



Mozo Experts Choice Awards **Credit Cards 2023**

Methodology Report
September 2023



Mozo Experts Choice Awards Credit Cards 2023

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

Throughout the year, 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 consumers, a Mozo Experts Choice Award badge is a sign that a product is among the leaders and is worthy of consideration.

This report summarises the categories, lists the winners and explains the judging methodology for our 2023 Mozo Experts Choice Awards for Credit Cards.

Credit Card - 2023 Winners

Credit Card Provider of the Year



Bankwest have been awarded Mozo Experts Choice Awards Credit Card Provider of the Year for 2023, after taking out awards across a variety of categories, winning for Low Rate, No Annual Fee, Balance Transfers and Payment Plans. Bankwest's range of credit card options offered are well worth considering as some of the best value cards available.

Each of these cards were awarded in more than one category:

- Breeze Mastercard
- Breeze Platinum Mastercard
- Zero Mastercard
- Zero Platinum Mastercard

With the Qantas World Mastercard winning in the Qantas Frequent Flyer Premium Credit Card category.

Rewards Credit Card Provider of the Year



American Express has won Rewards Credit Card Provider of the Year for 2023, taking a win in the majority of the Mozo Experts Choice Awards categories that assess the best rewards cards. American Express offers a great range of credit cards for customers looking to take advantage of loyalty programs.

Eight different Amex cards were recognised as winners for the rewards benefits:

- Essential Credit Card
- Explorer® Credit Card
- Qantas Discovery Card
- Qantas Ultimate Card
- Velocity Escape Card
- Velocity Platinum Card

The Low Rate Credit Card was also awarded for great value in the No Annual Fee category and for business customers the Business Explorer Credit Card took out two wins this year.

Consumer Credit Cards

Low Rate Credit Card

Credit card interest rates can vary enormously, and make a real difference to the cost of carrying a balance on the card. The winners in this category have some of the lowest purchase rates available, including introductory purchase rate offers. The judges also took into account the impact of the annual fee charged for holding the card and the number of interest free days on offer.

Bankwest	Breeze Mastercard
Community First Bank	Low Rate Blue Credit Card
Community First Bank	Low Rate Credit Card
Community First Bank	Low Rate Pink Credit Card
Credit Union SA	Education Community Visa Credit Card
Defence Bank	Foundation Credit Card
Easy Street	Easy Low Rate Visa Credit Card
G&C Mutual Bank	Low Rate Visa Credit Card
Illawarra Credit Union	Low Rate Credit Card
MOVE Bank	Low Rate Credit Card

Low Rate Premium Credit Card

This category proves that you don't have to pay exorbitant interest rates to carry a premium card and take advantage of the extra benefits they usually bring. As for the Low Rate category, judging is based on the interest rate and annual fee.

Bank First	Visa Platinum Credit Card
Bankwest	Breeze Platinum Mastercard Zero Platinum Mastercard
Citi	Clear
P&N Bank	Visa Platinum Credit Card

No Annual Fee Credit Card

For people who usually pay off their credit card balance every month with the aim of not paying interest, the annual fee and interest free days are critical, while interest rates are also important, should plans change. The judges identified those cards with no annual fee and good interest free periods, and awarded those cards with the lowest interest rates.

American Express	Low Rate Credit Card
Bank Australia	Visa Credit Card
Bank First	Visa Classic Credit Card
Bankwest	Zero Mastercard
Credit Union SA	Education Community Visa Credit Card
Hume Bank	Value Visa Card
ING	Orange One Low Rate Credit Card
ME	frank Credit Card
QBANK	Bluey Card
Teachers Mutual Bank Firefighters Mutual Bank Health Professionals Bank UniBank	Credit Card

No Annual Fee Premium Credit Card

Three premium cards met our criteria for this category of charging no annual fee and offering an interest free days period. The interest rates on these cards are not as low as the winners in the standard No Annual Fee category, but for customers who confidently clear the balance every month that cost disappears.

Bankwest	Zero Platinum Mastercard
Bendigo Bank	Ready Credit Card
Latitude	28° Global Platinum Mastercard

Balance Transfer Credit Card

Balance transfers come in all shapes and sizes, which can make it very hard to compare options when paying down an existing debt is your priority. The Mozo judges crunched the numbers to find which offer the best value for a typical cardholder, taking into account not only the balance transfer terms, but also the annual fee and what it might cost once the introductory rate expires.

Bank of Queensland	Blue Visa Credit Card
Bankwest	Breeze Mastercard Zero Mastercard
QBANK	Bluey Card
Westpac	Low Rate

Balance Transfer Platinum Credit Card

For customers looking to transfer a balance to a Platinum card, these cards came out on top.

Bank of Melbourne BankSA St. George	Amplify Rewards Platinum
Bankwest	Zero Platinum Mastercard Breeze Platinum Mastercard
HSBC	Platinum Credit Card

Credit Card Payment Plan

Having a credit card with a payment plan attached combines the best of both worlds, an ongoing credit line and a buy now pay later option. The Bankwest Easy Instalments payment plan and the Westpac PartPay feature allow customers to take advantage of both without charging any additional establishment fees, ongoing fees or interest.

Bankwest	Easy Instalments Purchase Plan
Westpac	PartPay

Rewards Credit Card

Cards with rewards can be very attractive, but there are a lot of them, and each is a bit different from the rest, so how to find the best? At Mozo we developed a way of taking into account the number of points earned for every dollar spent, then calculating the value of some items commonly redeemed for those points. We wrapped it all up with the cost of the annual fee and found that these cards are more rewarding than the rest.

American Express	Essential Credit Card
Coles	Rewards Mastercard
Kogan Money	Black Card

Premium Rewards Credit Card

The fees can be larger on a premium rewards card than on a standard card, but so too can the rewards. We ran our calculations to find which platinum, black, and titanium cards give the best rewards bang for your fee buck, and these came out on top.

American Express	Explorer® Credit Card
Bank of Queensland	Platinum Visa Credit Card
Bank of Sydney	Platinum Credit Card
Citi	Premier
Commonwealth Bank	Smart Awards Credit Card (CommBank Awards Program) Ultimate Awards Credit Card (CommBank Awards Program)
HSBC	Platinum Credit Card
Suncorp	Clear Options Platinum

Cashback Credit Card

Many credit card holders prefer the simplicity and benefits of cashback-based rewards that can be redeemed against card balances. We assessed the value of cards that enable this form of rewards for standard cards.

American Express	Essential Credit Card
-------------------------	-----------------------

bcu Bank	Rewards Credit Card
-----------------	---------------------

Hume Bank	Clear Visa Card
------------------	-----------------

Kogan Money	Cashback Credit Card
--------------------	----------------------

Cashback Premium Credit Card

To find the best premium cashback cards we assessed the value of cash based redemptions on a higher spend level than for the previous category for platinum or higher status cards.

American Express	Explorer® Credit Card
-------------------------	-----------------------

Bank of Sydney	Platinum Credit Card
-----------------------	----------------------

Commonwealth Bank	Smart Awards Credit Card (CommBank Awards Program) Ultimate Awards Credit Card (CommBank Awards Program)
--------------------------	---

HSBC	Platinum Credit Card
-------------	----------------------

ING	Orange One Rewards Platinum Credit Card
------------	---

Qantas Frequent Flyer Credit Card

Rewards cards that earn Qantas Frequent Flyer points can be great value, particularly for people who travel often and use Qantas services regularly. To find the winners in this category we not only looked at the value of rewards points that can be earned, but also any ongoing discounts including free or discounted flights and lounge access.

American Express

Qantas Discovery Card

Qantas Frequent Flyer Premium Credit Card

To find the best premium Qantas Frequent Flyer rewards cards we assessed the value of points earned on a higher spend level than for the previous category, then assessed the value of any ongoing discounts including free or discounted flights and lounge access.

American Express

Qantas Ultimate Card

Bankwest

Qantas World Mastercard

G&C Mutual Bank

Platinum Visa Credit Card

HSBC

Platinum Qantas Credit Card

Velocity Frequent Flyer Credit Card

Many rewards programs allow their rewards points to be converted to Velocity Frequent Flyer points where they can be used to help pay for flights. To find the winners in this category we not only looked at the value of rewards points that can be earned, and any conversion ratio that may apply, but also any ongoing discounts including free or discounted flights and lounge access.

American Express	Velocity Escape Card
-------------------------	----------------------

Coles	Rewards Mastercard
--------------	--------------------

Velocity Frequent Flyer Premium Credit Card

To find the best premium Velocity Frequent Flyer rewards cards we assessed the value of points earned on a higher spend level than for the category, then assessed the value of any ongoing discounts including free or discounted flights and lounge access.

American Express	Explorer® Credit Card Velocity Platinum Card
-------------------------	---

BOQ Specialist	Signature (Velocity Frequent Flyer)
-----------------------	-------------------------------------

Virgin Money	Virgin Australia Velocity High Flyer Card
---------------------	---

Premium Card Benefits

ANZ and NAB have jointly taken out the Premium Card Benefits award this year. This is presented to the card issuers that offer the leading suites of insurance and other card benefits on their platinum or higher tiered cards. Emergency card replacement cost, concierge service and insurances such as international travel, domestic rental car excess cover, and purchase protections are included in the award criteria.

ANZ	Frequent Flyer Black Frequent Flyer Platinum Platinum Rewards Black Rewards Platinum
NAB	Low Fee Platinum Card Qantas Rewards Premium Card Qantas Rewards Signature Card Rewards Platinum Card Rewards Signature Card

Best New Credit Card

This category highlights any newly launched credit cards that have exceptional value or other standout features. This year two cards were equal first as each of them offer complimentary travel insurance and charge no margin on purchases made in foreign currencies - making them great options for customers using credit cards for travel expenses. Both of these cards also won awards in other categories.

Bendigo Bank	Ready Credit Card
Commonwealth Bank	Smart Awards Credit Card

Business Credit Cards

Low Rate Business Credit Card

Business credit cards can help to manage company expenses and balance cash flow, but keeping costs low is an important consideration when choosing a card. The below cards offer both the lowest purchase rates and overall costs around, even when ongoing fees are taken into account.

Bank of Melbourne
BankSA
St.George

BusinessVantage

G&C Mutual Bank

Low Rate Business Credit Card

Heritage Bank

Business Visa

NAB

Low Rate Business Card

Rewards Business Credit Card

Using similar methods as our consumer cards calculations, we assessed the real dollar return from rewards schemes when making purchases for your business. This category is calculated on the total redemption value of cashback and other reward options commonly redeemed, excluding flight redemptions.

American Express

Business Explorer Credit Card

NAB

Qantas Business Signature Card
Rewards Business Signature Card

Suncorp

Clear Options Business

Qantas Frequent Flyer Business Credit Card

This category is for companies looking to convert business spending into Qantas Frequent Flyer points that could send owners or employees jet setting to airports near and far. The two cards awarded offered the leading returns of those assessed.

Bendigo Bank

Qantas Business Credit Card

NAB

Qantas Business Signature Card

Velocity Frequent Flyer Business Credit Card

If your business is looking for returns on Virgin ticketed flights instead, the Velocity Frequent Flyer Business award is a great place to start. This card offered the leading returns of those assessed.

American Express

Business Explorer Credit Card

NAB

Rewards Business Signature Card

How do we judge the winners?

Mozo Experts Choice Awards for Credit Cards are awarded in the following categories and based on the following methodology:

Low Rate Credit Card

To identify the best value credit cards for consumers who carry an ongoing revolving balance, we ranked cards based on the cost over 5 years assuming a continuous interest-accruing balance of \$4,000* taking into account:

- ongoing interest rates
- introductory interest rates
- annual fees
- introductory annual fee reductions or waivers
- at least 30 interest free days before payment is due

The calculation does not take into account:

- annual fee waivers for reaching annual spend thresholds
- balance transfer interest rates
- interest rates on cash advances or other special transactions
- transaction fees
- penalty fees
- fees for optional services
- rewards schemes

** The interest-accruing balance amount of \$4,000 is chosen to give appropriate weight to the interest cost versus fees. The time frame of 5 years was chosen as a reasonable period over which to assess the cost of holding a credit card, ensuring that any introductory offers did not dominate the outcome.*

Low Rate Premium Credit Card

This award was judged using the same process as the Low Rate Credit Card category above, however only cards with premium benefits were included.

No Annual Fee Credit Card

To be considered for this award, credit cards must have an interest free period of at least 45 days and no annual fee. Cards are then assessed on purchase rate. No other card fees or features were taken into account.

No Annual Fee Premium Credit Card

To be considered for this award, credit cards must have premium benefits, have an interest free period of at least 45 days and have no annual fee. Cards are then assessed on purchase rate. No other card fees or features were taken into account.

Balance Transfer Credit Card

The cost of repaying the balance in full was calculated assuming a balance of \$4,000 transferred from another card and repaid at a rate of \$200 per month. This calculation includes the balance transfer interest rate, the interest rate applicable beyond any discounted period, any fees that may be charged to gain access to a balance transfer rate, and annual fees.

We assessed two scenarios: one in which the card *is also* used for new purchases, and one where the card *is not* used for any new purchases. In the first scenario, we took account of whether interest accrues on new purchases on each card while the balance transfer amount is not yet fully repaid. The leading few cards in each scenario were deemed worthy of an award.

Additionally, we confirmed that any discounted balance transfer rates had been in the market for at least the last 3 months to avoid awarding short term tactical offers.

Balance Transfer Platinum Credit Card

Winners in this category were determined using the same method as the Balance Transfer Credit Card category but considering only premium cards. As all winners were Platinum cards, the name of the award reflects this.

Rewards Credit Card

For the Rewards Credit Card category, Mozo calculates the value of rewards as explained in the following section ‘How do we assess the value of Rewards?’. Essentially, we calculate the retail value of the rewards that could be earned on the card in a year and then subtract the annual fee.

For this Rewards Credit Card category the assumed spend level was \$20,000 per annum, the average annual spend on a credit card in Australia (rounded to the nearest \$1,000) according to RBA statistics. The calculated value of points in this award was based on the best redemption method excluding Qantas and Velocity schemes (these are included in a separate category). Interest costs are not taken into account as we assume the card is paid in full each month.

Premium Rewards Credit Card

For the *Premium* categories the assumed spend was \$60,000 as these credit cards are targeted towards higher income earners. Otherwise, the calculation methodology is identical to that used for the Rewards Credit Card category.

Cashback Credit Card

This category only considered cards where points can be redeemed for cashback, usually provided via a credit to the cardholder’s account.

Similar to other rewards categories, we assessed the points that could be earned by spending \$20,000 over a year, the value of the cash that those points could be redeemed for, less the annual fee charged for holding the card.

Cashback Premium Credit Card

Winners in this category were determined using the same method as the Cashback Credit Card, but using premium cards and an annual spend of \$60,000.

Qantas Frequent Flyer Credit Card

This category only considered cards where points are automatically credited to the Qantas Frequent Flyer program.

We assessed the value of rewards points earned assuming a total annual spend of \$20,000. We then added the value of any ongoing discounts including free or discounted flights and lounge access. Finally, we deducted the cost of the annual fee. We did not assess the value of any other offers such as hotel or dining discounts, nor did we take into account any one-off sign-up offers such as bonus points.

Qantas Frequent Flyer Premium Credit Card

Winners in this category were determined using the same method as the Qantas Frequent Flyer Credit Card, but using premium cards and an annual spend of \$60,000.

Velocity Frequent Flyer Credit Card and Velocity Frequent Flyer Premium Credit Card

This category considered credit cards where points are automatically credited to the Velocity Frequent Flyer program, as well as cards with other rewards programs where the best option for obtaining a flight reward was through transferring the points to Velocity.

The calculations followed the same process as the category for Qantas Frequent Flyer Credit Cards.

Premium Card Benefits

To identify the cards that offer the best range of support extras which we've defined as a concierge service, travel and other insurances and emergency overseas card replacement.

To assess these extras we allocated points for:

- a concierge service
- the activation criteria and key cover levels for Travel Insurance
- each of the other insurances offered
- the cost of replacing a lost card while overseas

The winning provider was the one with the highest ranking from this scoring process. The award applies to all of their cards that offer this level of benefits.

Low Rate Business Credit Card

This award utilises the same methods as the consumer *Low Rate Credit Card*. We assessed business credit cards that do not require a security facility.

Rewards Business Credit Card and Qantas Frequent Flyer Business Credit Card and Velocity Frequent Flyer Business Credit Card

These awards used the same methods as the equivalent consumer categories - *Rewards Credit Card* and *Qantas Frequent Flyer Credit Card* and *Velocity Frequent Flyer Credit Card* - with the cost calculated on two different scenarios of \$20,000 and \$100,000 per annum. Business credit cards that require security were excluded.

Credit Card Payment Plan

For this award the judges sought to identify the best cards to hold for people wanting ready access to a deferred payment method. To do this we identified those cards that have payment plans available, cut down that list to just consider plans that do not attract an interest charge, then performed assessments of their costs and features. The plans with the least cost were awarded - this year both winning plans had no additional establishment or ongoing fees.

Best New Credit Card

For this category the judges surveyed the new credit card products that have been launched since our last credit card awards. To identify a winning product we looked at the key fees, features and rewards program to see which of the new cards made the most compelling proposition.

Credit Card Provider of the Year

To be crowned Provider of the Year, a credit card issuer must have earned awards in a range of categories, showing they offer exceptional value in many scenarios. We first look for which providers have gathered the most award wins, then consider the range of categories those awards were won in, to find which provider has cards that will suit a broad range of consumers.

Rewards Credit Card Provider of the Year

The Rewards Credit Card Provider of the Year is awarded to a standout provider offering exceptional value for cards with reward options. The winning provider must win in a range of rewards categories with different frequent flyer rewards schemes and consistently outperform its competitors in the rewards values as assessed in real dollar terms.

How do we assess Rewards value?

For the Rewards Credit Card categories, Mozo calculates the value of rewards earned by determining how many points would be earned in a year for a given spend level, the rewards that could be redeemed for those points, and the retail value of those rewards minus annual fees.

Rewards options assessed

We calculated the relative value of points used for four different redemption options, and used the one most relevant to the specific award: a one-way Sydney-Melbourne flight excluding taxes and charges, a return Sydney-London flight excluding taxes and charges, a \$100 shopping gift card and \$100 cashback.

These are the only rewards options assessed for these awards, although other options may be available.

How we determine the value of flight rewards

The flights used for comparison of flight rewards are 'classic' or 'reward' economy seats with restricted seat availability. 'Any seat' rewards will probably cost more. To compare the value of flight rewards, we sample online retail flight prices once a quarter based on the average price on a Wednesday 3 months in advance (outside NSW school holidays).

For domestic flights we take the lowest available fare from each flight on that day from Qantas Red e-deal, Virgin Getaway and Jetstar Starter including baggage. We calculate the average price excluding taxes and surcharges for each airline. If the rewards are travel agent vouchers we calculate the average price excluding taxes and surcharges across those three airlines.

For international flights, we take the lowest available fares on that same Wednesday from each of Qantas, Emirates, Etihad, Singapore Airlines and Malaysian Airlines for a return flight returning after 2 weeks. We calculate the average price across those airlines before taxes and surcharges and use this as

our assumed cost of a flight.

How we determine the value of other rewards

Shopping rewards are based on \$100 gift cards from a major national department store and cashback is based on redeeming points to gain a \$100 credit to your credit card account.

Bonus points and other benefits

Bonus points are not considered in the value calculations for any awards. The value of annual travel credits, lounge passes and similar ongoing benefits are only used in 'Frequent Flyer' categories.

Only in the Premium Cardholder Care category do we make any allowance for the value of insurance and concierge services.

We have not assigned any value to instant discounts, ticketing and other such benefits.

Rewards 'Net Value'

The 'net value' of awards are the equivalent retail value of the reward, assuming all of the points earned at the assumed spend limit are redeemed on that particular reward category, less the annual fee. Where cards also feature establishment or servicing fees, these were taken into account.

Credit cards with a choice of rewards program

Where a credit card offers the choice of rewards program, each program was assessed separately. For these cases the results tables specify which rewards program was awarded, and in some cases both rewards programs may be awarded.

Excluded products

Cards are not eligible for an award if they are only available to customers with significant other banking relationships with the institution.

What products do we consider?

In carrying out the Mozo Experts Choice Awards in Credit Cards we analysed 201 personal and 48 business credit card products issued by 70 Australian financial institutions based on data contained in Mozo's product database as at 25th September 2023.

Cards with multiple offers (such as choice of rewards programs, or different combinations of fees and rates) may be assessed more than once in categories where those variations affect the outcome of the calculations performed.

We aim to include most credit card providers in the market in the Mozo Experts Choice Awards. However, not every credit card product on the market will be included in our review.

Any credit card product we review must be available in the market at the time of our analysis.

The Premium categories assessed all 'platinum', 'diamond' and 'black' credit cards, while the Standard categories considered all other credit cards.

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.

Companies do not pay to enter the Mozo Experts Choice Awards. Should a winning product or service wish to use the Mozo Experts Choice Awards badges in their own marketing activities, Mozo charges them a licence fee.



Mozo provides a comparison service with the goal of helping consumers to make their own financial decisions and save money. Mozo offers consumers an extensive product comparison service 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 have 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, Financial Services Specialist. 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 © 2023 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 card issuers considered in the awards.

American Express	HSBC
ANZ	Hume Bank
Australian Military Bank	hum90
Australian Mutual Bank	Illawarra Credit Union
Australian Unity	ING
Auswide Bank	Kogan Money
Bank Australia	Latitude
Bank First	Macquarie
Bank of Melbourne	Macquarie Credit Union
Bank of Queensland	ME
Bank of Sydney	MoneyMe
Bank of us	MOVE Bank
BankSA	NAB
BankVic	Newcastle Permanent
Bankwest	Northern Inland Credit Union
bcu	Orange Credit Union
Bendigo Bank	P&N Bank
Beyond Bank	People's Choice
BOQ Specialist	Police Bank
Citi	Police Credit Union
Coastline Credit Union	Qantas Money
Coles	QBANK
Commonwealth Bank	Qudos Bank
Community First Bank	Queensland Country Bank
Credit Union SA	Regional Australia Bank
Defence Bank	South West Slopes Credit Union
Easy Street	St.George
Firefighters Mutual Bank	Suncorp
First Option Bank	Teachers Mutual Bank
G&C Mutual Bank	The Mutual Bank
GMCU	Transport Mutual Credit Union
Great Southern Bank	UniBank
Greater Bank	Unity Bank
Health Professionals Bank	Virgin Money
Heritage Bank	Westpac