



Mozo Experts Choice Awards  
**Bank Accounts & Savings 2020**

Methodology Report  
February 2020



# Mozo Experts Choice Awards Bank Accounts & Savings 2020

Every day, Mozo keeps track of thousands of products in banking, insurance and energy.

We use our knowledge and experience to identify those products that offer great value or market-leading features, and we recognise them with the Mozo Experts Choice Awards.

- For product providers, a Mozo Experts Choice Award is a third-party endorsement of their product.
- For consumers, it's a sign that a product is among the leaders and is worthy of consideration.

This report lists the winners and explains the judging methodology for our 2020 Bank Accounts & Savings awards.

# Bank Accounts & Savings - 2020

## Winners

### Everyday & Savings Bank of the Year



Up was the only financial institution to take out wins in the Exceptional Everyday Account, Regular Saver and Excellent Banking App award categories, signalling to the judges that it's suite offered a leading solution to everyday banking and savings needs. While its services remain app-only and does not yet offer term deposits, we felt this new breed of bank deserved special recognition.

### Small Business Bank of the Year & SMSF Bank of the Year



For the second year in a row, we awarded AMP both Small Business Bank of the Year *and* SMSF Bank of the Year. It's products took out 6 wins across Small Business and SMSF categories, more than double any other financial institution making it the clear, to us, the leader in the small business and SMSF offerings.

# Bank/Transaction Accounts

## Exceptional Everyday Account

This award seeks to name the everyday transaction and bank accounts that not only offer largely fee-free banking, but provide extra value such as fee free banking for overseas transactions or rewards points. 144 products from 80 providers were considered.

<b>BOQ Specialist</b>	Everyday Plus Account
<b>Bankwest</b>	Qantas Transaction Account
<b>Citi</b>	Plus Transaction Account Global Currency Account
<b>ING</b>	Orange Everyday
<b>Macquarie</b>	Transaction Account Platinum Transaction Account
<b>UBank</b>	USaver Ultra Transaction Account
<b>Up</b>	Everyday Account
<b>Xinja</b>	Bank Account

## Best New Transaction Account

With plenty of new banking competition in the last 12 months, we awarded what we determined to be the leading new transaction product. Xinja's bank account not only offers a fee-free service domestically, but also no overseas ATM or transaction charges.

<b>Xinja</b>	Bank Account
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## Student Bank Account

Of the 47 transaction accounts from 37 financial institutions that are designed specifically for students aged up to 24 years old, we determined these accounts offering lower international transaction fees than their peers to be the front-runners.

<b>Community First Credit Union</b>	Student Starter
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<b>WAW Credit Union</b>	Youth Transact
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## Pensioner Account

After identifying all pensioner accounts that offer fee-free day-to-day banking, we used rates below and above the deeming threshold to choose these leading pensioner accounts. 54 accounts from our database were considered.

<b>Firefighters Mutual Bank</b>	Pension Advantage
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<b>Goldfields Money</b>	Retire-Style
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<b>Health Professionals Bank</b>	Pension Advantage
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<b>P&amp;N Bank</b>	& Retirement Account
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<b>Teachers Mutual Bank</b>	Pension Advantage
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<b>UniBank</b>	Pension Advantage
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# Savings Accounts

## Regular Saver

This category identified the best ongoing savings rates, either an unconditional base rate or an interest rate where qualifying criteria must be met each month. 185 products from 79 banks and credit unions were considered.

<b>86 400</b>	Save Account
<b>Bank of Queensland</b>	Fast Track Saver Account
<b>ME</b>	Online Savings Account
<b>MOVE Bank</b>	Bonus Saver
<b>MyState Bank</b>	Bonus Saver Account
<b>UBank</b>	USaver with Ultra Transaction Account
<b>Up</b>	Saver Account
<b>Xinja</b>	Stash

## Kick Start Savings

For savers looking to take advantage of market-leading introductory rates, calculated on the total returns for the first 12 months. 25 savings accounts from 24 providers were judged for this award.

**AMP**

Saver Account

**Heritage Bank**

Online Saver

**Rabobank**

High Interest Savings Account

## No Strings Savings

This award identifies the savings accounts with the best ongoing rates for savers who don't want to meet any special conditions.

**AMP**

Saver Account

**Bank of Sydney**

BOS Saver

**Easy Street**

Easy Savings Account

**MOVE Bank**

Express Saver

**Southern Cross Credit Union**

Star Saver

**Xinja**

Stash

## Student Savings Accounts

The top accounts specially for students aged 24 years and younger looking to stash their savings.

**Bank of Queensland**

Fast Track Starter Account (14 to 24 years)

## Best New Savings Account

With plenty of new savings accounts coming onto the market in the last 12 months, our analysis identified the leading offering.

**Xinja**

Stash

# Term Deposits

## Term Deposit

This category aims to identify the providers that consistently offer personal customers the best interest rates across short, medium, and long term investment options. 68 term deposit accounts were considered for this award

<b>bcu</b>	Term Deposit
<b>Firefighters Mutual Bank</b>	Term Deposit
<b>Health Professionals Bank</b>	Term Deposit
<b>ING</b>	Term Deposit
<b>Judo Bank</b>	Term Deposit
<b>Teachers Mutual Bank</b>	Term Deposit
<b>UniBank</b>	Term Deposit

## Short Term Deposit

This award focuses in on the financial institutions offering the leading shorter period term deposit products. 77 term deposit accounts were considered for this award.

<b>AMP</b>	Term Deposit
<b>Bank of Sydney</b>	Term Deposit Online Only
<b>ME</b>	Term Deposit

# Kids' Accounts

## Pocket Money Saver

Awarded to savings accounts exclusive to children with the leading rates, either unconditionally or with an ongoing bonus.

<b>bcu</b>	Scots Super Saver
<b>Coastline Credit Union</b>	Cubs Access Account
<b>Endeavour Mutual Bank</b>	Young Saver Account
<b>Police Bank</b>	Dynamo Kids Savings Account
<b>Sydney Mutual Bank</b>	Young Saver Account

# Small Business Banking

## Small Business Exceptional Everyday Account

Standout transaction accounts specifically for businesses offering both no monthly fees and unlimited free electronic transactions.

**AMP**

Access Account

**Bankwest**

Business Zero Transaction Account

**BOQ Specialist**

One Account for Business

**Commonwealth Bank**

Business Transaction Account

**Goldfields Money**

Boss Access Account

**NAB**

\$0 Business Everyday Account

## Small Business Kick Start Savings

The best account for Australian small businesses looking to take advantage of market leading introductory rates, calculated on the total returns for the first 12 months of account ownership.

**AMP**

Business Saver Account

## Small Business No Strings Savings

Leading small business savings accounts where no conditions are required to receive the rate, introductory offers are also excluded.

<b>abal banking</b>	Business Online Savings Account
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<b>AMP</b>	Business Saver Account
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<b>Bank of Sydney</b>	BOS Saver
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<b>MyState Bank</b>	Business Online Saver
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<b>People's Choice Credit Union</b>	Business Online Account
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## Small Business Regular Saver

This category identified the best ongoing savings rates, whether an unconditional base rate or rates where qualifying criteria must be met each month in order to get the best rate.

<b>Bank of Queensland</b>	Business Performance Saver Account
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## Small Business Term Deposit

This category aims to identify the financial institutions that consistently offer small business customers competitive interest rates across short, medium, and long term investment options.

**bcu**

Term Deposit

**ING**

Business Term Deposit

**ME**

Business Term Deposit

# SMSF Banking

## SMSF Kick Start Savings

The best accounts for SMSFs looking to take advantage of market leading introductory rates, calculated on the total returns for the first 12 months of account ownership.

**AMP**

SuperEdge Saver Account

**Rabobank**

DIY Super High Interest Savings Account

## SMSF No Strings Savings

Leading SMSF savings accounts where no conditions are required to receive the rate, introductory rate offers are also excluded.

**AMP**

SuperEdge Saver Account

**BankVic**

SMSF Saver

**bcu**

Retirement Savings Account

**CUA**

eSaver Flexi

## SMSF Regular Saver

This category identified the best ongoing savings rates for SMSF's, whether an unconditional base rate or rates where qualifying criteria must be met each month in order to get the best rate.

<b>Bank First</b>	Bonus Saver
<b>BankVic</b>	SMSF Saver
<b>CUA</b>	eSaver Reward
<b>Qudos Bank</b>	DIY Super Saver

## SMSF Term Deposit

This category aims to identify the financial institutions that consistently offer SMSF customers competitive interest rates across short, medium, and long term investments.

<b>AMP</b>	Term Deposit
<b>ING</b>	Business Term Deposit
<b>ME</b>	Business Term Deposit

# Apps & Technology

## Excellent Banking App

The ability to use an app to conduct most aspects of everyday banking has become increasingly important. For this category the judges looked at the features available in 77 banking apps, assessed the relative importance of those features, and based on that found which apps offered users the leading functionality.

**Bendigo Bank**

**Commonwealth Bank**

**Macquarie**

**Up**

## Internet Banking

Of the banking providers that won an Exceptional Everyday Account award, we determined Macquarie's internet banking to have the leading array of unique features.

**Macquarie**

## Money Management App

For the second time in a row, Money Brilliant took out the Money Management App award. We considered all mobile applications that offered data connections to Australian banks and examined the cost, functionality, availability and effectiveness of each app assessed.

### **Money Brilliant**

# How do we judge the winners?

Mozo Experts Choice Awards for Bank Accounts & Savings are awarded based on the following methodology:

## Common Interest Rate Calculations

For the at call savings categories annual interest rates were collected at a series of three dates over a 3 month period (31st October, 30th November and 31st December 2019) applicable to deposit amounts that vary depending on the award category. The three rates at each date were then averaged to identify the accounts that consistently offer higher saving returns.

## Exceptional Everyday Account

This award considers everyday bank accounts in the Mozo database that charge no account-keeping, ATM or electronic transaction fees when used as a main account with regular monthly salary deposits. Judges considered those accounts which provide additional customer value that sets them apart from the others, such as 0% foreign exchange margin, rewards points, platinum benefits with a fee waiver, or higher interest. A shortlist was determined and evaluated based on demonstrable value that is measurably superior to the rest of the shortlist.

## Student Bank Account

This award is for accounts specifically for young adult students to at least the age of 24. We identified the student banking accounts that have no regular service fee or transaction fees and offer the choice of all three of the following payment services - PayID, Apple Pay and Google Pay. Of those accounts we identified two accounts that offered extra value. One does not charge a foreign exchange margin on overseas purchases, and another does not charge a fee for

overseas ATM withdrawals. Both accounts were chosen as winners.

## Pensioner Account

This award also made similar considerations as the Exceptional Everyday Account, excluding accounts that charged fees for account-keeping, debit cards, or electronic transactions. Accounts that qualified were assessed based on their effective interest rate at two balances, \$20,000 and \$60,000. The weighted return of these two tiers was used to determine the award winners. The balance amounts were chosen to represent rounded figures above and below the single pensioner upper deeming tier of \$51,200.

## Regular Saver

The Regular Saver category identifies the savings accounts with the best rates for people who plan to put money away regularly and expect to be able to meet conditions for ongoing bonus rates. Accounts without ongoing bonus rates were also assessed on their unconditional base rates, but introductory rates were excluded. To be eligible for the Regular Saving award, accounts must:

- be available for adult personal customers
- have no monthly service fee;
- allow unlimited free internet transactions; and
- have no notice period to withdraw funds.

To determine the leading ongoing accounts in the market, interest rates were extracted over a three-month timespan on a balance of \$10,000 and averaged.

## Kick Start Savings

This category identifies the savings accounts with the best rates for people who want the highest return on their savings over a short period. Using the same

eligibility criteria and balance as the Regular Saver award, calculations are based on the effective interest rate of introductory bonus rates and reverting base rates when annualised over the first 12 months.

## No Strings Savings

The No Strings Savings award identifies the savings accounts with the best rates for people who don't want to meet any special conditions, and don't want the rate to only be available for an introductory period. All ongoing bonus rates and introductory rates were excluded from consideration. The same three month timespan and \$10,000 used for the categories above were also used here to make the effective rate calculation.

## Term Deposit

This category aims to identify the providers that consistently offer personal customers the best interest rates across a broad range of term investments. To determine the winners, rates were considered that apply to term deposits with:

- interest paid at the end of the term for investments of up to 12 months, and annually for longer investment terms
- at deposits of \$25,000.

We considered three investment timeframe categories:

- Short term is defined as from 1 - 7 months.
- Medium term is defined as from 8 - 13 months.
- Long term is from 2 years to 5 years.

The interest rates applicable at three dates (31st October, 30th November and 31st December 2019) were from the Mozo database for each term within each of the above timeframe categories. At each date, we identified the best rate within each time frame for each provider, and these were averaged across the three

dates. For each product, the difference between its average best rate and the highest average best rate available from all providers was calculated to give a rate differential for each term category, then those differentials were averaged to find the provider that has offered rates that were closest to the best rates throughout the year.

Early withdrawal penalties were not considered.

## Short Term Deposit

We acknowledge that not all providers offer rates for terms of more than 1 year so the Short Term Deposit award assesses, using the same methodology as above, only short and medium term rates. Providers that have already won a Term Deposit award were excluded from the winners list for this category.

## Pocket Money Saver

This category identifies the savings accounts with the best ongoing rates for children. Two assessments were performed, one for unconditional rates and another where a bonus rate is paid when certain conditions are met. Three winners appeared in both assessments with unconditional rates, while one other winner requires conditions to be met so this year we combined the two sets of results into one award category.

The following criteria was used for eligibility:

- be available for a child aged 8 years
- have no monthly service fee
- allow unlimited free internet transactions
- have no automatic sweep of funds from the account
- have no notice period to withdraw funds
- Introductory rates were not included in the assessment

Calculations were performed as for the personal Regular Savings award, but based on the rates applicable for a balance of \$500.

## Small Business Banking

There are four categories of awards for Small Business accounts: Exceptional Everyday Account, No Strings Savings, Kick Start Savings and Term Deposit. While only accounts available to business banking customers are eligible for these categories, the aims and assessment methods for these categories are largely the same as for the equivalent Personal categories. For the Small Business Exceptional Everyday Account award the winners were those accounts offering unlimited free electronic transactions and charging no fee for holding the account.

## SMSF Banking

There are four categories of awards for SMSF accounts: No Strings Savings, Regular Saver, Kick Start Savings and Term Deposits. While only accounts available to SMSF customers are eligible for these categories, the aims and assessment methods for these categories are the same as for the equivalent Personal categories, except in the case of the Regular Saver category where any regular deposit requirement had to be \$250 or less.

## Excellent Banking App

Australians are increasingly turning to their mobile devices to conduct their day-to-day banking, and the functionality of these experiences can often be a customer's main interaction with their banking provider.

To determine the banking mobile applications on offer we surveyed the banking app market and identified 36 experience functions and features available from a variety of apps, of these we determined critical 17 functions:

- Spend Categorisation/Tracking
- Customised Alerts/Notifications
- Apple Pay
- Google Pay
- PayID
- Temporarily Lock Card
- Change Card Pin
- Update Personal Details
- Save New Payee
- Save New Biller (BPAY)
- Schedule Future Payments
- Schedule Recurring Payments
- Smart Merchant Identification
- Upcoming Bills
- Customise Card Limit
- Notify of Overseas Travel
- Secure Chat/Mail

We awarded providers who offer the most of these features on their mobile banking apps which still offer fee-free banking as defined in the Exceptional Everyday Banking award category.

## Internet Banking

Internet banking remains a vital interface to customers' banking experience. For the Internet Banking award category, we examined the internet banking services offered by financial institutions who were awarded in the Exceptional Everyday Banking category and compared them on a feature-by-feature basis. There was one clear winner with a host of useful features including spend categorisation, cash flow visualisations, share trading tools and alerts, ability to

attach files to transaction histories and useful search functions.

## Money Management App

To find the leading Money Management App, we considered all mobile applications that offered data connections to Australian banks and are available on both iOS and Android operating systems. We examined the cost and functionality offered by each app, and scored them depending on the availability and effectiveness of each one.

- Auto categorising - does the app automatically categorise transactions, and how well did it do this for our test cases.
- Manual categorising - what functions are available including changing automatic categories, creating new categories, subcategories, tags, etc.
- Budget visibility / control - how well does the app help you establish, visualise, assess and control your spending budget.
- Bills & other alerts - how well does the app help you keep on top of bill due dates and other deadlines.
- Downloads and reports - can transactions be downloaded and how well does the app report detailed and summary level information?
- Other functions - what other functions does the app offer including manually adding cash transactions, attaching receipts, sharing with friends or family, work or tax deductible expense expense tracking, finding better deals, longer term forecasting and support for longer term investments.
- Security - app login setup including two-factor authentication.
- Institutions connected - how many of the 20 largest banks can you connect to?

## Bank of the Year Awards

For the **Everyday & Savings Bank of the Year** award for personal customers the judges looked at the number of award wins for each provider in these categories:

- Exceptional Everyday Account
- Excellent Banking App
- Regular Saver
- Kick Start Savings
- No Strings Savings

As there was no clear winner the next step looked at the relative rankings across these categories for those that had won the most awards. The judges also considered the criteria for what makes a good transaction and savings offering given the current low interest rate environment. The winner chosen has a combination of outstanding day-to-day banking, as well as a Regular Saver rate that's better than the term deposit rates offered by any of the other contenders for this award, with qualifying criteria that's easy to achieve.

To determine the **Small Business and SMSF Savings Bank of the Year** award recipients, we tallied the award wins in the relevant award categories. For each there was one winner that clearly performed better than the rest. The following are the awards considered for each:

- Small Business Saving Bank of the Year
  - Small Business Exceptional Everyday Account
  - Small Business Kick Start Savings
  - Small Business No Strings Savings
  - Small Business Term Deposits
  
- SMSF Bank of the Year
  - SMSF Regular Saver
  - SMSF Kick Start Savings
  - SMSF No Strings Savings
  - SMSF Term Deposit

## Best New Products

All new additions to the Mozo deposit accounts database in the last 12 months were considered for this award. Our judging panel assessed each new product on its benefit to potential customers and any novel features or facilities it offered. This year, we presented awards in the Best New Transaction Account and Best New Savings Account categories.

## What products do we consider?

In carrying out the Mozo Experts Choice Awards in Deposits, we analysed:

- 510 personal products from 80 providers
- 159 small business products from 50 providers and
- 97 SMSF products from 43 providers

The analysis is based on data contained in Mozo's product database as at 31 December 2019. The only exception was Xinja that launched its products officially in early January for which we included it in relevant categories.

We aim to include most providers in the market in the Mozo Experts Choice Awards. However, not every product on the market will be included in our review. A full list of financial institutions included in this year's awards can be found in the appendix at the end of this document.

Any bank account or savings product we review must be available in the market at the time of our analysis and any offers included must be available to the general public on the provider's website.

For customer owned banking institutions, we only considered those with an asset base of over \$500 million.

## How many winners are there?

We typically aim to award the top 10% of products in each category. The judges may use their discretion to adjust the cutoff up or down as necessary after examining the difference between products at the margin.

# How we manage conflicts of interest

Mozo Experts Choice Awards are awarded irrespective of a product provider's commercial relationship with Mozo.

The Awards are based on objective verifiable facts and analysis wherever possible, and any assumptions made are set out in this report. Mozo's research team analyses product data and determines the winners in each Mozo Experts Choice category without reference to Mozo's sales or commercial functions.

Providers do not pay to enter the Mozo Experts Choice Awards.

Should a winning provider wish to use the Mozo Experts Choice Awards badges in their own marketing activities, Mozo charges them a licence fee.



## About Mozo

Mozo provides a comparison service with the goal of helping consumers to make their own financial decisions and save money. Mozo offers consumers a comprehensive product comparison service that across the retail banking market, general insurance, life insurance, business banking, energy and more.

Hundreds of thousands of Australians a month use Mozo's comparison service. Mozo's comparison technology and expertise has been used by some of Australia's largest online publishers.

Mozo holds an Australian Financial Services Licence and an Australian Credit Licence. Mozo's management team has experience in consumer credit and financial services in a variety of roles from executive management, marketing, actuarial services and technology. Mozo's team are often called upon to provide expert media commentary in relation to the product areas they cover.

Our Experts Choice Awards analysis is overseen by AJ Duncanson, Mozo's Data Services Director. AJ has worked in financial services and product comparison for over 28 years in Australia and the UK and is a qualified actuary and Responsible Manager on Mozo's Australian Financial Services Licence and Australian Credit Licence.

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ABN: 68 128 199 208. AFSL & ACL 328141

Level 10, 89 York Street, Sydney NSW 2000

# Appendix

List of all bank account and savings institutions considered in the awards.

86 400	Delphi Bank	QBANK
abal banking	Easy Street	Qudos Bank
AMP	Endeavour Mutual Bank	Queensland Country Credit Union
ANZ	Firefighters Mutual Bank	Queenslanders Credit Union
Australian Military Bank	firstmac	Rabobank
Australian Unity	G&C Mutual Bank	RACQ Bank
Auswide Bank	Gateway Bank	RAMS
Bank Australia	Goldfields Money	Regional Australia Bank
Bank First	Greater Bank	Rural Bank
Bank of Melbourne	Health Professionals Bank	Rural Bank ONE
Bank of Queensland	Heritage Bank	Southern Cross Credit Union
Bank of Sydney	HSBC	St.George
Bank of us	Hume Bank	Summerland Credit Union
BankSA	Illawarra Credit Union	Suncorp
BankVic	IMB Bank	Sydney Mutual Bank
Bankwest	ING	Teachers Mutual Bank
bcu	Judo Bank	The Mutual Bank
Bendigo Bank	Macquarie	UBank
Beyond Bank	ME	UniBank
BOQ Specialist	MOVE Bank	Unity Bank
Central West Credit Union	MyLife MyFinance	Up
Citi	MyState Bank	WAW Credit Union
Coastline Credit Union	NAB	Westpac
Commonwealth Bank	Newcastle Permanent	Xinja
Community First Credit Union	P&N Bank	
Credit Union SA	People's Choice Credit Union	
CUA	Police Bank	
Defence Bank	Police Credit Union	