

Press Release

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Gai McGrath wins Retail Banker of the Year for Asia Pacific award for 2015

- **Gai McGrath successfully oversaw Westpac's retail business transformation and consistently delivered impressive results including excellent revenue growth**
- **She led the bank from fourth in the industry to first in MFI customer satisfaction**
- **McGrath stands proudly as one of a growing number of women in FSI leadership roles**

Singapore, March 19th 2015— Ms. Gai McGrath won Retail Banker of the Year in Asia Pacific award for 2015. She received the award at The Asian Banker's International Excellence in Retail Financial Services 2015 Awards ceremony, held in conjunction with the region's most prestigious retail banking event, the Excellence in Retail Financial Services Convention. The ceremony was held at the Capella, Singapore on March 19th 2015.

Gai McGrath successfully oversaw Westpac's retail business transformation and consistently delivered impressive results including excellent revenue growth

Before joining Westpac in October 2012 McGrath ran the retail banking operations of its subsidiary bank in New Zealand. Reporting directly to the chief executive, she had operational responsibility for the bank's six state-based divisions which consist of 54 regions, 674 branches and more than 8,000 people.

In this role she delivered a consistently impressive set of results including excellent revenue growth, strong expense management, an ever healthier self-funding ratio and improved employee engagement. She was also a member of the leading asset and wealth management group leadership team for seven years, having held a number of key roles in the business including general manager, customer service and general manager, risk solutions.

She led the bank from fourth in the industry to first in MFI customer satisfaction

Central to her vision is having the hearts and minds of customers at the core of everything she does and her mission is simple: to build meaningful relationships with customers and help them build better lives by having the best, professional bankers in the market to provide advice. She now leads a team of more than 7,000 people who deliver on this.

Under her leadership, she has built on a strong foundation to overhaul its front-line branch network and driven significant transformation in how Westpac helps customers. This has seen the bank move from the fourth-placed retail bank among the Big Four banks in the country now to first in Main Financial Institution (MFI) customer satisfaction.

McGrath stands proudly as one of a growing number of women in FSI leadership roles

McGrath is a role model in the industry. She stands proudly as one of a growing number of women in leadership roles in financial services and devotes her time to speak at many women in leadership events and mentoring to inspire others to realise their potential.

She is the chair of the country's Bankers' Association's Retail Banking Committee and in this role she guides the ABA's agenda in critical matters impacting the industry including the regulatory framework for branch banking services

About 200 senior bankers from award-winning banks in 29 countries across the Asia Pacific, the Middle East, Central Asia and Africa attended the glittering event that recognises their efforts in bringing superior products and services to their customers. 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 evaluation process based on a balanced and transparent scorecard used to determine the winners and the positions of various retail banks in the region is attached.

About The Asian Banker

The Asian Banker is the region's most authoritative provider of strategic business intelligence to the financial services community. The Singapore-based company has offices in Singapore, Malaysia, Hong Kong, Beijing and Dubai as well as representatives in London, New York and San Francisco. It has a business model that revolves around three core business lines: publications, research services and forums. The company's website is www.theasianbanker.com

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