

Heartland

Annual Meeting
22 November 2016

HEARTLAND
— BANK —

Agenda

Welcome and formalities

Chairman's address

Chief Executive Officer's report

Shareholder discussion

Voting and conduct of poll

Other business

Introduction of Directors

Geoff Ricketts CHAIRMAN

Bruce Irvine DEPUTY CHAIR

Jeff Greenslade CEO

John Harvey

Graham Kennedy

Chris Mace

Vanessa Stoddart

Greg Tomlinson

Introduction of Executives

Chris Flood DEPUTY CEO

Richard Lorroway CHIEF RISK OFFICER

Laura Byrne CHIEF OPERATING OFFICER

Simon Owen CHIEF FINANCIAL OFFICER

Chris Cowell HEAD OF BUSINESS

Michael Drumm GENERAL COUNSEL

Darryl Harnett HEAD OF RETAIL &
CONSUMER

Ben Russell HEAD OF RURAL

Kate Watt HEAD OF GOVERNANCE & BOARD
LIASON



Other formalities

Proxies and postal votes received

Meeting procedures

Voting procedures and declaration of poll

Notice of meeting

Minutes of last Annual Meeting

Chairman's Address



Heartland Trust



Chief Executive Officer's Report



Photo credit: Sara Orme

Net profit after tax

12 months to 30 June 2016

\$54.2m

▲ 12.5% from FY2015

Net finance receivables

As at 30 June 2016

\$3.1bn

▲ \$252m or 9% from 30 June 2015

Interest margin

As at 30 June 2016

4.53%

▲ Strongest amongst bank peers¹

Cost-to-income ratio

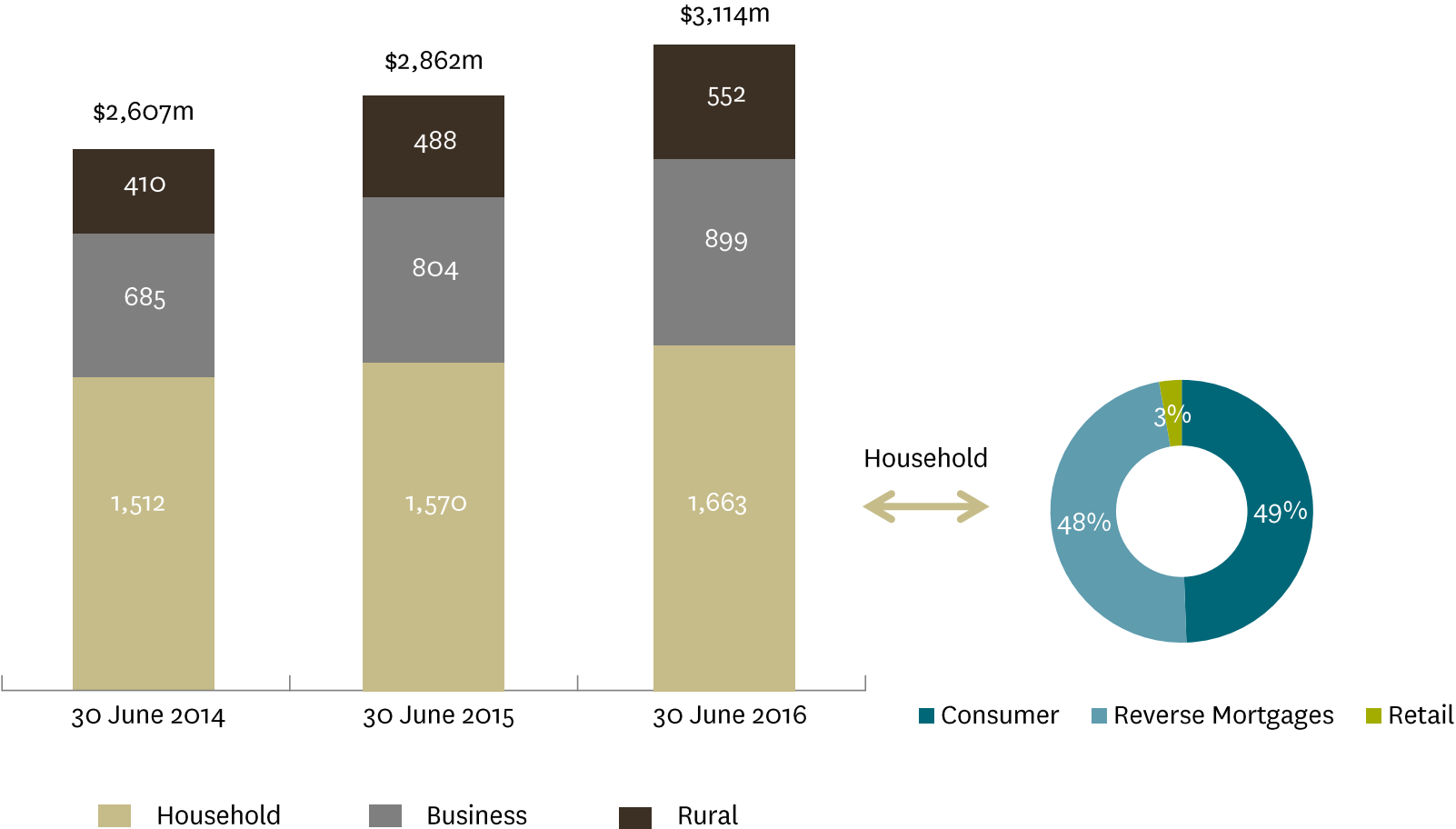
As at 30 June 2016

44%

▼ from 47% as at 30 June 2015

¹ KPMG's Financial Institutions Performance Survey June 2016
Quarterly Results

Growth in Net Receivables



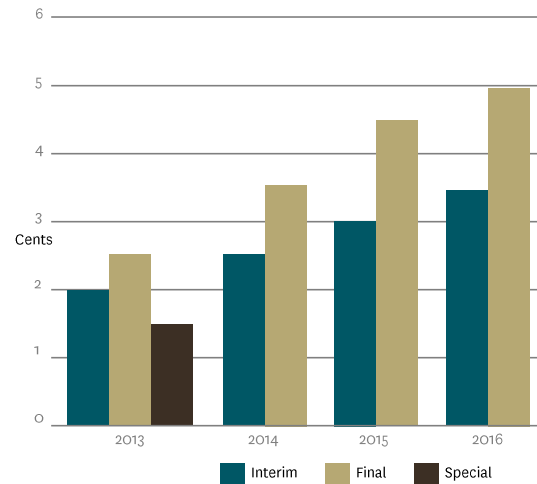
Shareholder returns

Total dividend

8.5¢ per share

13%

increase on FY2015



Share price

16%

increase since last year's meeting

Outlook for FY17

3 month NPAT

3 months to 30 September 2016

\$14.3m

▲ 21% from 3 months to 30 September 2015

Growth in net finance receivables

3 months to 30 September 2016

\$130.8m

▲ or 4% with growth expected to continue

FY17 NPAT (forecast)

12 months to 30 June 2017

\$57m -

\$60m

(excludes any capital management initiatives)

Heartland's Strategic Focus

To provide innovative 'best or only' banking products in niche markets that are under-serviced by the major banks

Our markets

**Emerging
Millennials**

**Growing
Seniors
(65+)**

**Neglected
SMEs**

OPEN
FOR BUSINESS

Unsecured business loans.



Heartland Bank wants to make it easy for your business to get ahead, whether you require working capital, plant or equipment to grow your business.

Tell us what you need and you could have your loan approved in just a few minutes.

I want to borrow: \$45,000

| \$5K | \$50K | \$250K+ |

My yearly business turnover is (approx.): \$1M

| \$20K | \$100K | \$500K | \$2M |

SUBMIT

Looks like we might be able to help.

With only a few more details, you can get an immediate decision.

If you're not ready now, or would like more information,
give us a call on **0800 580 329**

CONTACT ME

CONTINUE

**Tell us what you need, and you could have your loan
approved in just a few minutes**

A bit about my business:

My line of business is:

Please select an option...

Please select an option...

Commercial Services (e.g. automotive repairs and servicing; domestic or commercial cleaning)

Construction (e.g. concreting; bricklaying; roofing)

Health and Community Services (e.g. residential care; health and fitness centre)

Household Services (e.g. plumbing; electrical services; plastering; painting)

Manufacturing

Professional Services (e.g. legal, accounting or consulting services)

Retail Trade (e.g. cafes and restaurants; hairdressing and beauty)

Transport (e.g. courier and delivery services; road transport)

Other

BACK

Step 1 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

A bit about my business:

My line of business is:

Construction (e.g. concreting; bricklaying; roofing) ▼

I've been in business for:



Less than 1 year



1 - 2 years

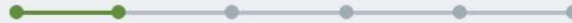


3 - 5 years



More than 5 years

BACK



Step 1 of 5

NEXT

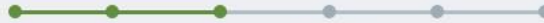
Tell us what you need, and you could have your loan approved in just a few minutes.

My business details are:

Business Name:

Phone:

BACK



Step 2 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

My business details are:

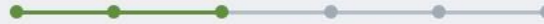
Business Name:

All Small Businesses

Phone:

095200097

BACK



Step 2 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

My details are:

First Name(s):

Last Name:

Address (please start typing and select your address from the drop down box):

Date of birth:

DD



MM



YYYY

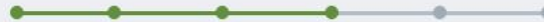


Gender:

Female

Male

BACK



Step 3 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

My details are:

First Name(s):

Test

Last Name:

Test

Address (please start typing and select your address from the drop down box):

35 Tee

- 35 Teed Street, Newmarket, Auckland
- Level 2, 35 Teed Street, Newmarket, Auckland
- Level 3, 35 Teed Street, Newmarket, Auckland
- 1/35 Teed Street, Newmarket, Auckland
- 35 Teece Drive, Motueka, Tasman District
- 35 Teesdale Street, Burnside, Christchurch
- 35 Tees Street, South Hill, Oamaru, Waitaki District

BACK

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

My details are:

First Name(s):

Test

Last Name:

Test

Address (please start typing and select your address from the drop down box):

35 Teed Street, Newmarket, Auckland

Date of birth:

01



01



1990



Gender:



Female



Male

BACK



Step 3 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

My income and outgoings are:

Gross monthly household income (include all income earners):

e.g. \$5,000

Existing monthly loan repayments (including credit cards):

e.g. \$2,000

I own my own home

Yes

No

BACK

Step 4 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

My income and outgoings are:

Gross monthly household income (include all income earners):

Existing monthly loan repayments (including credit cards):

I own my own home



Yes



No

BACK



Step 6 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

Last step!

I use the following accounting software:



None



MYOB



Xero



Other

- Please acknowledge you have read the [Privacy Declaration](#).
- Please acknowledge you have read the [Business Declaration](#).

BACK

Step 5 of 5

NEXT

Tell us what you need, and you could have your loan approved in just a few minutes

Great news

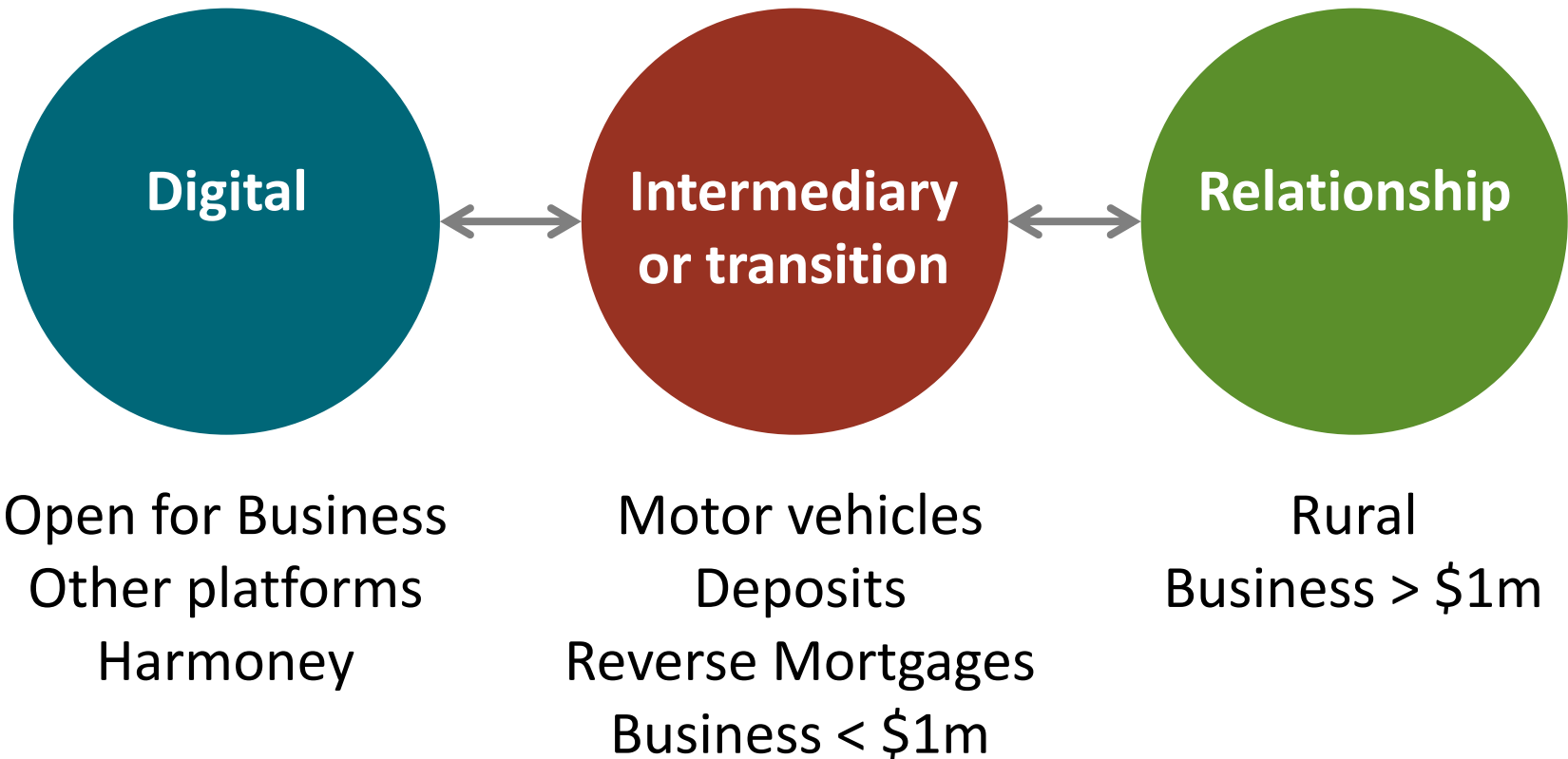
Your loan is approved.

To finalise things, we just need to verify your information, talk to you about the loan terms and rate, and sort out the paperwork. We'll call you within the next business day.

CLOSE

Tell us what you need, and you could have your loan approved in just a few minutes

Distribution channels



Shareholder discussion



Photo credit: Chris Williams

Resolutions

Resolution 1: Re-election of Bruce Irvine

Resolution 2: Re-election of John Harvey

Resolution 3: Election of Vanessa Stoddart

Resolution 4: Directors' remuneration

Resolution 5: Auditor's remuneration

Voting Cards

Your Voting Cards will now be collected

Please place your Voting Card in the ballot boxes as they are passed around

If you require assistance please raise your hand

Other Business

To consider any other matters that may be properly brought before the meeting



Closure

Thank you for your attendance and participation

You are invited to join the Directors and Executives for refreshments outside the room



Heartland

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