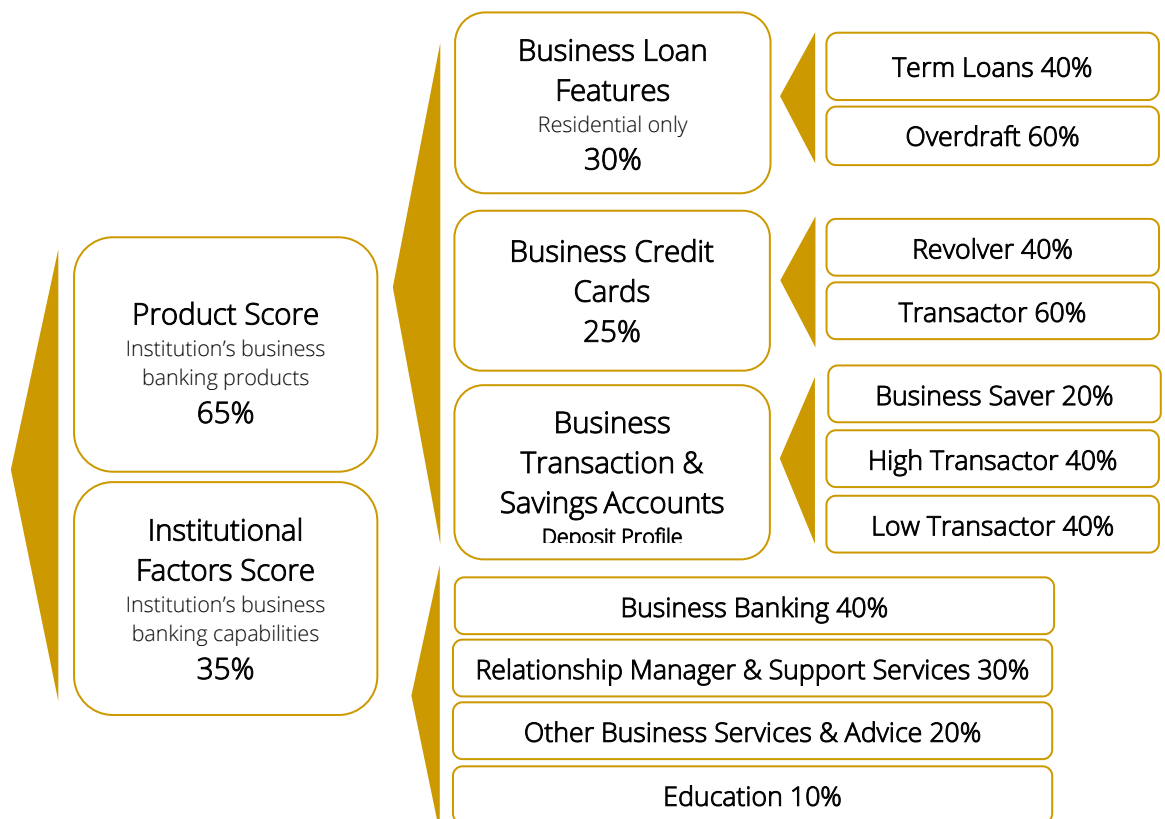
The CANSTAR *Bank of the Year – Small Business Award* is awarded to the institution that provides the strongest combination of products across the business banking star ratings profiles, as well as excelling in a range of institutional factors. The award aims to give recognition to the institution that backs up quality products with great service to small businesses. Institutional factors that were considered include:

- Branch coverage
- Relationship manager availability
- Online banking functionality
- Merchant services
- Specialists and support services
- Other business services & advice

How is the CANSTAR Bank of the Year - Small Business Award calculated?

CANSTAR names the bank offering outstanding value based on the institution's business banking products (reflected in their Product Score) and business banking capabilities (reflected in their Institutional Factors Score).

The weightings of each Score, and of the factors contributing to each score, are shown below.



Institutional Factors

Institutional Factors	Weighting
Business banking	40%
Branch coverage	50%
Online banking functionality*	25%
Payment services	25%
Relationship manager and support services	30%
Relationship manager coverage	85%
Specialists & support services	15%
Other business services and advice	20%
Start ups	10%
Risk management	25%
Small business packages	30%
Equipment finance	25%
Disaster relief and support	10%
Education	10%

*Components considered within Online Banking Functionality:

	Weighting
Online banking functionality	25%
Transaction history	25%
Payroll	25%
Payments	15%
Security limits	15%
Self service	20%

Product Score

Business Loans Features

More than 100 individual features of each loan and overdraft are scored for positive traits with the provider then being awarded a Business Loan Features score.

The pricing component of Business Loans is excluded from the calculations because of the variability in the pricing models used across the industry. The following table highlights the contribution of the various groups of information to award the Business Loan Features score.

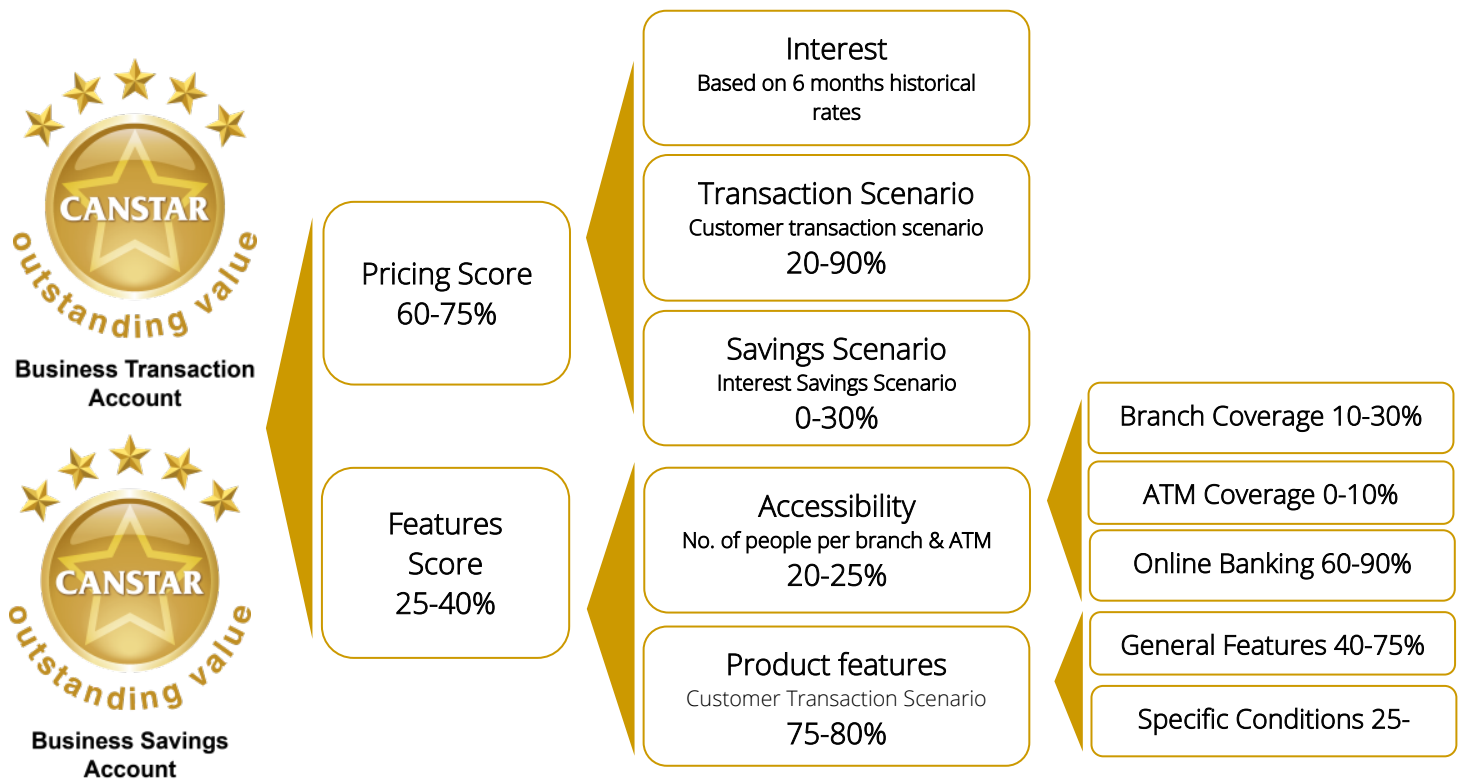
Feature Category	Term Loans Weight	Overdrafts Weight
Lending terms	30%	25%
Security accepted	5%	5%
Redraw facility	15%	-
Relationship bonus	10%	-
Portability	5%	5%
Loan purposes availability	10%	10%
Repayment capabilities	10%	-
Split facility	5%	-
Switching facility	5%	-
Overdraft terms	-	50%*
Online security	5%	5%

* For the Overdraft Terms feature category, the business transaction account methodology is taken into account with a weighting of 50% for High and 50% for Low Transactor. This looks at the overall costs of the accounts and the features of each transaction account.

Business Transaction & Savings Accounts Star Ratings

To arrive at the total score, CANSTAR applies a weight (w) against the Pricing and Features scores. This weight will vary for each profile and will reflect the relative importance of either costs or features in determining the best business deposit account. This method can be summarised as:

$$\text{TOTAL SCORE (T)} = W_{\text{pricing}} \times \text{PRICING SCORE (P)} + W_{\text{features}} \times \text{FEATURES SCORE (F)}$$



All transaction accounts and internet accounts specifically marketed to small businesses are eligible to be included in the Business Transaction Account and Business Savings Account Star Ratings.

Profile	Pricing Score weight	Feature Score weight
Business Saver	75%	25%
Low Transactor	60%	40%
High Transactor	60%	40%

Pricing Score

The pricing score of business transaction and savings accounts is broken down into two components – Interest Rates and Scenarios (Transaction and Savings). The weighting of each component differs across profiles and the weightings applied are displayed in the table below.

Profile	Interest Rates Weight	Transaction Scenario Weight	Savings Scenario Weight
Business Saver*	60%	10%	30%
Low Transactor	10%	90%	-
High Transactor	10%	90%	-

*Business Saver requires an interest rate of at least 0.25% at \$20k

Interest

Interest is calculated using a weighted interest rate, incorporating both the promotional and base rates.

Profile	Base Rate Weight	Total Rate Weight
Business Saver	70%	30%*
Low Transactor	100%	-
High Transactor	100%	-

*includes both promotional and base rate

Total interest is calculated as the weighted average interest received for three different balance amounts, based on the average interest rate for the previous 6 months. The product found to pay the highest amount of interest receives the highest Interest score. The balances used and the weights applied for each profile are as follows:

Balances used for Interest calculations

Balance	Weight	Business Saver	Low Transactor	High Transactor
Balance 1	40%	\$5,000	\$5,000	\$5,000
Balance 2	40%	\$20,000	\$10,000	\$10,000
Balance 3	20%	\$70,000	\$20,000	\$20,000

Transaction Scenario - Fees

Scenario analysis is conducted using CANSTAR's unique transaction calculator, which prices the transaction behaviour of 500 customer scenarios. The calculation incorporates transaction fees, fee rebates and free transaction limits. The product with the lowest overall cost for the 500 customer scenarios receives the highest scenario score.

Transaction Scenarios

	Business Saver	Low Transactor	High Transactor
Average minimum balance	\$20,000	\$5,000	\$10,000
Average deposit per month	\$5,000	\$50,000	\$100,000
Average no. of transactions/ month	15	30	80
Internet transaction	100%	35%	35%
Branch cash withdrawal	-	5%	5%
Branch cash deposit	-	5%	5%
Cheque withdrawal	-	5%	5%
Cheque deposit	-	5%	5%
EFTPOS	-	10%	10%
ATM	-	10%	5%
Direct credit	-	15%	15%
Direct debit	-	10%	15%

Savings Scenario

For the Business Saver profile total interest is calculated based on the interest earned on a \$20,000 deposit over 18 months taking into account the promotional rate and period and the base interest rate.

Features Score

The features score is broken down into two parts – features and accessibility.

Features

More than 100 individual features of each account are awarded points within two categories, with a weight assigned to each category. The following table outlines the weight of each feature category for the profiles considered.

Feature Category	Business Saver	Transactor
General Features	40%	75%
-Reporting options: passbook statement, internet, email		
-Access channels: ATM, EFTPOS, phone, internet, cheque		
-Facilities: offset, overdraft, sweep, periodic payment		
-International: ATM, EFTPOS		
Specific Conditions	60%	25%
-Interest details: calculation & payment frequency, balance used (open/closed/min/max, entire/portion), bonus interest		
-Minimum: opening/subsequent deposit, ongoing balance, withdrawal		
-Maximum withdrawals per day/week: ATM, EFTPOS, combined		

Accessibility

The accessibility component is broken up into three parts – ATM coverage, branch coverage and online banking.

Profile	ATM Coverage	Branch Coverage	Online Banking
Business Saver	-	10%	90%
Transactor Profiles	10%	30%	60%

ATM Coverage

The ratio of the total number of ATMs across New Zealand (both islands) compared to the New Zealand population is calculated. Any institution with 10,000 or less people per ATM receives full points for ATM coverage with the remaining institutions indexed against them.

Branch Coverage

The ratio of the total number of branches across New Zealand (both islands) compared to the New Zealand population is calculated. Any institution with 25,000 or less people per branch receives full points for branch coverage with the remaining institutions indexed against them.

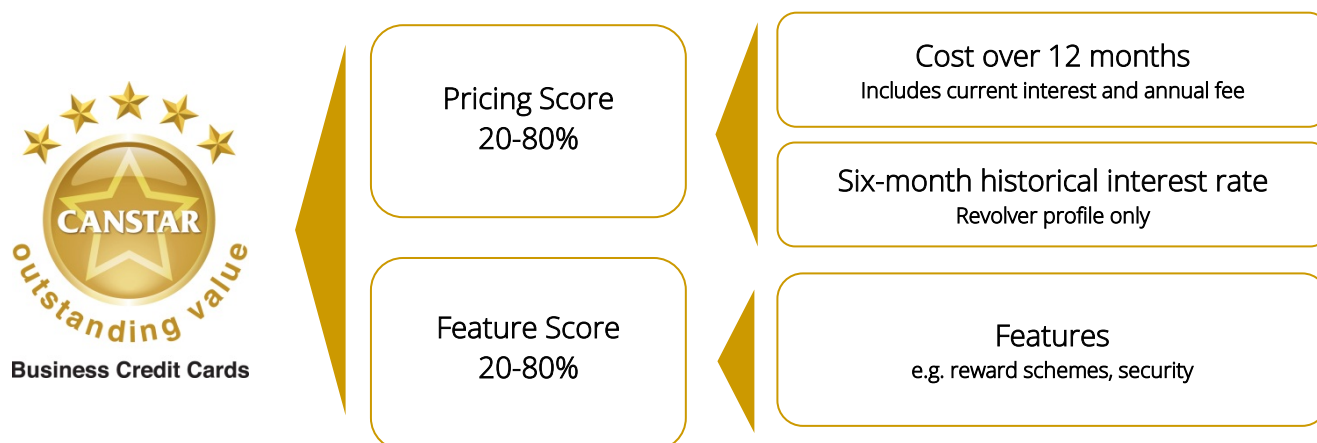
Online Banking

CANSTAR assesses the online banking capability features of New Zealand institutions. Institutions will receive a high score if they offer extensive coverage across categories including banking and other services (e.g. transfers, bill payments, transfer limits, schedule and manage payments), personal finance management (e.g. account information, budgeting tools, finance tools and calculators), self-service (e.g. ability to change personal details, personalization) and product applications (e.g. ability to apply for new products and monitor product application progress).

Business Credit Card Star Ratings

To arrive at the total score, CANSTAR applies a weight (w) against the Pricing and Features scores. This weight will vary for each customer behaviour profile and will reflect the relative importance of either costs or features in determining the best value business credit card. This method can be summarised as:

$$\text{TOTAL SCORE (T)} = W_{\text{pricing}} \times \text{PRICING SCORE (P)} + W_{\text{features}} \times \text{FEATURES SCORE (F)}$$



Unsecured business credit and charge cards are eligible to be included in the *Business Credit Card Star Ratings*. All eligible cards are assessed against two distinct business consumer behaviour profiles (Revolver and Transactor). Revolvers carry an outstanding balance on their card while Transactors pay off their outstanding balance each month. As charge cards do not encourage revolving, they are only eligible to be assessed against the Transactor profile.

The star ratings consider Pricing and Features to be the two components in the card user's value equation. The contribution of each of these components to the value proposition for the Business Revolver and the Business Transactor are explained in the table below.

Profile	Pricing score weight	Feature score weight
Business Revolver	80%	20%
Business Transactor	20%	80%

Pricing score

The pricing score for the Revolver profile is based on the total annual cost of revolving a \$5,000 debt including fees and interest. Ninety per cent of the revolve amount is based on the six-month average purchase rate, with the remaining 10% based on the cash advance rate.

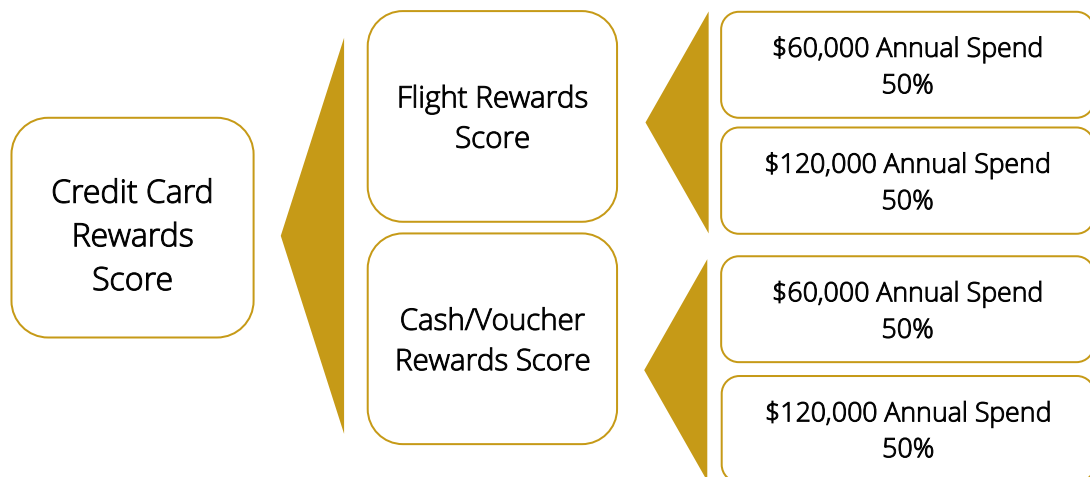
The pricing score for the Transactor profile is based on the annual cost of keeping the card active. Cards that do not charge an ongoing fee automatically receive the maximum pricing score while other cards are awarded a score based on their annualised fees.

Features Score

More than 100 individual features of each card are awarded points within three categories, with a weight assigned to each category. Factors considered include liability insurance, GST reporting, additional fees and charges, and rewards programs. The following table outlines the weight of each feature category for the profiles considered.

Feature Category	Revolver 20%	Transactor 80%
Credit Terms and Conditions	40%	40%
Business Specific Conditions	45%	60%
Card Terms	15%	15%
Additional Fees and Charges	25%	10%
Interest Charging	15%	15%
Accessibility and Security	25%	20%
Repayment Capabilities	40%	30%
Online Transaction Security	30%	30%
Merchant Acceptability	30%	40%
Benefits and Options	35%	40%
Rewards	50%	70%
Premium Card Facilities	50%	30%

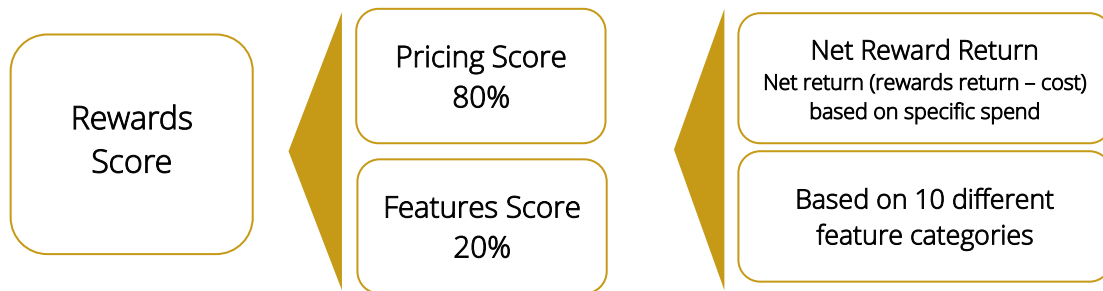
The rewards score allocated to Rewards in the Transactor profile and Revolver profile is based on a product's best score from the following methodology:



Where companion card programs exist that combine and American Express with a MasterCard or Visa, the best performing rewards product of the two is used in calculations.

Flight Rewards Score and Cash/Voucher Rewards Score

Flight Rewards and Cash/Voucher Reward programs scores are calculated in the same way, with the majority of the total score coming from the net benefit to the cardholder.



Cash Rewards – Net Reward Return

The net reward return is derived by calculating the average reward return for shopping vouchers and cash, aggregating these returns and subtracting the annual fee.

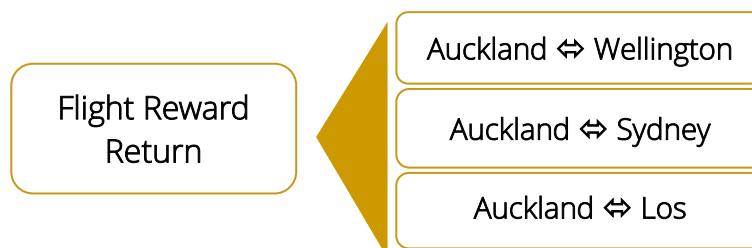
Flight Rewards – Net Reward Return

Only programs that include at least one flight redemption partner are considered. Where a program includes multiple flight partners, then all will be considered.

The Flight Reward Return is calculated firstly by finding the monetary value of a rewards point in the various programs (when redeemed for flights). This calculation considers that some programs charge taxes and fuel surcharges in addition to an amount of points required for a reward booking.

The benchmark used for assigning a monetary value to a reward flight on a particular route is the average market value of the flight on the various airlines considered. The quotes obtained from the different airlines must be like-for-like (for example meal and baggage inclusions must be comparable; no backtracking. For example, an airline would be excluded from price quoting if a flight from New Zealand to North America required a stopover in Australia).

For each product, the airline with the best point value (taking into account conversion rates) is found for each of the three routes. These are then averaged to obtain the monetary value of a point in each rewards program.



If a product offers a free return flight (without onerous restrictions on its redemption) then the average market value of this flight is awarded in the Net Rewards Return calculation. This recognises that to a frequent traveller a free flight is a benefit worth its equivalent value in cash.

Features Score

Feature Category	Cash	Frequent Flyer
Bonus Points Partners	15%	-
Points Capping Information	20%	5%
Instant Rewards Information	20%	10%
Earning Policies	30%	20%
Account Status Information	10%	5%
Points Expiration	5%	5%
Flight Rewards Conditions	-	20%
Travel Rewards	-	15%
Customer Service Information	-	10%
Top-up Policies	-	10%

Does CANSTAR rate all products available in the market?

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

How many products and financial institutions are analysed?

In order to calculate the ratings, CANSTAR analysed 12 term loans, seven overdrafts, 11 credit cards and 21 deposit accounts from leading financial institutions in New Zealand.

How often are CANSTAR Bank of the Year – Small Business Award released?

The Bank of the Year – Small Business Award is re-calculated on a yearly basis. CANSTAR also monitors rate changes on an ongoing basis.

Does CANSTAR rate other product areas?

CANSTAR researches, compares and rates the suite of banking and insurance products listed below. These star ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the CANSTAR website at www.canstar.co.nz if you would like to view the latest star ratings reports of interest.



- Business deposits
- Term deposits
- Credit cards
- Credit card rewards
- Home loans
- KiwiSaver
- Online banking
- Personal loans
- Savings accounts
- Transaction accounts

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Small Business Award

We endeavour to include the majority of product providers in the market and to compare the product features most relevant to consumers in our ratings. This is not always possible and it may be that not every product in the market is included in the rating nor every feature compared that is relevant to you.

Small Business Award

Company	24/7 Bank Deposit Boxes	24/7 Smart ATMs	Merchant Facilities		Cash Flow and Budgeting Tools	Benchmarking Against Similar Businesses	Franchise Banking Specialists	Transactional Banking Specialists	Packages	
			Mobile Terminals	Settlement Days/Week					Small Business Package	Discounted Merchant Facility
ANZ Bank	✓	✓	✓	5	✓	✗	✓	✓	✓	✓
ASB Bank	✓	✓	✓	7	✓	✗	✓	✓	✓	✓
BNZ	✗	✗	✓	5	✓	✓	✓	✓	✓	✗
Kiwibank	✗	✗	✓	5	✗	✗	✗	✓	✗	✗
Westpac	✓	✓	✓	5	✓	✗	✓	✓	✓	✓