



TSB Bank Limited

Disclosure Statement

For the six months ended 30 September 2020

Disclosure Statement

For the six months ended 30 September 2020

Table of Contents

Disclosure Statement	
General Information	3
Auditor	3
Conditions of Registration	3
Credit Rating	4
Directorate	4
Directors' Statement	4
Statement of Comprehensive Income	5
Statement of Changes in Equity	6
Statement of Financial Position	7
Statement of Cash Flows	8
Notes to the Interim Financial Statements	
1. Statement of Accounting Policies	9
2. Net Interest Income	11
3. Other Operating Income	12
4. Operating Expenses	12
5. Loans and Advances to Customers	13
6. Investment Securities	13
7. Deposits	14
8. Other Liabilities	14
9. Fair Value of Financial Instruments	15
10. Share Capital, Retained Earnings and Dividend Paid	16
11. Risk Management	17
12. Credit Risk Management and Asset Quality	17
13. Market Risk Management	23
14. Liquidity Risk Management	24
15. Capital Adequacy	25
16. Securitisation, Funds Management, Other Fiduciary Activities and Marketing and Distribution of Insurance Products	29
17. Commitments and Contingent Liabilities	29
18. Related Party Transactions and Balances	30
19. Subsequent Events	30
Independent Review Report	31
Directory	34

Disclosure Statement

For the six months ended 30 September 2020



General Information

This Disclosure Statement contains information as required by the Registered Bank Disclosure Statements (New Zealand Incorporated Registered Banks) Order 2014 (as amended) ('the Order').

Name and Registered Office of Registered Bank

TSB Bank Limited is a registered bank (elsewhere in this statement referred to as the "Bank").
Registered Office: Level Five, TSB Centre, 120 Devon Street East, New Plymouth.

Principal Activity

The Bank continues to offer a full range of Retail Banking Services to its customers along with support areas of operation in Foreign Exchange. The Bank has no direct exposure to the funds management industry, though it promotes the sale of Fisher Funds products, a related party.

Corporate Information

The Bank was established in 1850, incorporated under the provisions of the Trustee Bank Restructuring Act 1988 and the Companies Act 1955 on 30 August 1988 and reregistered under the Companies Act 1993 in May 1997.

Ownership

The Bank is wholly owned by the TSB Community Trust (an independent body), through the Trust's fully owned subsidiary, TSB Group Limited, and is domiciled in New Zealand. TSB Group Limited appoints the Board of Directors. Address for Service is 21 Dawson Street, PO Box 667, New Plymouth 4340.

Guarantee Arrangements

No material obligations of the Bank are guaranteed.

Pending Proceedings or Arbitration

The Bank has no proceedings or arbitration pending in New Zealand or elsewhere which may have a material adverse effect on the Bank.

Other Material Matters

As indicated in the Bank's 'September 2019 Disclosure Statement' and 'March 2020 Disclosure Statement', a review of the Bank's Anti-Money Laundering and Countering Financing of Terrorism Programme had identified areas for improvement. The Bank is continuing to actively remediate the issues identified by the Reserve Bank and is providing regular updates to the Reserve Bank on its progress.

Further to this, the Bank is now in constructive discussions with the Reserve Bank regarding the alleged breaches and the civil proceedings that may result from them.

The Bank is fully co-operating with the Reserve Bank. A provision in respect of a prospective liability has been made. Given the ongoing nature of the discussions with the Reserve Bank, further detail on this will be disclosed upon completion.

The alleged breaches relate to the Bank's obligations under its Risk Assessment and Compliance Programme. It is not alleged that any money laundering has occurred through the Bank.

The Bank's Directors are of the opinion that there are no other matters relating to the business or affairs of the Bank which would, if disclosed in this Disclosure Statement, materially affect the decision of a person to subscribe for debt securities of which the Bank or any member of the Banking Group is the issuer.

Auditor

KPMG, 10 Customhouse Quay, Wellington 6011

Conditions of Registration

RBNZ has made following changes to the Bank's Conditions of Registration since the reporting date of the Bank's previous Disclosure Statement.

Effective 2 April 2020

- The current restrictions on distributions that apply in increasing steps once the buffer ratio falls below 2.5% have been replaced with a full restriction on distributions.
- The minimum requirement for the core funding ratio has been reduced from 75% to 50%.

Effective 1 May 2020

- Previously imposed loan-to-valuation ratio (LVR) limits on new residential mortgage lending have been removed.

Disclosure Statement

For the six months ended 30 September 2020



Conditions of Registration (continued)

Non-compliance with Condition of Registration 11

The Bank has conducted a review of its compliance with the calculations of the regulatory liquidity ratios (core funding, one-week mismatch and one-month mismatch) required under condition of registration 11. The findings of that review identified some errors in respect of the calculation of funding outflows and contractual outflows. As a result, the Bank has been non-compliant with condition of registration 11 since 2010, when the liquidity requirements came into effect. The errors have been fixed for the current reporting period. The maximum impact of the errors over the reporting period, prior to the fixes being applied, were nil on the one-week mismatch ratio, reductions in the one-month mismatch ratio of 0.02% and in the core funding ratio of 0.18%. As shown in Note 14(c) Liquidity Risk Management the core funding ratio for the period was 122.70% against a regulatory requirement of 50% (effective 2 April 2020).

There are further matters under review relating to the liquidity ratios (under BS13). The Bank is seeking further guidance from the Reserve Bank on some matters of interpretation. In the Bank's current view, the potential impact of the application of other interpretations is immaterial to reported ratios.

Credit Rating

As at the signing date of this Disclosure Statement, the Bank's credit rating was A- with outlook negative by Fitch ratings ("Fitch"). Fitch revised the outlook on TSB Bank Limited to negative from stable on 18 May 2020. This credit rating is applicable to the Bank's long term senior unsecured obligations payable in New Zealand, in New Zealand dollars and was affirmed by Fitch on 19 October 2020.

Directorate

There have been no changes to the composition of the Board of Directors (the "Board") since the Bank's previous full year Disclosure Statement and Annual Report for the year ended 31 March 2020.

Directors' Statements

Each of the Directors believe, after due enquiry, that as at the date of this Disclosure Statement:

- (a) The Disclosure Statement contains all the information required by the Registered Bank Disclosure Statements (New Zealand Incorporated Registered Banks) Order 2014 (as amended) (the "Order");
- (b) The Disclosure Statement is not false or misleading.

Each of the Directors believe, after due enquiry, that over the financial period to 30 September 2020:

- (a) The Bank has complied with the Conditions of Registration except as noted under 'Conditions of Registration' on page 4 of this Disclosure Statement;
- (b) Credit Exposures to Connected Persons were not contrary to the interests of the Bank; and
- (c) Subject to the items outlined in Other Material Matters, note 11. Risk Management and note 15. Capital Adequacy, the Bank has systems in place to monitor and control adequately the Bank's material risks including credit risk, concentration of credit risk, interest rate risk, currency risk, equity risk, liquidity risk, operational risk and other business risks, and that those systems were being properly applied.

J. J. Kelly
(Chair – Board of Directors)
24 November 2020

M. I. Bain
(Deputy - Board of Directors)
24 November 2020

M. A. Blackburn
24 November 2020

N. Pearce
24 November 2020

P. M. Schuyt
24 November 2020

D. J. Tuuta
24 November 2020

P. S. Dalziel
24 November 2020

H. F. Dunlop
24 November 2020

Statement of Comprehensive Income

For the six months ended 30 September 2020

All in NZD \$000's



		Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Profit or loss:	Note			
Interest income calculated using the effective interest method		117,943	135,002	266,041
Other interest income		15,973	22,308	41,096
Interest expense		65,732	86,840	163,871
Finance cost on lease liabilities		312	292	678
Net interest income	2	67,872	70,178	142,588
Other operating income	3	9,084	11,128	21,909
Net operating income		76,956	81,306	164,497
Operating expenses	4	48,833	44,150	102,678
Profit before impairment and tax		28,123	37,156	61,819
Credit impairment losses / (reversal of credit impairment losses)	12.(c)	(868)	(149)	20,362
Profit before tax		28,991	37,305	41,457
Tax expense		8,117	10,465	10,640
Net profit after tax		20,874	26,840	30,817
Other comprehensive income:				
Items that may be reclassified subsequently to profit or loss:				
Movements in the fair value of debt instruments		22,391	7,458	(3,254)
Movement in effective portion of changes in fair value of cash flow hedges		408	1,270	1,184
Income tax on items that may be reclassified to profit or loss		(6,383)	(2,444)	580
Other comprehensive income for the period (net of tax)		16,416	6,284	(1,490)
Total comprehensive income for the period		37,290	33,124	29,327

Total comprehensive income for the six months is attributable to shareholder.

These financial statements are to be read in conjunction with the notes on pages 9 - 30.

Statement of Changes in Equity

For the six months ended 30 September 2020



All in NZD \$'000's

For the six months ended September 2020 (unaudited)	Note	Share capital	Fair value reserve	Cash flow hedge reserve	Retained earnings	Total Equity
Balance at 1 April 2020		10,000	10,874	(1,319)	660,397	679,952
Total comprehensive income for the period:						
Net profit after tax		-	-	-	20,874	20,874
Other comprehensive income:						
Movement in cash flow hedge reserve		-	-	408	-	408
Movement in fair value reserve		-	22,391	-	-	22,391
Related tax		-	(6,269)	(114)	-	(6,383)
Total other comprehensive income		-	16,122	294	-	16,416
Total comprehensive income for the period		-	16,122	294	20,874	37,290
Transactions with owner recorded directly in equity:						
Dividends to equity holder	10	-	-	-	-	-
Total transactions with owner		-	-	-	-	-
Balance at 30 September 2020		10,000	26,996	(1,025)	681,271	717,242
For the six months ended September 2019 (unaudited)						
Balance at 1 April 2019		10,000	13,217	(2,172)	632,080	653,125
Total comprehensive Income for the period						
Net profit after tax		-	-	-	26,840	26,840
Other comprehensive income:						
Movement in cash flow hedge reserve		-	-	1,270	-	1,270
Movement in fair value reserve		-	7,458	-	-	7,458
Related tax		-	(2,088)	(356)	-	(2,444)
Total other comprehensive income		-	5,370	914	-	6,284
Total comprehensive income for the period		-	5,370	914	26,840	33,124
Transactions with owner recorded directly in equity:						
Dividends to equity holder	10	-	-	-	(2,500)	(2,500)
Total transactions with owner		-	-	-	(2,500)	(2,500)
Balance at 30 September 2019		10,000	18,587	(1,258)	656,420	683,749
For the year ended March 2020 (audited)						
Balance at 1 April 2019		10,000	13,217	(2,172)	632,080	653,125
Total comprehensive Income for the period						
Net profit after tax		-	-	-	30,817	30,817
Other comprehensive income:						
Movement in cash flow hedge reserve		-	-	1,184	-	1,184
Movement in fair value reserve		-	(3,254)	-	-	(3,254)
Related tax		-	911	(331)	-	580
Total other comprehensive income		-	(2,343)	853	-	(1,490)
Total comprehensive income for the period		-	(2,343)	853	30,817	29,327
Transactions with owner recorded directly in equity:						
Dividends to equity holder	10	-	-	-	(2,500)	(2,500)
Total transactions with owner		-	-	-	(2,500)	(2,500)
Balance at 31 March 2020		10,000	10,874	(1,319)	660,397	679,952

These financial statements are to be read in conjunction with the notes on pages 9 - 30.

Statement of Financial Position

As at 30 September 2020

All in NZD \$000's



	Note	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Assets				
Cash and cash equivalents		294,178	119,117	232,588
Derivative financial instruments		16,164	11,662	13,942
Investment securities	6	2,059,540	1,717,694	1,741,504
Loans and advances to customers	5	6,146,290	6,176,931	6,126,597
Property, plant and equipment		31,852	33,368	34,150
Intangible assets		18,418	12,790	15,404
Deferred tax asset		6,267	929	12,650
Other assets		2,657	2,463	2,440
Total assets		8,575,366	8,074,954	8,179,275
Liabilities				
Deposits	7	7,785,784	7,323,424	7,420,524
Derivative financial instruments		19,216	15,170	17,799
Current tax liability		2,364	2,644	5,600
Other liabilities	8	50,760	49,967	55,400
Total liabilities		7,858,124	7,391,205	7,499,323
Shareholder's Equity				
Share capital	10	10,000	10,000	10,000
Fair value reserve		26,996	18,587	10,874
Cash flow hedge reserve		(1,025)	(1,258)	(1,319)
Retained earnings		681,271	656,420	660,397
Total shareholder's equity		717,242	683,749	679,952
Total liabilities and shareholder's equity		8,575,366	8,074,954	8,179,275
Total interest earning and discount bearing assets		8,462,985	7,966,010	8,081,795
Total interest and discount bearing liabilities		7,235,833	6,903,228	6,968,817

For and on behalf of the Board of Directors:

J.J. Kelly
(Chair - Board of Directors)

24 November 2020

Murray Bain
(Deputy Chair - Board of Directors)

24 November 2020

These financial statements are to be read in conjunction with the notes on pages 9 - 30.

Statement of Cash Flows

For the six months ended 30 September 2020

All in NZD \$000's



	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Cash Flows from Operating Activities			
Cash provided from (applied to):			
Interest income received	137,931	161,131	308,564
Other income received	9,064	10,866	21,672
Interest paid	(66,044)	(79,342)	(168,191)
Operating expenditure	(49,125)	(38,053)	(81,688)
Taxes and subvention payments	(11,353)	(13,295)	(19,214)
Cash flows from operating profits before changes in operating assets and liabilities	20,473	41,307	61,142
Net changes in operating assets and liabilities:			
Increase in loans and advances to customers	(19,830)	(387,611)	(357,754)
Derivative financial instruments	(397)	(821)	(558)
Increase in deposits	365,260	222,616	331,826
Cash flows from operating assets and liabilities	345,033	(165,816)	(26,485)
Net cash flows from operating activities	365,506	(124,509)	34,657
Cash Flows from Investing Activities			
Cash provided from (applied to):			
Net (purchase) / maturity of investment securities	(298,655)	116,631	84,469
Property, plant and equipment purchased	1,012	(8,141)	(13,764)
Intangible assets purchased	(5,118)	(5,286)	(9,620)
Net cash flows from investing activities	(302,761)	103,204	61,085
Cash Flows from Financing Activities			
Cash provided from (applied to):			
Dividends paid	-	(7,500)	(10,000)
Lease payments	(1,155)	(1,143)	(2,219)
Net cash flows from financing activities	(1,155)	(8,643)	(12,219)
Net increase in cash and cash equivalents	61,590	(29,948)	83,523
Add cash and cash equivalents at beginning of the year	232,588	149,065	149,065
Cash and cash equivalents at end of year	294,178	119,117	232,588
Reconciliation of cash and cash equivalents to the statement of financial position			
Cash and cash at bank	21,293	21,334	21,966
Balances with Reserve Bank	272,885	97,783	210,622
Total cash and cash equivalents at end of Year	294,178	119,117	232,588

These financial statements are to be read in conjunction with the notes on pages 9 - 30.

1. Statement of Accounting Policies

(i) Basis of Preparation

The Financial Statements of the Bank incorporated in this Disclosure Statement have been prepared in accordance with the requirements of NZ IAS 34 Interim Financial Reporting and should be read in conjunction with the 31 March 2020 Annual Report. The Bank's Financial Statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice (NZ GAAP), as appropriate for profit-oriented entities.

The amounts contained in this Disclosure Statement and the financial statements are presented in New Zealand dollars and are rounded to the nearest thousand dollars. New Zealand dollars is the functional and presentation currency of the Bank.

The accounting policies applied in the preparation of the interim financial statements are consistent with those of the Bank's annual financial statements for the year ended 31 March 2020. The impact of the Coronavirus pandemic (Covid-19) was assessed during the preparation of these financial statements, including whether there were any indicators affecting the Bank's ability to operate as a going concern. No indicators were identified, and the Bank remains a going concern.

To ensure consistency with the current period, comparative figures have been restated and disclosed within impacted notes where relevant.

(ii) Implications of COVID-19 on allowance for expected credit loss (ECL)

The impact of Covid-19 still remains uncertain and poses significant downside risks to the economy. This uncertainty is incorporated in the Bank's assessment of expected credit losses from its credit portfolio which are subject to a number of management judgements and estimates. Refer to Note 16 Credit Risk Management and Asset Quality of the Bank's annual financial statements for the year ended 31 March 2020 for the Bank's accounting policy for the recognition and measurement of the allowance for expected credit loss (ECL).

TSB measures the allowance for expected credit loss (ECL) using an expected credit loss impairment model in compliance with NZ IFRS 9 Financial Instruments. TSB's accounting policy for the recognition and measurement of the allowance for expected credit loss is described in Note 16 Credit Risk Management and Asset Quality of the Bank's annual financial statements for the year ended 31 March 2020.

The table below shows TSB's allowance for expected credit loss.

	Sep 2020	Sep 2019	Mar 2020
	\$m	\$m	\$m
Collectively assessed	37.4	26.4	38.1
Individually assessed	9.1	1.5	9.6
Total	46.5	27.9	47.7

Individually assessed

For the half year ended September 2020 the individually assessed allowance for expected credit loss decreased by \$0.5m. In estimating individually assessed ECL for Stage 3 exposures, TSB makes judgements and assumptions in relation to:

- expected repayments
- the realisable value of collateral
- the economic prospects for the customer
- competing claims; and
- the likely cost and duration of the work-out process.

Consideration has been given to the potential impact of COVID-19 which has been incorporated into the judgements and assumptions made regarding these matters.

Collectively assessed

For the half year ended September 2020 the collectively assessed allowance for expected credit loss decreased by \$0.7m.

In estimating collectively assessed ECL, the Bank makes judgements and assumptions in relation to:

- the development of a modelling methodology, noting that the modelling of the Bank's ECL estimates is complex; and
- the selection of inputs for those models, and the interdependencies between those inputs.

There is uncertainty around the impact of COVID-19 on the New Zealand economy and how consumers, businesses and the government will respond. This uncertainty is incorporated in TSB's assessment of expected losses from its credit portfolio which are subject to a number of management judgements and estimates.

The following table summarises the key judgements and assumptions in relation to the model inputs, the interdependencies between those inputs and highlights significant changes during the current period.

1. Statement of Accounting Policies

(ii) Implications of COVID-19 on allowance for expected credit loss (ECL) continued

Collectively assessed (continued)

Judgement/Assumption	Description	Changes and considerations during the half year ended 30 September 2020
Determining when a significant increase in credit risk (SICR) has occurred	In measuring ECL, judgement is required when setting the rules and trigger points used to determine when a SICR has occurred since the initial recognition of a loan. This is important in that it results in the financial asset moving from 'stage 1' to 'stage 2', and results in an increase in the ECL from an allowance based on the probability of default in the next 12 months, to an allowance for lifetime expected credit losses. Decrease in credit risk as a result of transitioning from stage 2 back to stage 1 can also result in a significant change to the ECL allowance. These examples highlight the importance and potential impact that setting these trigger points can have on the ECL allowance.	<p>Impact of COVID-19 restrictions of SICR: In response to COVID-19, New Zealand and other governments around the world have implemented severe travel restrictions on individuals and operational restrictions on businesses. There remains a considerable amount of uncertainty around the medium and long term economic impacts of these restrictions with various sectors of the economy being impacted differently. For its non-residential portfolio, TSB has reviewed the publicly available information about the potential impact of these restrictions, as well as direct feedback from its customers, to shortlist certain industries that will be the most impacted by the restrictions. It then further divided these industries into two groupings, those industries or components within an industry where a structural shift in the economic prospects have occurred (impacted industries), and those where the impact is deemed to be short-term or still highly uncertain at the time of preparation of this report (watchlist industries). The impacted industries have been deemed to have experienced a SICR event and have been moved into the lifetime credit loss calculation methodology. TSB will continue to regularly evaluate industry prospects and will make appropriate adjustments to industry classifications as and when deemed appropriate. For the residential portfolio, TSB used both market and internally available information, including customer uptake of COVID-19 support packages discussed below, to estimate the impact of COVID-19 on portfolio credit risk and implemented a management overlay to capture the increase in portfolio credit risk through its expected credit losses.</p> <p>Impact of COVID-19 support packages: In response to the immediate impact of COVID-19 on the economy TSB has rolled out COVID-19 support packages for its customers, including loan repayment deferrals, designed to provide short term assistance during the time of most severe COVID-19 related restrictions. These packages are available to customers who have had their incomes impacted by COVID-19 and were current with their payments prior to the restrictions being implemented. TSB uses information on customers who have taken advantage of these packages when determining the magnitude of management overlay for increase in credit risk across the residential loan portfolio.</p>
Measuring both 12-month and lifetime credit losses	ECL is a function of the probability of default (PD), the loss given default (LGD) and the exposure at default (EAD). These are point-in-time measures reflecting the relevant forward looking information determined by management. Judgement is involved in determining which forward-looking information variables are relevant for particular lending portfolios and for determining the sensitivity of the parameters to movements in these forward looking variables.	TSB has used probability weighted scenarios to determine the expected distribution of credit loss outcomes. The scenarios were developed based on external macroeconomic forecasts, including Treasury and RBNZ forecasts, TSB's internal modelling and management judgement. A view was taken on the probability of the forecasts eventuating.
Management temporary adjustments	Management temporary adjustments to the ECL allowances are adjustments used when it is deemed that existing inputs, assumptions and model techniques do not capture all the risk factors relevant to our lending portfolios. The use of management temporary adjustments may impact the amount of ECL recognised.	TSB implemented a temporary model overlay to address some input data and modelling technique shortcomings which rendered TSB unable to capture all the risk factors relevant to the lending portfolio. As TSB works to enhance the model and incorporates outstanding risk factors the need for the overlay will be reassessed.

Notes to the Interim Financial Statements



All in NZD \$000's

1. Statement of Accounting Policies (continued)

(ii) Implications of COVID-19 on allowance for expected credit loss (ECL) (continued)

ECL sensitivity analysis

Given the large amount of uncertainty in the current economic environment, expected credit losses should be considered as a best estimate within a range of possible estimates. TSB has elected to use a 50% base and 50% downside scenario in determining its ECL.

The table below illustrates the sensitivity of ECL to key macroeconomic factors used in determining it:

<u>ECL sensitivity - Weightings applied to forecast scenarios</u>	<u>Total ECL</u> \$m	<u>Impact</u> \$m
100% base scenario	29.1	(8.3)
50% base scenario/50% downside scenario	37.4	-
100% downside scenario	45.6	8.2

2. Net Interest Income

		Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Interest income	Financial assets measured at			
Cash and cash equivalents	Amortised cost	330	676	1,145
Loans and advances to customers ¹	Amortised Cost	117,613	134,326	264,896
Investment securities	FVOCI	15,973	22,308	41,096
Total interest income		133,916	157,310	307,137
Interest expense	Financial liabilities measured at			
Deposits from customers ²	Amortised cost	65,465	86,116	162,497
Wholesale deposits	Amortised cost	267	724	1,374
Lease liability	Amortised cost	312	292	678
Total interest expense		66,044	87,132	164,549
Net interest income		67,872	70,178	142,588

¹ Includes interest income earned on the commercial loan due from TSB Group Limited (refer to note 18. Related Party Transactions and Balances for further information). Interest earned on impaired assets is \$0.512m (30 September 2019: \$0.279m; 31 March 2020: \$0.491m).

² Includes interest expense on deposits from TSB Community Trust. Refer to note 18. Related Party Transactions and Balances for further information.

Notes to the Interim Financial Statements



All in NZD \$000's

3. Other Operating Income

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Fee and commission income			
Account and card services	4,224	4,727	9,269
Foreign exchange services	656	1,148	2,203
Fund and insurance products distribution	1,713	1,697	3,314
Real estate services	315	646	993
Total fee and commission income	6,908	8,218	15,779
Gains / losses on financial instruments			
Gain / (loss) on derivative financial instruments at fair value	65	143	130
Cumulative gain transferred from fair value reserve	744	1,455	3,423
Total other gains / losses	809	1,598	3,553
Other income			
Gain / (loss) on sale of fixed assets	348	(58)	(70)
Sundry income	1,019	1,370	2,647
Total other operating income	9,084	11,128	21,909

4. Operating Expenses

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Fees paid to auditor:			
Audit and review of financial statements ¹	247	99	201
Audit of TSB Realty Trust	-	5	5
Other services ²	-	127	292
Total fees paid to auditor	247	231	498
Depreciation	2,976	2,844	5,686
Amortisation of intangible assets	2,104	1,506	3,226
Directors' fees	413	384	808
Personnel	21,186	20,344	42,022
Defined contribution plan	886	796	1,658
Information technology	6,187	6,294	13,403
Premises occupancy	1,250	1,168	2,135
Marketing	3,189	3,140	8,706
Debit / Credit card expenses	3,839	3,227	6,694
Other	6,556	4,216	17,842
Total operating expenses	48,833	44,150	102,678

¹ The audit fee includes the audit fees for both the annual audit of the financial statements and the review of the interim financial statements.

² Other services include regulatory and risk advisory services.

Notes to the Interim Financial Statements



All in NZD \$000's

5. Loans and Advances to Customers

	Note	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Residential	16.(d)	5,269,162	5,227,502	5,222,565
Commercial ¹		546,401	560,826	556,603
Community		1,718	2,180	2,062
Agricultural		322,689	338,589	331,038
Personal ²		35,908	55,725	43,338
Others ³		16,891	20,039	18,720
Total gross loans and advances to customers		6,192,769	6,204,861	6,174,326
Less provision for doubtful debts	12.(c)	(46,479)	(27,930)	(47,729)
Total loans and advances to customers		6,146,290	6,176,931	6,126,597

¹ Commercial includes a loan to TSB Group Limited (refer to note 18. Related Party Transactions and Balances for more information).

² Personal is inclusive of lending through Harmoney platform, other retail lending and credit card balances.

³ Others include lending accruals and deferred acquisition costs.

Business Finance Guarantee Scheme

The Minister of Finance established the Business Finance Guarantee Scheme (BFGS) in April 2020 to encourage banks to support New Zealand businesses facing hardship as a response to Covid-19. The current BFGS allows the Bank to lend up to \$5m to qualifying borrowers for a maximum of five years. Subject to compliance with the terms of the deed, the Crown will take on the default risk up to 80% of the BFGS loan any loss, with the remaining 20% carried by the Bank. There are no other limits on the amount of the obligations guaranteed. The amount of loans issued under this scheme as at 30 September 2020 was \$1.57m (30 June 2020; 1.03m).

6. Investment Securities

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Local authority securities	116,605	157,942	128,719
Government securities	542,580	461,525	513,032
Registered bank securities	509,672	494,530	473,779
Other investments*	890,683	603,697	625,974
Total investment securities	2,059,540	1,717,694	1,741,504

* Other investments relate to investments in utility companies, SOE's and commercial paper, and Bonds of New Zealand corporates.

Notes to the Interim Financial Statements



All in NZD \$000's

7. Deposits

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Retail term deposits	3,951,276	4,004,618	3,940,007
On call deposits bearing interest	3,249,581	2,818,746	2,948,945
On call deposits not bearing interest	549,951	420,195	451,707
Wholesale deposits bearing interest	34,976	79,865	79,865
Total deposits	7,785,784	7,323,424	7,420,524

Concentrations of funding

Concentrations of funding by geographic region and industry sector at balance date are as follows:

Taranaki	3,500,106	3,233,442	3,298,650
Rest of New Zealand	4,075,715	3,892,284	3,922,215
Outside New Zealand	209,963	197,698	199,659
Total funding by geographic region	7,785,784	7,323,424	7,420,524
Government and public authorities	26,204	36,237	30,663
Finance (wholesale deposits)	34,976	79,864	79,865
Households	7,562,863	7,069,942	7,169,271
Community	58,629	49,005	53,733
Commercial	103,112	88,376	86,992
Total funding by industry sector	7,785,784	7,323,424	7,420,524

8. Other Liabilities

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Employee entitlements	5,772	8,843	10,285
Dividend payable	-	2,500	-
Trade and other payables	28,363	23,683	28,976
Lease liabilities	16,387	14,554	15,854
Other non-financial liabilities	238	387	285
Total other liabilities	50,760	49,967	55,400

All creditors and depositors are ranked equally.

Notes to the Interim Financial Statements



All in NZD \$000's

9. Fair Value of Financial Instruments

The following table summarises the carrying amounts and fair values of financial assets and financial liabilities.

As At 30 September 2020 (unaudited)	Note	At amortised cost	At FVTOCI	AT FVTPL	Fair value - hedging instruments	Total carrying amount	Fair value
Financial assets:							
Cash and cash equivalents		294,178	-	-	-	294,178	294,178
Derivative financial instruments		-	-	-	16,164	16,164	16,164
Investment securities	6	-	2,059,540	-	-	2,059,540	2,059,540
Loans and advances to customers	5	6,146,290	-	-	-	6,146,290	6,190,160
Other assets		2,657	-	-	-	2,657	2,657
Total financial assets		6,443,125	2,059,540	-	16,164	8,518,829	8,562,699
Financial liabilities:							
Deposits	7	7,785,784	-	-	-	7,785,784	7,822,436
Derivative financial instruments		-	-	-	19,216	19,216	19,216
Other liabilities		50,522	-	-	-	50,522	50,522
Total financial liabilities		7,836,306	-	-	19,216	7,855,522	7,892,174

As At 30 September 2019 (unaudited)

Financial assets:							
Cash and cash equivalents		119,117	-	-	-	119,117	119,117
Derivative financial instruments		-	-	-	11,662	11,662	11,662
Investment securities	6	-	1,717,694	-	-	1,717,694	1,717,694
Loans and advances to customers	5	6,176,931	-	-	-	6,176,931	6,159,346
Other assets		2,463	-	-	-	2,463	2,463
Total financial assets		6,298,511	1,717,694	-	11,662	8,027,867	8,010,282
Financial liabilities:							
Deposits	7	7,323,424	-	-	-	7,323,424	7,275,305
Derivative financial instruments		-	-	-	15,170	15,170	15,170
Other liabilities		49,580	-	-	-	49,580	49,580
Total financial liabilities		7,373,004	-	-	15,170	7,388,174	7,340,055

As At 31 March 2020 (audited)

Financial assets:							
Cash and cash equivalents		232,588	-	-	-	232,588	232,588
Derivative financial instruments		-	-	-	13,942	13,942	13,942
Investment securities	6	-	1,741,504	-	-	1,741,504	1,741,504
Loans and advances to customers	5	6,126,597	-	-	-	6,126,597	6,116,841
Other assets		2,440	-	-	-	2,440	2,440
Total financial assets		6,361,625	1,741,504	-	13,942	8,117,071	8,107,315
Financial liabilities:							
Deposits	7	7,420,524	-	-	-	7,420,524	7,372,049
Derivative financial instruments		-	-	-	17,799	17,799	17,799
Other liabilities		55,115	-	-	-	55,115	55,115
Total financial liabilities		7,475,639	-	-	17,799	7,493,438	7,444,963

All of the Bank's financial instruments that are recognised and measured at fair value on a recurring basis sit within Level 2.

There were no transfers between Level 1 and Level 2 of the fair value hierarchy during the reporting period.

Abbreviations used

FVTOCI: Fair value through other comprehensive income

FVTPL: Fair value through profit or loss

Notes to the Interim Financial Statements



All in NZD \$000's

10. Share Capital, Retained Earnings and Dividend Paid

All ordinary shares have equal voting rights and share equally in dividends and assets on winding up. All shares are held by the TSB Community Trust through the Trust's fully owned subsidiary, TSB Group Limited. Dividends are recognised in the financial year in which they are authorised and approved by the Board of Directors.

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Share capital:			
Issued and fully paid up capital: 20,000,000 ordinary shares	10,000	10,000	10,000
Total share capital	10,000	10,000	10,000

Retained earnings:			
Opening balance	660,397	632,080	632,080
Net profit after taxation (NPAT)	20,874	26,840	30,817
Retained earnings after NPAT	681,271	658,920	662,897
Dividends	-	(2,500)	(2,500)
Retained earnings at end of period	681,271	656,420	660,397

Dividend	30 Sep 2020 Unaudited		30 Sep 2019 Unaudited		31 Mar 2020 Audited	
	\$000	\$ per share	\$000	\$ per share	\$000	\$ per share
Interim	-	-	2,500	0.125	2,500	0.125
Final	-	-	-	-	-	-
Total	-	-	2,500	0.125	2,500	0.125

Notes to the Interim Financial Statements



All in NZD \$000's

11. Risk Management

The Board of Directors has overall responsibility for ensuring that management establishes a framework for assessing the various risks and sets up a method for monitoring compliance with internal risk management policies. The Bank is committed to the appropriate management of all risks arising from its activities, in accordance with the stated risk appetite approved by the Board of Directors.

Whilst there have been no material changes to the risk management policies or material exposures to any new types of risk since publication of the previous Disclosure Statement, the Bank has identified a need for improved risk management policies and processes, including the control environment, monitoring, and assurance around material risks. The Bank is committed to taking appropriate steps to mature the risk environment as soon as practicable.

In addition to the matters described in Other Material Matters, Conditions of Registration, and note 15. Capital Adequacy, the Bank is responding to issues raised by the Financial Markets Authority following a Qualified Financial Entities ("QFE") monitoring visit, regarding the Bank's governance and compliance relating to its financial adviser services. A dedicated programme of work has been established to remediate and strengthen the Bank's governance and compliance in these areas. That programme of work is consistent with other work currently underway to amend relevant policies, processes, systems and controls at the Bank in preparation for the new financial advice regime that comes into effect in March 2021.

12. Credit Risk Management and Asset Quality

(a) Expected credit loss rate

As at 30 September 2020 (unaudited)	Stage 1 12 month ECL	Stage 2 Lifetime ECL	Stage 3 Lifetime ECL	Specific Lifetime ECL	Total
Residential mortgage loans (Gross)	5,224,858	27,669	1,822	14,813	5,269,162
Residential mortgage loans (net of provision)	5,205,762	27,130	1,419	12,544	5,246,855
Expected credit loss rate	0.4%	1.9%	22.1%	15.3%	0.4%
Commercial mortgage loans (Gross)	452,165	83,178	-	11,057	546,401
Commercial mortgage loans (net of provision)	447,139	79,436	-	4,251	530,826
Expected credit loss rate	1.1%	4.5%	0.0%	61.6%	2.9%
Agricultural exposures (Gross)	286,853	35,842	(6)	-	322,689
Agricultural exposures (net of provision)	283,860	34,831	(6)	-	318,685
Expected credit loss rate	1.0%	2.8%	0.0%	0.0%	1.2%
Other exposures (Gross)	53,276	939	302	-	54,517
Other (net of provision)	49,143	730	51	-	49,924
Expected credit loss rate	7.8%	22.3%	83.1%	0.0%	8.4%

Notes to the Interim Financial Statements



All in NZD \$000's

12. Credit Risk Management and Asset Quality (continued)

(b) Loss allowance

The following table provides a reconciliation from the opening balance to the closing balance of provision for impairment and show movement between stages during the reporting period.

Movements for credit impairment allowances 30 September 2020	Stage 1 - collective provision 12 month ECL	Stage 2 - collective provision Lifetime ECL	Stage 3 - collective provision Lifetime ECL	Stage 3 - specific provision Lifetime ECL	Total provision
Residential mortgage loans					
Opening balance	9,316	5,559	243	1,282	16,400
Transfers with no impact on profit or loss:					
Transferred to Stage 1	5,034	(4,917)	(109)	(8)	-
Transferred to Stage 2	(13)	93	-	(80)	-
Transferred to Stage 3	-	(6)	21	(15)	-
Charged / (credited) to profit or loss	4,758	(190)	248	1,078	5,895
Amounts written off	-	-	-	8	8
Recovery	-	-	-	4	4
Closing provision balance for residential mortgage loans	19,095	539	403	2,269	22,307
Commercial exposures					
Opening balance	4,603	10,371	-	8,218	23,192
Transfers with no impact on profit or loss:					
Transferred to Stage 1	9,790	(9,790)	-	-	-
Transferred to Stage 2	(875)	890	-	(15)	-
Transferred to Stage 3	-	-	-	-	-
Charged / (credited) to profit or loss	(8,491)	2,271	-	(1,397)	(7,617)
Amounts written off	-	-	-	-	-
Recovery	-	-	-	-	-
Closing provision balance for commercial exposures	5,027	3,742	-	6,806	15,575
Agricultural exposures					
Opening balance	3,282	1,234	-	123	4,639
Transfers with no impact on profit or loss:					
Transfer to Stage 1	143	(143)	-	-	-
Transfer to Stage 2	(2)	102	-	(100)	-
Transfer to Stage 3	-	-	-	-	-
Charged / (credited) to profit or loss	(430)	(182)	-	(23)	(635)
Amounts written off	-	-	-	-	-
Recovery	-	-	-	-	-
Closing provision balance for agricultural exposures	2,993	1,011	-	-	4,004
Other exposures					
Opening balance	2,301	416	781	-	3,498
Transfers with no impact on profit or loss:					
Transfer to Stage 1	88	(88)	-	-	-
Transfer to Stage 2	(1)	1	-	-	-
Transfer to Stage 3	(1)	(1)	2	-	-
Charged / (credited) to profit or loss	1,636	(140)	(892)	(4)	600
Amounts written off	41	21	360	-	422
Recovery	69	-	-	4	73
Closing provision balance for other exposures	4,133	209	251	-	4,593
Total provision	31,248	5,501	654	9,075	46,479

Notes to the Interim Financial Statements



All in NZD \$000's

12. Credit Risk Management and Asset Quality (continued)

(c) Movement in balances of credit impairment allowances

As at 30 September 2020 (unaudited)	Residential mortgage loans	Commercial exposures	Agricultural exposures	Other exposures	Total Credit exposures
Specific provision for doubtful debts					
Balance at beginning of period	1,282	8,218	123	-	9,623
Add new provisions	90	28	-	-	118
Current year amounts written off	8	-	-	-	8
Reversal of previously recognised provision	889	(1,440)	(123)	-	(674)
Specific provision balance at end of period	2,269	6,806	-	-	9,075
Collective provision for doubtful debts					
Balance at beginning of period	15,118	14,974	4,516	3,498	38,106
Recognised in profit or loss	4,920	(6,205)	(512)	1,095	(702)
Collective provision balance at end of period	20,038	8,769	4,004	4,593	37,404
Total provision for impairment loss	22,307	15,575	4,004	4,593	46,479

Impairment losses recognised in profit or loss

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Individual impairment expenses	382	520	1,233
Movement in specific provision	(548)	1,113	9,217
Movement in collective provision	(702)	(1,782)	9,912
Impairment losses – loans and advances	(868)	(149)	20,362

The estimated fair value of collateral and other charges related to financial assets that are individually impaired is \$19.042m (30 September 2019: \$9.549m; 31 March 2020: \$8.341m).

(d) Lending commitments and guarantees

For loan commitments and financial guarantee contracts, the loss allowance is recognised as a provision. The Bank however cannot separately identify the ECL on the undrawn commitment component from the loan component and thus they are recognised together with the loss allowance for the loan.

Notes to the Interim Financial Statements



All in NZD \$000's

12. Credit Risk Management and Asset Quality (continued)

(e) Credit quality information

The majority of the Bank's provisions for impairment are made on a collective basis. The lending portfolio is predominantly residential mortgages secured by a first mortgage over freehold dwellings. For overdrafts and credit card balances, some are unsecured as well as secured by obligation mortgages, which cover all undertakings with the Bank.

The table below shows the credit quality information for loans and advances to customers.

As at 30 September 2020 (unaudited)	Note	Residential mortgage loans	Commercial exposures	Agricultural exposures	Other exposures	Total credit exposures
Neither past due or impaired		5,228,936	534,964	320,344	52,700	6,136,944
Past due assets not impaired:						
Less than 30 days		23,150	566	2,345	605	26,666
30 to 59 days		2,016	-	-	716	2,732
60 to 89 days		749	-	-	163	912
90 days and over		994	-	-	261	1,255
Balance of past due but not impaired assets at end of period		26,909	566	2,345	1,745	31,565
Movements in individually impaired assets:						
Balance at beginning of period		12,562	678	4,397	-	17,637
Additions		2,884	19,024	(1,129)	72	20,851
Amounts written off / loans closed out		-	-	-	-	-
Transfer back to loans and advances to customers		(2,129)	(8,831)	(3,268)	-	(14,228)
Balance of impaired assets at end of period		13,317	10,871	-	72	24,260
Total gross loans and advances to customers	5	5,269,162	546,401	322,689	54,517	6,192,769
Less provision for doubtful debts	12.(c)	22,307	15,575	4,004	4,593	46,479
Total loans and advances to customers		5,246,855	530,826	318,685	49,924	6,146,290

Undrawn balances on lending commitments to counterparties

Undrawn balances on lending commitments to counterparties for whom drawn balances are classified as individually impaired total \$924k at reporting date (30 September 2019: \$13k; 31 March 2020: \$82k).

Restructured asset

At 30 September 2020, the Bank had lending restructured assets totalling \$1,525k (30 September 2019: \$518k; 31 March 2020: \$1,622k).

Other assets under administration

There was an asset of \$195k acquired through the enforcement of security at reporting date (30 September 2019: \$nil; 31 March 2020: \$166k).

(f) Concentrations of credit exposures

Concentrations of credit exposures arise where the Bank is exposed to risk in activities or industries of a similar nature. Credit exposure is calculated on the basis of selected items on and off-balance sheet.

(i) On and off- balance sheet	Note	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
On balance sheet:				
Cash and cash equivalents		294,178	119,117	232,588
Investment securities	6	2,059,540	1,717,694	1,741,504
Loans and advances to customers	5	6,146,290	6,176,931	6,126,597
Off balance sheet:				
Lending commitments*	17	800,678	785,993	764,042
Total Credit Exposures		9,300,686	8,799,735	8,864,731

* Excludes market-related contracts.

Notes to the Interim Financial Statements



All in NZD \$000's

12. Credit Risk Management and Asset Quality (continued)

(f) Concentrations of credit exposures (continued)

Australian and New Zealand Standard Industrial Classification ("ANZSIC") codes have been used as the basis for disclosing customer industry sectors. An analysis of financial assets by geographic region and industry sector as at balance date is as follows:

(ii) Concentration of credit exposure by geographic region

As at 30 September 2020 (unaudited)	Note	Cash and cash equivalent	Investment securities	Loans and advances to customers	off-balance sheet	Total credit exposure
New Zealand total		294,178	1,439,894	6,192,769	800,678	8,727,519
Outside New Zealand		-	619,646	-	-	619,646
Provision for impairment	12.(c)	-	-	(46,479)	-	(46,479)
Total credit exposure		294,178	2,059,540	6,146,290	800,678	9,300,686
As at 30 September 2019 (unaudited)						
New Zealand total		119,117	1,242,482	6,204,861	785,993	8,352,453
Outside New Zealand		-	475,212	-	-	475,212
Provision for impairment		-	-	(27,930)	-	(27,930)
Total credit exposure		119,117	1,717,694	6,176,931	785,993	8,799,735
As at 31 March 2020 (audited)						
New Zealand total		232,588	1,216,694	6,174,326	764,042	8,387,650
Outside New Zealand		-	524,810	-	-	524,810
Provision for impairment		-	-	(47,729)	-	(47,729)
Total credit exposure		232,588	1,741,504	6,126,597	764,042	8,864,731

(iii) Concentration of credit exposure by industry sector

	Note	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Cash on hand		21,293	21,334	21,966
Local government lending and investments		183,291	292,891	180,434
New Zealand registered banks		509,672	494,530	473,779
Multilateral development banks and other international institutions		489,890	354,746	370,272
Other financial institutions		234,945	75,723	127,474
Sovereigns and Central Bank		815,465	559,308	723,654
Food product and beverages		-	-	-
Utilities		165,847	102,624	128,228
Transport, postal and warehousing		-	4,092	-
Information media and telecommunications		-	-	-
Agricultural lending		347,868	350,216	350,072
Residential lending		5,778,864	5,729,108	5,729,666
Personal and other lending		145,577	198,580	170,124
Community lending		5,249	4,985	4,881
Commercial lending		649,204	639,528	631,910
Provision for impairment loss	12.(c)	(46,479)	(27,930)	(47,729)
Total credit exposure		9,300,686	8,799,735	8,864,731

Notes to the Interim Financial Statements



All in NZD \$000's

12. Credit Risk Management and Asset Quality (continued)

(g) Concentration of credit exposures to individual counterparties

The following disclosures show the number of individual counterparties or groups of closely related counterparties where the period end and peak end-of-day credit exposures equalled or exceeded 10% of the Bank's Common Equity Tier 1 (CET1) capital as at balance date (excluding exposures to connected persons, central government of any country with a long-term credit rating of A- or A3 or above, or its equivalent, and any supranational or quasi-sovereign agency with a long-term credit rating of A- or A3 or above, or its equivalent). The peak aggregate end of day credit exposure is the largest daily actual credit exposure for the most recent quarter. Credit exposures disclosed are based on actual exposures. The credit rating is applicable to an entity's long term senior unsecured obligations payable in New Zealand, in New Zealand dollars.

% of Shareholder's equity	Six months ended 30 September 2020 (unaudited)							
	Number of bank counterparties				Number of non bank counterparties			
As at Balance date	"A" Rated	"B" Rated	Unrated	Total	"A" Rated	"B" Rated	Unrated	Total
10% - 15%	4	-	-	4	2	-	-	2
15% - 20%	1	-	-	1	2	-	-	2
Total	5	-	-	5	4	-	-	4
Peak exposure								
10% - 15%	4	-	-	4	2	-	-	2
15% - 20%	1	-	-	1	2	-	-	2
Total	5	-	-	5	4	-	-	4

% of Shareholder's equity	Six month ended 30 September 2019 (unaudited)							
	Number of bank counterparties				Number of non bank counterparties			
As at Balance date	"A" Rated	"B" Rated	Unrated	Total	"A" Rated	"B" Rated	Unrated	Total
10% - 15%	3	-	-	3	-	-	-	-
15% - 20%	1	-	-	1	1	-	-	1
Total	4	-	-	4	1	-	-	1
Peak exposure								
10% - 15%	2	-	-	2	1	-	-	1
15% - 20%	2	-	-	2	1	-	-	1
Total	4	-	-	4	2	-	-	2

% of Shareholder's equity	Year ended 31 March 2020 (audited)							
	Number of bank counterparties				Number of non bank counterparties			
As at Balance date	"A" Rated	"B" Rated	Unrated	Total	"A" Rated	"B" Rated	Unrated	Total
10% - 15%	4	-	-	4	3	-	-	3
15% - 20%	1	-	-	1	-	-	-	-
Total	5	-	-	5	3	-	-	3
Peak exposure								
10% - 15%	3	-	-	3	3	-	-	3
15% - 20%	2	-	-	2	-	-	-	-
Total	5	-	-	5	3	-	-	3

"A" Rated - those counterparties that have a long-term credit rating of A- or A3 or above, or its equivalent.

"B" Rated - those counterparties that have a long-term credit rating of at least BBB- or Baa3, or its equivalent, and at most BBB+ or Baa1, or its equivalent.

Unrated - those counterparties that do not have a long-term credit rating.

Notes to the Interim Financial Statements



All in NZD \$000's

12. Credit Risk Management and Asset Quality (continued)

(h) Maximum exposure to credit risk

The Bank does not have any material exposures on which balances have been netted. As such, the carrying amount of loans and advances (gross of provisions), investment securities, plus commitments is as set out in note 17. Commitments and Contingent Liabilities represent the Bank's maximum exposure to credit risk for on and off-balance sheet financial instruments.

13. Market Risk Management

Market risk is the risk that movements in the level or volatility of market rates and prices will affect the Bank's income or the value of its holdings of financial instruments.

Interest rate repricing schedule

The interest rate repricing schedule of on-balance sheet financial assets and financial liabilities has been prepared on the basis of contractual maturity or next repricing date, whichever is earlier.

As at 30 September 2020 (unaudited)	0-3 Months	3-6 Months	6-12 Months	1-2 Years	Over 2 Years	Non-Interest sensitive	Total
Assets							
Cash and cash equivalents	272,885	-	-	-	-	21,293	294,178
Investment securities	828,802	161,678	172,081	142,859	754,120	-	2,059,540
Loans and advances to customers	1,872,630	641,740	1,923,321	1,477,865	260,321	(29,587)	6,146,290
Other financial assets ¹	-	-	-	-	-	18,821	18,821
Total financial assets	2,974,317	803,418	2,095,402	1,620,724	1,014,441	10,527	8,518,829
Liabilities							
Deposits	4,426,163	868,894	1,270,918	485,750	184,109	549,950	7,785,784
Lease liabilities	575	574	1,027	1,878	12,333	-	16,387
Other financial liabilities ²	-	-	-	-	-	53,351	53,351
Total financial liabilities	4,426,738	869,468	1,271,945	487,628	196,442	603,301	7,855,522
Lending commitments	800,678	-	-	-	-	-	800,678
Derivative notional principals (net)	783,000	(125,000)	(410,000)	(365,000)	117,000	-	-
Interest sensitivity gap	131,257	(191,050)	413,457	768,096	934,999	(592,774)	1,463,985

¹ Other financial assets include receivables and derivative financial instruments.

² Other financial liabilities include accounts payable, provision for dividend, and derivative financial instruments.

Notes to the Interim Financial Statements



All in NZD \$000's

14. Liquidity Risk Management

(a) Core liquid assets

The Bank maintains a portfolio of highly marketable and diverse assets that are assumed to be easily liquidated in the event of an unforeseen interruption in cash flow. The table below lists the Bank's core liquid assets.

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Cash and cash equivalents	294,178	119,117	232,588
<i>Liquid investment securities:</i>			
Local authority securities	116,605	157,942	128,718
Government securities	542,580	461,525	513,032
Registered bank securities	509,672	494,530	473,779
Other investments	890,683	603,697	625,974
Total investment securities	2,059,540	1,717,694	1,741,503
Total core liquid assets	2,353,718	1,836,811	1,974,091

(b) Contractual cash flows

The following tables analyse the Bank's financial liabilities into relevant maturity groupings based on the remaining period as at balance date to the contractual maturity date. The amounts disclosed in the tables are the contractual undiscounted cash flows and include principal and future interest cash flows, and therefore will not agree to the carrying values on the statement of financial position.

As at 30 September 2020 (unaudited)	On demand	0-1 Months	1-3 Months	3-12 Months	1-5 Year	Over 5 Years	Total
Liabilities:							
Deposits	3,794,992	420,969	767,010	2,182,498	713,860	-	7,879,329
Lease liabilities	-	245	491	2,060	8,498	11,729	23,023
Other financial liabilities [*]	81	26,837	3,007	10,633	12,794	-	53,352
Total financial liabilities	3,795,073	448,051	770,508	2,195,191	735,152	11,729	7,955,704
Lending commitments (off-balance sheet)	800,678	-	-	-	-	-	800,678

* Other financial liabilities include accounts payable, provision for dividend and derivative financial instruments.

(c) Regulatory liquidity ratios

Liquidity ratios below were calculated at the close of each working day in the periods specified in accordance with the conditions of registration relating to liquidity-risk policy and management.

	Three month period ending on 30 September 2020 Unaudited	Three month period ending on 30 June 2020 Unaudited
One-week mismatch ratio	16.8%	15.7%
One-month mismatch ratio	23.4%	22.0%
Core funding ratio	122.7%	120.1%

Non-compliance with Condition of Registration 11

The Bank has conducted a review of its compliance with the calculations of the regulatory liquidity ratios (core funding, one-week mismatch and one-month mismatch) required under condition of registration 11. The findings of that review identified some errors in respect of the calculation of funding outflows and contractual outflows. As a result, the Bank has been non-compliant with condition of registration 11 since 2010, when the liquidity requirements came into effect. The errors have been fixed for the current reporting period. The maximum impact of the errors over the reporting period, prior to the fixes being applied, were nil on the one-week mismatch ratio, reductions in the one-month mismatch ratio of 0.02% and in the core funding ratio of 0.18%. As shown in Note 14(c) Liquidity Risk Management the core funding ratio for the period was 122.70% against a regulatory requirement of 50% (effective 2 April 2020).

There are further matters under review relating to the liquidity ratios (under BS13). The Bank is seeking further guidance from the Reserve Bank on some matters of interpretation. In the Bank's current view, the potential impact of the application of other interpretations is immaterial to reported ratios.

All in NZD \$000's

15. Capital Adequacy

The Bank is subject to regulation by the RBNZ. The RBNZ has set minimum regulatory capital requirements for banks that are consistent with the internationally agreed framework developed by the Basel Committee on Banking Supervision. These requirements define what is acceptable as capital and provide for methods of measuring the risks incurred by the Bank.

The Board of Directors has ultimate responsibility for Capital Adequacy, and approves capital policy and minimum capital levels and limits. These are typically at a higher level than required by the Regulator to reduce the risk of breaching Conditions of Registration. The Bank monitors its Capital Adequacy and reports this on a regular basis to the Board and on a monthly basis to the RBNZ.

In November 2019, the Bank identified that it had incorrectly applied "Capital Adequacy Framework (Standardised Approach) (BS2A)" when calculating its risk weighted assets and regulatory capital. The incorrect application of BS2A did not result in non-compliance with condition of registration 1 after 31 December 2018, as a new version of that condition took effect from 1 January 2019. The details of the incorrect application are as follows:

1. The Bank used loan-to-value ratios calculated at origination, as opposed to recalculating them for each reporting period.
2. The Bank also identified several credit data discrepancies.

A project established to resolve these issues has identified the scope of the fixes required, however due to the size and complexity involved in implementing these fixes, calculations are yet to be re-performed. It is anticipated the impact of these corrections will result in an increase to the Bank's minimum capital requirement of up to \$6 million. The Bank currently holds \$300 million of capital in excess of the minimum capital requirement. The impact equates to a reduction in the Bank's regulatory capital ratios of up to 25 basis points.

The Capital Adequacy tables set out on the following pages summarise the composition of regulatory capital and the Capital Adequacy ratios for the Bank for the period ended 30 September 2020.

(a) Capital Adequacy Ratios

	RBNZ Minimum ratio requirement	Sep 2020 Unaudited Basel III	Sep 2019 Unaudited Basel III	Mar 2020 Unaudited Basel III
Common Equity Tier 1 capital ratio	4.50%	15.15%	14.60%	14.32%
Tier 1 capital ratio	6.00%	15.15%	14.60%	14.32%
Total capital ratio	8.00%	15.15%	14.60%	14.32%
Buffer ratio	2.50%	7.15%	6.60%	6.32%

Notes to the Interim Financial Statements



All in NZD \$000's

15. Capital Adequacy (continued)

(b) Regulatory Capital	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Tier 1 capital			
Common Equity Tier 1 ("CET1") capital			
Issued and fully paid up share capital	10,000	10,000	10,000
Retained earnings previously reported	660,397	660,397	632,080
Balance adjusted for adoption of NZ IFRS 9	-	-	-
Current period's retained earnings	20,874	24,340	28,317
Fair value reserve	26,996	18,587	10,874
Cash flow hedge reserve	(1,025)	(1,258)	(1,319)
	717,242	712,066	679,952
Less Deductions from CET1 Capital			
Intangible assets	18,418	12,790	15,404
Cash flow hedge reserve	(1,025)	(1,258)	(1,319)
Deferred tax assets	6,267	929	12,650
Implicit risk adjustment*	57,000		57,000
	80,660	96,196	83,735
Total CET 1 capital	636,582	615,870	596,217
Additional Tier 1 ("AT1") Capital	-	-	-
Total Tier 1 capital	636,582	615,870	596,217
Tier 2 capital	-	-	-
Total capital	636,582	615,870	596,217

*Implicit risk adjustment has been made in accordance with Condition 1C of the Bank's conditions of registration.

Notes to the Interim Financial Statements



All in NZD \$000's

15. Capital Adequacy (continued)

(c) Credit risk

(i) On-balance sheet exposures

As at 30 September 2020 (unaudited)	Total exposure	Risk weighting	Risk weighted exposure	Minimum Pillar one capital requirement
Cash	9,115	0%	-	-
Sovereigns & RBNZ	815,466	0%	-	-
Multilateral development banks	469,356	0%	-	-
Multilateral development banks	20,534	20%	4,107	329
Public sector entities	116,494	20%	23,299	1,864
Banks	151,072	20%	30,214	2,417
Banks	370,778	50%	185,389	14,831
Corporate	284,231	20%	56,846	4,548
Corporate	48,128	50%	24,064	1,925
Corporate	919,500	100%	919,500	73,560
Residential mortgages not past due:				
Non-property investment <80% LVR *	3,390,804	35%	1,186,782	94,943
Non-property investment 80%<90% LVR *	331,880	50%	165,940	13,275
Non-property investment 90%<100% LVR *	50,274	75%	37,706	3,016
Non-property investment >100% LVR *	1,255	100%	1,255	100
Property investment <80% LVR *	1,377,214	40%	550,885	44,071
Property investment 80%<90% LVR *	7,018	70%	4,913	393
Property investment 90%<100% LVR *	621	90%	559	45
Property investment >100% LVR *	304	100%	304	24
Welcome home <80% LVR *	2,111	35%	739	59
Welcome home 80%<90% LVR *	43,397	35%	15,189	1,215
Welcome home 90%<100% LVR *	28,137	50%	14,069	1,125
Welcome home >100% LVR *	2,237	100%	2,237	179
Reverse mortgages <60% LVR *	8,129	50%	4,065	325
Reverse mortgages 60%<80% LVR *	131	80%	105	8
Reverse mortgages >80% LVR *	-	100%	-	-
Past due residential mortgages *	3,343	100%	3,343	269
Other past due assets	38	100%	38	3
Other past due assets	-	150%	-	-
Other lending	48,656	100%	48,656	3,893
Other assets	50,673	100%	50,673	4,054
Non-risk weighted assets	24,685	0%	-	-
Total on-balance sheet exposures	8,575,581		3,330,877	266,471

* Total exposure of residential mortgages is \$5,246,855.

(ii) Off-balance sheet exposures

As at 30 September 2020 (unaudited)	Total exposure	Credit conversion factor	Credit equivalent amount	Average risk weight	Risk weighted exposure	Minimum Pillar one capital requirement
Commitments that can be cancelled unconditionally	668,308	0%	-	N/A	-	-
Commitment with certain drawdown	129,422	100%	129,422	44%	57,403	4,592
Performance related contingency	2,948	50%	1,474	100%	1,474	118
Market related contracts:						
Interest rate contracts*	1,433,000	Various	19,904	36%	7,098	568
Credit valuation adjustment (CVA)	-		-	-	4,705	376
Total off-balance sheet exposures	2,233,678		150,800		70,680	5,654

* The credit equivalent amount for market related contracts (which are all interest rate contracts) were calculated using the current exposure method.

Notes to the Interim Financial Statements



All in NZD \$000's

15. Capital Adequacy (continued)

(d) Residential mortgages by loan-to-valuation (LVR) ratio

As at 30 September 2020 (unaudited)	Note	0%-80%	80% - 90%	90% - 100%	> 100%	Total
On-balance sheet exposures		4,798,573	383,729	79,314	3,813	5,265,429
Past due and impaired		3,206	189	-	338	3,733
Total value of on-balance sheet exposures	5,12	4,801,779	383,918	79,314	4,151	5,269,162
Less provisions:						
Collective		18,316	1,423	282	17	20,038
Specific		2,216	12	1	40	2,269
Total residential mortgages		4,781,247	382,483	79,031	4,094	5,246,855
Off-balance sheet exposures		491,354	17,117	1,248	54	509,773
Total residential mortgages		5,272,601	399,600	80,279	4,148	5,756,628

(e) Market risk

In accordance with clause 9 of Schedule 9 of the Registered Bank Disclosure Statements (New Zealand Incorporated Registered Banks) Order 2014, peak end-of-day aggregate capital charge and peak end-of-day aggregate capital charge as a percentage of the Bank's equity at the end of the period are derived by following the risk methodology for measuring capital requirements within Part 10 of - Capital Adequacy Framework (Standardised Approach) (BS2A).

As at 30 September 2020 (unaudited)		Implied risk weighted exposure	Aggregate capital charge
End of period capital charges	Interest risk	276,477	22,118
Peak end of day capital charges	Interest risk	300,300	24,024

(f) Risk weighted exposure and total capital requirements

As at 30 September 2020 (unaudited)	Total Exposure after credit risk mitigation	Risk weighted exposure or implied RWE	Capital requirement
Total credit risk	8,701,696	3,401,557	272,125
Operational risk	N/A	525,043	42,003
Market risk	N/A	276,477	22,118
Total	8,701,696	4,203,077	336,246

* As per Condition 1C and 1D of Conditions of registration for TSB Bank Limited, that apply on and after 1 November 2015.

Notes to the Interim Financial Statements



All in NZD \$000's

16. Securitisation, Funds Management, Other Fiduciary Activities and Marketing and Distribution of Insurance Products

The Bank has no involvement with any securitisation, custodial, or other fiduciary activities. The Bank does not conduct any insurance business, however general insurance, life insurance, and KiwiSaver products are marketed through the Bank's branch network. These have been provided at arm's length terms and conditions and measured at fair value. The Bank provides no funding to the entities on whose behalf the insurance products are marketed. External third party insurance companies underwrite these. The Bank markets Fisher Funds KiwiSaver products through the Bank's branch network. Refer to note 18. Related Party Transactions and Balances in regards to the related party loan to TSB Group Limited and commission income from Fisher Funds Management Limited.

TSB Bank Limited is the manager and promoter of the TSB Bank PIE Unit Trust, and the New Zealand Guardian Trust Company Limited is the trustee. Units in the fund do not directly represent deposits or other liabilities of the Bank. However, the Trust Deed stipulates that the TSB Bank PIE Unit Trust is invested exclusively in TSB Bank debt securities.

As at 30 September 2020, the TSB Bank PIE Unit Trust had \$10.3m (30 September 2019: \$12.9m; 31 March 2020: \$11.1m) invested with the Bank.

17. Commitments and Contingent Liabilities

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Lending commitments:			
Commitments approved to advance less than one year	108,661	106,058	108,002
Commitments approved to advance greater than one year *	692,017	679,935	656,040
Total lending commitments	800,678	785,993	764,042
Other commitments:			
Rental / lease commitments less than one year	-	-	10
Rental / lease commitments greater than one year	-	-	23
Capital commitments	3,820	1,293	4,210
Total other commitments	3,820	1,293	4,243
Total commitments	804,498	787,286	768,285

* Includes \$33.70m (30 September 2019: \$30.98m ; 31 March 2020:\$30.80m) related to the facility granted to TSB Group Limited, a related entity.

There are no material contingent liabilities and outstanding claims known by the Directors as at 30 September 2020 that would impact on the financial statements.

Notes to the Interim Financial Statements



All in NZD \$000's

18. Related Party Transactions and Balances

The Bank is wholly owned by the TSB Community Trust (the Trust) through the Trust's fully owned subsidiary, TSB Group Limited. During the period the Trust operated bank account facilities which were on normal customer terms and conditions.

The Bank markets Fisher Funds KiwiSaver products through the Bank's branch network and receives commission income in return. TSB Group Limited holds 66% (30 September 2019: 66%; 31 March 2019: 66%) shareholding of Fisher Funds Management Limited via its wholly owned subsidiaries, TSB Group Investments Limited and TSB Group Capital Limited.

The following table shows the outstanding balances and transactions between TSB group entities that arose from the ordinary course of business and carried out at normal commercial rates.

Recognised in	Note	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Statement of Financial Position				
Loan balance		49,900	52,616	52,803
Deposit balance		26,616	11,055	7,603
Statement of Changes in Equity				
Dividends	10	-	2,500	2,500
Statement of Profit or Loss				
Interest income		789	1,461	2,484
Interest expense		132	337	479
Commission income		376	344	724

During the reporting period, subvention payments were made to TSB Group Limited of \$0.998m (30 September 2019: \$1.375m), TSB Group Capital Limited of \$0.016m (30 September 2019: \$0.014m) and TSB Group Investments Limited of \$0.743m (30 September 2019: \$0.893m). No other material payments were made to related parties.

Transactions with directors and key management personnel

Key management personnel are defined as the directors, trustees and senior management of TSB Bank, TSB Group Ltd and the TSB Community Trust – those persons having the authority and responsibility for planning, directing and controlling the activities of the entity. Loans made to and deposits held by the key management personnel are made in the course of ordinary business on normal terms and conditions, other than some loans made to key management personnel, which are made with an interest rate at a discount to market.

	Sep 2020 6 Months Unaudited	Sep 2019 6 Months Unaudited	Mar 2020 12 Months Audited
Key management compensation:			
Short-term employee benefits	1,867	1,301	3,584
Other long-term benefits	35	(48)	(3)
Termination benefits	-	147	285
Retirement benefits	-	-	-
Total key management compensation	1,902	1,400	3,866
Loans to directors and key management personnel:			
Balance at beginning of period	2,695	3,476	3,476
Net loans / (repaid) during the period	2,917	(884)	(781)
Balance at end of period	5,612	2,592	2,695
Deposits from directors and key management personnel:			
Balance at beginning of period	3,146	825	825
Net deposits received / (repaid) during the period	1,979	2,049	2,321
Balance at end of period	5,125	2,874	3,146

19. Subsequent Events

TSB sold its real estate arm, TSB Real Estate, in October 2020. There have been no other material events subsequent to the reporting date that require adjustment, or disclosure in these financial statements.



Independent Review Report

To the shareholder of TSB Bank Limited

Report on the half year disclosure statement

Conclusion

Based on our review of the interim financial statements and supplementary information of the TSB Bank Limited (the "Registered Bank") on pages 5 to 30, nothing has come to our attention that causes us to believe that:

- i. the interim financial statements do not present fairly in all material respects the Registered Bank's financial position as at 30 September 2020 and its financial performance and cash flows for the 6-month period ended on that date;
- ii. the interim financial statements (excluding the supplementary information disclosed in accordance with Schedules 5, 7, 9, 13, 16 and 18 of the Registered Bank Disclosure Statements (New Zealand Incorporated Registered Banks) Order 2014 (as amended) (the "Order")), have not been prepared, in all material respects, with NZ IAS 34 Interim Financial Reporting ("NZ IAS 34");
- iii. the supplementary information, does not fairly state, in all material respects, the matters to which it relates in accordance with Schedules 5, 7, 13, 16 and 18 of the Order; and
- iv. the supplementary information relating to capital adequacy and regulatory liquidity requirements, has not, in all material respects, been disclosed in accordance with Schedule 9 of the Order.

We have completed a review of the accompanying half year disclosure statement which comprises:

- the interim financial statements formed of:
 - the statement of financial position as at 30 September 2020;
 - the statements of comprehensive income, changes in equity and cash flows for the 6-month period then ended; and
 - notes, including a summary of significant accounting policies and other explanatory information.
- the supplementary information prescribed in Schedules 5, 7, 9, 13, 16 and 18 of the Order.



Basis for conclusion

A review of the half year disclosure statement in accordance with NZ SRE 2410 *Review of Financial Statements Performed by the Independent Auditor of the Entity* ("NZ SRE 2410") is a limited assurance engagement. The auditor performs procedures, consisting of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures.



As the auditor of TSB Bank Limited, NZ SRE 2410 requires that we comply with the ethical requirements relevant to the audit of the annual financial statements.

Subject to certain restrictions, partners and employees of our firm may also deal with the Registered Bank on normal terms within the ordinary course of trading activities of the business of the Registered Bank. These matters have not impaired our independence as reviewer of the Registered Bank. The firm has no other relationship with, or interest in, the Registered Bank.



Emphasis of Matter – Estimation Uncertainty in the Preparation of the Interim Financial Statements

We draw attention to Note 1(ii) *Implications of COVID-19 on allowance for expected credit loss (ECL)* in the interim financial statements, which describes that the Registered Bank has incorporated the uncertainty arising from the Coronavirus (COVID-19) pandemic into its allowance for credit losses (ECL). This disclosure highlights the changes and considerations that have impacted on the judgements and assumptions during the six months ended 30 September 2020.

As described in Note 1(ii) *Implications of COVID-19 on allowance for expected credit loss (ECL)* given the large amount of uncertainty in the current economic environment, expected credit losses should be considered as a best estimate within a range of possible estimates.

In our view, this issue is fundamental to the users' understanding of the interim financial statements and the financial position and performance of the Registered Bank.

Our conclusion on the interim financial statements and Registered bank disclosures is not modified in respect of this matter.



Emphasis of Matter – Non-Compliance with certain Conditions of Registration

We draw attention to Note 14(c) in the interim financial statements, in which the Registered Bank discloses that the Registered Bank has conducted a review of its compliance with the calculations of the regulatory liquidity ratios (core funding, one-week mismatch and one-month mismatch) required under condition of registration 11. The findings of that review identified some errors in respect of the calculation of funding outflows and contractual outflows. As a result, the Bank has been non-compliant with condition of registration 11 since 2010, when the liquidity requirements came into effect. The errors have been fixed for the current reporting period.

Our conclusion is not modified in respect of these matters.



Use of this independent review report

This independent review report is made solely to the shareholder as a body. Our review work has been undertaken so that we might state to the shareholder those matters we are required to state to them in the independent review report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the shareholder as a body for our review work, this independent review report, or any of the opinions we have formed.



Responsibilities of the Directors for the half year disclosure statement

The Directors, on behalf of the Registered Bank, are responsible for:

- the preparation and fair presentation of the interim financial statements in accordance with NZ IAS 34 and Schedules 3, 5, 7, 13, 16 and 18 of the Order;
- the preparation and fair presentation of the supplementary information in regards to capital adequacy and regulatory liquidity requirements in accordance with the Registered Banks conditions of registration, Capital Adequacy Framework (Standardised Approach) (BS2A) and Schedule 9 of the Order;
- implementing necessary internal control to enable the preparation of a half year disclosure statement that is fairly presented and free from material misstatement, whether due to fraud or error; and
- assessing the ability to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the review of the half year disclosure statement

Our responsibility is to express a conclusion on the half year disclosure statement based on our review. We conducted our review in accordance with NZ SRE 2410. NZ SRE 2410 requires us to conclude whether anything has come to our attention that causes us to believe that the:

- the interim financial statements do not present fairly in all material respects the Registered Bank's financial position as at 30 September 2020 and its financial performance and cash flows for the 6-month period ended on that date;
- the interim financial statements do not, in all material respects, comply with NZ IAS 34;
- the supplementary information does not, fairly state, in all material respects, the matters to which it relates in accordance with Schedules 5, 7, 13, 16 and 18 of the Order; and
- the supplementary information relating to capital adequacy and regulatory liquidity requirements is not, all material respects, disclosed in accordance with Schedule 9 of the Order.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand). Accordingly, we do not express an audit opinion on the half year disclosure statement.



KPMG
Wellington

24 November 2020

Directors

J.J. (John) Kelly, Chair
M.I. (Murray) Bain, MCom (Hons), BSc, C.F.Inst.D, Deputy Chair
M.A. (Anne) Blackburn, MA, BA
N. (Natalie) Pearce, BCom
P.M. (Peter) Schuyt, BCom, C.F.Inst.D
D.J. (Dion) Tuuta
H.F. (Harvey) Dunlop, BCom (Ag)
P.S. (Peter) Dalziel, MBA, C.M.Inst.D

Executive Management

D. (Donna) Cooper, BCom, MA, MIntBus, CEO
R.G. (Roddy) Bennett, BSc, CA, GM Finance
H. (Herman) Visagie, BCom, LLB, Chief of Staff
J. (Jo) Warner, LLB, Acting GM Regulatory Affairs and General Counsel
J.S. (Justine) St John, BCom, GM Marketing
C. (Chris) Boggs, BCom, MBM, GM People & Culture
T. (Tracey) Berry, PGDPFP, GM Customer Solutions & Service
S. (Seán) Edwards, MBA, MHSc (Psych), GM Risk (Acting)

Registered Office

Level 5, TSB Centre, 120 Devon St East, New Plymouth, 4310

Principal Solicitors to the Company

Auld Brewer Mazengarb & McEwen
9 Vivian Street, New Plymouth

Auditor

KPMG
10 Customhouse Quay, Wellington

Contact Us

Postal Address: PO Box 240, Taranaki Mail Centre, New Plymouth, 4340
Phone Number: (06) 968 3700
Fax Number: (06) 968 3740
Web Address: <https://www.tsb.co.nz/contact>