AWARD METHODOLOGY

Bank of the Year - Small Business

September 2025

What is the Canstar Bank of the Year – Small Business Award?

Canstar's Bank of the Year - Small Business Award uses a unique methodology that compares the product offering and banking services to small business customers in New Zealand, as well as their customer's satisfaction.

The Product Assessment measures the value proposition of small business financial products assessed in Canstar's Business Savings and Transaction Account Star Ratings and Business Credit Card Star Ratings in addition to the product features of each institution's business loans and the rates available for term deposits.

The Business Services component of the methodology assesses the service provisions offered by each institution considered, including branch accessibility, digital functionality, merchant services, education and additional support afforded to small businesses.

The Customer Satisfaction component uses survey responses in which business banking customers rate their satisfaction with their bank across seven key areas: customer service, problem resolution, value for money, communication, fees and charges, staff and invoice payments, and interest rates.

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 Star Ratings and 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

To be eligible for inclusion in the award, institutions must offer at least 2 of the following to small businesses and make product information available to Canstar to support the product comparisons:

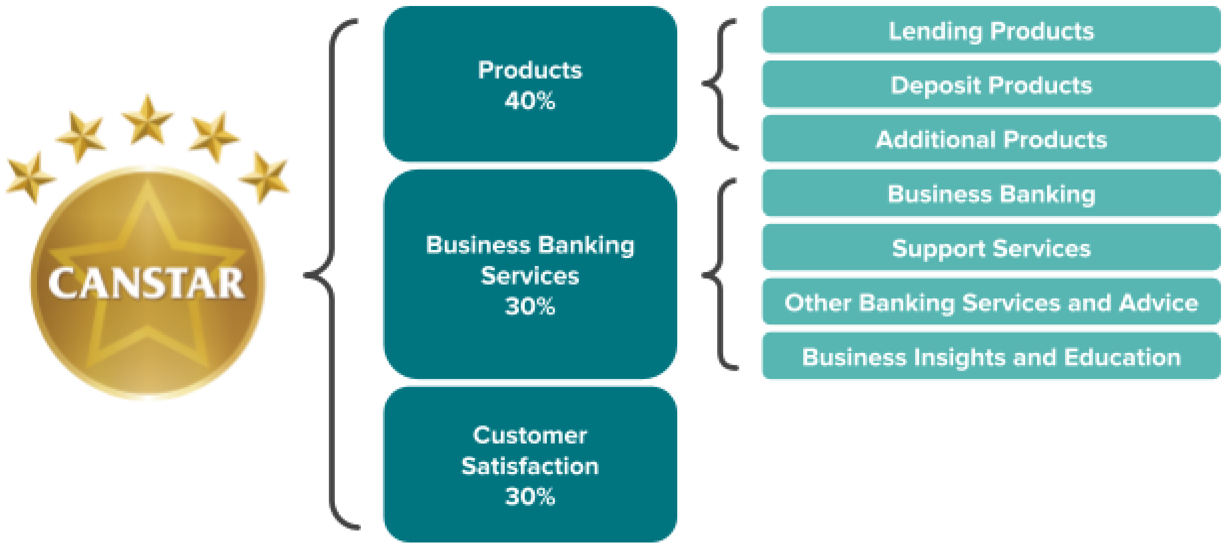
- Business loans
- Credit cards available for business use
- Business transaction and savings accounts

Institutions must also have a branch network in both the North and South Island to be eligible for this Award.

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

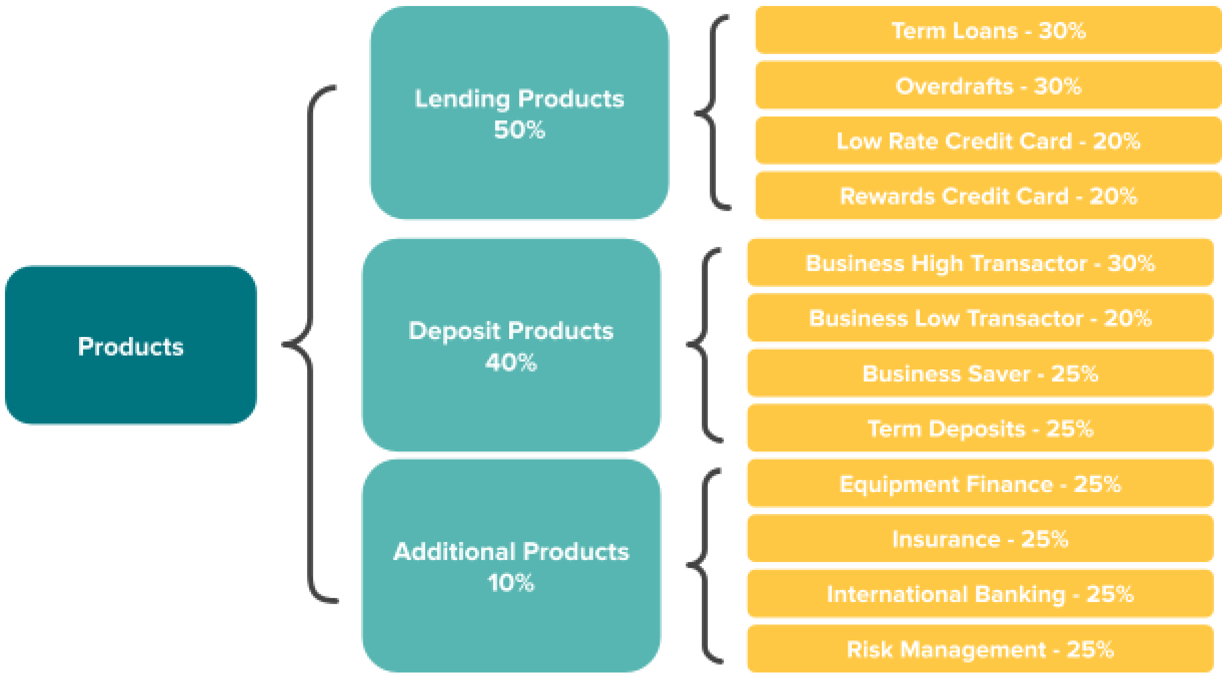
Award Methodology

To arrive at the total score, Canstar applies a weight against the three areas of consideration. The weights reflect the relative importance of each component considered within the methodology. The breakdown of weighting for each category is displayed below:



Product Assessment

The following table outlines the weights that are applied to each product category considered within the Product Assessment:



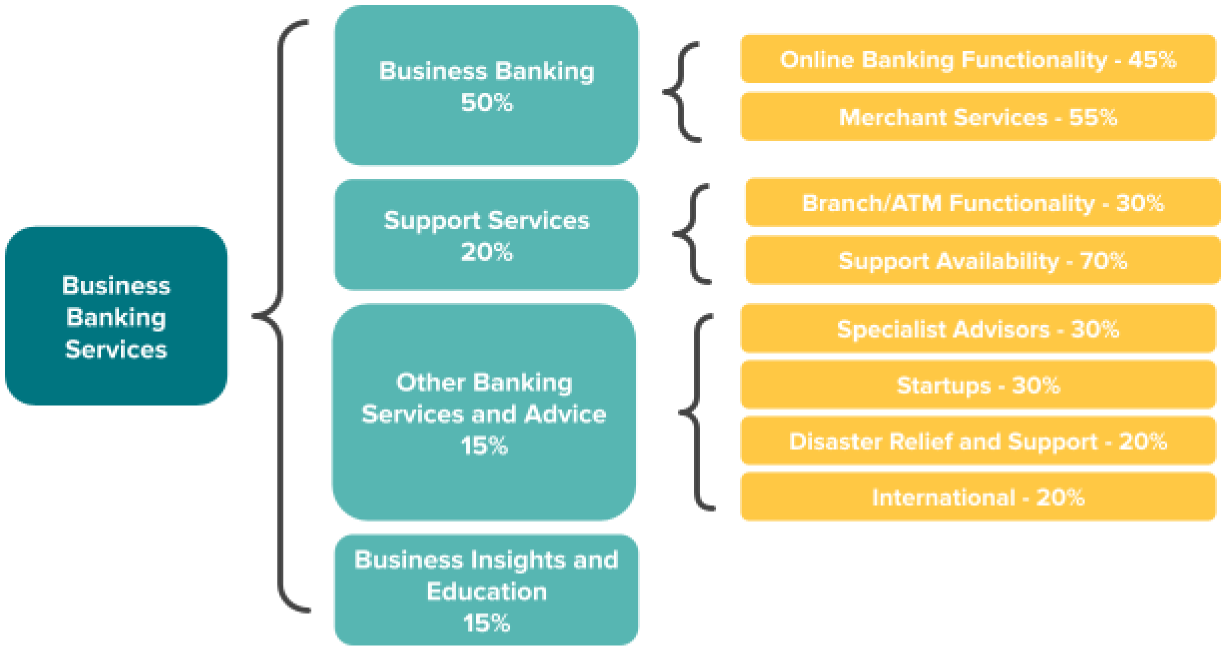
Please refer to the Business Savings and Transaction Account Star Ratings and Business Credit Card Star Ratings methodology documents for information on how these products are assessed. Term Deposits are based on the average rate available for the given term in the 6-months preceding the Award. Additional products are based on the availability of a range of these products from the provider assessed. 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%
Repayment Capabilities	50%	-
Redraw Facility/Transactional	20%	-
Portability	10%	100%
Split Facility	10%	-
Switch Facility	10%	-

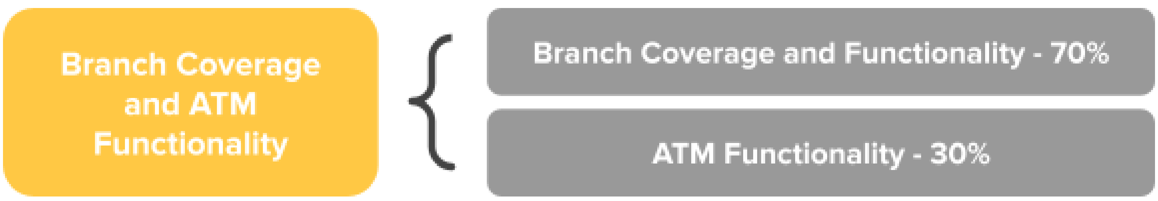
Business Banking Services

The following table outlines the weights that are applied to each category considered within the Business Banking Services component of the methodology:



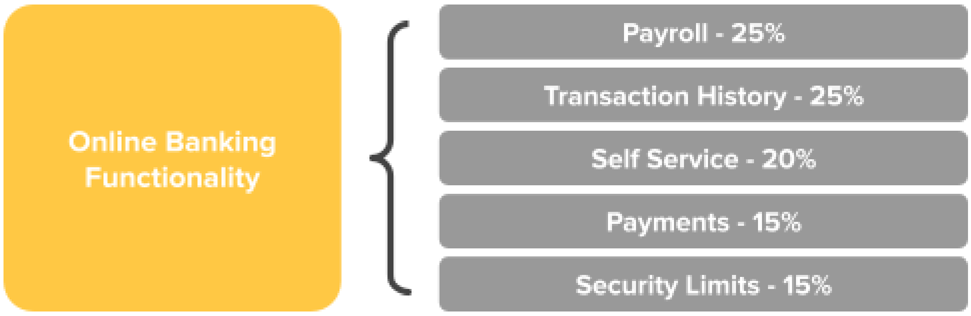
Branch Coverage and ATM Functionality

The Branch Coverage score incorporates the ranges of services offered and provided in-branch to customers, making up 30% of the Branch Coverage score and the number of branches account for the remaining 70%. The score for the number of branches is calculated on the basis that if a bank has at least 1 branch per 40,000 people living in New Zealand, then they should receive the full score.



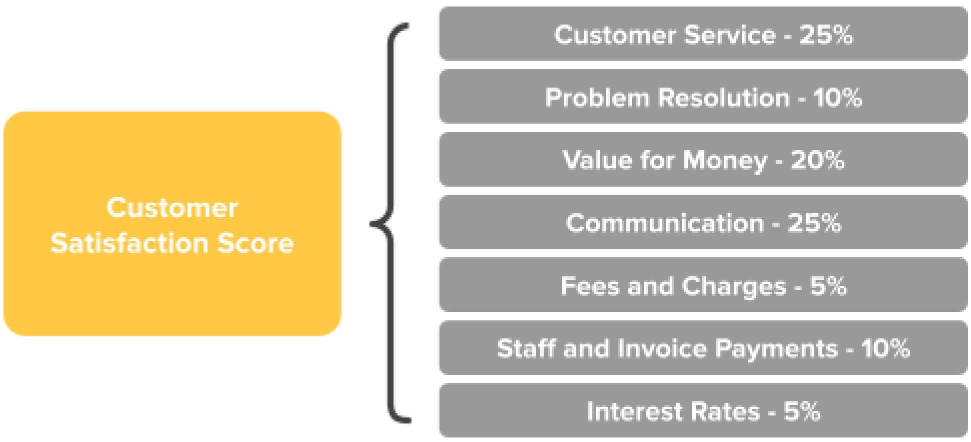
Online Banking Functionality

The Online Banking Functionality score is assessed based on five categories of the business specific functionality that an institution's online banking platform provides to business consumers, with the weights of the subcategories outlined below:



Customer Satisfaction

The following table outlines the weights that are applied to each satisfaction metric considered within the Customer Satisfaction component of the methodology:



Canstar measures and tracks customer satisfaction amongst New Zealand small business owners, who rate their satisfaction with their bank via Pureprofile. Customers are asked to assess their satisfaction across a range of metrics, with overall satisfaction asked as a specific question. A regression analysis is conducted to determine the relative importance of each metric to overall satisfaction. Canstar uses this analysis to inform the weights outlined above.

Who was considered in the Awards?

- ANZ Bank New Zealand Limited
- ASB Bank Limited
- Bank of New Zealand
- Kiwibank Limited
- Westpac New Zealand Limited

How often are products reviewed for Star Ratings purposes?

Ratings 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 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 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