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## Stellar year for Co-operative Bank

The Co-operative Bank has experienced another stellar year of growth in its third full year as a registered bank.

Annual results show the net profit before rebates and tax in the year ended 31 March 2015 was $13.4 million – an increase of 31%.

The results have been driven by good balance sheet growth, sound margin management and a benign credit environment ensuring low bad debt levels.

Chief Executive, Bruce McLachlan, said with strong year-on-year progress since becoming a bank in October 2011, The Co-operative Bank had increased overall profits by 59%, attracted more than 35,000 new customers and delivered $4.1 million in total rebates.

“We use a full range of metrics to monitor and gauge how we’re performing,” said Mr McLachlan.

“It’s not just results and rebates which, of course, we’re delighted with. Our brand recognition has also strengthened markedly in the past year, and our customers continue to rate us very highly for our service.”

McLachlan said customers were enjoying significant enhancements in the online offering over the past 12 months, with a new award-winning mobile app, new website and a new internet banking platform set to go live in June.

“And the best is yet to come in the year ahead as we deliver more functionality, better security and an overall enhanced online experience for our customers.”

Over the next week, The Co-operative Bank will pay $1.8 million in rebates back to its customers for the 2014-15 year. This is an increase of nearly 40% on the previous year, reflecting the Bank’s strong capital and long-term sustainable position.

“Unlike other banks, we share our profits with our customers in the form of these rebates, because we’re focused on the long-term benefit of our customers, based on a fundamental belief in the notion of mutual benefit.”

The Bank had also seen strong lending and deposit growth with home lending growth of 12%, more than double market growth, and deposit growth also at 12%.

“This reflects our consistent approach to pricing, setting the Bank apart from its competitors who have tended to drift in and out of the market with aggressive pricing as it has suited them.”

The Bank continues to have high capital and liquidity ratios of 16.5% remaining the highest of any New Zealand Bank, reflecting its focus on soundness and sustainability of the business.

 **ENDS**

## For more information or to arrange an interview contact: Anna Aitchison, Marketing Strategy & Communications Manager annaaitchison@co-operativebank.co.nz04 496 1853021 882 062

**Annual result highlights**

Highlights from the past year include:

* More than 12,000 new customers joined the Bank
* 24% increase in profits to $8.9 million up from $7.1 million the previous financial year
* Low bad debt levels, down by 32%
* New mobile app downloaded by more than 17,000 customers who are using it five times a week on average.
* New website launched with internet banking platform going live in June.
* Brand awareness up from 3% in 2011 to 13.3% on 1 April 2015
* Strong mortgage lending and deposit growth (both 12%)
* The Capital Ratio is 16.5% which remains the highest of any bank in New Zealand