



Press Release: 17 March 2022

Top financial institutions recognised at DBM Australian Financial Awards

The winners of the fourth, annual DBM Australian Financial Awards have been revealed.

Unlike other awards programs, the DBM Awards are determined by over 80,000 Australian consumers and business owners while conducting our [DBM Atlas](#) survey. This is the largest financial services research program in the country, collecting feedback on the experiences of customers with their financial institutions.

“The last 12 months (and indeed the past 2 years) have really shown how financial institutions have supported customers during challenging times,” said Kipling Zubevich, CEO of DBM Consultants.

“As we continue to navigate an uncertain world, we believe it is imperative to recognise the achievements of Australian financial institutions.

“Congratulations to all finalists and winners at this year’s awards!”

Below are the winners by category, marquee awards written in bold.

Business Banking Awards

- **Most Recommended Major Business Bank: Commonwealth Bank**
- **Most Recommended Business Bank: Bendigo Bank**
- **Most Recommended Institutional Bank: Commonwealth Bank**
- Best Business Relationship Managers: Rural Bank
- Best Business Relationship Managers (Major Bank): Westpac
- Best Major Digital Business Bank: Westpac
- Best Digital Business Bank: Rabobank
- Best Business Customer Service (Major Bank): Commonwealth Bank
- Best Business Bank Customer Service: Bendigo Bank
- Most Competitive Major Business Bank: NAB
- Most Competitive Business Bank: Rabobank

Consumer Banking Awards

- **Most Recommended Major Bank: NAB**
- **Most Recommended Bank: ING**
- **Most Recommended Customer-owned Bank: Teachers Mutual Bank**
- **Most Recommended Neobank: Up**
- Most Innovative Major Bank: Commonwealth Bank
- Most Reputable Major Bank: NAB
- Best Major Digital Bank: Commonwealth Bank
- Best Customer Service (Major Bank): NAB
- Best Personal Bankers (Major Bank): ANZ

- Most Competitive Major Bank: NAB
- Most Innovative Bank: Bank Australia & P&N Bank
- Best Digital Bank: ING
- Most Competitive Bank: Credit Union SA
- Best Customer Service: Credit Union SA
- Most Reputable Bank: Teachers Mutual Bank
- Most Trusted Major Bank: ANZ
- Most Trusted Bank: Up

Financial Products Awards

- **Most Recommended Home Loan (Major Bank): ANZ**
- **Most Recommended Home Loan: Newcastle Permanent**
- Most Recommended Owner Occupier Home Loan (Major Bank): ANZ
- Most Recommended Investor Home Loan (Major Bank): ANZ
- Most Recommended First Home Buyers Loan (Major Bank): ANZ
- Most Recommended Owner Occupier Home Loan: UBank
- Most Recommended Investor Home Loan: Bendigo Bank
- Most Recommended First Home Buyers Loan: ME
- Most Recommended Personal Loan: ANZ
- Most Recommended Everyday Account: BankVic
- Most Recommended Online Savings Account: P&N Bank
- Most Recommended Deposit Account: Credit Union SA
- Most Recommended Credit Card (Major Bank): NAB Premium Card
- Most Recommended Credit Card: Teachers Mutual
- Most Recommended Industry Superannuation Fund: Cbus Super
- Most Recommended Superannuation Fund: QSuper

Insurance Awards

- **Most Recommended Commercial Insurer: WFI**
- **Most Recommended General Insurer: RAA**
- Best Motor Insurance (NSW): Apia
- Best Motor Insurance (VIC): Shannons
- Best Motor Insurance (QLD): Apia
- Best Motor Insurance (SA): Apia
- Best Motor Insurance (WA): RAC
- Best Motor Insurance (TAS): RACT
- Best Motor Insurance (ACT): NRMA
- Best Home Insurance (NSW): Apia
- Best Home Insurance (VIC): CGU
- Best Home Insurance (QLD): RACQ
- Best Home Insurance (SA): Apia
- Best Home Insurance (WA): RAC
- Best Home Insurance (TAS): RACT
- Best Home Insurance (ACT): NRMA
- Best Travel Insurance: Cover-More
- Best Life Insurance: NAB

The full list of finalists and winners can be viewed [here](#).

For all media inquiries, please contact:

Noha Ahmed, Communications & Content Manager
 nahmed@dbmcons.com.au
 +61 405383190