



Mozo Experts Choice Awards
Bank Accounts & Savings 2021

Methodology Report
February 2021



Mozo Experts Choice Awards Bank Accounts & Savings 2021

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

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 2021 Bank Accounts & Savings awards.

Bank Accounts & Savings - 2021

Winners

Everyday & Savings Bank of the Year



Macquarie was the clear overall winner this year, taking out wins in the Exceptional Everyday Account, Kick Start Savings, No Strings Savings, Excellent Banking App and Internet Banking award categories.

Small Business Savings Bank of the Year



For the third year in a row, we awarded AMP Bank Small Business Savings Bank of the Year. This year, they were the only provider to take out more than one award across the Small Business categories.

SMSF Savings Bank of the Year



ME was crowned SMSF Savings Bank of the Year for the first time after taking wins in both the No Strings Savings and Term Deposit categories for SMSF customers.

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 81 providers were considered.

86 400	Pay Account
Australian Military Bank	Military Rewards Account
BOQ Specialist	Everyday Plus Account
Bankwest	Qantas Transaction Account
Citi	Global Currency Account Plus Transaction Account
HSBC	Everyday Global Account
ING	Orange Everyday
Macquarie	Platinum Transaction Account Transaction Account
Suncorp	Everyday Options
UBank	USpend Transaction Account
Up	Everyday Account

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.

ING	Orange Everyday Youth
------------	-----------------------

Suncorp	Everyday Options Student
----------------	--------------------------

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. 59 accounts from our database were considered.

Bank First	Pension Account
-------------------	-----------------

Goldfields Money	Retire-Style
-------------------------	--------------

Heritage Bank	Pension Plus
----------------------	--------------

P&N Bank	& Retirement Account
---------------------	----------------------

The Mutual Bank	Retirement Account
------------------------	--------------------

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.

86 400	Save Account
Australian Unity	Active Saver
ING	Savings Maximiser
ME	Online Savings Account
MyState Bank	Bonus Saver Account
UBank	USave with USpend Transaction Account
Up	Saver Account

Kick Start Savings

For savers looking to take advantage of market-leading introductory rates, calculated on the total returns for the first 12 months. 21 savings accounts from 20 providers were judged for this award.

Heritage Bank	Online Saver
Macquarie	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 Bank	Saver Account
Australian Unity	Freedom Saver
Auswide Bank	Online Saver
Heritage Bank	Online Saver
Macquarie	Savings Account
MOVE Bank	Express Saver
MyLife MyFinance	MySavings Account
Qudos Bank	Qsaver
Volt Bank	Savings Account

Young Adult Savings

The top accounts for young adults up to the age of 30 who are getting started in the workforce and looking to save for a major purchase.

Westpac	Life (18-29 years old)
----------------	------------------------

Pensioner Savings

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 specifically for pensioners.

Firefighters Mutual Bank

Pension Advantage

Health Professionals Bank

Pension Advantage

Teachers Mutual Bank

Pension Advantage

UniBank

Pension Advantage

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. 73 term deposit accounts were considered for this award

Bank of us	Term Deposit
BankVic	Term Deposit
Firefighters Mutual Bank	Term Deposit
Health Professionals Bank	Term Deposit
Heritage Bank	Term Deposit
Judo Bank	Term Deposit
MOVE Bank	Term Deposit
Police Bank	Term Deposit
Teachers Mutual Bank	Term Deposit
UniBank	Term Deposit

Kids' Accounts

Pocket Money Saver

Awarded to savings accounts exclusive to children with the unconditional leading rates.

bcu

Scoots Super Saver

Gateway Bank

Dollaroo Savings

The Capricornian

Youth Access Account

Pocket Money Regular Saver

Awarded to savings accounts exclusive to children with the leading rates with an ongoing bonus when saving goals are met.

Australian Unity

Kids Saver Account

Auswide Bank

Ziggy Kids Saver

Police Bank

Dynamo Kids Savings 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 Bank

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

Suncorp

Business Premium 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 Bank

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.

bcu	Business iSaver
------------	-----------------

Beyond Bank	Business monEsaver
--------------------	--------------------

ME	Business Online Savings Account
-----------	---------------------------------

MyState Bank	Business Online Saver
---------------------	-----------------------

Queensland Country Bank	Business Online Saver
--------------------------------	-----------------------

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.

Bank of Queensland	Business Performance Saver Account
---------------------------	------------------------------------

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.

abal banking	Term Deposit
---------------------	--------------

Bank of us	Term Deposit
-------------------	--------------

Gateway Bank	Term Deposit
---------------------	--------------

Heritage Bank	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.

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 Bank

SuperEdge Saver Account

Australian Military Bank

DIY Super Saver Account

Heritage Bank

Secure Super Account

ME

Business Online Savings Account

MyState Bank

Business Online Saver

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.

CUA

eSaver Reward

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.

Bank of us

Term Deposit

Gateway Bank

Term Deposit

ME

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 74 banking apps, assessed the relative importance of those features, and based on that found which apps offered users the leading functionality.

Bank of Melbourne

BankSA

Commonwealth Bank

Macquarie

St.George

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

One of the first third party services to utilise the new open data CDR feeds, Frollo took out the Money Management App award in 2021. We considered all mobile applications that offered data connections to Australian banks and examined the cost, functionality, availability and effectiveness of each app assessed.

Frollo

Banking Innovation

This year we awarded the banking innovation award to Up's novel implementation of the concept of "Covers" and "Forwards" in their banking app, streamlining the movement of funds between transaction and savings accounts as new amounts are received or payments are made from money that has been saved away.

Up

Covers and Forwards

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 2020) 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 \$53,000.

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.

Young Adult Savings

This category recognises the best account for young adults saving for a major purchase, such as a car, holiday or deposit for a house. The winner was chosen using the same criteria and calculator as for the Regular Saver award.

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.

Pensioner Savings

The Pensioner Savings award identifies the accounts for pensioners that have no account-keeping fees and awards those with the highest interest rates. 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.

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 2020) 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

The breadth and number of awards garnered by one provider set them clearly above the rest.

To determine the **Small Business Bank of the Year** 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

Banking Innovation

We reviewed the accounts launched over the last 12 months along with features added to existing accounts to see if there were any that were worthy of receiving an 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 did not present any awards for new accounts, but did identify a new feature that provides a level of convenience and flexibility not yet offered by any other account.

What products do we consider?

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

- 534 personal products from 92 providers
- 141 small business products from 51 providers and
- 92 SMSF products from 44 providers

The analysis is based on data contained in Mozo's product database as at 31 December 2020. 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 Mozo Experts Choice Awards analysis is overseen by AJ Duncanson, Mozo's Data Director, and Peter Marshall, Research Manager. AJ is a data scientist and actuary and has worked in financial services and product comparison for over 30 years. Peter has worked for a wide range of Australian banks and product comparison for the past 36 years. Both AJ and Peter act as Responsible Manager on Mozo's Australian Financial Service Licence and Australian Credit Licence.

Important Information

The information published in this report is of a general nature only and does not take into account your situation or needs. Before choosing a service, you should consider whether it's appropriate to you and you should read all the information available from the service provider.

The information contained in this report is governed by Mozo's standard Terms of Use. To the extent permitted by law, you indemnify and agree to keep Mozo indemnified against any loss or claim arising out of your use of any information contained in this report. Where Mozo collects information such as rates, pricing and product information we make every effort to ensure that all information displayed is accurate. Mozo does not warrant that the information contained in this report will be faultless or that all of the information displayed will be completely accurate and we accept no liability whatsoever for any errors or omissions.

Copyright © 2021 Mozo Pty Ltd. All Rights Reserved.

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