



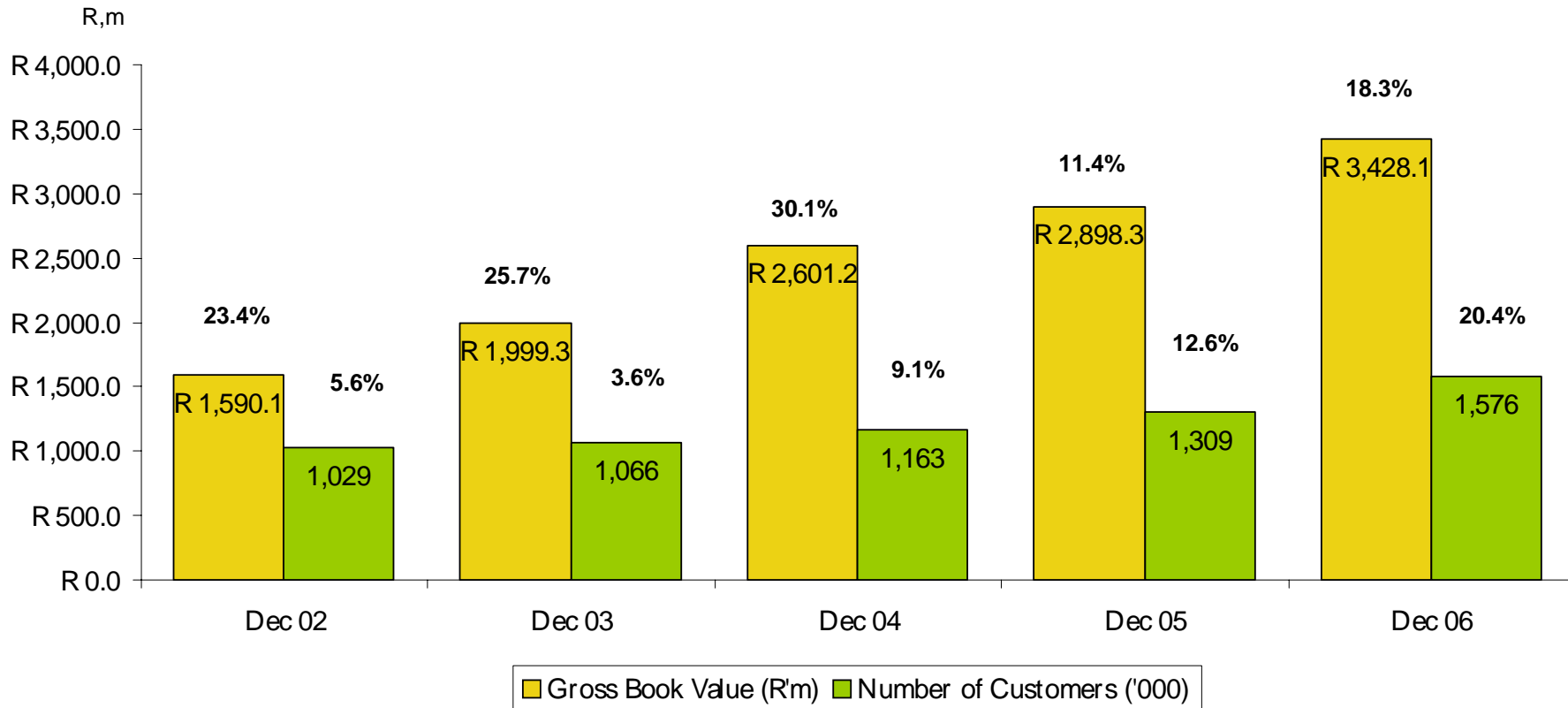
financial services

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customer growth  
and  
loyalty

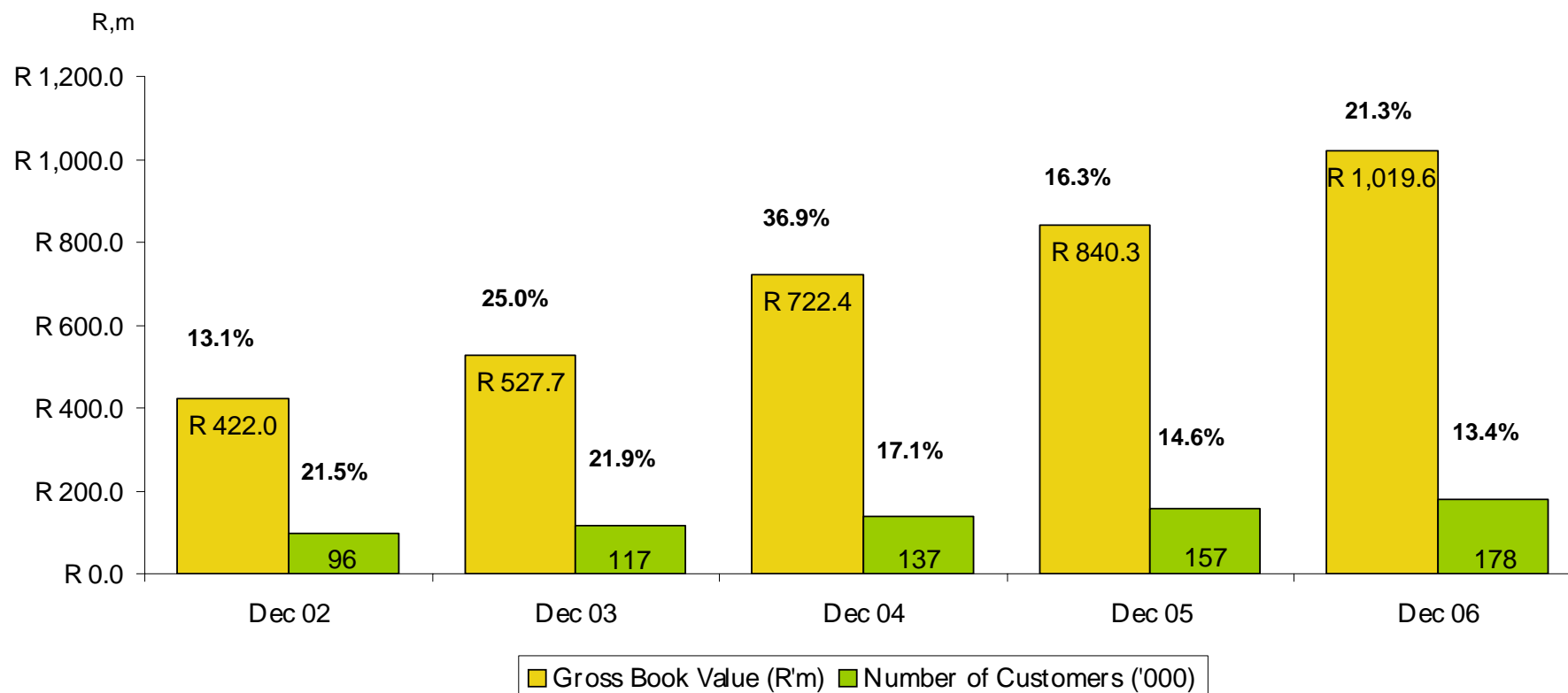
# financial services performance

## woolworths store card (gross book)



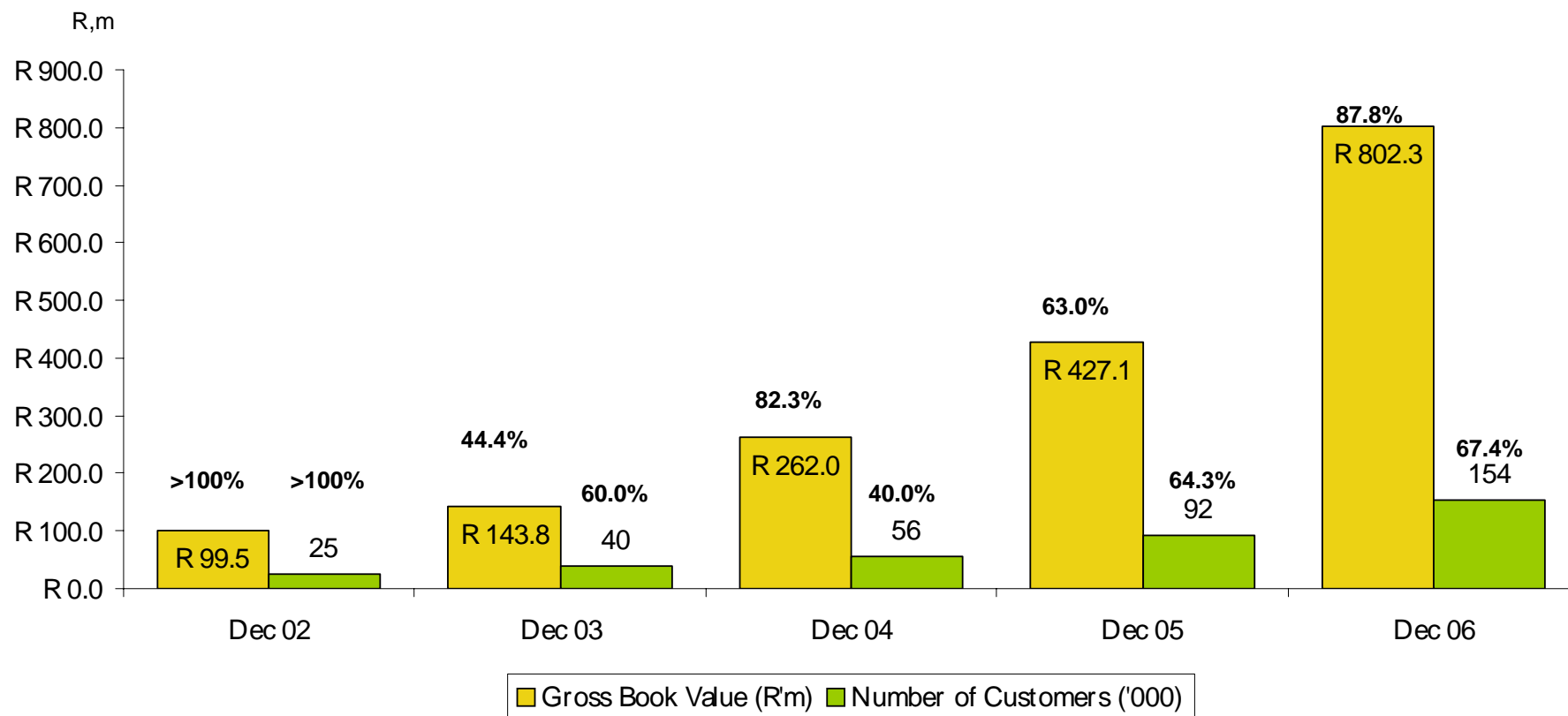
# financial services performance

## personal loans (gross book)



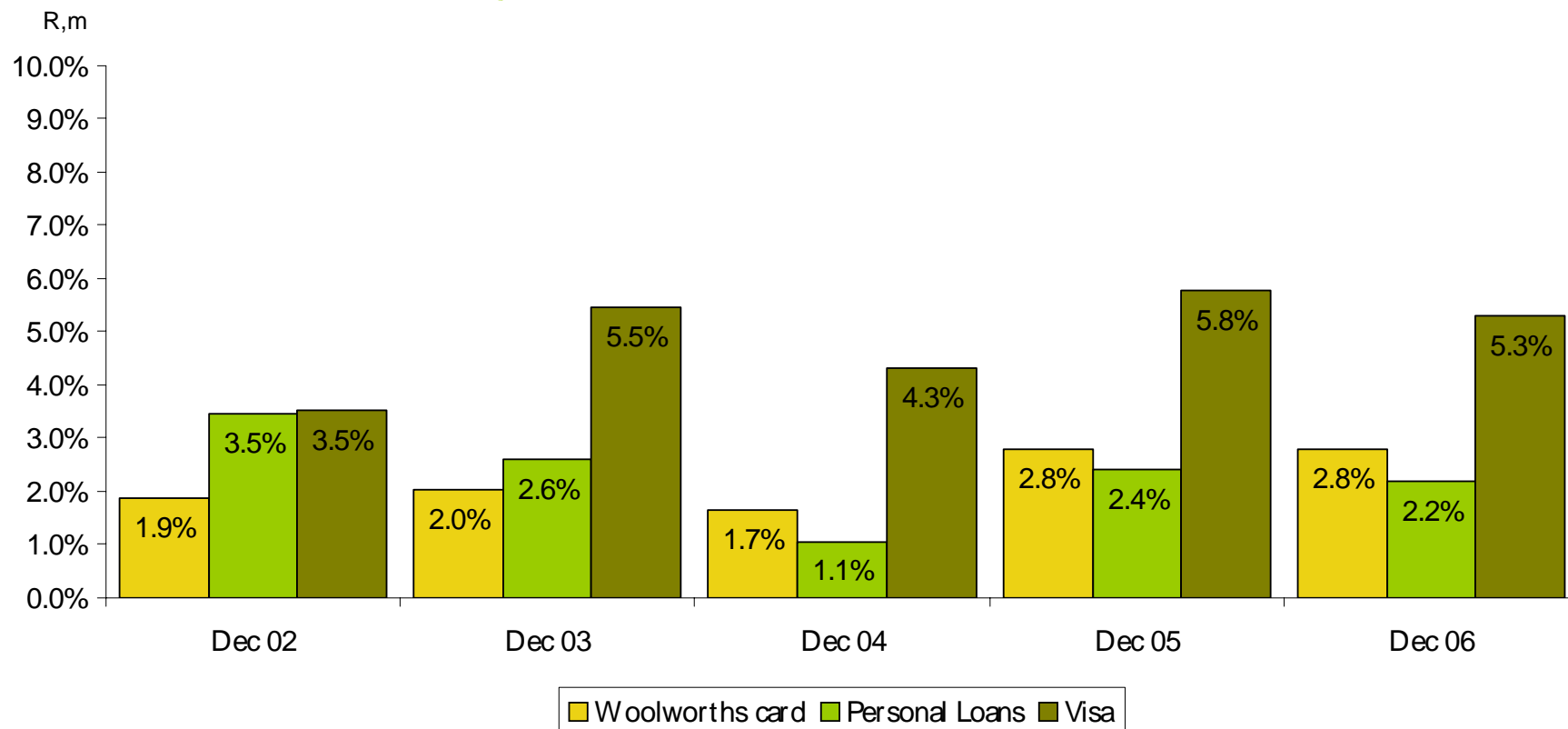
# financial services performance

## VISA card (gross book)



# financial services performance

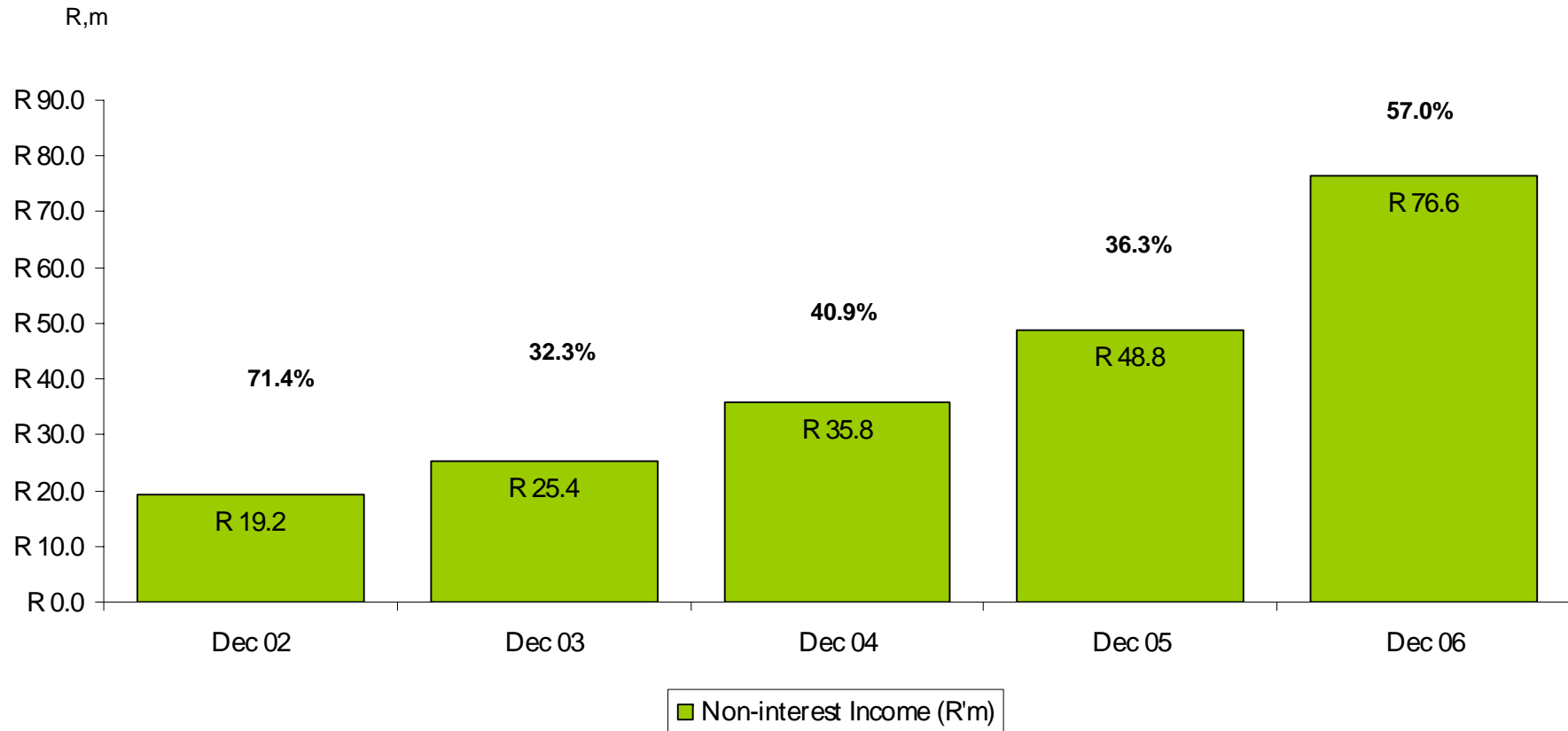
net bad debt 12mma (excluding cost of recoveries)





- Net bad debt total book of 3.0% (Dec 05: 2.8%)

# financial services performance

## non-interest revenue



# financial services strategy delivering

Delivery of strategy – first half	
<p><b>Growth</b></p> <ul style="list-style-type: none"><li>- customer acquisition</li><li>- Visa and loyalty</li><li>- non-interest revenue – insurance products</li></ul>	
<p><b>Changing legislation</b></p> <ul style="list-style-type: none"><li>- National Credit Act / FICA</li><li>- Usury rate</li></ul>	

# financial services

## strategic forward focus

### Key focus areas – second half

#### Growth

- tighter credit environment
- target LSM 6-8 with store card
- continue to grow VISA
- non-interest revenue – driving insurance products

#### Changing legislation

- responsible credit
- National Credit Act compliance
- managing increased costs of compliance

