



# BANK OF THE YEAR - AGRIBUSINESS

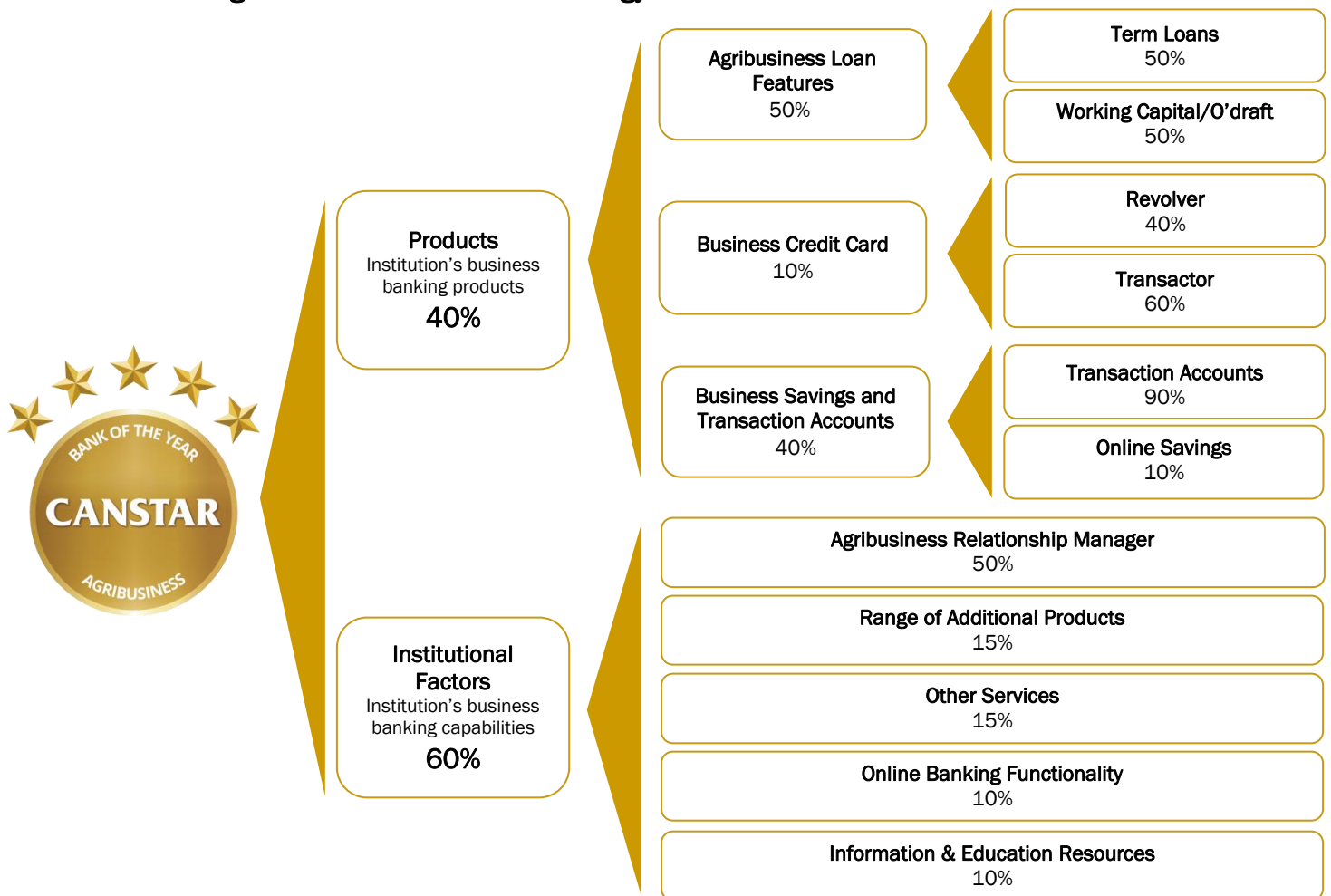
## What is the CANSTAR Agribusiness Award?

CANSTAR Agribusiness Award is awarded to the institution that provides an outstanding value combination of products to agribusiness customers, 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 the agribusiness sector. Institutional factors that were considered include:

- Relationship Management
- Range of Additional Banking Products
- Other Services (e.g. insurance)
- Online Banking Functionality
- Information and Educational Resources

The breakdown of weighting for each category is displayed in the following methodology tree.

## CANSTAR Agribusiness Award Methodology



## Product Score

### Loan Features

More than 100 individual features of each loan and overdraft is scored for positive traits and awarded an Agribusiness Features score. Table below highlights the contribution of the various groups of information to award the Agribusiness Loan features score.

| Feature Category           | Term Loan | Overdraft |
|----------------------------|-----------|-----------|
| Lending Terms              | 35%       | 25%       |
| Security Accepted          | 10%       | 10%       |
| Portability                | 5%        | 5%        |
| Loan Purposes Availability | 10%       | 10%       |
| Repayment Capabilities     | 20%       | -         |
| Split Facility             | 10%       | -         |
| Switching Facility         | 10%       | -         |
| Overdraft Terms            | -         | 50%       |

### Business Credit Card Star Ratings

Please refer to the latest *Business Credit Card Star Ratings* report for the current methodology.

### Business Savings and Transaction Account Star Ratings

Please refer to the latest *Business Savings and Transaction Account Star Ratings* report for the current methodology.



## Institutional Factors Score

Each Institutional Factor feature is categorised into five different categories and is allocated points. Based on the points received and the below weights, each institution receives a total institutional factor score

| Institutional Factors Category              | Weighting | Examples of features captured  |
|---|-----------|--|
| <b>Agribusiness Relationship Manager</b>    | 50%       | Ratio of Specialist Agrimanagers to Customers<br>Agribusiness Manager Finder Tool online<br>Contact details of agrimanagers published online<br>Specific agribusiness call centre<br>Bank branches   |
| <b>Range of Additional Banking Products</b> | 15%       | Seasonal and/or Equipment Finance<br>Risk management products<br>Investment products<br>International services<br>Multiple product pricing or discounts  |
| <b>Other Services</b>                       | 15%       | Agribusiness Insurance<br>Other available insurance (e.g. Keyman, Farm Building, Business Life, Business Liability)<br>Specialist services based on segmentation or industry<br>Specialist agribusiness credit and/or wealth team<br>Disaster Relief and Support<br>Environmental Loan |
| <b>Online Banking Functionality</b>         | 15%       | Multiple payment functionality<br>Personalised/differentiated limits<br>View-only access<br>Transact online on dual signatory account<br>Automated graphing/reporting available<br>Mobile applications   |
| <b>Information and Education Resources</b>  | 10%       | Tools/Calculators<br>Succession/Estate Planing<br>Agri Industry specific reports/updates<br>Community Engagement<br>Benchmarking   |

### How many financial institutions were assessed?

In order to calculate the award, CANSTAR analysed the agribusiness products and services from five financial institutions in New Zealand.

### 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 often are agribusiness products reviewed for award purposes?

All ratings are fully recalculated every twelve months, based on the latest features offered by each institution. CANSTAR also monitors changes on an ongoing basis. The CANSTAR Bank of the Year - Agribusiness will be decided once a year.



## Does CANSTAR rate other product areas?

CANSTAR researches, compares and rates the suite of banking 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](http://www.canstar.co.nz) if you would like to view the latest star ratings reports of interest.



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

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