AWARD METHODOLOGY

Bank of the Year - Agribusiness

November 2025

What is the Canstar Bank of the Year – Agribusiness Award?

Canstar's Bank of the Year - Agribusiness Award uses a sophisticated and unique methodology that compares Agribusiness banking offerings available to New Zealand consumers. The Bank of the Year - Agribusiness Award is awarded to the institution that provides Agribusiness banking customers in New Zealand the strongest combination of:

- Banking products offered
- Agribusiness banking services offered
- Support for the agribusiness industry through a range of initiatives

Agribusiness Banking Services that were considered include:

- Physical presence
- Online banking functionality
- Other services and Advice
- Support Services
- Insights and Education

The institution who cumulatively receives the highest score across the areas of consideration is awarded Canstar's Bank of the Year - Agribusiness Award.

It's important to understand that our Awards are informed opinions from Canstar's Research Committee and not product recommendations. Canstar provides general advice based on our comprehensive criteria, we do not recommend that any particular product is suitable for anyone's individual circumstances. Our Awards are crafted to be as informative and helpful as possible, evolving with the market and continuing to serve as a trusted guide for consumers navigating complex product landscapes.

Eligibility Requirements

Eligibility for Canstar's Bank of the Year - Agribusiness Award is overseen by the Research Committee. The following criteria are used to determine eligibility:

Institutions must offer the following products:

- business transaction account
- business savings account
- business loans (overdraft and term loan).

The Research Committee can exercise its discretion to determine whether an institution is eligible for review.

Award Methodology

To arrive at the total score, Canstar applies a weight to the three areas considered; being the Product Assessment, Agribusiness Banking Services and Industry Support scores achieved by the institution. The institution with the highest cumulative score is recognised as the Bank of the Year – Agribusiness.

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

- **Product Assessment** 40%
- **Agribusiness Banking Services** 40%
- **Industry Support** 20%

Product Assessment

The Product Assessment considers the breadth and depth of an institution's product offering across business finance and deposit products. The weights applied to each category of consideration are outlined below:

Product Assessment

- **Business Finance** 60%
- **Deposit Products** 40%

Business Finance

The methodology applied for the categories within Business Finance considers the value proposition (i.e. price and features) of each product against its peers.

Business Finance

- **Overdraft** 30%
  - Loan Terms (95%)
  - Product Functionality (5%)
- **Term Loan** 30%
  - Loan Terms (60%)
  - Product Functionality (40%)
- **Additional Loans** 20%
  - Seasonal Finance (30%)
  - Equipment Finance (30%)
  - Special Purpose Lending (20%)
  - Environmental Loan (20%)
- **Rewards Credit Card** 10%
  - $36k Spend (15%)
  - $60k Spend (45%)
  - $120k Spend (40%)
- **Low Rate Credit Card** 10%

Credit Cards

Providers are assessed on the best performing credit card in the low-rate and rewards profiles in the underlying Business Credit Cards Star Rating. The Bank of the Year - Agribusiness Award takes the best performing rewards credit card from either the "Rewards" or "Frequent Flyer" profile. Refer to the Business Credit Card Star Rating & Award methodology for more information on the underlying process.

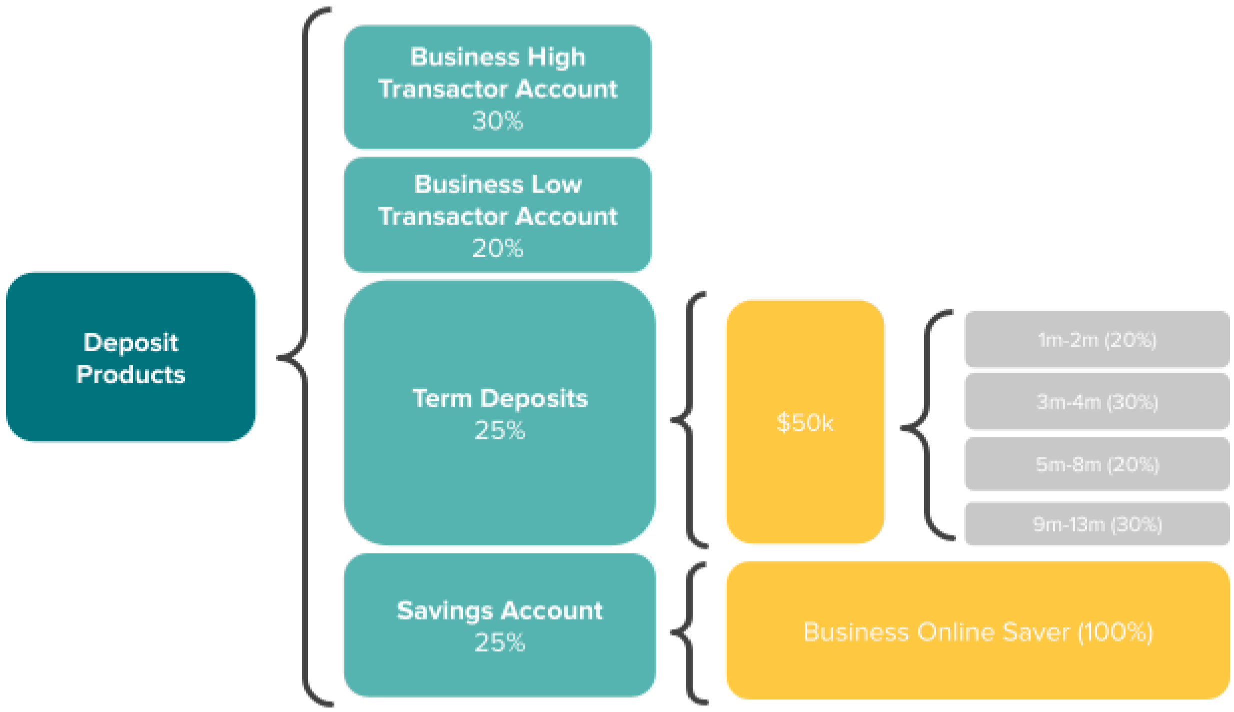
Term Loan and Overdraft

Business Loan features are scored based on the following categories and weights:

Category	Term Loans	Overdrafts
Loan Terms	60%	95%
Lending Terms	65%	55%
Security Requirements	10%	5%
Loan Purpose Availability	25%	10%
Overdraft Terms	-	30%
Product Functionality	40%	5%
Redraw Facility/Transactional	50%	-
Repayment Capabilities	20%	-
Portability	10%	100%
Split Facility	10%	-
Switch Facility	10%	-

Deposit Products

Providers are assessed on the best performing business savings and transaction accounts in the underlying Business Savings and Transaction Account Star Ratings, which considers the value proposition (i.e. price and features) of each product against its peers. Refer to the Business Savings and Transaction accounts Star Rating & Award methodology for more information on the underlying process.



Agribusiness Banking Services

Along with considering the product offering of each participating institution, Canstar considers a range of agribusiness banking services. Due to the specialist nature of the various types of agribusinesses, it is important that an institution is able to provide the necessary support and services.

Within this section an institution's offering will be considered against its peers across their network of relationship managers, the range of additional services and advice offered, other support services, online banking functionality and insights and education services.

Category	Weight
Agribusiness Banking	40%
Transaction History	25%
Payroll	25%
Self Service	20%
Payments	15%
Security Limits	15%
Other Services and Advice	25%
Specialist Services	35%
Disaster Relief and Support	35%
Additional Products	30%
Insurances	25%
Risk Management	25%
Investments	25%
Multiple Product Pricing/Discounts	25%
Support Services	20%
Support Availability	70%
Branch Coverage	30%
Insights and Education	15%

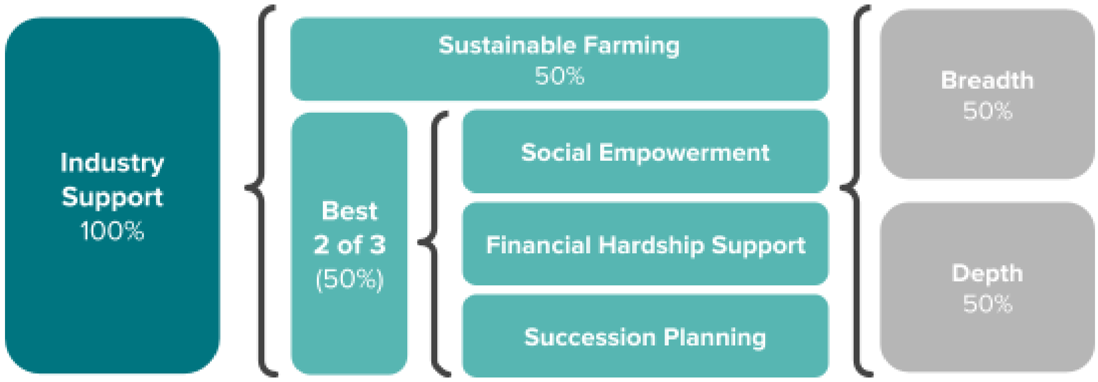
Branch Coverage

The score for branch coverage is calculated on the basis that if a bank has at least 1 branch per 60,000 people living in the island considered (North and South), then they should receive the full score. The customer to relationship manager ratio is calculated as the number of agribusiness customers divided by the number of relationship managers that an institution has.

Industry Support

This component assesses the extent to which the provider offers support and aims to create positive change for the agribusiness customer, community or sector across various key challenges/trends in the industry. All providers considered are provided the opportunity to support this component via a submission. In the absence of a submission, publicly available information is used. Each category is scored by a panel of judges using a breadth and depth approach.

Examples include empowering more diversity in agriculture, providing natural disaster relief and providing assistance to farmers switching to greener methods.



Breadth

- How many people of the target segment are affected?
- Is it easily accessible by the target segment?
- Is it easy to understand?
- Is it affordable (if applicable)?

Depth

- How significantly does it impact the target segment?
- Does it service a consumer need?
- How significantly does it empower consumers?

Who was considered in the Awards?

- Australia and New Zealand Banking Group Ltd (ANZ)
- Auckland Savings Bank Ltd (ASB)
- Bank of New Zealand Ltd (BNZ)
- Rabobank New Zealand Ltd
- Westpac New Zealand Ltd

How often are products reviewed for Star Ratings and Award purposes?

Ratings and Awards are recalculated annually based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazine, television, websites, etc.).

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.

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These Star Ratings use similar methodologies for quality, consistency and transparency. Results are freely available to consumers who use the Star Ratings as a guide to product excellence. The use of Canstar Award 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.

- Agribusiness
- Business banking
- Credit cards
- KiwiSaver
- Deposit accounts
- First home buyer
- Home loans
- Online banking
- Personal loans
- Home Insurance
- Term deposits
- Car Insurance