

Press Release

Embargoed for 8 April 2011

The Asian Banker Technology Implementation Awards 2011

Westpac New Zealand wins the Best ATM Installation and Management Solution Award 2011

- *Westpac NZ wins the Best ATM Installation and Management Solution Award for successfully optimising their ATM distribution channel, streamlining operations and providing real-time deposit updates.*
- *Over 50 financial institutions from 15 countries across the Asia Pacific, Gulf region and Central Asia were evaluated as part of the Technology Implementation Awards Programme 2011*

Hong Kong, 8 April 2011 – Westpac New Zealand and its technology partner NCR Corporation have been awarded the Best ATM Installation and Management Solution in the fifth Asian Banker Technology Implementation Awards Programme held at The Hong Kong Jockey Club on the evening of April 7th 2011. The awards programme was held in conjunction with the prestigious Asian Banker Summit 2011, the foremost annual meeting for decision makers in the financial services industry in the Asia Pacific region.

The awards programme, administered by The Asian Banker and refereed by prominent global bankers, consultants and academics, is the most prestigious of its kind. A stringent three-month long evaluation process, based on a balanced and transparent scorecard, determined the winners. A full list of winners is provided at the end of this press release.

Westpac New Zealand wins the Best ATM Installation and Management Solution Award for optimising their ATM distribution channel, streamlining operations and providing real-time deposit updates.

Westpac New Zealand's deployment of NCR SelfServ intelligent deposit ATMs known as 'Smart ATMs' comes at a time when banks have sought to leverage their self-service channel to improve the customer experience.

The project was not without its risks. Westpac's 'Smart ATMs' are the first in the southern hemisphere to accept all forms of deposited funds – coins, banknotes, cheques and bulk-bags. They are also the first self-service devices in Oceania to credit consumers' deposits of cash and coins straight to their accounts.

Since implementation, a significant number of counter transactions have migrated to the intelligent deposit machines, allowing for more opportunities for bank tellers and personnel for other engagements with their customers.

"Westpac NZ's solution with their partner NCR removes the need for any human intervention as cash -- whether coin or banknotes, are credited in real-time. This is a big benefit to Westpac's customers, especially small businesses, who need to make deposits outside bank

hours,” says Chris Kapfer, Head of Asian Banker Research. A month into the implementation, Westpac NZ has seen a third of all ‘Smart ATM’ deposits made outside of branch opening hours.

“Westpac NZ’s project with NCR reflects a keen focus on their customers by allowing them to access services at a time that suits them, not the bank. It streamlines all deposit operations into a single self-service device while freeing up employee time for personal engagements with their clients,” Kapfer says.

Over 50 financial institutions from 15 countries across the Asia Pacific, Gulf region and Central Asia were evaluated as part of the Technology Implementation Awards Programme 2011

The award evaluation process used a comprehensive methodology to evaluate the strength of individual technology implementations. It involved extensive research and tapped the combined experience of a team of experienced researchers and the expertise of an international panel of renowned industry practitioners. The members of the advisory panel are Alex Escucha, Steven Miller, Brett King and Enoch Ch’ng.

“The Technology Implementation Awards programme was instituted in 2006 to discover path breaking IT projects that were executed within an acceptable timeframe, and had measurable impact on an institution’s efficiency and profitability,” Kapfer says.

About The Asian Banker

The Asian Banker is the foremost provider of strategic business intelligence on the financial services industry in the Asia Pacific and Middle East regions. The organization has offices in Singapore, Kuala Lumpur, Beijing and Dubai as well as representatives in Shanghai, London and New York. With a business that revolves around publications, research services, training and forums, the organization is highly regarded in the financial services community for its incisive and independent commentaries on developments in the industry. The company’s website is www.theasianbanker.com.

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The Asian Banker Technology Implementation Awards 2011

Best Core Banking Implementation for Small-sized Banks

Saigon Hanoi Bank and Polaris

**Best Core Banking Implementation for Medium-sized Banks
and**

Overall Best Core Banking Implementation Award

Cathay United Bank and TCS

Best Middleware Implementation

Union Bank of India and TCS

Best Data and Analytics Project

IDBI Bank and Oracle

Best CRM Project

ICICI Bank and CDC CRM Solutions

Best Risk & Analytics Project

Shanghai Pudong Development Bank and FICO

Best Banking Product Application

SAMBA Financial Group and Polaris

Best Banking Security System

ICICI Bank and Nevis Networks

Best Retail Payments Implementation

Maybank and MYeBills Consulting

Best Corporate Payments Implementation

HDFC Bank and Oracle

Best Payments Application

SAMBA Financial Group

Best ATM Installation and Management Solution

Westpac New Zealand and NCR

Best Branch Automation & Networking

Bank of the Philippine Islands and Wincor Nixdorf

Best Call Centre Project

Kotak Mahindra Bank and Cisco

Best e-banking Project

Standard Chartered Bank (Thailand) and Advance mPay

Best Multi-Channel Capability Project

YES Bank and Obopay India

Best Financial Supply Chain Project

YES Bank and Cordys Asia

Best HR Systems Implementation Project

Standard Chartered Bank (China) and LongTop

Special Award for Shared Enterprise Storage Infrastructure Optimisation

BNP Paribas and EMC

Best Trading Front-office System

RBS

Best Trading Middle-office System

Colonial First State (Commonwealth Bank of Australia) and SmartStream

Best Trading Back-office System

Standard Chartered Bank (Singapore) and TCS

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