



Westpac Banking Corporation
Level 18, 275 Kent Street
Sydney, NSW, 2000

ASX RELEASE

15 September 2026

Westpac Data, Digital and AI Update

Westpac Banking Corporation ("Westpac") today provides the attached update.

For further information:

Hayden Cooper
Group Head of Media Relations
0402 393 619

Justin McCarthy
General Manager, Investor Relations
0422 800 321

This document has been authorised for release by Tim Hartin, Company Secretary.

Data, Digital and AI Update

IT TAKES
A LITTLE 

15 September 2026

IMPORTANT: This presentation contains a number of 'forward looking statements' which are subject to assumptions, risks and other important information set out in the disclaimer at the back of this presentation.

Westpac Banking Corporation ABN 33 007 457 141

Andrew McMullan

Chief Data, Digital and AI Officer



Turning data into intelligence. AI for everyone. Accelerating delivery.



Data, Digital and AI – supporting delivery of our priorities



Accelerating the strategic agenda

Focus on proprietary lending

In Consumer and Business

Smart leads

Book a Banker

Strengthen deposits franchise

Grow transaction banking balances

Digital onboarding

Personalised offers

Deepen customer relationships

Deliver the whole bank to customers

Better insight

Better conversations

Digital as the primary experience

Improve service and support sales

80%

of sales originated digitally¹

99%

of service interactions completed digitally²

Simplify the bank

Faster and simpler customer outcomes

250k

Manual activities removed³

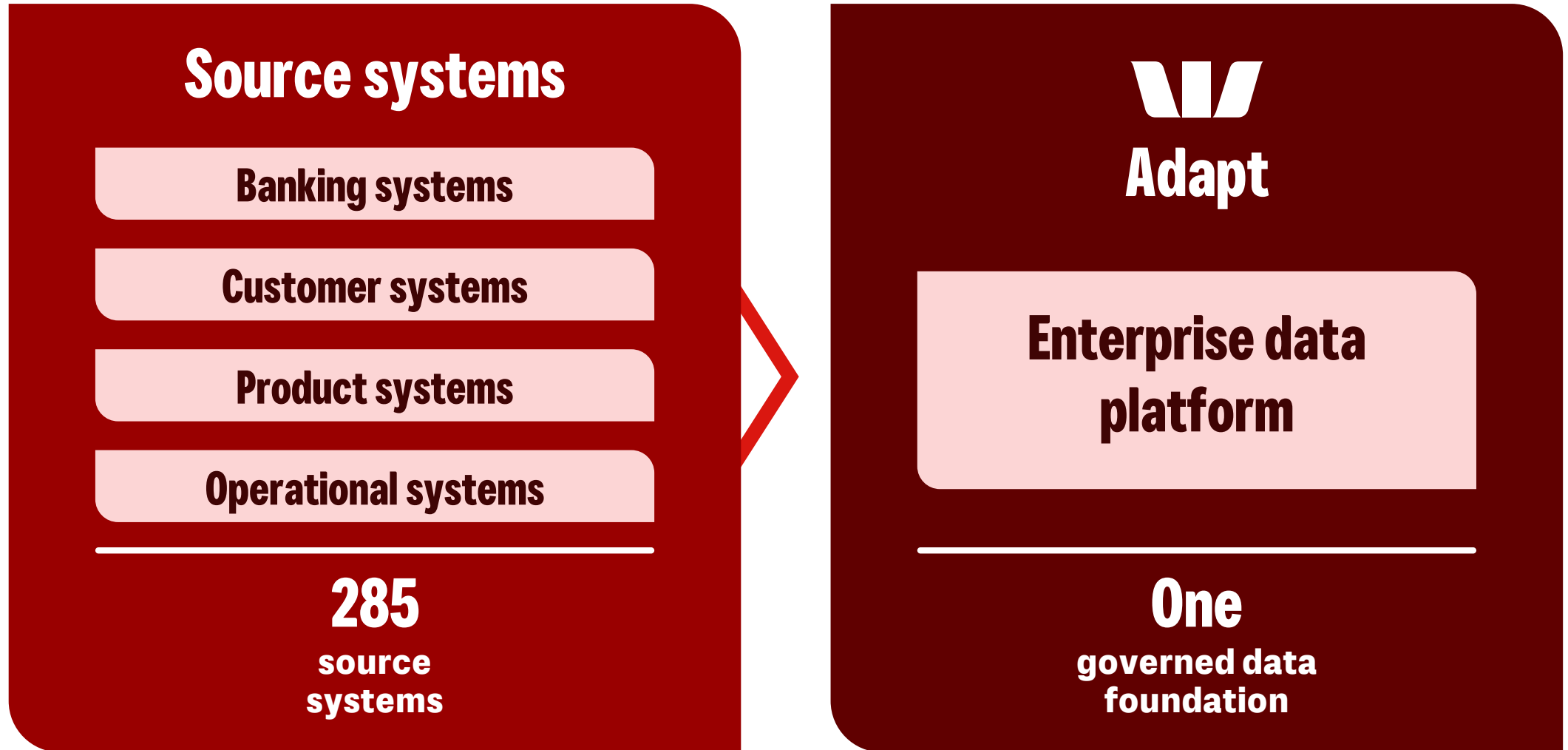
150k hrs

Banker capacity³

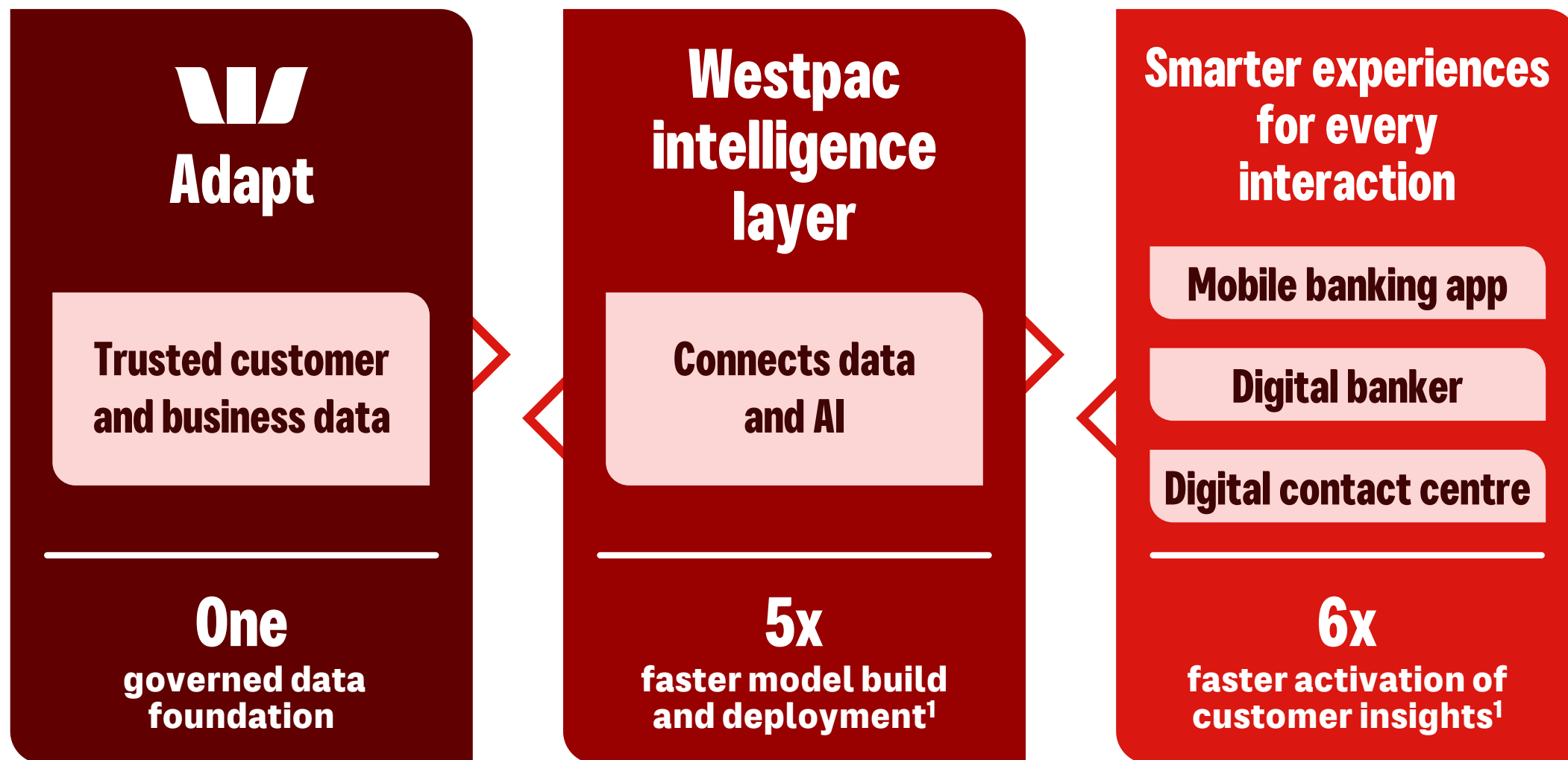
¹ Quality sales that were digitally originated as a percentage of total quality sales within the 12-week period to Aug-26. ² Digital volume as a percentage of total volume of service events within branches, virtual banking and digital channels measured between Oct-25 and Aug-26. ³ Estimated annual benefit from five operational AI agents across mortgages and consumer finance.



From fragmented data to one trusted data foundation



Personalising customer experiences



¹ Based on initial use cases.

Westpac Intelligence: Whole of the bank to the customer

Personalised deposit offers
to Consumer customers –
faster and at greater scale

500k

Customers reached in 2 weeks

>2x

Account uptake¹

Smart digital leads
identifies Business banking
opportunities

16k

Customer conversations

2.8x

Increase in settlements²

Personalised intelligence
surfaces insights for Business
and Institutional bankers

60

Bankers in the pilot

100%

Support pilot expansion

¹ Compared to the control group. ² Over the five months to Aug-26 compared to prior corresponding period.

Catalyst and AI: Accelerating change execution

Yearly funding

Persistent funding

Slow execution

Faster speed to market

Siloed teams

Teams closer to customers

¹ The Engineering Practice is led by Technology and works in partnership with Data, Digital and AI.

Data, Digital and AI platform delivery units

End-to-end accountability

Shared data and AI

Shared digital and contact centre

Data, Digital and AI practices

Support all delivery units with guidance, tools and coaching

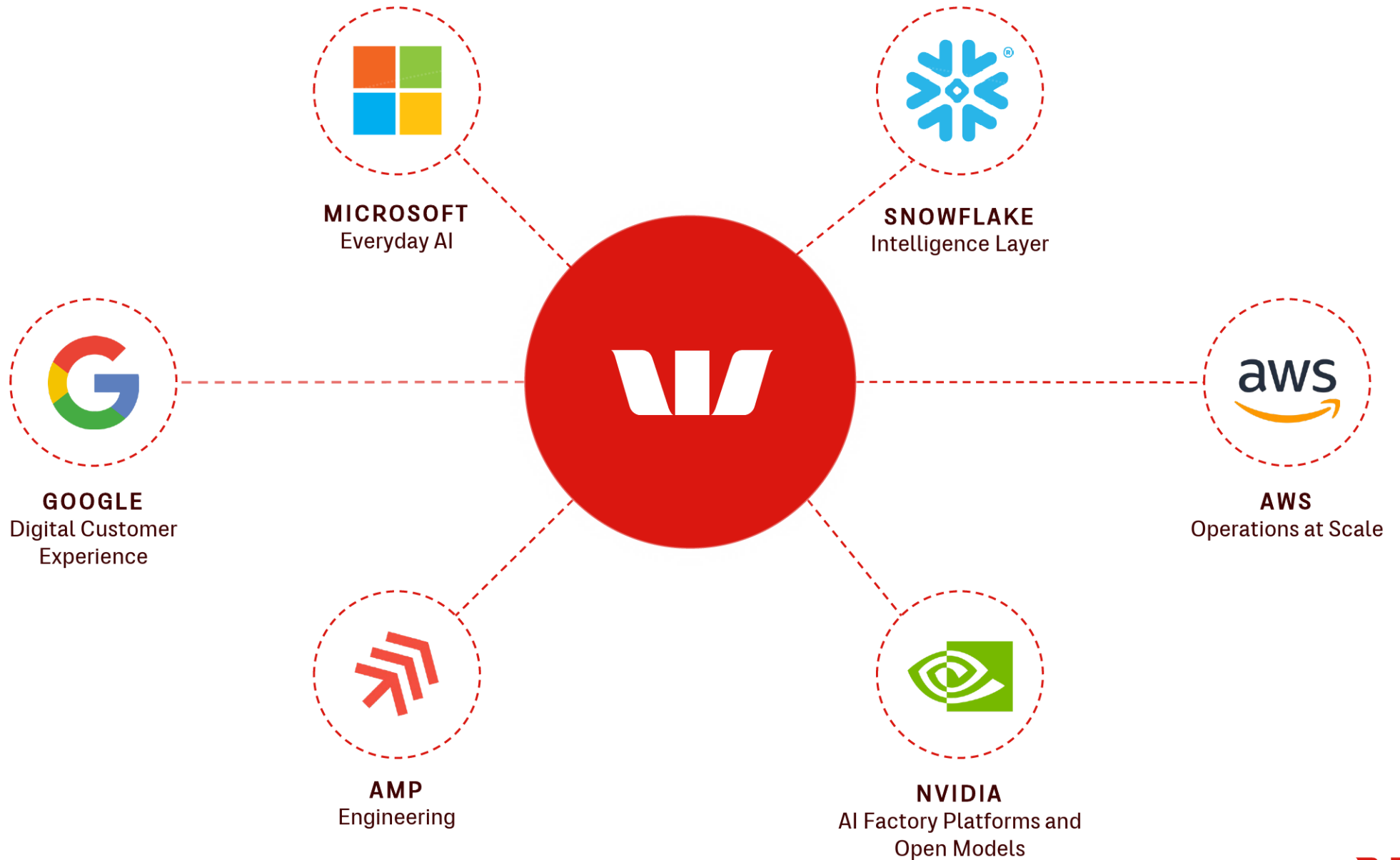
Data and AI

Engineering¹

Design

Product ownership

Bringing the global frontier to Australia



Dan Jermyn

Chief AI Officer

AI for Everyone

Capability

Building AI literacy and specialist expertise across the workforce

95%

of employees completed non-mandatory training

262

specialised AI education sessions¹

Adoption

Putting AI tools in the hands of all our people

35,000+

employees have access to AI tools

95%

of employees use AI tools monthly

Integration

Embedding AI into everyday workflows and ways of working

72%

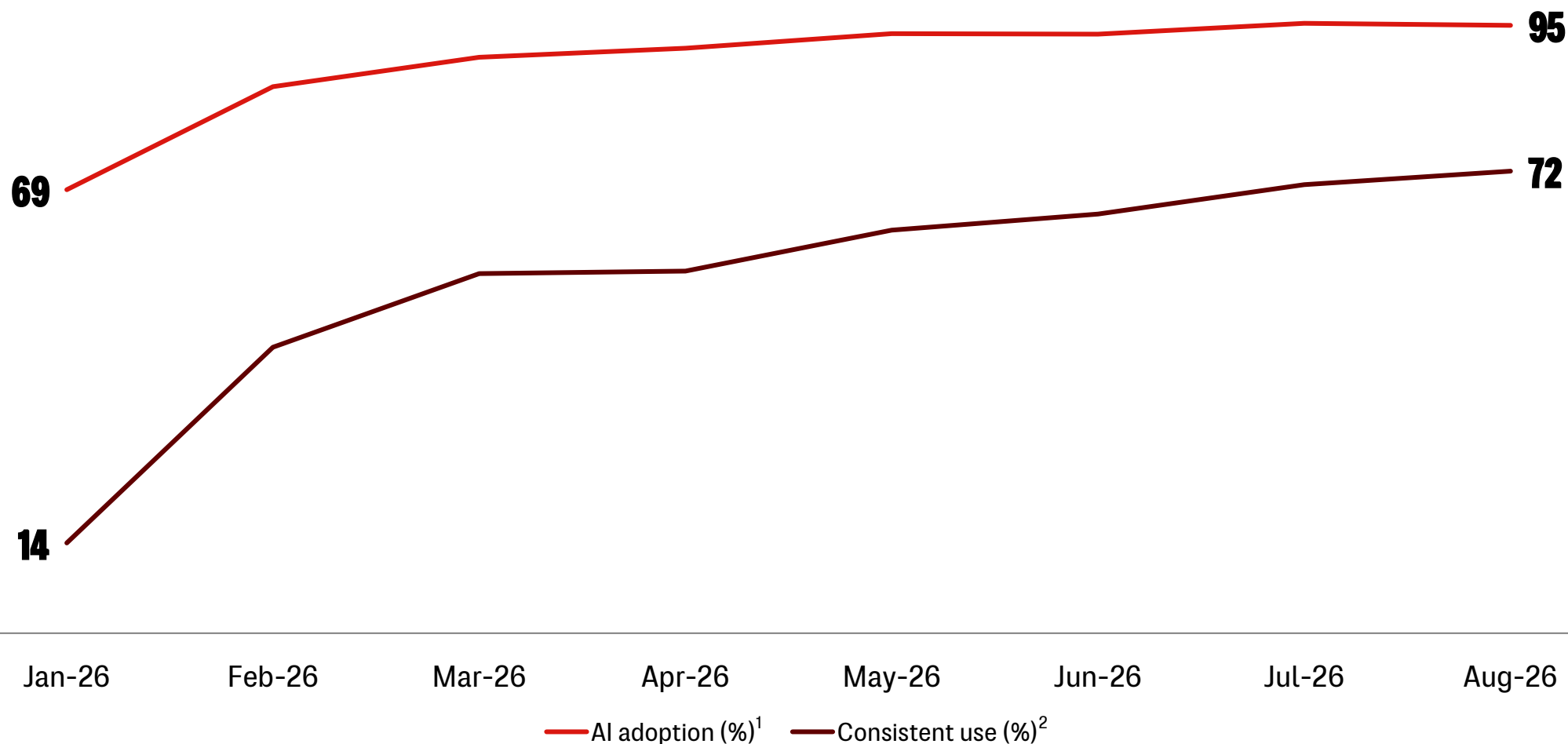
of employees have integrated AI into their workflow

73 ▶ 80

employee AI confidence score: using AI in daily work²

¹ Across the 12 months to Aug-26. ² Amplify score, Aug-26 up 7 points since Feb-26.

AI for Everyone: Adoption is sustained, not just access



¹ Percentage of users that have performed at least one action on Copilot in the month. ² Percentage of users that have performed actions on more than 10 days in the month.

AI-powered engineering

Code conversion & modernisation

Challenge

Complex legacy technology slows delivery

AI contribution

Agentic code conversion and engineering support

Up to 35%

increase in code development productivity

Delivery acceleration

Challenge

Engineers spend time on repetitive development activities

AI contribution

Turns approved requirements into reviewed, tested software changes faster

5x faster

model build and deployment¹

¹ Based on initial use cases.

AI in action for our people and customers

Home loans:

Application payslip and bank statement automation

~100k hrs

banker capacity¹

Consumer Finance:

Real-time application payslip automation

~50k hrs

banker capacity¹

Website:

AI-powered customer search engine

75%

increase in selection of the first search result²

Unite:

AI-enabled data migration acceleration

▼ 2 years

acceleration of St.George data warehouse migration³

BizEdge:

AI-assisted software development

40%

increase in delivery productivity⁴

WestpacOne

Simpler institutional banking

4

services integrated⁵

¹ Estimated annual benefit. ² Compared to the average weekly search performance in the 12 weeks before launch on 21-Aug-26. ³ Delivery of St.George Data Warehouse migration initiative is expected to be complete two years ahead of plan. ⁴ Velocity delivered per person per sprint in Release 5 compared to Release 1. ⁵ WestpacOne Treasury, Modernised Corporate Online, Online FX and Service Hub / Online Service Requests using Appian workflow capability.

Responsible by design

Embedding responsible AI principles through capability, controls and protection

Educate

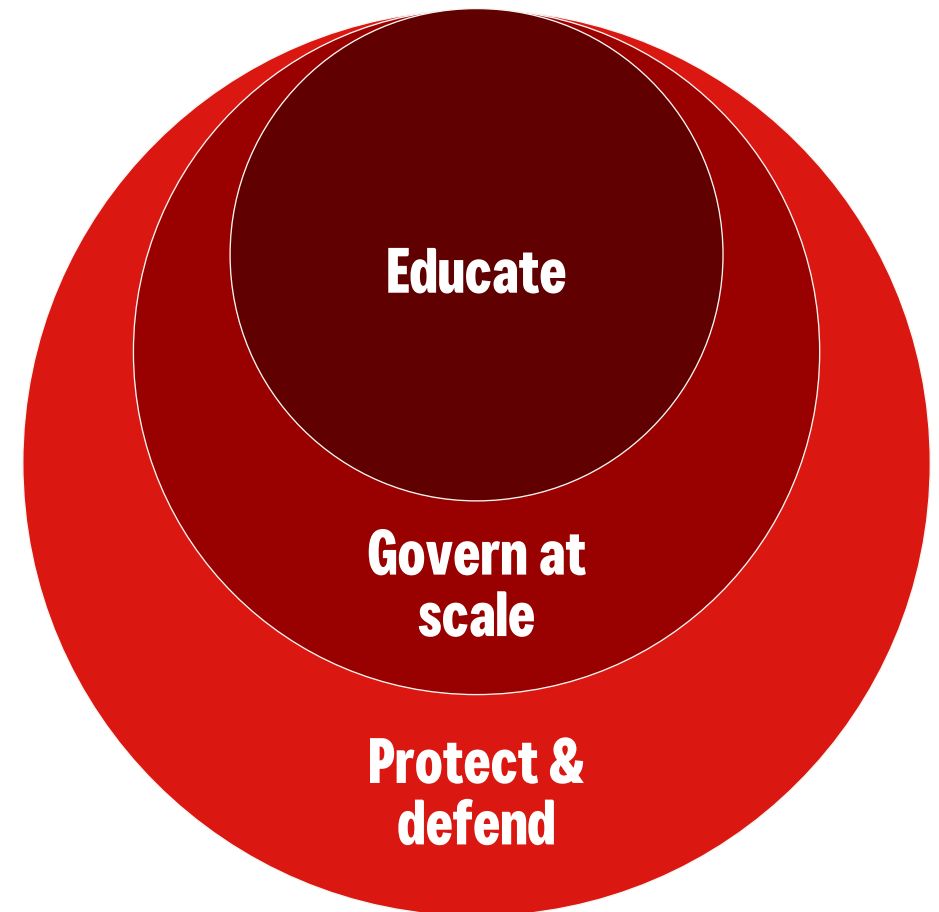
- Board and executive education on AI strategy and risks
- AI education for all employees
- Training for specialised AI activities

Govern at scale

- Ensure clear governance and ownership of AI use cases
- Move to automated risk assessments with human accountability
- Embedding risk-based controls in code and enforce at runtime

Protect & defend

- Protect sensitive data through a controlled AI environment
- Embedding AI within cyber, identity and operational resilience controls
- Strengthen monitoring third-party AI dependency and concentration risk



Andrew McMullan

Chief Data, Digital and AI Officer

Building an intelligent bank

Turning data into intelligence

Generate insights for customers
Improve decision making
Increase relationship depth



**Increase
advocacy**

AI for everyone

Develop AI capability
Foster confidence using AI
Improve productivity



**Engaged
employees**

Accelerating delivery

More productive engineers
Deliver outcomes faster
Get more done



**Growth &
productivity**

**Reduce cost to
income ratio**

**Improve
returns**

The information on this page contains 'forward-looking statements' and statements of expectation reflecting Westpac's current views on future events. They are subject to change without notice and certain risks, uncertainties and assumptions which are, in many instances, beyond its control. They have been based upon management's expectations and beliefs concerning future developments and their potential effect on Westpac. Should one or more of the risks or uncertainties materialise, or should underlying assumptions prove incorrect, actual results may differ materially from those expressed or implied in such statements. Investors should not place undue reliance on forward-looking statements and statements of expectation. Except as required by law, Westpac is not responsible for updating, or obliged to update, any matter arising after the date of this presentation. The information in this page is subject to the information in Westpac's ASX filings, including in its 2025 Annual Report and elsewhere in this presentation.

Investor Relations Team – Contact us

Section title goes here

Justin McCarthy

General Manager, Investor Relations

Shannon Thompson

Head of Debt Investor Relations

James Wibberley

Senior Manager, Investor Relations

Nathan Fontyne

Senior Analyst, Investor Relations

Catherine Garcia

Head of Investor Relations, Institutional

Lucy Wilson

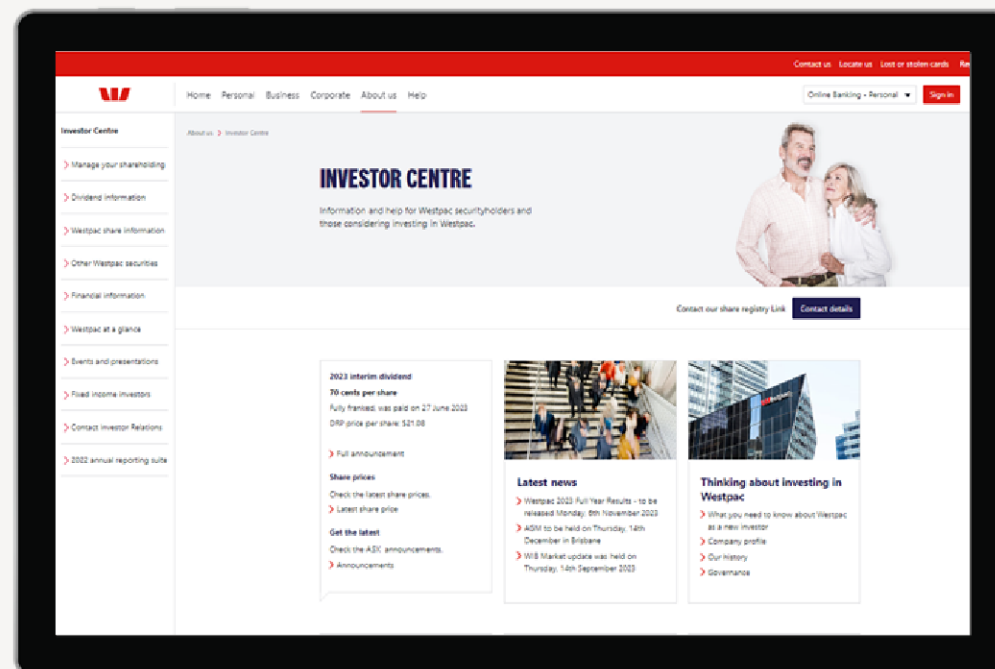
Head of Corporate Reporting and ESG

Arthur Petratos

Manager, Shareholder Services

Bianca Julian

Graduate, Investor Relations



Investor Relations contact

For all matters relating to Westpac's **strategy, performance and results.**

+61 2 9178 2977

investorrelations@westpac.com.au

westpac.com.au/investorcentre

Share registry contact

For all shareholding enquiries relating to:

- Address details and communication preferences
- Updating bank account details, and participation in the dividend reinvestment plan

1800 804 255

westpac@cm.mpmas.mufg.com

au.investorcentre.mpmas.mufg.com

Disclaimer

The material contained in this presentation is intended to be general background information on Westpac Banking Corporation (Westpac) and its activities.

The information is supplied in summary form and is therefore not necessarily complete. It is not intended that it be relied upon as advice to investors or potential investors, who should consider seeking independent professional advice depending upon their specific investment objectives, financial situation or particular needs. The material contained in this presentation may include information derived from publicly available sources that have not been independently verified. No representation or warranty is made as to the accuracy, completeness or reliability of the information.

All amounts are in Australian dollars unless otherwise indicated.

This presentation contains statements that constitute “forward-looking statements” within the meaning of Section 21E of the US Securities Exchange Act of 1934.

Forward-looking statements are statements that are not historical facts. Forward-looking statements appear in a number of places in this presentation and include statements regarding our intent, belief or current expectations with respect to our business and operations, macro and micro economic and market conditions, results of operations and financial condition, capital adequacy, liquidity and risk management, including, without limitation, future loan loss provisions and financial support to certain borrowers, forecasted economic indicators and performance metric outcomes, indicative drivers, climate- and other sustainability-related statements, commitments, targets, projections and metrics, and other estimated and proxy data.

We use words such as ‘will’, ‘may’, ‘expect’, ‘intend’, ‘seek’, ‘would’, ‘should’, ‘could’, ‘continue’, ‘plan’, ‘estimate’, ‘anticipate’, ‘believe’, ‘probability’, ‘indicative’, ‘risk’, ‘aim’, ‘outlook’, ‘forecast’, ‘f’cast’, ‘f’, ‘assumption’, ‘projection’, ‘target’, ‘goal’, ‘guidance’, ‘ambition’, ‘objective’, ‘pursue’ or other similar words to identify forward-looking statements, or otherwise identify forward-looking statements. These forward-looking statements reflect our current views on future events and are subject to change, certain known and unknown risks, uncertainties and assumptions and other factors which are, in many instances, beyond our control (and the control of our officers, employees, agents and advisors), and have been made based on management’s expectations or beliefs concerning future developments and their potential effect upon us.

Forward-looking statements may also be made, verbally or in writing, by members of Westpac’s management or Board in connection with this presentation. Such statements are subject to the same limitations, uncertainties, assumptions and disclaimers set out in this presentation.

There can be no assurance that future developments or performance will align with our expectations or that the effect of future developments on us will be those anticipated. Actual results could differ materially from those we expect or which are expressed or implied in forward-looking statements, depending on various factors including, but not limited to, those described in the sections titled ‘Operating Environment’ and ‘Risk Management’ in our 2025 Annual Report, as well as ‘First Half 2026 Risk Factors’ (each available at www.westpac.com.au). When relying on forward-looking statements to make decisions with respect to us, investors and others should carefully consider such factors and other uncertainties and events.

Except as required by law, we assume no obligation to revise or update any forward-looking statements contained in this presentation, whether from new information, future events, conditions or otherwise, after the date of this presentation.

We also make statements about our processes and policies (including what they are designed to do) as well as the availability of our systems or product features. Systems, processes and product features can be subject to disruption, and may not always work as intended, so these statements are limited by the factors described in the section titled ‘Risk Management’ in our 2025 Annual Report, as well as ‘First Half 2026 Risk Factors’ (each available at www.westpac.com.au).

