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ASX RELEASE

15 September 2026

Westpac Data, Digital and AI Update

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

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

Data, Digital and AI Update

15 September 2026

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

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Andrew McMullan

Chief Data, Digital and AI Officer

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

Data

Foundation

Trusted customer and business data

Digital

Customer engagement

More relevant, personalised and secure experiences

AI

Intelligence

Generates and deploys customer insights

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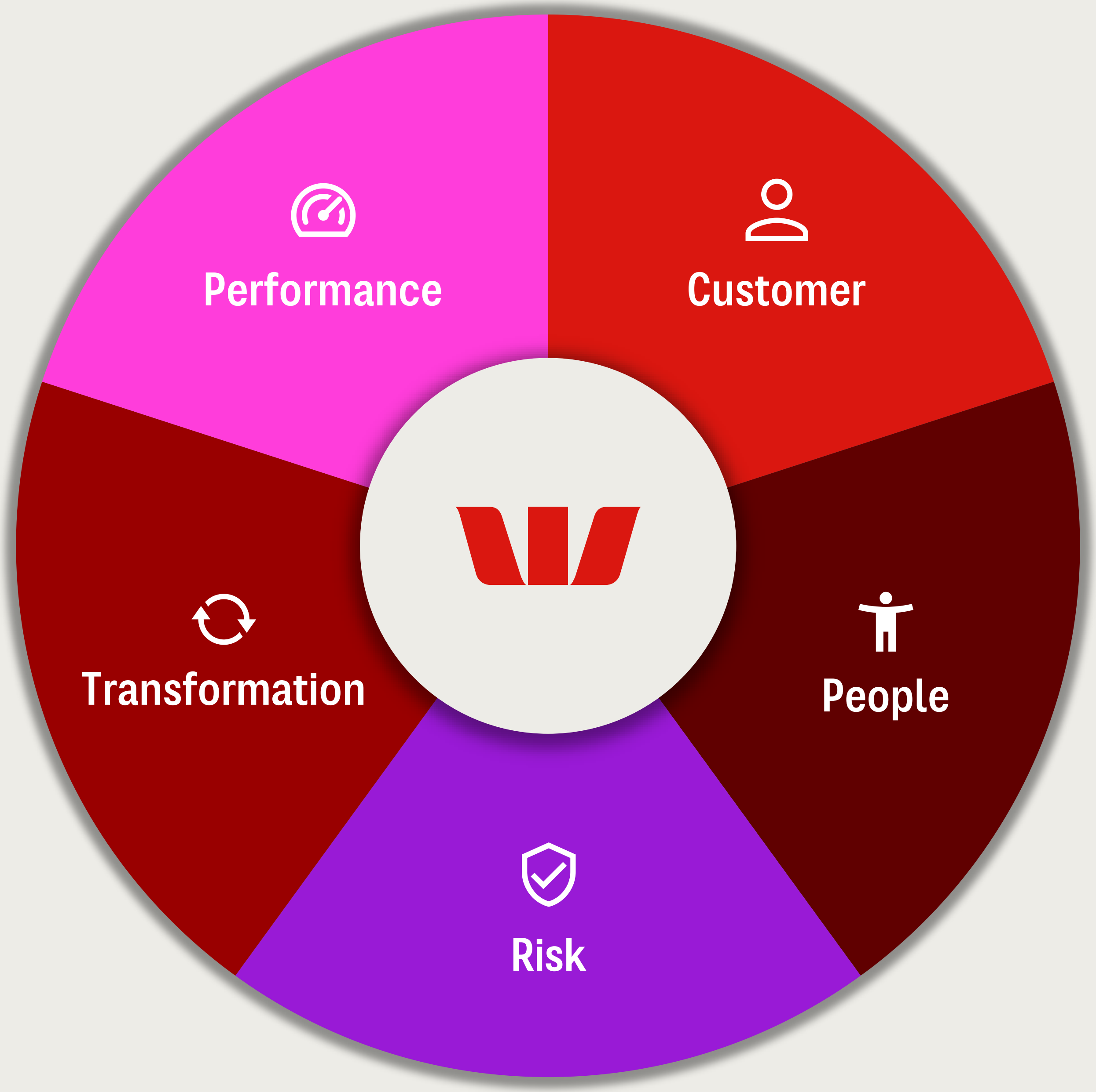
Data, Digital and AI – supporting delivery of our priorities



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Accelerating the strategic agenda

Focus on proprietary lending

In Consumer and Business

Smart leads

Book a Banker

Strengthen deposits franchise

Grow transaction banking balances

Digital onboarding

Personalised offers

Deepen customer relationships

Deliver the whole bank to customers

Better insight

Better conversations

Digital as the primary experience

Improve service and support sales

80%

of sales originated digitally[1]

99%

of service interactions completed digitally[2]

Simplify the bank

Faster and simpler customer outcomes

250k

Manual activities removed[3]

150k hrs

Banker capacity[3]

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

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From fragmented data to one trusted data foundation

Source systems

- Banking systems
- Customer systems
- Product systems
- Operational systems

285
source systems

Adapt

Enterprise data platform

One
governed data foundation

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Personalising customer experiences

Adapt

Trusted customer and business data

One
governed data foundation

Westpac intelligence layer

Connects data and AI

5x
faster model build and deployment[1]

Smarter experiences for every interaction

- Mobile banking app
- Digital banker
- Digital contact centre

6x
faster activation of customer insights[1]

1 Based on initial use cases.

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Westpac Intelligence: Whole of the bank to the customer

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

500k

Customers reached in 2 weeks

>2x

Account uptake[1]

Smart digital leads identifies Business banking opportunities

16k

Customer conversations

2.8x

Increase in settlements[2]

Personalised intelligence surfaces insights for Business and Institutional bankers

60

Bankers in the pilot

100%

Support pilot expansion

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

Catalyst and AI: Accelerating change execution

Yearly funding	Persistent funding
Slow execution	Faster speed to market
Siloed teams	Teams closer to customers

Data, Digital and AI platform delivery units

End-to-end accountability

- Shared data and AI
- Shared digital and contact centre

Data, Digital and AI practices

Support all delivery units with guidance, tools and coaching

- Data and AI
- Engineering[1]
- Design
- Product ownership

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

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Bringing the global frontier to Australia

MICROSOFT
Everyday AI

SNOWFLAKE
Intelligence Layer

GOOGLE
Digital Customer Experience

AWS
Operations at Scale

AMP
Engineering

NVIDIA
AI Factory Platforms and Open Models

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Dan Jermyn

Chief AI Officer

AI for Everyone

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Capability

Building AI literacy and specialist expertise across the workforce

95%

of employees completed non-mandatory training

262

specialised AI education sessions[1]

Adoption

Putting AI tools in the hands of all our people

35,000+

employees have access to AI tools

95%

of employees use AI tools monthly

Integration

Embedding AI into everyday workflows and ways of working

72%

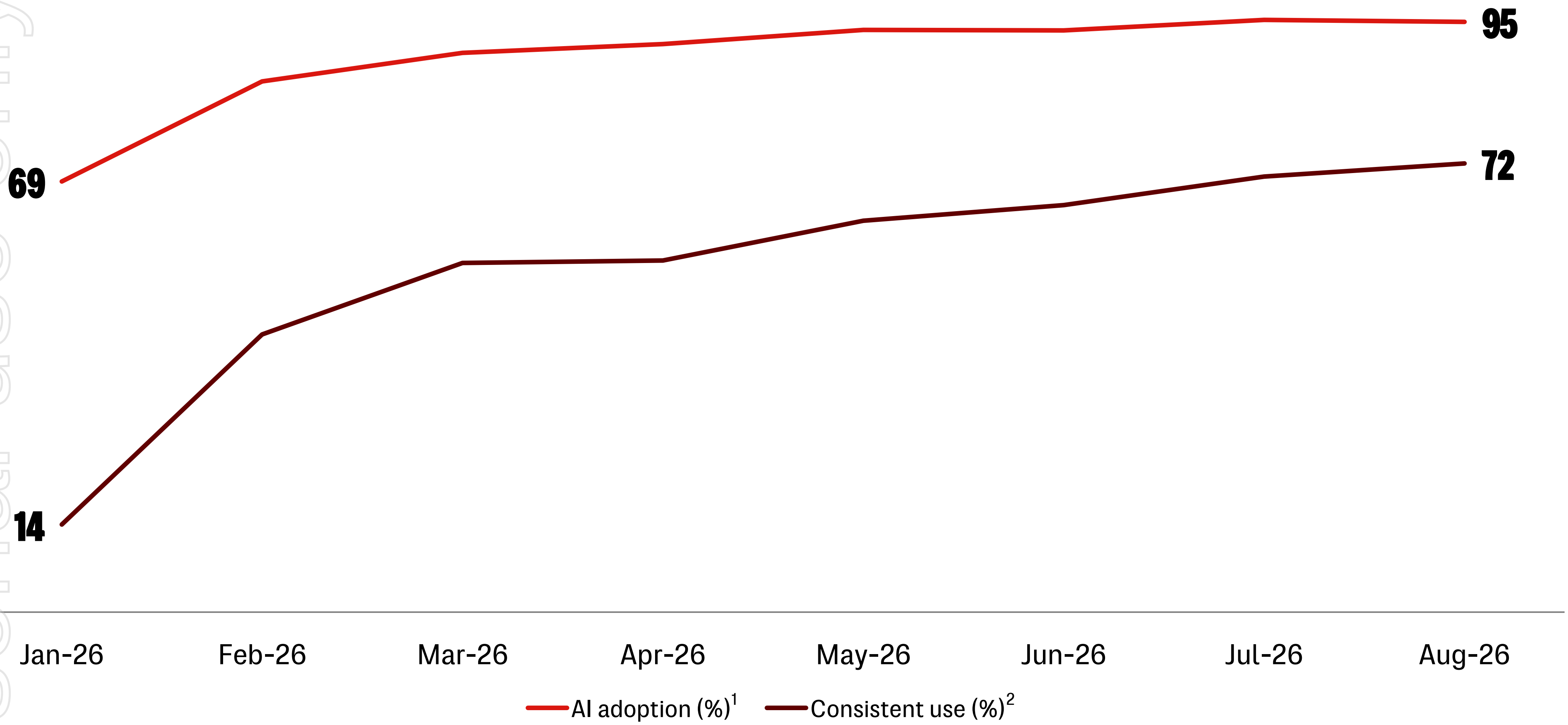
of employees have integrated AI into their workflow

73 ▶ 80

employee AI confidence score: using AI in daily work[2]

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

AI for Everyone: Adoption is sustained, not just access



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

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AI-powered engineering

Code conversion & modernisation

Challenge
Complex legacy technology slows delivery

AI contribution
Agentic code conversion and engineering support

Up to 35%

increase in code development productivity

Delivery acceleration

Challenge
Engineers spend time on repetitive development activities

AI contribution
Turns approved requirements into reviewed, tested software changes faster

5x faster

model build and deployment[1]

1 Based on initial use cases.

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AI in action for our people and customers

Home loans:
Application payslip and bank statement automation

~100k hrs

banker capacity[1]

Consumer Finance:
Real-time application payslip automation

~50k hrs

banker capacity[1]

Website:
AI-powered customer search engine

75%

increase in selection of the first search result[2]

Unite:
AI-enabled data migration acceleration

▼ 2 years

acceleration of St.George data warehouse migration[3]

BizEdge:
AI-assisted software development

40%

increase in delivery productivity[4]

WestpacOne
Simpler institutional banking

4

services integrated[5]

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

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Responsible by design

Embedding responsible AI principles through capability, controls and protection

Educate

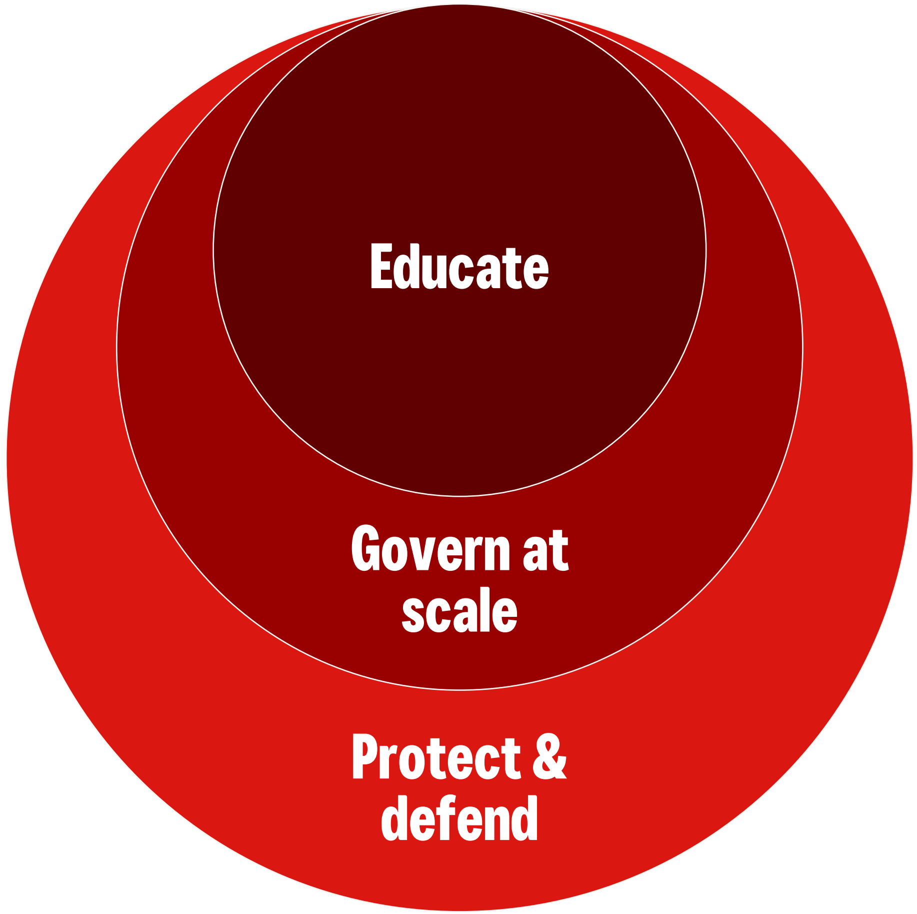
- Board and executive education on AI strategy and risks
- AI education for all employees
- Training for specialised AI activities

Govern at scale

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

Protect & defend

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



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Andrew McMullan

Chief Data, Digital and AI Officer

Building an intelligent bank

Turning data into intelligence

Generate insights for customers

Improve decision making

Increase relationship depth

Increase advocacy

AI for everyone

Develop AI capability

Foster confidence using AI

Improve productivity

Engaged employees

Accelerating delivery

More productive engineers

Deliver outcomes faster

Get more done

Growth & productivity

Reduce cost to income ratio

Improve returns

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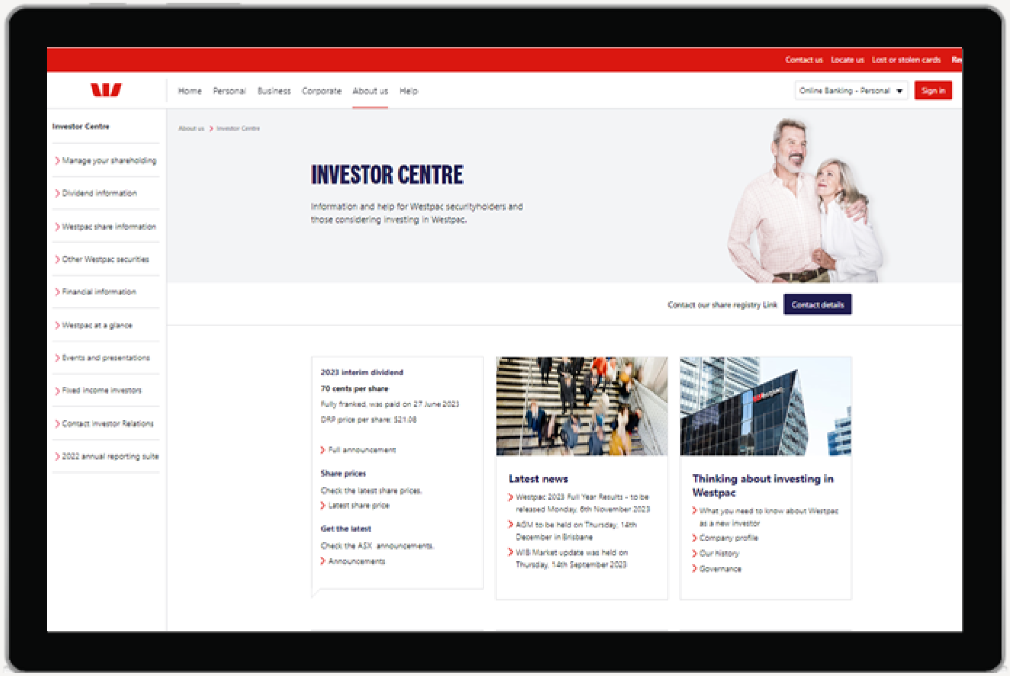

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