

Figures are denoted in \$A Millions unless otherwise stated	Half Year Performance				Financial Year Performance	
	1H/09	2H/09	1H/10	2H/10	2009	2010
Assets						
Assets under management						
Loans - net of specific and collective provision for doubtful debts	26,708.7	28,310.8	29,919.5	31,725.2	28,310.8	31,725.2
Liquid assets	4,740.8	4,851.7	4,967.3	5,934.9	4,851.7	5,934.9
Other assets	1,217.4	849.5	831.4	910.8	849.5	910.8
Total balance sheet assets	32,666.9	34,012.0	35,718.2	38,570.9	34,012.0	38,570.9
Securitised assets (off balance sheet)	787.6	533.8	387.9	213.5	533.8	213.5
Total assets under management	33,454.5	34,545.8	36,106.1	38,784.4	34,545.8	38,784.4
Loans under management (before collective provisions)						
Housing	19,438.0	20,632.0	21,643.0	22,663.2	20,632.0	22,663.2
Commercial	7,655.5	7,875.3	8,364.8	9,009.9	7,875.3	9,009.9
Consumer	421.9	359.0	328.1	318.7	359.0	318.7
Total loans under management (before collective provisions)	27,515.4	28,866.3	30,335.9	31,991.8	28,866.3	31,991.8
Housing	71%	72%	71%	71%	72%	71%
Commercial	28%	27%	28%	28%	27%	28%
Consumer	1%	1%	1%	1%	1%	1%
Balance sheet loans (before collective provisions)						
Housing	19,438.0	20,632.0	21,643.0	22,663.2	20,632.0	22,663.2
Commercial	6,867.9	7,341.5	7,976.9	8,796.4	7,341.5	8,796.4
Consumer	421.9	359.0	328.1	318.7	359.0	318.7
Total balance sheet loans (before collective provisions)	26,727.8	28,332.5	29,948.0	31,778.3	28,332.5	31,778.3
Housing	73%	73%	72%	71%	73%	71%
Commercial	26%	26%	27%	28%	26%	28%
Consumer	1%	1%	1%	1%	1%	1%
Lending approvals						
Housing	4,076.0	4,710.0	3,615.0	4,126.0	8,786.0	7,741.0
Commercial	2,228.0	2,372.0	2,423.0	2,091.0	4,600.0	4,514.0
Consumer	130.0	93.0	111.0	149.0	223.0	260.0
Total lending approvals	6,434.0	7,175.0	6,149.0	6,366.0	13,609.0	12,515.0
Funding						
Shareholders' equity	1,525.4	1,915.7	2,121.0	2,206.8	1,915.7	2,206.8
Perpetual Equity Preference Shares (PEPS)	195.7	195.7	195.7	195.7	195.7	195.7
Retail deposits	16,057.1	16,248.9	16,930.1	18,083.3	16,248.9	18,083.3
Wholesale deposits	6,578.2	7,948.3	8,751.4	10,005.2	7,948.3	10,005.2
Borrowings (including subordinated notes, securitisation liabilities and hybrid debt)	7,572.2	6,982.8	7,040.9	7,172.3	6,982.8	7,172.3
Other liabilities	738.3	720.6	679.1	907.6	720.6	907.6
Total funding	32,666.9	34,012.0	35,718.2	38,570.9	34,012.0	38,570.9
Retail deposit funding %	71%	67%	66%	64%	67%	64%
Wholesale deposit funding %	29%	33%	34%	36%	33%	36%
Retail funding as a % of total deposits and borrowings	53%	52%	52%	51%	52%	51%
Growth Measures						
Increase in loans under management (before collective provisions)						
Housing	1,014.7	1,194.0	1,011.0	1,020.2	2,208.7	2,031.2
Commercial	242.7	219.8	489.5	645.1	462.5	1,134.6
Consumer	(33.8)	(62.9)	(30.9)	(9.4)	(96.7)	(40.3)
Total increase in loans under management ⁽⁴⁾	1,223.6	1,350.9	1,469.6	1,655.9	2,574.5	3,125.5
Loans under management growth ⁽⁵⁾						
Housing	15.2%	12.0%	11.3%	9.8%	12.0%	9.8%
Commercial	10.2%	6.2%	9.3%	14.4%	6.2%	14.4%
Consumer	(7.8%)	(21.2%)	(22.2%)	(11.2%)	(21.2%)	(11.2%)
Total growth in loans under management ⁽⁴⁾	13.3%	9.8%	10.3%	10.8%	9.8%	10.8%
Increase in total assets (under management) ⁽⁴⁾	2,542.0	1,091.3	1,560.3	2,678.3	3,633.3	4,238.6
Asset growth (under management) ⁽⁵⁾	17.6%	11.8%	7.9%	12.3%	11.8%	12.3%
Increase in total assets (on balance sheet) ⁽⁴⁾	2,783.7	1,345.1	1,706.2	2,852.7	4,128.8	4,558.9
Asset growth (on balance sheet) ⁽⁵⁾	20.6%	13.8%	9.3%	13.4%	13.8%	13.4%
Increase in retail deposits ⁽⁴⁾	2,072.6	191.8	681.2	1,153.2	2,264.4	1,834.4
Retail deposit growth ⁽⁵⁾	24.7%	16.2%	5.4%	11.3%	16.2%	11.3%

⁽¹⁾ Measures have been annualised where appropriate.

⁽²⁾ The Bank is required to perform a trigger test at each balance date to determine whether the RePS, S1RPS, PEPS or convertible notes are dilutive. The RePS and PEPS are both dilutive at 31 August 2010. The convertible notes are not dilutive based on statutory profit, however are dilutive based on a normalised cash profit at 31 August 2010. During the 2009 financial year the S1RPS converted to ordinary shares.

⁽³⁾ Normalised measures exclude significant, non-recurring and non-cash items. In the current financial year, these after tax items are due diligence costs of \$4.4m, hedge ineffectiveness of \$0.9m, software impairment of \$9.7m, ATM transition costs of \$3.1m, prior year tax adjustments of \$1.7m and the discount on acquisition of St Andrew's of \$6.9m. 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.

⁽⁴⁾ The 2010 acquisition of CIT Group (Australia) Ltd and CIT Group (New Zealand) Ltd resulted in new gross loans and advances of \$451.8m, collective and specific provisions totalling \$10.3m and total assets of \$489.7m. The 2010 acquisition of St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd resulted in additional assets totalling \$133.9m.

⁽⁵⁾ Growth measures are calculated from the prior comparable period.

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

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

⁽⁸⁾ The increase in underlying profit excludes significant items.

Financial Performance	Half Year Performance				Financial Year Performance	
	1H/09	2H/09	1H/10	2H/10	2009	2010
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Financial Performance						
Net interest income	226.6	254.5	275.0	286.5	481.1	561.5
Non-recurring integration items included in interest income ⁽³⁾	-	-	-	-	-	-
Net interest income	226.6	254.5	275.0	286.5	481.1	561.5
Other operating income:						
Securitisation fees	1.9	1.4	1.0	0.6	3.3	1.6
Transaction & account keeping fees	63.5	58.9	58.4	58.1	122.4	116.5
Insurance Income	-	-	-	7.4	-	7.4
Other	18.9	17.3	19.2	10.2	36.2	29.4
Hedge ineffectiveness	-	-	(2.9)	4.2	-	1.3
Significant item - discount on acquisition of St Andrew's	-	-	-	9.8	-	9.8
Less: OMB share of fees	(6.9)	(7.1)	(7.8)	(8.8)	(14.0)	(16.6)
Total operating income	77.4	70.5	67.9	81.5	147.9	149.4
Net Income from ordinary activities	304.0	325.0	342.9	368.0	629.0	710.9
Operating expenses						
Staff	66.9	58.9	57.3	67.5	125.8	124.8
Occupancy	12.8	11.7	11.9	12.1	24.5	24.0
Computer	31.3	33.1	33.0	35.3	64.4	68.3
Operating	47.3	38.2	46.3	40.9	85.5	87.2
Administration	7.0	6.8	7.5	8.8	13.8	16.3
Non-cash (amortisation of customer contracts) ⁽³⁾	5.2	5.7	4.3	3.8	10.9	8.1
Non-recurring integration and due diligence costs ⁽³⁾	9.7	3.3	0.6	5.7	13.0	6.3
Asset impairment ⁽³⁾	13.2	-	-	13.8	13.2	13.8
NSW distribution restructuring expense ⁽³⁾	4.5	-	-	-	4.5	-
Head Office restructuring expense ⁽³⁾	14.2	-	-	-	14.2	-
ATM transition costs ⁽³⁾	-	-	-	4.5	-	4.5
GST recovery	-	-	-	(5.4)	-	(5.4)
Total operating expenses	212.1	157.7	160.9	187.0	369.8	347.9
Underlying profit before impairment on loans and advances and income tax	91.9	167.3	182.0	181.0	259.2	363.0
Less: Impairment on loans and advances	(27.6)	(38.4)	(51.4)	(52.8)	(66.0)	(104.2)
Profit before income tax	64.3	128.9	130.6	128.2	193.2	258.8
Less: Income tax expense	(18.0)	(34.1)	(39.7)	(39.5)	(52.1)	(79.2)
Profit after income tax	46.3	94.8	90.9	88.7	141.1	179.6
Add: Amortisation of customer contracts (after tax)	3.7	6.1	3.9	2.5	9.8	6.4
Add: Home integration costs and other due diligence costs (after tax)	6.8	2.3	-	-	9.1	-
Add: Due diligence costs (after tax)	-	-	0.4	4.0	-	4.4
Add / (Less): Bond mark to market and hedge ineffectiveness items (after tax)	-	-	2.0	(2.9)	-	(0.9)
Add: Asset impairment (after tax)	9.2	-	-	9.6	9.2	9.6
Add: NSW distribution restructure costs (after tax)	8.2	-	-	-	8.2	-
Add: Head Office restructure costs (after tax)	10.0	-	-	-	10.0	-
Add: ATM transition costs (after tax)	-	-	-	3.1	-	3.1
Add: Prior year tax adjustments	-	-	-	1.7	-	1.7
Less: Discount on acquisition of St Andrew's (after tax)	-	-	-	(6.8)	-	(6.8)
Normalised cash profit after tax⁽³⁾	84.2	103.2	97.2	99.9	187.4	197.1
Less: Movement in general reserve for credit losses	(3.2)	(22.1)	(3.3)	9.5	(25.3)	6.2
Normalised cash profit available for distribution to ordinary shareholders⁽³⁾	81.0	81.1	93.9	109.4	162.1	203.3
Profitability Measures						
Increase in normalised cash underlying profit (before tax and impairment) ^{(3) (5) (8)}	34.1	30.1	51.1	13.1	64.2	64.2
Normalised cash underlying profit growth ^{(3) (5)}	32.6%	20.6%	36.8%	7.4%	25.6%	20.4%
Increase / (decrease) in profit after tax ⁽⁵⁾	(15.4)	17.8	44.6	(6.1)	2.4	38.5
Profit growth after tax ⁽⁵⁾	(25.0%)	23.1%	96.3%	(6.4%)	1.7%	27.3%
Increase in normalised cash profit after tax ^{(3) (5)}	18.9	13.1	13.0	(3.3)	32.0	9.7
Normalised cash profit growth after tax ^{(3) (5)}	28.9%	14.5%	15.4%	(3.2%)	20.6%	5.2%
Profit after tax/average total assets ⁽¹⁾	0.3%	0.6%	0.5%	0.5%	0.4%	0.5%
Total operating expenses/average total assets ⁽¹⁾	1.4%	1.0%	0.9%	1.0%	1.2%	1.0%
Cost to income ratio	69.8%	48.5%	46.9%	50.8%	58.8%	48.9%
Normalised cash cost to income ratio ⁽³⁾	54.3%	45.8%	45.1%	46.5%	49.9%	45.8%
Normalised non-interest income/normalised total income ⁽³⁾	25.5%	21.7%	20.5%	19.1%	23.5%	19.8%
Effective tax rate (%)	28.0%	26.5%	30.4%	30.8%	27.0%	30.6%
Margin Analysis						
Interest rate margin	1.79%	1.85%	1.97%	1.86%	1.82%	1.91%
Impact of payments to 3rd parties	(0.27%)	(0.26%)	(0.32%)	(0.31%)	(0.26%)	(0.31%)
Net interest margin	1.52%	1.59%	1.65%	1.55%	1.56%	1.60%

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(3) Normalised measures exclude significant, non-recurring and non-cash items. In the current financial year, these after tax items are due diligence costs of \$4.4m, hedge ineffectiveness of \$0.9m, software impairment of \$9.7m, ATM transition costs of \$3.1m, prior year tax adjustments of \$1.7m and the discount on acquisition of St Andrew's of \$6.9m. 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.

(4) The 2010 acquisition of CIT Group (Australia) Ltd and CIT Group (New Zealand) Ltd resulted in new gross loans and advances of \$451.8m, collective and specific provisions totalling \$10.3m and total assets of \$489.7m. The 2010 acquisition of St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd resulted in additional assets totalling \$133.9m.

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	1H/09	2H/09	1H/10	2H/10	2009	2010
Return Analysis⁽¹⁾						
ROE - weighted average	6.2%	11.4%	9.1%	8.4%	9.0%	8.7%
ROE - normalised cash ⁽³⁾	11.3%	12.2%	9.7%	9.5%	11.8%	9.6%
ROA - average	0.3%	0.6%	0.5%	0.5%	0.4%	0.5%
ROA - average - normalised cash ⁽³⁾	0.5%	0.6%	0.6%	0.5%	0.6%	0.5%
RORWA	0.6%	1.1%	1.0%	0.9%	0.9%	0.9%
RORWA - normalised cash ⁽³⁾	1.1%	1.3%	1.1%	1.0%	1.1%	1.0%
Per Share Data						
EPS Calculation						
Profit after income tax	46.3	94.8	90.9	88.7	141.1	179.6
Less: PEPS dividends	(7.1)	(5.3)	(3.6)	(4.3)	(12.4)	(7.9)
Basic earnings available for ordinary shareholders	39.2	89.5	87.3	84.4	128.7	171.7
Add back:						
- RePS dividends ⁽²⁾	1.2	1.2	1.2	1.2	2.4	2.4
- S1RPS dividends ⁽²⁾	-	0.5	-	-	0.5	-
- PEPS dividends ⁽²⁾	-	12.4	3.6	4.3	12.4	7.9
- Convertible note dividends ⁽²⁾	-	-	-	-	-	-
Diluted earnings available to ordinary shareholders	40.4	103.6	92.1	89.9	144.0	182.0
Add back:						
- Convertible note dividends ⁽²⁾	-	-	-	2.2	-	2.2
Add back amortisation (tax effected):						
- Orix, Pioneer and Home customer contracts	3.7	6.1	3.9	2.5	9.8	6.4
Cash earnings	44.1	109.7	96.0	94.6	153.8	190.6
Add: Home integration costs (after tax)	6.8	2.3	-	-	9.1	-
Add: Due diligence costs (after tax)	-	-	0.4	4.0	-	4.4
Add / (Less): Bond mark to market and hedge ineffectiveness items (after tax)	-	-	2.0	(2.9)	-	(0.9)
Add: Asset impairment (after tax)	9.2	-	-	9.6	9.2	9.6
Add: NSW distribution restructure costs (after tax)	8.2	-	-	-	8.2	-
Add: Head Office restructure costs (after tax)	10.0	-	-	-	10.0	-
Add: ATM transition costs (after tax)	-	-	-	3.1	-	3.1
Add: Prior year tax adjustments	-	-	-	1.7	-	1.7
Less: Discount on acquisition of St Andrew's (after tax)	-	-	-	(6.8)	-	(6.8)
Normalised cash earnings - used for diluted EPS⁽³⁾	78.3	112.0	98.4	103.3	190.3	201.7
Add / (Less): Movement in general reserve for credit losses (tax effected)	(3.2)	(22.1)	(3.3)	9.5	(25.3)	6.2
Normalised distributable cash earnings - used for diluted EPS	75.1	89.9	95.1	112.8	165.0	207.9
Weighted average number of shares (WANOS):						
- Basic WANOS	163.3	172.4	211.2	214.5	169.7	213.0
Add: Effect of SMOP, Managing Director options and award rights	-	-	-	0.6	-	0.6
Add: Effect of converting preference shares	7.4	32.4	24.6	27.5	23.7	25.7
- Diluted WANOS for statutory EPS	170.7	204.8	235.8	242.6	193.4	239.3
Add: Effect of convertible notes ⁽²⁾	-	-	-	2.6	0.0	2.6
- Diluted WANOS for cash normalised EPS	170.7	204.8	235.8	245.2	193.4	241.9
Basic earnings per share (c)	24.0	51.9	41.3	39.3	75.9	80.6
Diluted earnings per share (c)	23.7	50.7	39.0	37.1	74.4	76.1
EPS growth (basic) ⁽⁵⁾	(50.6%)	13.3%	72.1%	(24.3%)	(19.6%)	6.2%
EPS growth (diluted) ⁽⁵⁾	(47.5%)	13.9%	64.6%	(26.8%)	(17.0%)	2.3%
Normalised basic cash earnings per share (c) ⁽³⁾	47.2	55.9	44.3	44.5	103.1	88.8
Normalised diluted cash earnings per share (c) ⁽³⁾	45.9	52.5	41.8	41.6	98.4	83.4
Normalised diluted cash earnings per share (c) (on profits available for distribution to ordinary shareholders) ⁽³⁾	44.0	41.3	40.3	45.6	85.3	85.9
Ordinary dividend per share (c)	26.0	26.0	26.0	26.0	52.0	52.0
Franking percentage - all dividends	100%	100%	100%	100%	100%	100%
Franking credits (consolidated)	20.8	31.1	53.2	70.6	31.1	70.6
NTA per share (\$)	5.39	6.62	7.20	7.55	6.62	7.55
Dividend yield ⁽¹⁾	7.54%	4.43%	4.82%	5.25%	4.46%	5.29%
Payout ratio - ordinary shares (excludes RePS & S1RPS)	97%	58%	61%	63%	71%	62%
Normalised cash payout ratio - ordinary shares - excludes special dividends ⁽³⁾	53%	53%	57%	56%	53%	57%
Cash distributable payout ratio excluding special dividends and significant items	55%	68%	59%	51%	62%	55%
DRP takeover % (before underwriting)	29%	45%	46%	n/a	37%	n/a
Total ordinary shares on issue - period end	172.1	199.8	213.5	215.7	199.8	215.7
Ordinary shares (at record date)	172.1	211.1	213.5	215.7	211.1	215.7
Share price - period end (\$)	6.95	11.65	10.87	9.83	11.65	9.83
Market cap value	1,196.1	2,327.7	2,320.7	2,120.3	2,327.7	2,120.3

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Asset Quality						
Specific bad and doubtful debt provision	18.5	29.4	56.7	60.5	29.4	60.5
Collective bad and doubtful debt provision	19.1	21.7	28.5	53.1	21.7	53.1
General reserve for credit losses	61.1	83.2	86.5	77.0	83.2	77.0
Total bad and doubtful debt provision and general reserve for credit losses	98.7	134.3	171.7	190.6	134.3	190.6
Collective provision plus general reserve as a % of risk weighted assets	0.50%	0.60%	0.60%	0.60%	0.60%	0.60%
Total specific provision/total impaired assets	48.3%	25.0%	37.1%	41.0%	25.0%	41.0%
Total provision coverage of impaired assets (times)	2.28	1.01	0.96	1.06	1.01	1.06
Total impaired assets/average shareholders' equity	2.25%	6.13%	6.90%	6.26%	6.18%	6.54%
Total impaired assets/non-securitised lending (at risk)	0.19%	0.56%	0.68%	0.61%	0.56%	0.61%
Total impaired assets	38.3	117.4	152.8	147.6	117.4	147.6
Loans 90 days past due (non-securitised)	156.7	169.3	214.0	293.3	169.3	293.3
Loans 90 days past due (securitised)	24.2	22.7	27.6	34.1	22.7	34.1
Total loans 90 days past due	180.9	192.0	241.6	327.4	192.0	327.4
Total loans 90 days past due as a % of risk weighted assets	1.2%	1.2%	1.4%	1.7%	1.2%	1.7%
Bad debts written off to specific provisions	24.4	24.9	17.3	34.7	49.3	52.0
Movement in specific provision	(0.2)	10.9	27.3	3.8	10.7	31.1
Less: Movement due to acquisition of subsidiaries ⁽⁴⁾	-	-	-	(0.6)	-	(0.6)
Underlying bad and doubtful debts	24.2	35.8	44.6	37.9	60.0	82.5
Movement in collective provision	3.4	2.6	6.8	24.6	6.0	31.4
Less: Movement due to acquisition of subsidiaries ⁽⁴⁾	-	-	-	(9.7)	-	(9.7)
Impairment on loans and advances (Refer to P&L detail)	27.6	38.4	51.4	52.8	66.0	104.2
Less: Impairment expense incurred upon NSW distribution restructure	(7.2)	-	-	-	(7.2)	-
Normalised impairment on loans and advances	20.4	38.4	51.4	52.8	58.8	104.2
Capital Ratio Data						
Risk weighted assets	14,904.4	16,360.1	17,651.1	19,001.4	16,360.1	19,001.4
Fundamental tier 1 capital	1,629.2	1,911.7	2,076.0	2,134.3	1,911.7	2,134.3
Residual tier 1 capital ⁽⁶⁾	242.9	242.9	242.9	242.9	242.9	242.9
Tier 1 capital deductions	(686.9)	(694.0)	(688.0)	(720.2)	(694.0)	(720.2)
Net tier 1 capital	1,185.2	1,460.6	1,630.9	1,657.0	1,460.6	1,657.0
Upper tier 2 capital	77.4	98.5	108.0	117.4	98.5	117.4
Lower tier 2 capital	366.0	346.0	346.0	490.5	346.0	490.5
Tier 2 capital deductions	(22.5)	(24.1)	(19.6)	(41.9)	(24.1)	(41.9)
Net tier 2 capital	420.9	420.4	434.4	566.0	420.4	566.0
Total regulatory capital base	1,606.1	1,881.0	2,065.3	2,223.0	1,881.0	2,223.0
APRA capital adequacy calculations						
Fundamental tier 1 capital	10.9%	11.7%	11.8%	11.2%	11.7%	11.2%
Residual tier 1 capital	1.6%	1.5%	1.4%	1.3%	1.5%	1.3%
Tier 1 capital deductions	(4.5%)	(4.3%)	(4.0%)	(3.8%)	(4.3%)	(3.8%)
Net tier 1 capital	8.0%	8.9%	9.2%	8.7%	8.9%	8.7%
Upper tier 2 capital	0.5%	0.6%	0.6%	0.6%	0.6%	0.6%
Lower tier 2 capital	2.5%	2.1%	2.0%	2.6%	2.1%	2.6%
Tier 2 capital deductions	(0.2%)	(0.1%)	(0.1%)	(0.2%)	(0.1%)	(0.2%)
Net tier 2 capital	2.8%	2.6%	2.5%	3.0%	2.6%	3.0%
Total capital adequacy ratio	10.8%	11.5%	11.7%	11.7%	11.5%	11.7%
Other Information (Actual numbers)						
Number of corporate branches	64	55	55	53	55	53
Number of Owner Managed Branches - QLD	109	113	113	115	113	115
Number of Owner Managed Branches - NSW/ACT	55	44	42	42	44	42
Number of Owner Managed Branches - VIC	25	26	26	27	26	27
Number of Owner Managed Branches - WA	10	14	14	14	14	14
Number of Owner Managed Branches - NT	1	1	1	1	1	1
Number of Owner Managed Branches - TAS	2	2	2	2	2	2
Number of Owner Managed Branches - SA	1	1	1	1	1	1
Number of Home corporate branches ⁽⁷⁾	-	-	-	-	-	-
Number of transaction centres - QLD	14	13	12	12	13	12
Total number of branches and transaction centres	281	269	266	267	269	267
Number of BOQ owned ATMs	268	261	256	257	261	257
Number of BOQ branded ATMs	2,800	3,168	3,290	3,013	3,168	3,013
Total BOQ branded ATMs	3,068	3,429	3,546	3,270	3,429	3,270
Number of BOQ branded EFTPOS machines	8,846	8,080	8,051	7,633	8,080	7,633
Number of employees (FTEE)	1,241	1,007	1,030	1,286	1,007	1,286
<p>⁽¹⁾ Measures have been annualised where appropriate.</p> <p>⁽²⁾ The Bank is required to perform a trigger test at each balance date to determine whether the RePS, S1RPS, PEPS or convertible notes are dilutive. The RePS and PEPS are both dilutive at 31 August 2010. The convertible notes are not dilutive based on statutory profit, however are dilutive based on a normalised cash profit at 31 August 2010. During the 2009 financial year the S1RPS converted to ordinary shares.</p> <p>⁽³⁾ Normalised measures exclude significant, non-recurring and non-cash items. In the current financial year, these after tax items are due diligence costs of \$4.4m, hedge ineffectiveness of \$0.9m, software impairment of \$9.7m, ATM transition costs of \$3.1m, prior year tax adjustments of \$1.7m and the discount on acquisition of St Andrew's of \$6.9m. 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.</p> <p>⁽⁴⁾ The 2010 acquisition of CIT Group (Australia) Ltd and CIT Group (New Zealand) Ltd resulted in new gross loans and advances of \$451.8m, collective and specific provisions totalling \$10.3m and total assets of \$489.7m. The 2010 acquisition of St Andrew's Insurance (Australia) Pty Ltd and St Andrew's Life Insurance Pty Ltd resulted in additional assets totalling \$133.9m.</p> <p>⁽⁵⁾ Growth measures are calculated from the prior comparable period.</p> <p>⁽⁶⁾ Residual Tier 1 capital includes the RePS and PEPS, and the S1RPS until their conversion to ordinary equity on 20 October 2008.</p> <p>⁽⁷⁾ During the 2009 financial year, former Home branches were converted to BOQ Corporate and Owner Managed Branches.</p> <p>⁽⁸⁾ The increase in underlying profit excludes significant items.</p>						