

Summary of proceedings

62nd Annual General Meeting of Bank Australia Limited Melbourne Museum, Theatre Room, 11 Nicholson Street, Carlton, Victoria 3053 6.00 p.m. on Tuesday, 19 November 2019

Opening

The Chair, Judith Downes noted that a quorum was present and formally opened the 62nd Annual General Meeting of Bank Australia.

The the Chair acknowledged the traditional owners of the land on which the meeting was being held and paid respects to their Elders past and present. Uncle Ron Jones, Elder of the Wurundjeri people, who provided a Welcome to Country.

The Chair confirmed that the Notice of Meeting had been given in accordance with the Company's Constitution and copies of the agenda had been circulated.

The Minutes of the 61st Annual General Meeting of Bank Australia Limited held on 19 November 2018 were noted as having been circulated and read.

Presentations

The Chair thanked the representatives of the of the bank's Customer Grant recipient organisations who shared their stories prior to the commencement of the meeting and introduced Lujayn Hourani, a participant of the 'In My Own Words' fellowship program run by Road to Refuge, who shared her story with the meeting.

The Chair provided a presentation, supplemented by overhead slides, and reflected on the rapid and accelerating changes to the Australian economy, to regulations and to regulators, over the past year.

The Chair discussed the bank's updated its Responsible Banking Policy, which has also underpinned the next phase of the brand awareness and marketing strategy. This has seen a significant increase in new customers and brand awareness. The Bank also launched its 'Impact Finance' strategy and issued its first sustainability bond in August 2018.

The Bank remains committed to ongoing investment in developing its people to provide exceptional customer service, and to respond to the challenges of constantly changing operating and regulatory environments. This includes regular reviews by the Board of both complaints and compliments from customers.

The Chair noted that governance was a central theme of the Royal Commission, with a particular focus on the part boards play in overseeing and monitoring bank culture.

Looking forward, the Bank will continue to grow sustainably, for the benefit of all customers, in a low interest rate / increased regulatory environment.

The Chair thanked all staff and directors of the bank for their hard work and customers for their ongoing support and trust.

Bank Australia Managing Director, Damien Walsh provided a presentation, supplemented by overhead slides, giving a broad overview of the bank's strong financial performance, providing increased customer owned reserves to support growth and ensuring the Bank can continue to deliver for its customers and the community.

The Managing Director flagged that it is likely the Bank will bring forward a recommendation to shareholders in future years to change the Constitution to be able to access new forms of capital while remaining a mutual bank owned by its customers.

The bank's commitment to responsible lending remains steadfast. Customer satisfaction remained high at 88% (one of the highest customer satisfaction ratings amongst all banks), but there was a small decrease in satisfaction amongst borrowing customers which is being addressed.

The Managing Director noted that despite a number of changes to the bank's branch network, its workforce continues to grow, including new roles created at the contact centre in Moe, reaffirming the Bank's support for creating regional employment opportunities.

The Managing Director noted that the bank received a number of awards including Employer of Choice and Customer Owned Institution of the Year and saw staff engagement level increase to 71% from 67% in 2018.

In 2019 the bank's Impact Fund invested \$1.3 million in 33 different projects, which address key issues of concern identified by customers. The bank also launched the Community Renewable Energy Grants Program; became the first bank in Australia to source 100% of its electricity requirements from renewable sources; launched its fourth Reconciliation Action Plan and publicly supported the Uluru Statement from the Heart.

The Managing Director shared that many bank staff, executives, directors and customers also participated in the global Climate Strike in September, and stated that the Bank will continue to speak up on matters that are important to its customers.

The Managing Director confirmed the bank is well placed to grow, make a greater positive impact on people's lives and the planet and continue to meet customers' expectations of a bank. The Managing Director thanked members for their ongoing support and encouragement to be a different and better bank which serves people and the planet.

Motions and votes

Attendees noted the Financial Statements, Directors' Report and Independent Auditors Report for the financial year ended 30 June 2019.

The Chair opened the meeting to questions from the floor.

The results of a member vote saw Gregory Camm reappointed as a Director.

Anne-Marie Corboy, Chair of the Governance Committee, presented the Governance and Remuneration Committee report. In accordance with Division 14 of the Company's Constitution Anne-Marie Corboy commended the following motion.

The member vote resolved that the total sum of \$615,034 (a 2.5% increase) per annum be paid on a pro rata basis to the seven non-executive Directors by way of fees and superannuation. The Directors may determine how this sum is to be apportioned among them and how and when it is to be paid. The said sum includes relevant taxes payable either by the Bank or Directors.

Close

There being no other business, the Chair thanked all those present for their attendance and participation.

The Chair invited everyone to stay on for refreshments.

The meeting closed at 7.10 pm.