

2025 - 2026

For what comes *next*.

Our year in review.



Meet the characters from our award-winning game, Big Plans, helping kids become confident with money.

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Bank of us.

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In many respects this has been a challenging year. Economic conditions have continued to shift, cost-of-living and housing pressures have remained real for many households, and rapid changes in technology are reshaping the way we live, work and bank.

For communities like ours in Tasmania, periods like this are a reminder of the value of strong, locally based institutions - organisations that understand the people and places they serve and have a genuine stake in their future.

Bank of us is proudly Tasmanian and customer-owned. Our decisions are made here, by people who understand our place, for the benefit of the customers who own us.

That doesn't mean standing still. To remain relevant and resilient, we need to continue investing in our people, technology and capability. But as we change, we can do so with a clear sense of who we are and who we are here to serve.

Our customer-owned model allows us to take a longer view - investing in better banking, supporting more Tasmanians into secure housing and helping people build confidence with money.

Finally, strong governance includes orderly Board renewal. During FY26, former Chair and Director Scott Newton retired after making a significant contribution to Bank of us, and we welcomed company director Laura McBain, whose experience and perspective will be valuable to the Board.



Helen Galloway
Board Chair

Welcome to the Bank of us 2026 Year in review

Bank of us exists for the benefit of our customers, who are also our owners. We thank them for their ongoing and loyal support. It has allowed us to deliver another strong year of growth and profitability, which we can reinvest in the Bank and in helping more Tasmanians.

During the year we continued to strengthen our organisational capability to respond to the growth of the Bank and an increasingly complex regulatory environment. We also invested in our digital infrastructure, while maintaining the high standard of personal service our customers value.

Highlights for the year include:

- Our total assets grew by 9% to \$2.19 billion.
- Close to 4,000 new customers joined us, taking active customers to more than 37,800.
- We wrote a record \$508 million in new loans and maintained our share of Tasmania's owner-occupied housing finance market at 13%.
- Our loan book grew by \$160 million to \$1.84 billion.
- Our deposit book grew by \$157 million to \$2.03 billion.
- Our positive employee engagement score was 91%, continuing the strong cultural outcomes of recent years.



More than
37,800 active
customers



91% positive
employee
engagement

Financial outcomes

After-tax profit increased to \$6.10 million, primarily reflecting higher net interest revenue from loan growth. We expect a similar result in the year ahead as we continue investing in the capability and technology the Bank will need for the future.

People outcomes

Delivering great outcomes for our customers starts with having great people and a strong, collaborative culture.

This commitment is reflected in the results of our Employee Culture Survey, where we achieved a high-performance culture score of 81%.

As we grow and invest in the future of the Bank, maintaining that strong, people-centred culture remains one of our priorities.

Impact

Our Board and Executive have identified two areas where Bank of us can make the greatest difference: helping more Tasmanians achieve housing security and helping Tasmanians be in the best possible shape financially.

FY26 was our fourth year as the exclusive lender for the Tasmanian Government's MyHome Shared Equity Program. More than 1100 loans

have now been funded, helping more than 3000 Tasmanians into home ownership. We are proud of what MyHome has achieved and optimistic about its future as awareness of the program continues to grow.

We have also continued to explore and invest in new ways to build Tasmanians' confidence with money.

This year saw the launch of our award-winning children's game, Big Plans, designed to help kids be more money confident.

We celebrated the announcement of this year's Bank of us Scholarship in Financial Literacy recipient Maddie Lamprey, who is undertaking a Bachelor of Education in Launceston.

We continue to track progress on the West Coast financial literacy pilot our funding helped make possible and created stronger ties with the terrific work of the Children's University.

Together, these initiatives reflect our belief that building confidence with money - particularly from an early age - can make a meaningful difference throughout people's lives.

Industry environment

Annual owner-occupied housing finance demand in Tasmania grew by 10% to \$3.4 billion. The year also saw considerable movement in interest rates, making the pricing of loans

and deposits more challenging as we balanced growth and returns.

We expect property prices and lending demand to soften as higher interest rates, taxation policy changes and low population growth affect the market. Pleasingly, we have not seen increased evidence of servicing stress across our overall loan portfolio, which remains high quality with conservative loan-to-value ratios.

Looking ahead

Our strategy is to build on the success of recent years by continuing to put people at the heart of banking.

We see further opportunity here in Tasmania. We aim to continue growing our share of the Tasmanian market and use that strength to deliver positive impact for Tasmania and Tasmanians.

Our customer experience remains a genuine point of difference. We will continue investing in our people and technology so we can serve our customers well and maintain a strong, sustainable, customer-owned bank for the future.



Paul Ranson
CEO



Bringing Big Plans for financial literacy to life

We're committed to supporting financial education for Tasmanians at every stage of life.

We wanted to create a resource that encourages parents and carers to start meaningful conversations about money from an early age, helping lay the foundations for lifelong financial wellbeing.

We were thrilled to launch **Big Plans- A Show Day Money Adventure**,

Safe for kids

Big Plans was created with fun, learning and accessibility as a priority. So it's free to download and can be played offline.

There's no ads, no in-app purchases and no promotion of Bank of us products.

The game doesn't collect any data from players and there's no data tracking.



an interactive mobile game for children aged 5 to 8. The game uses storytelling and play to introduce foundational financial concepts.

Big Plans is supported by a long-term promotion strategy, so we can continue to spread the word to young Tasmanians. We'll leverage education partners like Children's University-Children's University students can earn 10 hours in the Learning Passports for completing Big Plans.

"If we want future generations to be financially secure, we need to start early"

Paul Ranson, CEO, Bank of us.

"Big Plans is about giving families a trusted, engaging way to begin learning money skills with children - and helping build confidence that can last a lifetime".

"The project reflects our focus on housing security and financial security, and its long-standing commitment to put people at the heart of banking".



Big Plans - Created in Tasmania

Big Plans was developed in collaboration with Tasmanian games studio, Secret Lab, which has extensive experience creating high-quality children's content.

Dr Paris Buttfield-Addison, co-founder of Secret Lab, said the team was drawn to the project because of its strong local focus and positive social impact.

"We were excited to design something for Tasmanian families, to create a game that is both fun and genuinely purposeful."

Big Plans is a great example of what can happen when we use our local

knowledge, combine partnerships and purpose to create something with lasting impact for Tasmania.

Big Plans aligns with financial literacy content in the Australian school curriculum. Across a mix of short mini-games and narrative storytelling, children are encouraged to think about earning, saving and spending.

Parents and carers are supported with simple prompts and learning resources to extend learning beyond the screen. The idea is that small lessons and everyday conversations build into stronger financial confidence over time.

Celebrating 950 downloads!



Left to right: Martin Anderson, Leith Perkins, Kama Scott, Dr Paris Buttfield-Addison, Dr Jon Manning & Jason Purdie

Big Plans wins!

Big Plans was recognised with the Social Innovation Award at the 2026 TasICT awards.



Download Big Plans from your favourite app store.

My Home

We've helped 3000 Tasmanians into homes through the Tasmanian Government's MyHome program since mid 2022.

Under MyHome, the Government puts money towards the purchase, taking a share in the ownership of the property, which gives eligible home buyers more purchasing power and/or reduces their loan repayments. MyHome customers need only a 2% deposit, rather than the standard minimum 5%, eliminating another significant barrier for Tasmanians. Every MyHome purchase has a unique personal story behind it.



The gift of stability

Katherine Johnston didn't think home ownership was possible. Now she owns the home she was once renting, thanks to the MyHome shared equity program.

As a single parent raising two children, Katherine had moved three times in five years and faced the uncertainty of her rental being put on the market.

"As a single parent on a single wage, buying a home felt unachievable," she said.

After hearing about MyHome from friends, Katherine contacted Bank of us to find out more.

"It turned out to be the perfect fit," she said.

Through MyHome, eligible buyers can purchase a home with a 2%

deposit, while the Tasmanian Government contributes equity, reducing the amount they need to borrow.

For Katherine, owning her home has brought more than financial security.

"It's changed my life—and hopefully it will change the lives of my kids as well," she said. "We've finally got stability."

In a happy turn of events, Katherine was able to buy the home she had been renting.

"I went from being the tenant to the owner," she said.

Her story is a great example of how MyHome is helping Tasmanians achieve the security and confidence that comes with owning a place to call home.



New home, new chapter

Sophie settles into her own place with MyHome.

Sophie Ross has the keys to her brand-new home in Sorell, marking the beginning of an exciting new chapter for her and her daughter.

After renting for several years, Sophie was ready for a place to call home.

"With my daughter starting school, it was important to be close to family and have somewhere we could really put down roots," she said.

Like many Tasmanians, Sophie found buying a home challenging. But after learning about the MyHome shared equity program from her mum, she realised home ownership could be within reach.

Sophie talked to Wilson Homes about her preferred locations.

Wilson Homes identified land coming online in Sorrell and made the necessary arrangements with the developer.

With the support of the Tasmanian Government's MyHome program, delivered by Homes Tasmania, Sophie was able to purchase her new home.

Bank of us is proud to be the partner lender to the MyHome program.

The Tasmanian Government has made changes to the program, lifting the cap on new-build and house-and-land package values, a move designed to encourage more housing supply and give more Tasmanians access to the program.

"I didn't quite have the money I needed to buy on my own," Sophie said. "For me, MyHome made the difference."



3000+

Tasmanians helped to own their own homes with MyHome



430 new homes have been built through the MyHome program, adding to the housing supply since 2022.

Bank of us is proud to be the partner lender to the MyHome program.

Bank of us CEO Paul Ranson said Sophie's story highlights the impact MyHome is having for Tasmanians.

"For 155 years, Bank of us has been helping Tasmanians into homes of their own," he said. "MyHome is opening the door to home ownership for more individuals and families."

"It's exciting," Sophie said. "This is going to be home now."



Find out about Sophie's experience of purchasing a new home with MyHome.

Scan to watch now.

Building money confidence on the **West Coast**



The launch of the Money Confident book, a resource co-designed with the West Coast community was just one of the milestones celebrated by the West Coast Financial Literacy Project this year.

The project delivered a wide range of practical initiatives aimed at improving financial wellbeing, including Small Business Information and Tax Clinics, Life Admin Hours, grant writing and fundraising workshops, and Smart Kitchen Workshops. Through strong partnerships and ongoing community engagement, the project has continued to build momentum.

A key focus has been building local capability through a train-the-trainer approach. More community members

became accredited MoneyMinded Coaches, equipping them with the knowledge, skills and confidence to support others in making informed financial decisions and improving their financial wellbeing.

Designed to address critical gaps in financial literacy for young people aged 8-19, the project works in close collaboration with the West Coast community to ensure its programs and resources reflect local needs and priorities.

We're proud to support this important community-led initiative alongside the University of Tasmania, the Tasmanian Community Fund and local stakeholders, helping to create lasting change and stronger financial futures for West Coast families.

Supporting community lending through The No Interest Loan Scheme (NILS)

Our partnership with NILS Tasmania is helping more Tasmanians turn a business idea into an income.



Since Bank of us became a partner in July 2021, \$450,000 in capital has supported **579 low-income Tasmanians** to access **\$1.65 million in Micro Business loans** to start or grow their own business.



The program continues to deliver strong results. Over five years, less than 5 per cent of loans have defaulted, representing \$40,100, with that capital replenished under the State Government funding agreement.



Importantly, **81% of clients are still operating their business at the end of their two-year loan term**, while 20% are fully supported by their business income and no longer reliant on government support payments.

Demand is also growing, with NILS Tasmania assisting **30% more Tasmanians with business loans in 2026** compared with the same period in 2025.

An extra layer of protection with Confirmation of Payee

Confirmation of Payee has grown from a new safeguard against scams and mistaken payments into a familiar step for Tasmanians.

Introduced in October 2025, Confirmation of Payee helps customers verify whether account details match the intended recipient, providing an additional prompt before money leaves their account.

Confirmation of Payee adds an extra layer of protection for payments and further strengthening trust in customer-owned banking.

It's an important part of how we continue to support our customers, empowering them with knowledge and tools as we work together to keep their money safe.

Part of the Scam-Safe Accord, Confirmation of Payee forms part of broader industry efforts to help strengthen scam prevention and trust in digital payments.

Bank of us customer have performed 151,098 Confirmation of Payee checks since the system came online in 2025.



Behind the scenes changes to keep your banking safer

The rules that help protect Australia's financial system from money laundering, terrorism financing and other serious crime have recently been updated.

While these changes happen mostly behind the scenes, they mean banks are required to collect and verify some customer information differently, strengthen customer due diligence processes, and ensure customer details remain accurate and up to date. For most customers, the impact will be minimal, although we may occasionally ask for additional information or documentation.

These changes help us better protect our customers, comply with regulatory requirements and continue providing safe and secure banking services.

←

Check payee details

Account number

123801006

BSB

034014

Account name

E Jones

✓

The account name entered matches the account. The accounts is in the name of E Jones and others..

What does this mean?

The details provided match the account information.

Please double check the recipient details as an incorrect payment may be difficult to retrieve.

Match

The details you've entered match the bank records of the intended recipient

←

Check payee details

Account number

943773371

BSB

034014

Account name

Missy Pearson

✗

The account name entered does not match the account.

What does this mean?

A different account name may indicate a scam. Please check that the BSB, account number and account name spelling are correct.

Please double check the recipient details as an incorrect payment may be difficult to retrieve.

No Match

The details you've entered do not match the bank records of the intended recipient



Our personalised service, day in day out **sets Bank of us apart from other banks.**

While our SmartBanking app has become the preferred service channel for many of our customers, we're proud to offer support by phone and in-person for those who want it.

If a customer calls us, the average annual call queue wait time is only **70 seconds.**



52 940 calls
Answered by our
Tasmanian team



102,309
In-person visits
across our 7 stores



Our commitment to **Tasmania**

Our focus is firmly anchored in Tasmania. We're committed to strengthening the communities we serve through local investment, local employment and a continued physical presence across the state.

In practical terms, that means remaining committed to our network of seven stores. From the North West through to Hobart, our stores provide customers with access to face-to-face banking and local expertise. While banking continues to evolve, we know that in many regional communities, access still matters, and relationships matter just as much. Our customers value being able to speak with someone who understands their local community and can provide personalised support when it matters most.

Our commitment to Tasmania also extends to the jobs we create and the investments we make. As a Tasmanian employer, we're proud

to provide meaningful careers that contribute to the state's economy and help build capability within the local financial services sector. Decisions we make about where we invest, employ and operate is guided by our purpose of creating long-term value for Tasmania and the people who call it home.

This year, we completed another phase of our property strategy, relocating our back-office operations from Brisbane Street in Launceston to our new head office on Cimitiere Street. The move brings our teams together in a modern, purpose-built workspace designed to support collaboration, innovation and future growth. It also represents a significant investment in our future, reinforcing our confidence in the strength of our organisation and our commitment to maintaining skilled jobs and decision-making here in Tasmania.

Supporting the teachers of tomorrow

Meet Maddie: helping young Tasmanians build confidence with money.

University of Tasmania education student Maddie Lamprey believes some of the most important things young people learn at school are the skills they'll use throughout their lives.

That includes how to manage money.

Maddie is the recipient of the \$5000 Bank of us Scholarship in Financial Literacy, established to support a future Tasmanian teacher with an interest in helping young people become more confident with money.

Bank of us CEO Paul Ranson said the scholarship was part of the Bank's broader focus on creating a positive impact for Tasmanians.

"We know a lot of Tasmanians don't feel confident when it comes to managing money, and we want to help change that," Paul said.

"Supporting one future teacher might seem like a small step, but over the course of their career they'll work with thousands of young Tasmanians.

That gives this investment the potential to have an impact for many years to come."



"It's a big part of life, being able to handle money appropriately"

Maddie Lamprey

Maddie is in the first year of a health and physical education teaching degree and travels from her home on the North-West Coast to Launceston twice a week to study.

She believes financial literacy doesn't need to sit only within maths.

"I think you can incorporate teaching the kids financial literacy. I know you can in maths, but I think you can also put it into health and PE as well, just because it's something that students need and it's necessary," Maddie said.

"It's a big part of life, being able to handle money appropriately."

Maddie has already had an opportunity to try that approach while working as a relief teacher assistant at Montello Primary School in Burnie.

The scholarship is helping Maddie with fuel for her regular trips to Launceston, as well as books, stationery and other study costs.

"I want to make sure students do learn properly and I feel like I can be that person to teach them and support them," Maddie said.



Everyone's financial wellbeing looks different. That's why we have a range of resources to help Tasmanians manage their money at every stage of life. **Visit the Money-Sense page on our website to find out more.**



Bank of us.

Tasmania | Community | Customer

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