

APPENDIX 4

POINTS OF PRESENCE BY STATE AND SERVICE CHANNEL (JUNE 2001)¹

The following meet the definition of a branch

Service Channel	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust. Wide	Grand Total
Agencies		101	2	89	41	2	92	55		382
Agency		8	2	7	4					21
Branch	71	1,603	49	962	288	111	1,071	346		4,501
Branch - BSA			4	1	117					122
Branch - Non Cash		2								2
Branch - Unowned				1				1		2
Commercial Branch	1	7		1	1		3	1		14
Community Bank Branches		7			3		27	10		47
Franchise					1					1
Head Office		8					2			10
In-Stores	1	64		43	12	7	33	22		182
Member Advisory Centres		4								4
Network Service Delivery, Distribution Channel								89		89
On-Line Agents				20						20
Personal Finance Centre	8	1								9
Private Agents				35						35
Service Centres		12								12
Single Site Operators		14		1						15
Stores	9	212	9	112	36	14	154	78		624
Tasmanian Banking Service Branch						3				3

¹ APRA, Points of Presence, 30 June 2001.

The following service channels do not meet the definition of a branch

Service Channel	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust. Wide	Grand Total
Advisory Centres	1	5					5	1		12
Agencies with EFTPOB	1	70	10	64	9	5	59	13		231
Agency		18		31	18	14	10	15		106
Agency - Lending				18						18
Agency - Transactions				32						32
Agents								93		93
Agri-Business Banking Centres		10		7	3		10	5		35
Area Committees		3		5						8
ATM	132	2,926	108	1,876	627	106	1,623	831		8,229
ATM - Branded	38	585	5	50	18		40	1		737
ATM - BSA			5	1	155					161
ATM - Unbranded	17	683	5	248	71	13	294	30		1,361
Automatic Electronic Branch	2	25		6			4			37
Bank Agency			2	2	1	2	1	1		9
Banking Suite		1					1			2
BPAY										
Bragency		26		1			4			31
Branch		28	2	25	4	2	11	5		77
Branch - Cashless Agency					1					1
Branch - Kiosk		1								1
Branch - Non Cash					3					3
Branch Less Than 7.5 hrs per week		1								1
Business Banking		5		7	1		24	3		40
Business Banking Centres	3	88	3	53	28	4	74	29		282
Business Development Managers				5			5			10
Business Development Officer		1								1
Business Development Offices							1			1
Business Managers								5		5
Call Centre - Rediphone		1								1
Call centre, mail and fax										
CAT/CAP		2,771		785	292	83	1,082	447		5,460
Commercial Lending Centre		3								3
Commonwealth Business Centres					1			1		2
Customer Information Centres		1		1	1		1	1		5
EFTPOB				1						1
EFTPOS	734	21,237	5,815	17,186	3,229	12,838	974	4,896	1,982	68,891
Elders Rural Bank		56	2	61	32	1	37	37		226
Electronic Agencies - BSA		1	3	2	132		9			147
Ezy Banking	14	203	11	126	48	29	162	66		659
Financial Planner		3								3
Financial Service Centres	3	28		7			2			40
Financial Solutions Shop							1			1

Service Channel	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Aust. Wide	Grand Total
Private Banking Suites		5		2	1		4	1		13
Proprietary ATMs	60	1,050	18	546	152	73	779	252		2,930
Public Agents		3		19			87			109
RediPOS		92			49					141
Referral Agents	2	25		201	13	1	243	3		488
Regional Manager							1			1
Representatives	1	2		4	2		3			12
Sales Centre		1			1		5			7
Sales Only Branch		6		2		1	9	2		20
Specialist Centres		5		4	2		9	1		21
Service Centres				1	1		2	1		5
Small Business Centres		4		1		2	2			9
State Schools, TAFES & Unis in NSW ACT & NT										
Supermarket Outlet				1			1	1		3
Telephone Banking VISA		5					1			6