bank WAW

Year in Review 2025–2026





Our Vision

We aspire to be the region's best banking choice, leading with the most satisfied customers among Australian regional banks. Our commitment to enhancing customer financial wellbeing through service with care and community impact will set us apart. We strive for streamlined operations, eliminating waste to maximise asset value and growing our influence through strategic partnerships.

Our Purpose

To foster the financial wellbeing of customers, for a vibrant community.

Our Values

Trust, co-operation, moral integrity, financial prudence, caring for customers and social responsibility.

Welcome!

BankWAW's purpose statement, 'to foster the financial wellbeing of customers, for a vibrant community,' encapsulates the core of why we exist and what we aim to achieve. It reflects three fundamental elements embedded in our processes for strategic development:

1. Financial Wellbeing of Customers: This is at the heart of our purpose and represents the area where we can have the most direct influence. We are committed to empowering our customers to achieve financial health, resilience, and prosperity.

2. Positive Social Impact: Through our focus on customer financial wellbeing, we aim to create a positive social impact on the communities we serve, including leading by example in environmental stewardship and sustainable practices.

3. Vibrant Communities: We recognise that by helping individuals prosper, we contribute to creating vibrant communities. In turn, these thriving communities provide an environment where more people can achieve financial wellbeing, creating a virtuous cycle.

BankWAW has identified five key strategic objectives that will guide our actions and decision-making as we work towards realising our purpose of fostering financial wellbeing of customers for a thriving community:

1. Better Banking - We will be the natural first choice for banking in our region by delivering exceptional service that consistently exceeds expectations.
Our focus on relevant financial products and deep community engagement will create memorable experiences that foster strong loyalty and advocacy among our customers.

2. Impact For Good - We will create measurable positive change in our region through sustainable banking practices and targeted community initiatives.
Our commitment to strengthening local prosperity and resilience will focus on genuine impact that addresses local challenges, including environmental sustainability specific to our region's needs, and creates enduring value.

3. Service With Care - Every interaction with BankWAW will leave customers feeling genuinely understood, supported, and empowered in their financial journey.
We will deliver empathetic service that enhances financial wellbeing through both direct banking support and broader community initiatives.

4. Work With Others for Impact - Through strategic partnerships, we will amplify our ability to address local challenges and create opportunities that benefit our entire community. We will build meaningful collaborations that enhance our capabilities while maintaining our high standards for service and community value.

5. Streamlined Bank - We will operate with efficiency and agility, ensuring every resource is optimally used to deliver value for our customers and community.
Our focus on operational excellence will create capacity for enhanced customer care while maintaining sustainable growth.

Welcome

Chair and CEO Report for the 2025–2026 Financial Year

Chair's Report

To our valued customers, partners and the BankWAW community,

The 2025–26 financial year was another important period in BankWAW's development, as we continued implementing our strategic plan while navigating an increasingly complex banking environment.

Our purpose — to foster the financial wellbeing of customers, for a vibrant community — remains central to our direction. As a customer-owned organisation, we recognise the importance of balancing competitive products and quality service with the financial strength needed to serve our customers and communities over the long term.

Strategic Direction and Governance

Our strategy establishes a clear commitment to improving the experience of our customers and staff, strengthening operational efficiency and maintaining a financially sustainable organisation that makes a positive contribution to our communities.

Achieving these objectives requires ongoing investment in our people, systems and organisational capabilities, supported by sound governance and effective risk management.

An important area of attention has been Board renewal and succession planning. Following the retirement of Gavan Nolan and Stephen Sampson in November 2025, we have continued working towards an appropriate balance of skills and experience to support the organisation's future direction.

The appointment of Rob McKie in November 2024 strengthened the Board's capabilities in technology, digital transformation and cyber security. Following our latest Director nominations process, we anticipate welcoming a further Director, subject to member approval at the forthcoming Annual General Meeting. This would leave one remaining vacancy against our target Board composition of seven Directors, which we intend to actively address over the coming year.

The rapid development of artificial intelligence (AI) is also bringing new considerations for governance and risk management across the banking sector. While AI offers opportunities to improve services and operational efficiency, it also introduces risks relating to information security, data privacy, decision-making and reliance on technology providers.

Recognising these developments, we have undertaken an initial internal review of AI-related risks, responding both to evolving regulatory expectations and our own commitment to sound risk governance. This work provides an important starting point as we consider how to maintain appropriate oversight and accountability in an area of technology that is developing rapidly.

The Board remains committed to ensuring BankWAW has the governance arrangements, skills and financial strength necessary to respond effectively to changing expectations and emerging risks.

Community Responsibility and Long-Term Sustainability

Our responsibility as a customer-owned organisation extends beyond providing financial services. We recognise the important role BankWAW plays as a local employer, community partner and contributor to the wellbeing of our region.

Throughout the year, we continued supporting local organisations, sporting clubs, education and environmental initiatives across North-East Victoria and Southern New South Wales.

We also remain committed to advocating for the interests of regional banking customers, particularly as access to face-to-face banking services continues to change across rural and regional Australia.

Looking ahead, the Board will remain focused on maintaining a well-governed, financially strong organisation that is capable of meeting the changing needs of customers and communities.

I thank my fellow Directors for their contribution throughout the year, our management and staff for their dedication, and our customers for their continued trust and support.

Allison M Jenvey, OAM - Chair

Chief Executive Officer's Report

Operating Environment and Financial Performance

The 2025–26 financial year presented a changing economic environment, with renewed inflationary pressures, interest-rate movements and ongoing cost-of-living challenges affecting households and businesses.

Following an earlier period of monetary easing, the Reserve Bank of Australia increased the official cash rate during the second half of the financial year, reaching 4.35% in May 2026. Annual inflation reached 3.8% in June, continuing to influence borrowing decisions, household finances and operating costs across the banking industry.

Against this backdrop, BankWAW achieved stronger growth in its core banking activities while maintaining a sound financial position.

Customer lending increased by $17.6 million, or 3.2%, to $576.2 million, while customer deposits grew by $41.1 million, or 6.2%, to $698.7 million. These outcomes represent a meaningful improvement on the modest growth recorded in the previous year.

Total assets increased to $755.0 million, while net assets strengthened to $49.8 million. Our Capital Adequacy Ratio remained sound at 16.96%, compared with 17.62% in the previous year.

Net profit after tax was $1.60 million, compared with $2.48 million in 2024–25. While net interest income improved from $17.90 million to $18.62 million, higher operating expenses contributed to the reduction in overall profitability.

The increase in expenses reflects several factors. The previous financial year included a number of staff vacancies, while the current year reflects a more complete staffing structure. Inflation and relatively tight labour market conditions have also placed upward pressure on employment costs.

Importantly, these costs also reflect deliberate investments to strengthen our organisation, including the full-year impact of additional specialist roles in data and analytics, risk management and other areas of the business.

We believe these investments are necessary to develop the capabilities required for the future, while recognising the importance of ensuring that increased expenditure delivers measurable improvements in efficiency, service quality and business performance.

Improving Customer and Staff Experiences

A central priority of our strategy is making BankWAW easier to deal with for customers and a better place to work for our people.

During the year, we continued building on previous technology investments and commenced work on a significant modernisation of our lending systems.

This project will introduce a contemporary, integrated lending platform, enabling customers to submit loan applications online, 24 hours a day, seven days a week. It is also intended to deliver important improvements for staff through more streamlined workflows, reduced manual processing and better access to information.

We recognise that technology alone does not deliver a better banking experience. Our people, their knowledge and their relationships with

customers remain central to our success. Our objective is to support these strengths with better tools and processes that improve service while allowing staff to devote more time to helping customers.

Looking further ahead, we are also conscious of the opportunities emerging technologies such as AI may provide to improve productivity, support staff and enhance customer experiences.

While BankWAW has not yet undertaken any material operational deployment of AI, we recognise its growing significance and the need to understand both its potential benefits and limitations. Any future adoption will require careful consideration of information security, reliability, customer outcomes and appropriate human oversight.

Our approach will be measured, ensuring new technologies are introduced where they can deliver practical benefits and where the associated risks can be appropriately managed.

Recognising Our People and Achievements

A particularly pleasing achievement since the close of the financial year was BankWAW's recognition at the 2026 Albury Wodonga Business Awards.

Receiving both the **Excellence in Commercial, Professional & Business Services** award and the overall **Most Outstanding Business** award was a significant achievement for our organisation.

We see these awards as recognition of the collective efforts of our people, the relationships established with customers and the positive contribution we seek to make within our communities.

While there is always more we can do to improve, this acknowledgement reinforces the importance of maintaining a strong customer focus, supporting our people and remaining actively involved in the region we serve.

Looking Ahead

Our priorities for the coming year will centre on delivering the improvements outlined in our strategic plan, particularly the modernisation of lending systems, enhancement of digital services and development of more efficient processes that benefit both customers and staff.

We will continue pursuing sustainable growth, investing in organisational capability and maintaining the financial discipline needed to support these objectives.

While operating as a smaller customer-owned bank presents challenges in an increasingly competitive industry, our local knowledge, personal relationships and commitment to customer financial wellbeing remain important points of difference.

I extend my thanks to our staff for their professionalism and commitment, to our customers for their continued trust, and to our community partners for their support.

We look forward to continuing our work to build a stronger, more capable and more effective customer owned organisation for the communities we serve.

Michael Mack - Chief Executive Officer



Allison Jenvey
Chair



Michael Mack
CEO

The Customer-Owned banking approach

BankWAW is a proudly customer-owned bank.

This means we exist to serve you, not simply to drive high profits for external shareholders.

Our day-to-day operations are led by our Executive Team, based in Wodonga Victoria, and our 99 staff who are 100% based across North-East Victoria and Southern New South Wales.

We represent over 24,000 customers, and are focused on customer benefits, community involvement, fairer fees and superior levels of service.

Being customer-owned means customers and community always come first. We are local people, we employ local people, we represent the financial interests of local people, and we reinvest in our local communities.

Our Customer Owned Banking Code of Practice (COBCOP) is our pledge to you.



It is a plain English commitment to fair and responsible banking, with 7 key promises:

1. We will deliver banking services in the interests of our customers.

2. We will obey the law.

3. We will not mislead or deceive.

4. We will act honestly and fairly.

5. We will offer products and services that are fit for general purpose.

6. We will deliver services with reasonable care and skill.

7. We will contribute to our community.

Meet our Board



Allison M Jenvey, OAM

FCPA, GAICD

Director since 23 September 2020

Chair of the Board.

Board Committees: Executive and Remuneration Committee (Chair).

Occupation: Retired.

Chair of the Board.

Board Committee: Executive & Remuneration Committee (Chair), Audit Committee, Risk Management Committee.

Occupation: Retired.

Experience: Public Practice Accounting, Corporate Governance, Agriculture, Education and Training and Health.

Allison has been a Board Director at BankWAW since September 2020 and was appointed Chair of the Board in March 2023. In addition, Allison is currently Deputy Chair of the Northern Victoria Institute of TAFE and is a non-executive director of North East Water.

Allison has a strong governance background, having been on the Board of Albury Wodonga Health, Rural Housing Network (now Beyond Housing), along with several committees, including the local chapter of the AICD. She and her husband run a small beef cattle stud near Springhurst; and she is a past member of the governing council of the Australian Gelbvieh Association.



Fiona A Shanks

B.Bus (HRM), Dip.BusMan, CAHRI, GAICD

Director since 29 November 2017

Board Committee: Risk Management Committee.

Occupation: HR Consultant.

Board Committees: Audit Committee, Risk Management Committee, Director Nominations Committee.

Occupation: Chief People Officer.

Experience: Organisational Development, Culture and Staff Engagement, Human Resource Management, Local Government, Healthcare, Community.

Fiona has been a Board Director since 2017 and was the Chair of the Board from August 2020 until March 2023. She has a Bachelor of Business in Human Resources and a Diploma of Business Management, is a Certified Member of the Australian Human Resources Institute and a Graduate of the Australian Institute of Company Directors.

Fiona has three children and understands the challenges and pressures facing every-day families financially, with the pressure and challenges of daily living and wealth management.



Julie Guest

BBus (Acct), CAANZ

Director since 29 November 2017

Board Committees: Audit Committee and Risk Committee

Occupation: Accountant.

Board Committees: Audit Committee and Risk Management Committee.

Occupation: Accountant.

Experience: Public Practice, Accounting, Auditing, Local Government, ADI Director.

Julie has served as a Board Director since November 2017. She is a Chartered Accountant and a former partner of a regional accounting firm.

Since moving to the area in 1986, Julie has mentored small business owners, worked in superannuation, audit and business improvement, and has been involved with many North-East Victorian sporting and adult education committees and community projects.



Matthew Grogan

BSc, LLB (Hons), GDLP

Director since 17 November 2021

Board Committees: Audit Committee (Chair), Executive and Remuneration Committee.

Occupation: Solicitor.

Board Committee: Audit Committee (Chair), Executive and Remuneration Committee.

Occupation: Solicitor.

Experience: Legal Practice, Small Business, Community Energy.

Matt has been a Board Director since November 2021. He is a commercial and property lawyer and principal of Halliday Solicitors, based in Beechworth. He has a Bachelor of Law (Hons) and a Bachelor of Science from Monash University. Matt has had significant involvement in the community energy sector in North East Victoria and is a current Director of the Indigo Power Foundation Ltd.



Rob McKie

Director since 13 November 2024

Board Committees: Risk Management Committee (Chair), Executive and Remuneration Committee.

Occupation: Consultant

Board Committee: Risk Management Committee (Chair), Executive & Remuneration Committee.

Occupation: Consultant.

Experience: Digital Transformation, technology, and cybersecurity, with a strong focus on governance and risk management.

Rob has been a board Director since 2024 and has over 20 years of senior executive experience in consulting and advisory roles, working closely with boards and executive teams across sectors such as health, financial services, utilities and not-for-profits.

2026 IN NUMBERS



Lending growth

3.2%

0.2% in 2025



Total loan balances

$576.2m

$558.6m in 2025



Deposit growth

6.2%

0.26% in 2025



Total deposits

$698.7m

$657.6m in 2025



Capital Adequacy Ratio

16.96%

17.62% in 2025



Total liquidity

21.5%

20.1% in 2025



Net profit after tax

$1.6m

$2.5m in 2025



Total assets

$755.0m

$712.3m in 2025



Net assets

$49.8m

$47.4m in 2025



Our staff

99

98 in 2025



Profit back to our communities

8.8%

5.52% in 2025



Total number of customers

24,261

24,912 in 2025



New Shareholders

735

728 in 2025

Investing in the future with BankWAW

At BankWAW, investing in the future means more than keeping up with change. It means finding better ways to support our customers, strengthening our regional communities and ensuring we remain a strong, sustainable bank for generations to come.

As banking continues to evolve, we are investing in the technology, people and processes that will make banking easier, more efficient and more accessible for our customers.

One of our key priorities is the modernisation of our lending systems. This important project will introduce a new, integrated lending platform designed to make applying for a loan simpler and more convenient. Customers will be able to submit loan applications online, 24 hours a day, seven days a week, providing greater flexibility when it comes to taking their next financial step.

We're also focused on improving the tools and processes our people use every day. By reducing manual work and improving access to information, we aim to give our team more time to do what matters most: providing personalised service, practical advice and support tailored to each customer's needs.

Alongside these improvements, we're continuing to strengthen our digital services, build our organisational capabilities and carefully consider emerging technologies that could deliver practical benefits in the future. Any new technology will be assessed thoughtfully, with customer outcomes, privacy and security remaining central to our approach.

These investments build on a strong foundation. During the 2025–26 financial year, customer lending grew by $17.6 million and customer deposits increased by $41.1 million, demonstrating continued confidence in BankWAW.

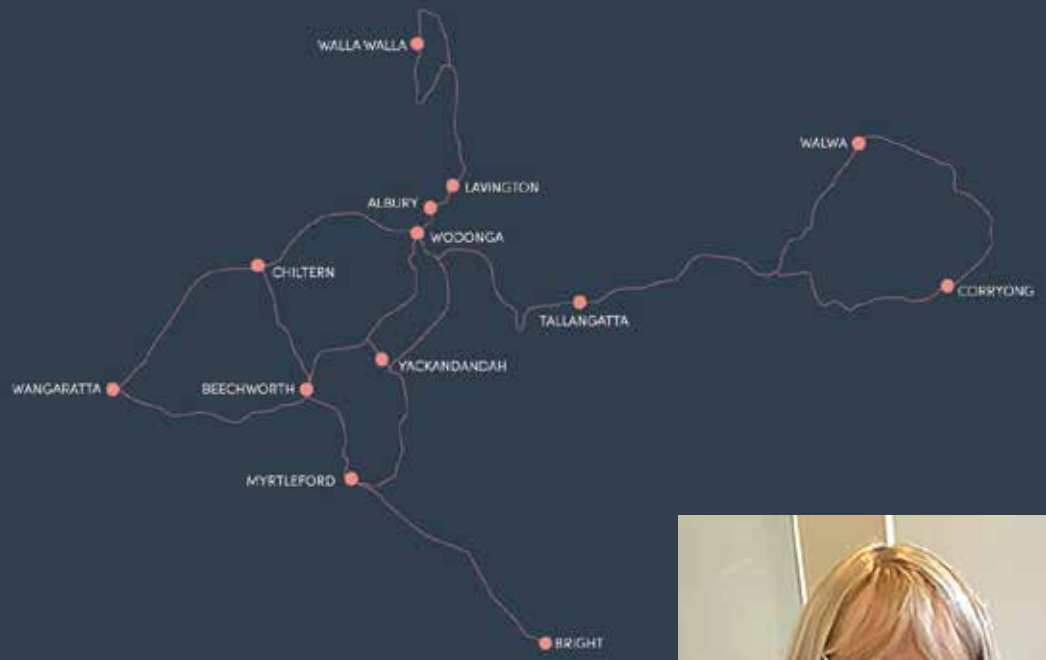
As a customer-owned bank, our focus has always been on creating long-term value for our customers and communities, rather than external shareholders.

While the way we bank may change, our commitment remains the same: to foster the financial wellbeing of our customers and help build vibrant regional communities.

We're investing in tomorrow, while continuing to put our customers first today.



Our Locations



Our People

Staff Spotlight: Elaine Carter



Celebrating 30 Years with BankWAW

This year, we're celebrating a very special milestone for Elaine, who has dedicated 30 years of service to our customers and community.

Elaine began her journey with Albury Murray Credit Union*, back in the days when banking looked a little different. She recently shared a story about working out of someone's home – a wonderful reminder of just how far we've come and the strong community connections that have always been at the heart of our organisation.

Today, Elaine remains the heart of our Walla Walla branch, building lasting relationships with customers and always looking for new ways to support the local community and raise BankWAW's profile in the region.

Her enthusiasm extends well beyond the service centre counter. Whether it's dressing up for special occasions, getting involved in RUOK? Day or joining in casual days, Elaine is always ready to participate. Christmas is a particular favourite, and her festive spirit has even earned her prizes for the best-decorated service centre!

Elaine is also a familiar face at staff information nights and social gatherings, bringing the same warmth and enthusiasm to her colleagues as she does to her customers.

Thirty years of service is an incredible achievement, and we're grateful for everything Elaine brings to BankWAW. Thank you, Elaine, for your dedication, community spirit and the genuine care you show the people around you. Congratulations on this wonderful milestone!

*Read about the history of BankWAW here: https://www.bankwaw.com.au/about-us/history

CUSTOMER SPOTLIGHT

Red Airconditioning

Locally owned, community focused and committed to finding solutions.

For more than 21 years, Red Airconditioning has proudly provided air conditioning solutions to homes and businesses across Albury-Wodonga and surrounding regional communities. Originally established as McCaig Airconditioning Albury Wodonga in 2005, the family-operated business rebranded as Red Airconditioning in 2016, continuing its commitment to quality workmanship, personalised service and supporting local communities.

From residential installations and maintenance to major commercial projects, Red Airconditioning services a diverse range of customers, including local businesses, schools, health services and community organisations.

As a regional business, Red Airconditioning believes in giving back. The team supports local charities and community initiatives, invests in apprenticeships and local employment, and prioritises working with regional suppliers to strengthen the local economy.

Why BankWAW?

After more than 30 years with one of the major four banks, Red Airconditioning decided it was time to find a banking partner that better understood its needs as a regional, family-owned business.

Having moved both personal and business banking to BankWAW, the team values the personalised service, flexibility and genuine relationships that make banking easier.

From business lending and bank guarantees to everyday banking, BankWAW works alongside Red Airconditioning to find practical solutions tailored to its needs.



The team particularly appreciates having direct access to its Business Development Officer, Tania, and the friendly, familiar service available at their local Albury branch.

"BankWAW has genuinely restored our faith that there are still financial institutions that understand the importance of a personal relationship with their customers."

For Red Airconditioning, banking is about more than products and services. It's about having a trusted partner who listens, understands and supports the business as it grows.

Looking ahead

Red Airconditioning remains focused on building a better business and looks forward to continuing that journey in partnership with BankWAW.

"BankWAW has genuinely restored our faith that there are still financial institutions that understand the importance of a personal relationship with their customers."





Above: BankWAW's 2026 Banking on Trees planting day.

Sponsorships, Partnerships and Donations 2025–2026

Stronger Communities, Thanks to You

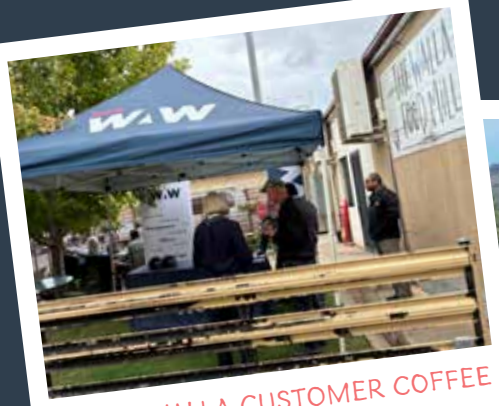
At BankWAW, supporting our local communities is at the heart of what we do. During the 2025–26 financial year, we reinvested 8.8% of our total profit back into the region, helping more than 80 local organisations, clubs and community initiatives make a positive difference.

Our support reaches across all corners of community life, from local sporting clubs and education programs to health, wellbeing and environmental initiatives. Each partnership helps create opportunities, strengthen connections and support the people and places that make our region special.

As a customer-owned bank, we believe our success should be shared with the communities we serve. That means looking beyond banking to support the local groups and initiatives that help our region thrive.

When you choose BankWAW, you're doing more than choosing a bank. You're helping us continue to invest in local people, support worthy causes and build a stronger future for our community.

Because when our community thrives, we all benefit.



WALLA WALLA CUSTOMER COFFEE MORNING



BORDER RELAY FOR LIFE 2025



CAREERS EXPO 2026



KIEWA TANGAMBALANGA LIONS CLUB MILK RUN



HUME FNC GF 2026



BANKING ON TREES 2026



FOODSHARE XMAS



BUSHRANGERS PRESENTATION



TALLANGATTA EXPO



MYRTLEFORD SHOW ART PRIZE



O&K FNC GF 2026



CHILTERN COMMUNITY FUNDRAISE CALENDAR

PARTNER SPOTLIGHT

Murray Bushrangers

Supporting young people on and off the field

Our partnership with the Murray Bushrangers Talent Program is about more than supporting young athletes in their sporting development. It's about helping young people build the skills, confidence and knowledge they need to thrive in all areas of life.

In July 2026, BankWAW delivered Financial Wellbeing Workshops as part of the Murray Bushrangers AFL Training Day at Norm Minns Oval in Wangaratta, giving athletes aged 15 to 19 practical tools to help them navigate their financial futures.

The workshops covered topics including budgeting, saving, scam awareness, online safety and debt management – important skills for young people as they begin earning income, managing expenses and making financial decisions of their own.

For BankWAW, our CEO Michael Mack believes that the opportunity reflects our commitment to financial wellbeing and our belief that education and early support can help young people develop greater confidence and independence.

"The Murray Bushrangers Talent Program is focused on developing young athletes, and we're proud to support that journey by helping players develop financial skills that will benefit them long after their sporting careers. Understanding how to budget, save and make informed financial decisions is an important part of setting young people up for success."

The Murray Bushrangers share this focus on developing well-rounded young people, recognising that the skills players develop off the



> **“At the Murray Bushrangers, we're focused on developing great people as well as great footballers. Having BankWAW provide practical financial education gives our players valuable knowledge they'll carry with them throughout their lives, regardless of where their football journey takes them.”**

Mick Wilson, Murray Bushrangers Talent Lead

field are just as important as those they develop on it.

Murray Bushrangers Talent Coach Mick Wilson agrees that the sessions add significant value to the program's player development objectives.

“At the Murray Bushrangers, we're focused on developing great people as well as great footballers. Having BankWAW provide practical financial education gives our players valuable knowledge they'll carry with them throughout their lives, regardless of where their football journey takes them.”

The partnership also provides opportunities for BankWAW to connect with players and their families, offering guidance and conversations around financial wellbeing and literacy.

As a customer-owned bank, we’re proud to invest in partnerships that create meaningful opportunities for young people across North-East Victoria and Southern New South Wales. Through our partnership with the Murray Bushrangers, we’re helping the next generation build skills for life – on the field, off the field and into the future.





Our Commitment to sustainability

At BankWAW, we believe that being a strong, local bank means more than providing financial services – it means taking responsibility for the wellbeing of our communities, our environment, and our future.



Opposite: Customers, staff and members of the community who attended this year's Banking on Trees event.

Our approach to sustainability is guided by three key pillars:

Environmental Responsibility – We are committed to reducing our environmental footprint by minimising waste, improving energy efficiency, and investing in technology that reduces paper use. We continue to explore opportunities to support renewable energy initiatives and environmentally sustainable practices across our operations.

Social Responsibility – As a customer-owned bank, we reinvest in the regions we serve. This includes supporting local organisations, providing financial education, and creating opportunities that strengthen the social fabric of north-east Victoria and southern New South Wales. Our people are at the heart of this commitment – we are proud to foster a workplace that values inclusion, wellbeing, and growth.

Economic Responsibility – We operate with the long-term interests of our members and communities in mind. This means ensuring financial stability, supporting local businesses, and helping our members make confident financial decisions that contribute to strong and resilient regional economies.

Our Sustainability Statement

BankWAW is committed to building a sustainable future by operating responsibly, supporting our communities, and protecting the environment we share. Through every decision we make, we strive to balance economic growth with social good and environmental care – ensuring our customers and communities thrive today, and for generations to come.

For every new account, or loan, BankWAW will plant a tree to help revegetate, regenerate and rehabilitate the local native bushland.





Scam Prevention: A Year in Review

As we reflect on the year, one lesson stands out: preventing scams requires a combination of effective monitoring, timely intervention and customer awareness.

Throughout the year, BankWAW's Fraud Team continued to see criminals exploit trust, hope, fear and loneliness to defraud customers. Investment scams, impersonation scams and romance scams remained common, with scammers becoming increasingly sophisticated in their ability to gain confidence and build seemingly genuine relationships.

While systems and controls play an important role in identifying suspicious activity, by the time we make contact with a customer who is a scam victim, they are already committed to a course of action. They may have spent months building trust with someone online, through social media or over the phone, pursuing what appears to be a promising investment, or believing they are helping a loved one in need. In these situations, the challenge is not only identifying warning signs but also helping customers understand the importance of pausing, considering the risks and verifying the information they have been given.

BankWAW has an important responsibility to monitor for suspicious activity, investigate potential scams and intervene where appropriate to help protect our customers from financial harm. The practical impact of this is that we will sometimes hold or decline legitimate payments, and we ask you to bear with us, while we seek to ensure that your money is protected.

As a small, local mutual, BankWAW can take the time to have meaningful conversations with our customers. We do our best to "know our customers", we listen to your concerns, and we genuinely care about your wellbeing. By combining strong fraud controls with education and support, we can help you make informed decisions and reduce the risk of life-changing losses.



BankWAW Corporate Governance Statement

At BankWAW, strong governance underpins everything we do. As a customer-owned financial institution, we understand the trust our customers place in us and take seriously our responsibility to safeguard their interests while ensuring long-term sustainability.

The Board remains committed to maintaining sound governance and risk management arrangements, including appropriate oversight of capital, liquidity, operational resilience and compliance with the organisation's legal and prudential obligations.

Board and Management Oversight

BankWAW is governed by a Board of Directors responsible for setting the organisation's strategic direction and overseeing its performance, financial management and risk governance. The Executive Management team is responsible for day-to-day operations, implementing the organisation's strategy and managing its activities within the established governance and risk management framework.

The Board maintains oversight of management's approach to meeting regulatory obligations, managing financial and operational risks, and maintaining appropriate levels of capital and liquidity. These responsibilities support sound decision-making, financial resilience and the protection of customer interests.

Accountability and Ethical Standards

Integrity and ethical behaviour are central to our operations. A Board-endorsed Code of Conduct applies to all Directors, and employees, ensuring decisions are made in the best interests of customers, conflicts of interest are managed appropriately, and activities meet legal and ethical standards.

Engagement with COBA

As an active member of the Customer Owned Banking Association (COBA), BankWAW contributes to advocacy and industry initiatives that strengthen governance, promote customer-owned banking values, and support fair, competitive financial services.

Our Commitment

Strong governance ensures BankWAW remains resilient, compliant, and true to its purpose. By upholding accountability, transparency, and integrity, we continue to deliver long-term value for our customers and communities.



bank WAW

Contact

Head office: 11 Stanley Street, Wodonga VIC 3690

Contact centre: 1300 368 555

Service Centres

Albury · Beechworth · Chiltern · Corryong · Lavington · Myrtleford · Tallangatta · Walla Walla · Walwa · Wangaratta · Wodonga · Yackandandah

Affiliations and Key Suppliers

Customer Owned Banking Association · Cuscal Ltd · World Council of Credit Unions · Experteq · Credit Union Financial Support System Ltd · Visa Worldwide · Purcell Partners · Ultradata Australia · Triskele Labs · Protecht · Marsh

Bankers

Cuscal Ltd

Corporate Insurers

Chubb · QBE

Auditors

External – KPMG

Internal – AFS & Associates Pty Ltd

External Dispute Resolution Provider

Australian Financial Complaints Authority

Legal Support

Purcell Partners, Melbourne · Daniels Bengtsson, Sydney · Norm Boyd & Associates Albury


1300 368 555


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info@bankwaw.com.au

ABN: 48 087 651 787 | AFSL & Australian Credit Licence: 247298