

|   | Financial Year | Half Year Performance |          | Financial Year | Half Year   |
|---|----------------|-----------------------|----------|----------------|-------------|
|   | Performance    | 1H/09                 | 2H/09    | Performance    | Performance |
|   | 2008           |                       |          | 2009           | 1H/10       |
| Figures are denoted in \$A Millions unless otherwise stated                           |                |                       |          |                |             |
| <b>Assets</b>   |                |                       |          |                |             |
| <b>Assets under management</b>  |                |                       |          |                |             |
| Loans - net of specific and collective provision for doubtful debts                   | 25,246.8       | 26,708.7              | 28,310.8 | 28,310.8       | 29,919.5    |
| Liquid assets   | 3,720.3        | 4,740.8               | 4,851.7  | 4,851.7        | 4,967.3     |
| Other assets  | 916.1          | 1,217.4               | 849.5    | 849.5          | 831.4       |
| Total balance sheet assets  | 29,883.2       | 32,666.9              | 34,012.0 | 34,012.0       | 35,718.2    |
| Securitised assets (off balance sheet)  | 1,029.3        | 787.6                 | 533.8    | 533.8          | 387.9       |
| Total assets under management   | 30,912.5       | 33,454.5              | 34,545.8 | 34,545.8       | 36,106.1    |
| <b>Loans under management (before collective provisions)</b>                          |                |                       |          |                |             |
| Housing   | 18,423.3       | 19,438.0              | 20,632.0 | 20,632.0       | 21,643.0    |
| Commercial  | 7,412.8        | 7,655.5               | 7,875.3  | 7,875.3        | 8,364.8     |
| Consumer  | 455.7          | 421.9                 | 359.0    | 359.0          | 328.1       |
| Total loans under management (before collective provisions)                           | 26,291.8       | 27,515.4              | 28,866.3 | 28,866.3       | 30,335.9    |
| Housing   | 70%            | 71%                   | 72%      | 72%            | 71%         |
| Commercial  | 28%            | 28%                   | 27%      | 27%            | 28%         |
| Consumer  | 2%             | 1%                    | 1%       | 1%             | 1%          |
| <b>Balance sheet loans (before collective provisions)</b>                             |                |                       |          |                |             |
| Housing   | 18,400.3       | 19,438.0              | 20,632.0 | 20,632.0       | 21,643.0    |
| Commercial  | 6,406.5        | 6,867.9               | 7,341.5  | 7,341.5        | 7,976.9     |
| Consumer  | 455.7          | 421.9                 | 359.0    | 359.0          | 328.1       |
| Total balance sheet loans (before collective provisions)                              | 25,262.5       | 26,727.8              | 28,332.5 | 28,332.5       | 29,948.0    |
| Housing   | 73%            | 73%                   | 73%      | 73%            | 72%         |
| Commercial  | 25%            | 26%                   | 26%      | 26%            | 27%         |
| Consumer  | 2%             | 1%                    | 1%       | 1%             | 1%          |
| <b>Lending approvals</b>  |                |                       |          |                |             |
| Housing   | 8,521.2        | 4,076.0               | 4,710.0  | 8,786.0        | 3,615.0     |
| Commercial  | 5,034.1        | 2,228.0               | 2,372.0  | 4,600.0        | 2,423.0     |
| Consumer  | 366.0          | 130.0                 | 93.0     | 223.0          | 111.0       |
| Total lending approvals   | 13,921.3       | 6,434.0               | 7,175.0  | 13,609.0       | 6,149.0     |
| <b>Funding</b>  |                |                       |          |                |             |
| Shareholders' equity  | 1,495.2        | 1,525.4               | 1,915.7  | 1,915.7        | 2,121.0     |
| Perpetual Equity Preference Shares (PEPS)   | 195.7          | 195.7                 | 195.7    | 195.7          | 195.7       |
| Retail deposits   | 13,984.5       | 16,057.1              | 16,248.9 | 16,248.9       | 16,930.1    |
| Wholesale deposits  | 6,052.0        | 6,578.2               | 7,948.3  | 7,948.3        | 8,751.4     |
| Borrowings (including subordinated notes, securitisation liabilities and hybrid debt) | 7,579.5        | 7,572.2               | 6,982.8  | 6,982.8        | 7,040.9     |
| Other liabilities   | 576.3          | 738.3                 | 720.6    | 720.6          | 679.1       |
| Total funding   | 29,883.2       | 32,666.9              | 34,012.0 | 34,012.0       | 35,718.2    |
| Retail deposit funding %  | 70%            | 71%                   | 67%      | 67%            | 66%         |
| Wholesale deposit funding %   | 30%            | 29%                   | 33%      | 33%            | 34%         |
| Retail funding as a % of total deposits and borrowings                                | 51%            | 53%                   | 52%      | 52%            | 52%         |
| <b>Growth Measures</b>  |                |                       |          |                |             |
| <b>Increase in loans under management (before collective provisions)</b>              |                |                       |          |                |             |
| Housing   | 5,613.7        | 1,014.7               | 1,194.0  | 2,208.7        | 1,011.0     |
| Commercial  | 1,333.3        | 242.7                 | 219.8    | 462.5          | 489.5       |
| Consumer  | 120.3          | (33.8)                | (62.9)   | (96.7)         | (30.9)      |
| Total increase in loans under management <sup>(4)</sup>                               | 7,067.3        | 1,223.6               | 1,350.9  | 2,574.5        | 1,469.6     |
| <b>Loans under management growth <sup>(5)</sup></b>                                   |                |                       |          |                |             |
| Housing   | 43.8%          | 15.2%                 | 12.0%    | 12.0%          | 11.3%       |
| Commercial  | 21.9%          | 10.2%                 | 6.2%     | 6.2%           | 9.3%        |
| Consumer  | 35.9%          | (7.8%)                | (21.2%)  | (21.2%)        | (22.2%)     |
| Total growth in loans under management <sup>(4)</sup>                                 | 36.8%          | 13.3%                 | 9.8%     | 9.8%           | 10.3%       |
| <b>Increase in total assets (under management) <sup>(4)</sup></b>                     |                |                       |          |                |             |
| Asset growth (under management) <sup>(5)</sup>  | 42.8%          | 17.6%                 | 11.8%    | 11.8%          | 7.9%        |
| <b>Increase in total assets (on balance sheet) <sup>(4)</sup></b>                     |                |                       |          |                |             |
| Asset growth (on balance sheet) <sup>(5)</sup>  | 49.1%          | 20.6%                 | 13.8%    | 13.8%          | 9.3%        |
| <b>Increase in retail deposits <sup>(4)</sup></b>                                     |                |                       |          |                |             |
| Retail deposit growth <sup>(5)</sup>  | 52.7%          | 24.7%                 | 16.2%    | 16.2%          | 5.4%        |

<sup>(1)</sup> Measures have been annualised where appropriate.

<sup>(2)</sup> The Bank is required to perform a trigger test at each balance date to determine whether the RePS, S1RPS or PEPS are dilutive. The RePS and PEPS are both dilutive at 28 February 2010. During the 2009 financial year the S1RPS converted to ordinary shares.

<sup>(3)</sup> Normalised measures exclude significant, non-recurring and non-cash items. In the current financial year, the non-recurring items after tax are due diligence costs of \$0.4m and hedge ineffectiveness of \$2.0m. In the 2009 financial year the non-recurring items after tax were Home integration and other due diligence costs of \$9.1m, impairment primarily on property related equity investments of \$9.2m, NSW distribution restructure costs of \$8.2m and Head Office restructure costs of \$10.0m. The non-cash items presented for all financial periods relate to the amortisation of customer contracts.

<sup>(4)</sup> Balances obtained in 2008 upon acquisition of Home included gross loans and advances of \$2,669.2m, retail deposits of \$2,503.5m, collective and specific provisions totalling \$8.5m and total assets of \$3,133.7m.

<sup>(5)</sup> Growth measures are calculated from the prior comparable period.

<sup>(6)</sup> Residual Tier 1 capital includes the RePS and PEPS, and the S1RPS until their conversion to ordinary equity on 20 October 2008.

<sup>(7)</sup> During the 2008 and 2009 financial year, former Home branches were converted to BOQ Corporate and Owner Managed Branches.

<sup>(8)</sup> The increase in underlying profit excludes significant items.

|  | Financial Year | Half Year Performance |              | Financial Year | Half Year    |
|--|----------------|-----------------------|--------------|----------------|--------------|
|  | Performance    | Performance           | Performance  | Performance    | Performance  |
|  | 2008           | 1H/09                 | 2H/09        | 2009           | 1H/10        |
| Figures are denoted in \$A Millions unless otherwise stated                                      |                |                       |              |                |              |
| <b>Financial Performance</b>   |                |                       |              |                |              |
| Net interest income  | 421.3          | 226.6                 | 254.5        | 481.1          | 275.0        |
| Non-recurring integration items included in interest income <sup>(3)</sup>                       | (0.2)          | -                     | -            | -              | -            |
| Net interest income  | 421.1          | 226.6                 | 254.5        | 481.1          | 275.0        |
| Other operating income:  |                |                       |              |                |              |
| Securitisation fees  | 5.7            | 1.9                   | 1.4          | 3.3            | 1.0          |
| Transaction & account keeping fees   | 116.6          | 63.5                  | 58.9         | 122.4          | 58.4         |
| Other  | 37.1           | 18.9                  | 17.3         | 36.2           | 19.2         |
| Significant item - hedge ineffectiveness   | -              | -                     | -            | -              | (2.9)        |
| Less: OMB share of fees  | (9.9)          | (6.9)                 | (7.1)        | (14.0)         | (7.8)        |
| Total operating income   | 149.5          | 77.4                  | 70.5         | 147.9          | 67.9         |
| <b>Net Income from ordinary activities</b>   | <b>570.6</b>   | <b>304.0</b>          | <b>325.0</b> | <b>629.0</b>   | <b>342.9</b> |
| <b>Operating expenses</b>  |                |                       |              |                |              |
| Staff  | 127.5          | 66.9                  | 58.9         | 125.8          | 57.3         |
| Occupancy  | 21.8           | 12.8                  | 11.7         | 24.5           | 11.9         |
| Computer   | 64.5           | 31.3                  | 33.1         | 64.4           | 33.0         |
| Operating  | 94.5           | 47.3                  | 38.2         | 85.5           | 46.3         |
| Administration   | 11.7           | 7.0                   | 6.8          | 13.8           | 7.5          |
| Non-cash (amortisation of customer contracts) <sup>(3)</sup>                                     | 7.7            | 5.2                   | 5.7          | 10.9           | 4.3          |
| Non-recurring integration and due diligence costs <sup>(3)</sup>                                 | 14.0           | 9.7                   | 3.3          | 13.0           | 0.6          |
| Asset impairment <sup>(5)</sup>  | -              | 13.2                  | -            | 13.2           | -            |
| NSW distribution restructuring expense <sup>(3)</sup>  | -              | 4.5                   | -            | 4.5            | -            |
| Head Office restructuring expense <sup>(3)</sup>   | -              | 14.2                  | -            | 14.2           | -            |
| <b>Total operating expenses</b>  | <b>341.7</b>   | <b>212.1</b>          | <b>157.7</b> | <b>369.8</b>   | <b>160.9</b> |
| Underlying profit before impairment on loans and advances and income tax                         | 228.9          | 91.9                  | 167.3        | 259.2          | 182.0        |
| Less: Impairment on loans and advances   | (27.0)         | (27.6)                | (38.4)       | (66.0)         | (51.4)       |
| <b>Profit before income tax</b>  | <b>201.9</b>   | <b>64.3</b>           | <b>128.9</b> | <b>193.2</b>   | <b>130.6</b> |
| Less: Income tax expense   | (63.2)         | (18.0)                | (34.1)       | (52.1)         | (39.7)       |
| <b>Profit after income tax</b>   | <b>138.7</b>   | <b>46.3</b>           | <b>94.8</b>  | <b>141.1</b>   | <b>90.9</b>  |
| Add: Amortisation of customer contracts (after tax)  | 6.8            | 3.7                   | 6.1          | 9.8            | 3.9          |
| Add: Pioneer integration costs and other due diligence costs (after tax)                         | 0.5            | -                     | -            | -              | -            |
| Add: Home integration costs and other due diligence costs (after tax)                            | 9.6            | 6.8                   | 2.3          | 9.1            | -            |
| Add: Due diligence costs (after tax)   | -              | -                     | -            | -              | 0.4          |
| Less: Gain on Visa Initial Public Offering (after tax)   | (6.3)          | -                     | -            | -              | -            |
| Add: Bond mark to market and hedge ineffectiveness items (after tax)                             | 6.1            | -                     | -            | -              | 2.0          |
| Add: Asset impairment (after tax)  | -              | 9.2                   | -            | 9.2            | -            |
| Add: NSW distribution restructure costs (after tax)  | -              | 8.2                   | -            | 8.2            | -            |
| Add: Head Office restructure costs (after tax)   | -              | 10.0                  | -            | 10.0           | -            |
| <b>Normalised cash profit after tax <sup>(3)</sup></b>   | <b>155.4</b>   | <b>84.2</b>           | <b>103.2</b> | <b>187.4</b>   | <b>97.2</b>  |
| Less: Movement in general reserve for credit losses  | (0.4)          | (3.2)                 | (22.1)       | (25.3)         | (3.3)        |
| <b>Normalised cash profit available for distribution to ordinary shareholders <sup>(3)</sup></b> | <b>155.0</b>   | <b>81.0</b>           | <b>81.1</b>  | <b>162.1</b>   | <b>93.9</b>  |
| <b>Profitability Measures</b>  |                |                       |              |                |              |
| Increase in normalised cash underlying profit (before tax and impairment) <sup>(3) (5) (8)</sup> | 79.6           | 34.1                  | 30.1         | 64.2           | 51.1         |
| Normalised cash underlying profit growth <sup>(3) (5)</sup>                                      | 46.5%          | 32.6%                 | 20.6%        | 25.6%          | 36.8%        |
| Increase / (decrease) in profit after tax <sup>(5)</sup>   | 8.9            | (15.4)                | 17.8         | 2.4            | 44.6         |
| Profit growth after tax <sup>(5)</sup>   | 6.9%           | (25.0%)               | 23.1%        | 1.7%           | 96.3%        |
| Increase in normalised cash profit after tax <sup>(3) (5)</sup>                                  | 49.3           | 18.9                  | 13.1         | 32.0           | 13.0         |
| Normalised cash profit growth after tax <sup>(3) (5)</sup>                                       | 46.5%          | 28.9%                 | 14.5%        | 20.6%          | 15.4%        |
| Profit after tax/average total assets <sup>(1)</sup>   | 0.6%           | 0.3%                  | 0.6%         | 0.4%           | 0.5%         |
| Total operating expenses/average total assets <sup>(1)</sup>                                     | 1.4%           | 1.4%                  | 1.0%         | 1.2%           | 0.9%         |
| Cost to income ratio   | 59.9%          | 69.8%                 | 48.5%        | 58.8%          | 46.9%        |
| Normalised cash cost to income ratio <sup>(3)</sup>  | 56.1%          | 54.3%                 | 45.8%        | 49.9%          | 45.1%        |
| Normalised non-interest income/normalised total income <sup>(3)</sup>                            | 26.2%          | 25.5%                 | 21.7%        | 23.5%          | 20.5%        |
| Effective tax rate (%)   | 31.3%          | 28.0%                 | 26.5%        | 27.0%          | 30.4%        |
| <b>Margin Analysis</b>   |                |                       |              |                |              |
| Interest rate margin   | 1.89%          | 1.79%                 | 1.85%        | 1.82%          | 1.97%        |
| Impact of payments to 3rd parties  | (0.22%)        | (0.27%)               | (0.26%)      | (0.26%)        | (0.32%)      |
| Net interest margin  | 1.67%          | 1.52%                 | 1.59%        | 1.56%          | 1.65%        |

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|--|----------------------------|-----------------------|--------------|----------------------------|-----------------------|
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| <b>Return Analysis<sup>(1)</sup></b>   |                            |                       |              |                            |                       |
| ROE - weighted average   | 11.6%                      | 6.2%                  | 11.4%        | 9.0%                       | 9.1%                  |
| ROE - normalised cash <sup>(3)</sup>   | 13.0%                      | 11.3%                 | 12.2%        | 11.8%                      | 9.7%                  |
| ROA - average  | 0.6%                       | 0.3%                  | 0.6%         | 0.4%                       | 0.5%                  |
| ROA - average - normalised cash <sup>(3)</sup>   | 0.6%                       | 0.5%                  | 0.6%         | 0.6%                       | 0.6%                  |
| RORWA  | 1.0%                       | 0.6%                  | 1.1%         | 0.9%                       | 1.0%                  |
| RORWA - normalised cash <sup>(3)</sup>   | 1.1%                       | 1.1%                  | 1.3%         | 1.1%                       | 1.1%                  |
| <b>Per Share Data</b>  |                            |                       |              |                            |                       |
| <b>EPS Calculation</b>   |                            |                       |              |                            |                       |
| Profit after income tax  | 138.7                      | 46.3                  | 94.8         | 141.1                      | 90.9                  |
| Less: PEPS dividends   | (4.3)                      | (7.1)                 | (5.3)        | (12.4)                     | (3.6)                 |
| Basic earnings available for ordinary shareholders   | 134.4                      | 39.2                  | 89.5         | 128.7                      | 87.3                  |
| Add Back :   |                            |                       |              |                            |                       |
| - RePS dividends <sup>(2)</sup>  | 2.4                        | 1.2                   | 1.2          | 2.4                        | 1.2                   |
| - S1RPS dividends <sup>(2)</sup>   | 3.5                        | -                     | 0.5          | 0.5                        | -                     |
| - PEPS dividends <sup>(2)</sup>  | 4.3                        | -                     | 12.4         | 12.4                       | 3.6                   |
| Diluted earnings available to ordinary shareholders  | 144.6                      | 40.4                  | 103.6        | 144.0                      | 92.1                  |
| Add back amortisation (tax effected):  |                            |                       |              |                            |                       |
| - Orix, Pioneer and Home customer contracts  | 6.8                        | 3.7                   | 6.1          | 9.8                        | 3.9                   |
| Cash earnings  | 151.4                      | 44.1                  | 109.7        | 153.8                      | 96.0                  |
| Add: Pioneer integration costs (after tax)   | 0.5                        | -                     | -            | -                          | -                     |
| Add: Home integration costs (after tax)  | 9.6                        | 6.8                   | 2.3          | 9.1                        | -                     |
| Add: Due diligence costs (after tax)   | -                          | -                     | -            | -                          | 0.4                   |
| Less: Gain on Visa Initial Public Offering (after tax)   | (6.3)                      | -                     | -            | -                          | -                     |
| Add: Bond mark to market and hedge ineffectiveness items (after tax)   | 6.1                        | -                     | -            | -                          | 2.0                   |
| Add: Asset impairment (after tax)  | -                          | 9.2                   | -            | 9.2                        | -                     |
| Add: NSW distribution restructure costs (after tax)  | -                          | 8.2                   | -            | 8.2                        | -                     |
| Add: Head Office restructure costs (after tax)   | -                          | 10.0                  | -            | 10.0                       | -                     |
| <b>Normalised cash earnings - used for diluted EPS<sup>(3)</sup></b>   | <b>161.3</b>               | <b>78.3</b>           | <b>112.0</b> | <b>190.3</b>               | <b>98.4</b>           |
| Less: Movement in general reserve for credit losses (tax effected)   | (0.4)                      | (3.2)                 | (22.1)       | (25.3)                     | (3.3)                 |
| <b>Normalised distributable cash earnings - used for diluted EPS</b>   | <b>160.9</b>               | <b>75.1</b>           | <b>89.9</b>  | <b>165.0</b>               | <b>95.1</b>           |
| Weighted average number of shares (WANOS):   |                            |                       |              |                            |                       |
| - Basic WANOS  | 142.4                      | 163.3                 | 172.4        | 169.7                      | 211.2                 |
| Add: Effect of SMOP and Managing Director options  | 1.0                        | -                     | -            | -                          | -                     |
| Add: Effect of converting preference shares  | 17.9                       | 7.4                   | 32.4         | 23.7                       | 24.6                  |
| - Diluted WANOS  | 161.4                      | 170.7                 | 204.8        | 193.4                      | 235.8                 |
| Basic earnings per share (c)   | 94.4                       | 24.0                  | 51.9         | 75.9                       | 41.3                  |
| Diluted earnings per share (c)   | 89.6                       | 23.7                  | 50.7         | 74.4                       | 39.0                  |
| EPS growth (basic) <sup>(5)</sup>  | (19.3%)                    | (50.6%)               | 13.3%        | (19.6%)                    | 72.1%                 |
| EPS growth (diluted) <sup>(5)</sup>  | (20.5%)                    | (47.5%)               | 13.9%        | (17.0%)                    | 64.6%                 |
| Normalised basic cash earnings per share (c) <sup>(3)</sup>  | 106.1                      | 47.2                  | 55.9         | 103.1                      | 44.3                  |
| Normalised diluted cash earnings per share (c) <sup>(3)</sup>  | 99.9                       | 45.9                  | 52.5         | 98.4                       | 41.8                  |
| Normalised diluted cash earnings per share (c) (on profits available for distribution to ordinary shareholders) <sup>(3)</sup> | 99.6                       | 44.0                  | 41.3         | 85.3                       | 40.3                  |
| Ordinary dividend per share (c)  | 73.0                       | 26.0                  | 26.0         | 52.0                       | 26.0                  |
| Franking percentage - all dividends  | 100%                       | 100%                  | 100%         | 100%                       | 100%                  |
| Franking credits (consolidated)  | 25.1                       | 20.8                  | 31.1         | 31.1                       | 53.2                  |
| NTA per share (\$)   | 6.01                       | 5.39                  | 6.62         | 6.62                       | 7.20                  |
| Dividend yield <sup>(1)</sup>  | 4.60%                      | 7.54%                 | 4.43%        | 4.46%                      | 4.82%                 |
| Payout ratio - ordinary shares (excludes RePS & S1RPS)   | 79%                        | 97%                   | 58%          | 71%                        | 61%                   |
| Normalised cash payout ratio - ordinary shares - excludes special dividends <sup>(3)</sup>                                     | 71%                        | 53%                   | 53%          | 53%                        | 57%                   |
| Cash distributable payout ratio excluding special dividends and significant items  | 71%                        | 55%                   | 68%          | 62%                        | 59%                   |
| DRP takeup % (before underwriting)   | 37%                        | 29%                   | 45%          | 37%                        | n/a                   |
| Total ordinary shares on issue - period end  | 149.9                      | 172.1                 | 199.8        | 199.8                      | 213.5                 |
| Ordinary shares (at record date)   | 155.0                      | 172.1                 | 211.1        | 211.1                      | 213.5                 |
| Share price - period end (\$)  | 15.86                      | 6.95                  | 11.65        | 11.65                      | 10.87                 |
| Market cap value   | 2,377.4                    | 1,196.1               | 2,327.7      | 2,327.7                    | 2,320.7               |

<sup>(1)</sup> Measures have been annualised where appropriate.

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<sup>(3)</sup> Normalised measures exclude significant, non-recurring and non-cash items. In the current financial year, the non-recurring items after tax are due diligence costs of \$0.4m and hedge ineffectiveness of \$2.0m. In the 2009 financial year the non-recurring items after tax were Home integration and other due diligence costs of \$9.1m, impairment primarily on property related equity investments of \$9.2m, NSW distribution restructure costs of \$8.2m and Head Office restructure costs of \$10.0m. The non-cash items presented for all financial periods relate to the amortisation of customer contracts.

<sup>(4)</sup> Balances obtained in 2008 upon acquisition of Home included gross loans and advances of \$2,669.2m, retail deposits of \$2,503.5m, collective and specific provisions totalling \$8.5m and total assets of \$3,133.7m.

<sup>(5)</sup> Growth measures are calculated from the prior comparable period.

<sup>(6)</sup> Residual Tier 1 capital includes the RePS and PEPS, and the S1RPS until their conversion to ordinary equity on 20 October 2008.

<sup>(7)</sup> During the 2008 and 2009 financial year, former Home branches were converted to BOQ Corporate and Owner Managed Branches.

<sup>(8)</sup> The increase in underlying profit excludes significant items.

|  | Financial Year | Half Year Performance |                | Financial Year | Half Year      |
|--|----------------|-----------------------|----------------|----------------|----------------|
|  | Performance    | Performance           | Performance    | Performance    | Performance    |
|  | 2008           | 1H/09                 | 2H/09          | 2009           | 1H/10          |
| Figures are denoted in \$A Millions unless otherwise stated                        |                |                       |                |                |                |
| <b>Asset Quality</b>   |                |                       |                |                |                |
| Specific bad and doubtful debt provision   | 18.7           | 18.5                  | 29.4           | 29.4           | 56.7           |
| Collective bad and doubtful debt provision   | 15.7           | 19.1                  | 21.7           | 21.7           | 28.5           |
| General reserve for credit losses  | 57.9           | 61.1                  | 83.2           | 83.2           | 86.5           |
| <b>Total bad and doubtful debt provision and general reserve for credit losses</b> | <b>92.3</b>    | <b>98.7</b>           | <b>134.3</b>   | <b>134.3</b>   | <b>171.7</b>   |
| Collective provision plus general reserve as a % of risk weighted assets           | 0.50%          | 0.50%                 | 0.60%          | 0.60%          | 0.60%          |
| Total specific provision/total impaired assets                                     | 59.2%          | 48.3%                 | 25.0%          | 25.0%          | 37.1%          |
| Total provision coverage of impaired assets (times)                                | 2.59           | 2.28                  | 1.01           | 1.01           | 0.96           |
| Total impaired assets/average shareholders' equity                                 | 2.48%          | 2.25%                 | 6.13%          | 6.18%          | 6.90%          |
| Total impaired assets/non-securitised lending (at risk)                            | 0.17%          | 0.19%                 | 0.56%          | 0.56%          | 0.68%          |
| Total impaired assets  | 31.6           | 38.3                  | 117.4          | 117.4          | 152.8          |
| Loans 90 days past due (non-securitised)   | 137.6          | 156.7                 | 169.3          | 169.3          | 214.0          |
| Loans 90 days past due (securitised)   | 19.8           | 24.2                  | 22.7           | 22.7           | 27.6           |
| <b>Total loans 90 days past due</b>  | <b>157.4</b>   | <b>180.9</b>          | <b>192.0</b>   | <b>192.0</b>   | <b>241.6</b>   |
| Total loans 90 days past due as a % of risk weighted assets                        | 1.1%           | 1.2%                  | 1.2%           | 1.2%           | 1.4%           |
| Bad debts written off to specific provisions                                       | 15.0           | 24.4                  | 24.9           | 49.3           | 17.3           |
| Movement in specific provision   | 12.5           | (0.2)                 | 10.9           | 10.7           | 27.3           |
| Less: Movement due to acquisition of subsidiaries <sup>(4)</sup>                   | (3.2)          | -                     | -              | -              | -              |
| Underlying bad and doubtful debts  | 24.3           | 24.2                  | 35.8           | 60.0           | 44.6           |
| Movement in collective provision   | 8.0            | 3.4                   | 2.6            | 6.0            | 6.8            |
| Less: Movement due to acquisition of subsidiaries <sup>(4)</sup>                   | (5.3)          | -                     | -              | -              | -              |
| <b>Impairment on loans and advances (Refer to P&amp;L detail)</b>                  | <b>27.0</b>    | <b>27.6</b>           | <b>38.4</b>    | <b>66.0</b>    | <b>51.4</b>    |
| Less: Impairment expense incurred upon NSW distribution restructure                | -              | (7.2)                 | -              | (7.2)          | -              |
| <b>Normalised impairment on loans and advances</b>                                 | <b>27.0</b>    | <b>20.4</b>           | <b>38.4</b>    | <b>58.8</b>    | <b>51.4</b>    |
| <b>Capital Ratio Data</b>  |                |                       |                |                |                |
| Risk weighted assets   | 13,813.0       | 14,904.4              | 16,360.1       | 16,360.1       | 17,651.1       |
| Fundamental tier 1 capital   | 1,401.8        | 1,629.2               | 1,911.7        | 1,911.7        | 2,076.0        |
| Residual tier 1 capital <sup>(6)</sup>   | 250.2          | 242.9                 | 242.9          | 242.9          | 242.9          |
| Tier 1 capital deductions  | (651.0)        | (686.9)               | (694.0)        | (694.0)        | (688.0)        |
| Net tier 1 capital   | 1,001.0        | 1,185.2               | 1,460.6        | 1,460.6        | 1,630.9        |
| Upper tier 2 capital   | 126.3          | 77.4                  | 98.5           | 98.5           | 108.0          |
| Lower tier 2 capital   | 426.0          | 366.0                 | 346.0          | 346.0          | 346.0          |
| Tier 2 capital deductions  | (31.4)         | (22.5)                | (24.1)         | (24.1)         | (19.6)         |
| Net tier 2 capital   | 520.9          | 420.9                 | 420.4          | 420.4          | 434.4          |
| <b>Total regulatory capital base</b>   | <b>1,521.9</b> | <b>1,606.1</b>        | <b>1,881.0</b> | <b>1,881.0</b> | <b>2,065.3</b> |
| <b>APRA capital adequacy calculations</b>  |                |                       |                |                |                |
| Fundamental tier 1 capital   | 10.1%          | 10.9%                 | 11.7%          | 11.7%          | 11.8%          |
| Residual tier 1 capital  | 1.8%           | 1.6%                  | 1.5%           | 1.5%           | 1.4%           |
| Tier 1 capital deductions  | (4.7%)         | (4.5%)                | (4.3%)         | (4.3%)         | (4.0%)         |
| Net tier 1 capital   | 7.2%           | 8.0%                  | 8.9%           | 8.9%           | 9.2%           |
| Upper tier 2 capital   | 0.9%           | 0.5%                  | 0.6%           | 0.6%           | 0.6%           |
| Lower tier 2 capital   | 3.1%           | 2.5%                  | 2.1%           | 2.1%           | 2.0%           |
| Tier 2 capital deductions  | (0.2%)         | (0.2%)                | (0.1%)         | (0.1%)         | (0.1%)         |
| Net tier 2 capital   | 3.8%           | 2.8%                  | 2.6%           | 2.6%           | 2.5%           |
| <b>Total capital adequacy ratio</b>  | <b>11.0%</b>   | <b>10.8%</b>          | <b>11.5%</b>   | <b>11.5%</b>   | <b>11.7%</b>   |
| <b>Other Information (Actual numbers)</b>  |                |                       |                |                |                |
| Number of corporate branches   | 48             | 64                    | 55             | 55             | 55             |
| Number of Owner Managed Branches - QLD   | 107            | 109                   | 113            | 113            | 113            |
| Number of Owner Managed Branches - NSW/ACT   | 54             | 55                    | 44             | 44             | 42             |
| Number of Owner Managed Branches - VIC   | 24             | 25                    | 26             | 26             | 26             |
| Number of Owner Managed Branches - WA  | 7              | 10                    | 14             | 14             | 14             |
| Number of Owner Managed Branches - NT  | 1              | 1                     | 1              | 1              | 1              |
| Number of Owner Managed Branches - TAS   | 2              | 2                     | 2              | 2              | 2              |
| Number of Owner Managed Branches - SA  | 1              | 1                     | 1              | 1              | 1              |
| Number of Home corporate branches <sup>(7)</sup>                                   | 24             | -                     | -              | -              | -              |
| Number of transaction centres - QLD  | 13             | 14                    | 13             | 13             | 12             |
| <b>Total number of branches and transaction centres</b>                            | <b>281</b>     | <b>281</b>            | <b>269</b>     | <b>269</b>     | <b>266</b>     |
| Number of BOQ owned ATMs   | 266            | 268                   | 261            | 261            | 256            |
| Number of BOQ branded ATMs   | 2,377          | 2,800                 | 3,168          | 3,168          | 3,290          |
| Total BOQ branded ATMs   | 2,643          | 3,068                 | 3,429          | 3,429          | 3,546          |
| Number of BOQ branded EFTPOS machines  | 8,613          | 8,846                 | 8,080          | 8,080          | 8,051          |
| Number of employees (FTEE)   | 1,320          | 1,241                 | 1,007          | 1,007          | 1,030          |

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