Annual Report

Banking Ombudsman Scheme Limited
For the year ended 30 June 2023

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Banking Ombudsman Scheme Limited
For the year ended 30 June 2023

Directors

Miriam Dean CNZM KC
Kenina Court
Jonathan Duffy
Antonia Watson
Burcu Senel

Ombudsman
Nicola Sladden

Registered Office

Level 5
Huddart Parker Building
1 Post Office Square
Wellington

Bankers

ANZ Bank New Zealand
Wellington

Auditor

Moore Markhams

Scheme Participants

ANZ Bank New Zealand
ASB Bank
Bank of Baroda New Zealand
Bank of India New Zealand
Bank of China New Zealand
BNZ
China Construction Bank New Zealand
Citi New Zealand
Heartland Bank
HSBC New Zealand
ICBC New Zealand
Kiwibank
Nelson Building Society
Unity Bank
Rabobank New Zealand
SBS Bank
The Co-operative Bank
TSB Bank
Westpac

IRD Number

097-211-280

Directors' Report

Banking Ombudsman Scheme Limited
For the year ended 30 June 2023

The Board of Directors present their annual report of Banking Ombudsman Scheme Limited, incorporating the financial statements and the independent auditors' report, for the year ended 30 June 2023.

The shareholder of the company has exercised her right under Section 211(3) of the Companies Act 1993 and agreed that the annual report of the company need not comply with paragraphs (a) and (e) to (j) of section 211(1) of the Act.

For and on behalf of the Board:

Miriam R Dean

Miriam Dean CNZM KC
Chair

Kenina Court
Director

15/09/23

Date

Statement of Profit or Loss and Other Comprehensive Income

Banking Ombudsman Scheme Limited
For the year ended 30 June 2023

	NOTES	2023	2022
Income			
Levies	4	3,340,000	3,036,000
Whistleblowing service delivery	4	100,000	100,000
COVID-19 rent concession		-	5,139
COVID-19 wage subsidy		3,000	1,200
Fraud Documentary Sponsorship		473,913	-
Interest income - financial assets at amortised cost		23,299	2,093
Other income		533	509
Total income		**3,940,745**	**3,144,940**
Expenses			
Amortisation	8	81,488	69,298
Audit fees		10,225	13,500
Board controlled costs		13,675	9,300
Complaints data hub expenses		307,035	239,997
Consumer Advisory Group Expenses		-	671
Contractors and external advice		254,058	119,585
Depreciation	5	233,242	249,328
Directors' remuneration	11	156,032	145,832
Fraud Documentary expenses		666,865	-
Interest - lease liabilities	16	17,938	12,875
Kiwisaver/Superannuation		60,659	54,861
Loss on disposal of property, plant and equipment		-	610
Low cost / short-term leases		9,876	9,346
Office costs		79,368	81,025
Outreach to Stakeholders		40,511	5,345
Publications and promotions		10,079	13,077
Staff costs		247,908	70,240
Staff salaries		2,007,305	1,816,870
Technology and website costs		187,785	170,242
Travel and conferences		33,752	9,148
Total Expenses		**4,417,800**	**3,091,150**
Net profit / (loss) before taxation		**(477,055)**	**53,791**
Taxation			
Income tax expense	9	6,533	1,985
Net profit / (loss) after taxation		**(483,587)**	**51,805**
Total comprehensive income/ (loss) for the year		**(483,587)**	**51,805**

The accompanying notes to the financial statements on pages 9 - 19 form part of and should be read in conjunction with this statement.

Statement of Changes in Equity

Banking Ombudsman Scheme Limited
For the year ended 30 June 2023

	2023	2022
Share capital		
Shareholder's capital	1	1
Total Share capital	**1**	**1**

	2023	2022
Retained earnings		
Opening balance	866,643	814,837
Net profit/(loss) for the year	(483,587)	51,805
Total Retained earnings	**383,056**	**866,643**

	2023	2022
Equity		
Opening balance	866,644	814,838
Net profit/(loss) for the year	(483,587)	51,805
Total Equity	**383,057**	**866,644**

The accompanying notes to the financial statements on pages 9 - 19 form part of and should be read in conjunction with this statement.

Statement of Financial Position

Banking Ombudsman Scheme Limited
As at 30 June 2023

	NOTES	2023	2022
Assets			
Current assets			
Cash and cash equivalents	7	469,903	282,993
Trade and other receivables		1,132,750	991,769
Income tax receivable	9	389	-
Prepaid expenses		28,882	10,981
Term deposits and accrued interest	14	-	401,422
Total Current assets		**1,631,925**	**1,687,165**
Non current assets			
Property, plant and equipment	6	118,043	155,124
Intangibles	8	193,867	265,437
Right-of-use asset	16	501,972	121,622
Total Non current assets		**813,882**	**542,184**
Total Assets		**2,445,807**	**2,229,349**
Liabilities			
Current liabilities			
Sundry payables and accruals	13	456,542	259,960
GST payable		88,365	97,417
ANZ Credit card		8,016	9,283
Income tax payable	9	-	1,798
Income in advance		985,000	860,000
Lease liability	16	177,805	134,249
Total Current liabilities		**1,715,728**	**1,362,706**
Non current liabilities			
Lease liability	16	347,022	-
Total Non current liabilities		**347,022**	**-**
Total Liabilities		**2,062,750**	**1,362,706**
Net Assets		**383,057**	**866,644**
Equity			
Share capital		1	1
Retained earnings		383,056	866,643
Total Equity		**383,057**	**866,644**

Signed By / Date:

Chair Miriam Dean CNZM KC

Director Kenina Court

The accompanying notes to the financial statements on pages 9 - 19 form part of and should be read in conjunction with this statement.

Statement of Cash Flows

Banking Ombudsman Scheme Limited
For the year ended 30 June 2023

	NOTES	2023	2022
Cash Flow			
Cash flow from Operating Activities			
Receipts from levies		3,340,000	3,036,000
Fraud Documentary Sponsorship		473,913	-
Whistleblowing Service income		100,000	100,000
Other income		3,533	1,709
Interest income		23,299	670
Payments to suppliers and employees		(3,932,750)	(2,742,122)
Income tax paid		(8,719)	(217)
Interest portion of lease liability	16	(17,938)	(12,875)
Net Cash Inflow/(Outflow) from Operating Activities		**(18,662)**	**383,165**
Cash flow from Investing Activities			
Purchase of property, plant and equipment		(11,794)	(15,088)
Purchase of intangibles		(9,918)	(37,254)
Payments to sell/(acquire) financial assets		401,422	(400,000)
Net Cash Inflow/(Outflow) from Investing Activities		**379,711**	**(452,342)**
Cash flow from Financing Activities			
Principal portion of lease liability		(174,138)	(165,139)
Net Cash Inflow/(Outflow) from Financing Activities		**(174,138)**	**(165,139)**
Net increase/(decrease) in cash and cash equivalents		186,910	(234,316)
Opening cash and cash equivalents balance			
Opening cash balance		282,993	517,309
Ending cash and cash equivalents	7	469,903	282,993

The accompanying notes to the financial statements on pages 9 - 19 form part of and should be read in conjunction with this statement.

Notes to the Financial Statements

Banking Ombudsman Scheme Limited
For the year ended 30 June 2023

1. Corporate Information

The financial statements for the Banking Ombudsman Scheme Limited ("the company") for the year ended 30 June 2023 were authorised for issue on ___________.

The Company was incorporated on 19 June 2007 and is incorporated and domiciled in New Zealand under the Companies Act 1993.

The Company provides a free, independent and impartial dispute resolution mechanism for those receiving "banking services" from the participating banks and non-bank deposit-takers in New Zealand.

For the purposes of complying with generally accepted accounting practice in New Zealand ("NZ GAAP"), the Company is a for-profit-entity

2. Summary of significant accounting policies

(a) Statement of Compliance and basis of preparation

These financial statements have been prepared in accordance with NZ GAAP. They comply with New Zealand equivalents to International Financial Reporting Standards Reduced Disclosure Regime ("NZ IFRS RDR") and the requirements of the Companies Act 1993. The Company is eligible to apply NZ IFRS RDR because it does not have public accountability and is not a large for-profit public sector entity.

The financial statements are presented in New Zealand dollars ($) which is the Company's functional currency, rounded to the nearest dollar.

(b) Basis of measurement

The accounting principles recognised as appropriate for the measurement and reporting of earnings and financial position on a historical cost basis are followed by the Company.

3. Accounting Policies

The following specific accounting policies which materially affect the measurement of financial performance and financial position have been applied.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand, cash in banks and investments in money market instruments with a maturity term of less than 90 days.

Accounts receivables

Accounts receivable and other receivables are initially measured at fair value plus directly attributable transaction costs and subsequently at amortised cost using the effective interest method. Receivables of a short-term nature are not discounted.

An allowance for impairment is established where there is objective evidence the Scheme will not be able to collect all amounts due according to the original terms of the receivable.

Financial Instruments

Financial assets and financial liabilities are initially measured at fair value. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities (other than financial assets and financial liabilities at fair value through profit or loss) are added to or deducted from the fair value of the financial assets or financial liabilities, as appropriate, on initial recognition. Transaction costs directly attributable to the acquisition of financial assets or financial liabilities at fair value through profit and loss are recognised immediately in profit or loss.

Financial Assets
Initial recognition and measurement

Financial assets are classified, at initial recognition, and subsequently measured at amortised cost, fair value through other comprehensive income (OCI), or fair value through profit or loss. The classification of financial assets at initial recognition depends on the financial asset's contractual cash flow characteristics and the company's business model for managing them.

In order for a financial asset to be classified and measured at amortised cost or fair value through OCI, it needs to give rise to cash flows that are solely payments of principal and interest on the principal amount outstanding. The company's business model for managing financial assets refers to how it manages its financial assets in order to generate cash flows. The business model determines whether cash flows will result from collecting contractual cash flows, selling the financial assets, or both. The Scheme's business model is to hold financial assets to collect their contractual cash flows.

Financial assets at amortised cost

The Scheme measures financial assets at amortised cost if both of the following conditions are met:

(1) The financial asset is held within a business model with the objective to hold financial assets in order to collect contractual cash flows, and
(2) The contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Financial instruments that are measured at amortised cost include cash balances, trade and other receivables and term deposits.

Financial assets at amortised cost are subsequently measured using the effective interest method and are subject to impairment testing. Gains and losses are recognised in profit or loss when the asset is derecognised, modified or impaired.

Trade receivables represents the Scheme's right to an amount of consideration which is unconditional (i.e. only the passage of time is required before payment of the consideration is due). No trade receivables contain a significant financing component.

Recognition and derecognition

Financial assets are recognised when the Scheme becomes party to the contractual provisions of the instrument. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Scheme has transferred substantially all the risks and rewards of ownership.

Impairment of Financial Assets

The Scheme recognises an allowance for expected credit losses for all financial assets amortised at cost. Expected credit losses are based on the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Scheme expects to receive. Receivables of a short-term nature are not discounted.

For trade receivables, the Scheme applies the simplified approach permitted by NZ IFRS 9, which requires expected lifetime losses to be recognised from initial recognition of the receivables.

Financial Liabilities at amortised cost
Trade and Other Payables

These amounts represent unsecured liabilities for goods and services provided to the Scheme prior to the end of the financial year which are unpaid. Trade and other payables are recognised initially at fair value less directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method. As trade and other payables are usually paid within 30 days, they are not discounted.

Property, plant and equipment

Property, plant and equipment are stated at cost less accumulated depreciation and impairment. Such cost includes the cost of replacing parts that are eligible for capitalisation when the cost of replacing the parts is incurred. Similarly, when each major inspection is performed, its cost is recognised in the carrying amount of the plant and equipment as a replacement only if it is eligible for capitalisation. All other repairs and maintenance are recognised in profit or loss as incurred.

Depreciation is recognised as an expense in profit or loss and is measured on a straight line basis over the useful life of the asset. Depreciation is charged at rates calculated to allocate the cost of the asset less any estimated residual value over its remaining useful life.

Furniture, Fixtures and Fittings	7%-100%
Office Equipment	10.2%-100%
Hardware	30%-40%
Other Plant & Equipment	7%-100%

The residual value, useful life, and depreciation methods of property, plant and equipment are reassessed annually.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These are included in profit or loss.

Intangibles

(1) Computer Software

Costs associated with maintaining computer software programmes are recognised as an expense as incurred.

Development costs that are directly attributable to the design and testing of identifiable and unique software products controlled by the Company are recognised as intangible assets when the following criteria are met:

- it is technically feasible to complete the software product so that it will be available for use;
- management intends to complete the software product and use or sell it;
- there is an ability to use or sell the software product;
- it can be demonstrated how the software product will generate probable future economic benefits;
- adequate technical, financial and other resources to complete the development and to use or sell the software product are available; and the expenditure attributable to the software product during its development can be reliably measured. Directly attributable costs that are capitalised as part of the software product include the software development employee costs and an approximate portion of relevant overheads.

Other development expenditures that do not meet these criteria are recognised as an expense as incurred. Development costs previously recognised as an expense are not recognised as an asset in a subsequent period. Computer software development costs recognised as assets are amortised on a straight-line basis over their estimated useful lives, which does not exceed five years.

(2) Website

Following initial recognition website development costs are carried at cost less accumulated amortisation. Amortisation rates for the website are 40% straight line.

Wages, salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits and annual leave expected to be settled wholly within 12 months of the reporting date are recognised in respect of employees' service up to 30 June. They are measured at the amounts expected to be paid when the liabilities are settled. Expenses for sick leave are recognised when the leave is taken and are measured at the rates paid.

Income in advance

Income in advance relates to levies for the next financial year that have been invoiced to members during the current financial year.

Interest income

Income is recognised as interest accrues using the effective interest rate method.

Income tax and other taxes

The Company prepares its income tax returns by reference to the application of the principle of mutuality to the revenue and expenses, and the relevant tax jurisdiction. The principle of mutuality is a common law principle arising from the premise that individuals cannot profit from themselves. Accordingly, membership receipts from members are deemed to be mutual income and not subject to income tax, and expenses in connection with mutual activities are therefore not deductible for taxation purposes. All other receipts and payments are classified in accordance with taxation legislation.

Deferred tax is recognised using the liability method, providing for temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes. Deferred tax is measured at the tax rates that are expected to be applied to the temporary differences when they reverse, based on the laws that have been enacted at the reporting date.

A deferred tax asset is recognised to the extent that it is probable that future taxable profits will be available against which temporary differences can be utilised. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realised.

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount GST except: when the GST incurred on the purchases of goods is not recoverable from the taxation authority, in which case GST is recognised as part of the acquisition of the asset or part of the expense item as applicable; and receivables and payables, which are stated with the amount of GST inclusive.

The net amount of GST recoverable from, or payable to, the taxation authority is included on statement of financial position.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the taxation authority.

Leases

The Company is a lessee. Leases are accounted for by recognising a right-of-use asset and a lease liability.

Lease liabilities are measured at the present value of the contractual payments due to the lessor over the lease term, with the discount rate determined by reference to the rate inherent in the lease unless (as is typically the case) this is not readily determinable, in which case the Company's incremental borrowing rate on commencement of the lease is used. Variable lease payments are only included in the measurement of the lease liability if they depend on an index or rate. In such cases, the initial measurement of the lease liability assumes the variable element will remain unchanged throughout the lease term. Other variable lease payments are expensed in the period to which they relate. On initial recognition, the carrying value of the lease liability also includes:

- Amounts expected to be payable under any residual value guarantee
- The exercise price of any purchase option granted in favour of the Company if it is reasonably certain to exercise that option
- Any penalties payable for terminating the lease, if the term of the lease has been estimated on the basis of a termination option being exercised

Right of use assets are initially measured at the amount of the lease liability, reduced for any lease incentives received, and increased for:

- Lease payments made at or before commencement of the lease
- Initial direct costs incurred
- The amount of any provision recognised where the Company is contractually required to dismantle, remove or restore the leased asset

Subsequent to initial measurement, lease liabilities increase as a result of interest charged at a incremental borrowing rate on the balance outstanding and are reduced for lease payments made. Right-of-use assets are amortised on a straight-line basis over the remaining term of the lease or over the remaining economic life of the asset if, rarely, this is judged to be shorter than the lease term.

When the Company revises its estimate of the term of any lease (because, for example, it re-assesses the probability of a lessee extension or termination option being exercised), it adjusts the carrying amount of the lease liability to reflect the payments to make over the revised term, which are discounted using a revised discount rate. The carrying value of lease liabilities is similarly revised when the variable element of future lease payments dependent on a rate or index is revised, or when future lease payments will change as a result of a market rent review, except that, in such circumstances, the discount rate remains unchanged. In both cases an equivalent adjustment is made to the carrying value of the right-of-use asset, with the revised carrying amount being amortised over the remaining (revised) lease term. If the carrying amount of the right-of-use asset is adjusted to zero, any further reduction is recognised in profit or loss.

When the Company renegotiates the contractual terms of a lease with the lessor, the accounting depends on the nature of the modification:

- If the renegotiation results in one or more additional assets being leased for an amount commensurate with the standalone price for the additional rights-of-use obtained, the modification is accounted for as a separate lease in accordance with the above policy
- In all other cases where the renegotiation increases the scope of the lease (whether that is an extension to the lease term, or one or more additional assets being leased), the lease liability is remeasured using the discount rate applicable on the modification date, with the right-of-use asset being adjusted by the same amount
- If the renegotiation results in a decrease in the scope of the lease, both the carrying amount of the lease liability and right-of-use asset are reduced by the same proportion to reflect the partial or full termination of the lease, with any difference recognised in profit or loss. The lease liability is then further adjusted to ensure its carrying amount reflects the amount of the renegotiated payments over the renegotiated term, with the modified lease payments discounted at the rate applicable on the modification date. The right-of-use asset is adjusted by the same amount.

4. Revenue

Recognition and Measurement

Levy revenue comprises amounts invoiced to the participating banks and non-bank deposit-takers in New Zealand ("the members"). The members are invoiced in advance, and at the end of the financial year the amounts invoiced in advance of the service being provided are recognised as income in advance in the Statement of Financial Position.

Whistleblowing Service income comprises amounts invoiced to the independent funder of the service (“the Funder”). The Funder is invoiced in advance, and at the end of the year financial year the amounts invoiced in advance of the service being provided are recognised as income in advance in the Statement of Financial Position.
Fraud Documentary Sponsorship income comprises amounts invoiced to various participants of the Scheme ("the members"). The members are invoiced in advance, and at the end of the financial year the full amounts invoiced are recognised as income on the statement of profit or loss and other comprehensive income.

Revenue is measured by reference to the fair value of consideration received or receivable, excluding sales taxes, rebates and trade discounts.

Levy revenue from members of the Scheme is recognised on an accrual basis. Levies are paid on a quarterly basis.

Whistleblowing Service income from the Funder is recognised on an accrual basis, with the income being paid on a quarterly basis.

Disaggregation of Levy Revenue

Levy revenue is disaggregated into various categories in the following table which is intended to depict how the nature, amount, timing and uncertainty of revenue and cash flows are affected by economic date.

Size of member bank	2023	2022
Large	2,726,218	2,247,246
Medium	551,124	746,754
Small	62,658	42,000
Total	**3,340,000**	**3,036,000**

5. Depreciation

	2023	2022
Depreciation (note 6)	48,875	54,266
Depreciation - ROU Asset (note 16)	184,368	195,062
Total Depreciation	**233,242**	**249,328**

6. Property, plant and equipment

	2023	2022
Fittings		
Fittings at cost	266,120	266,120
Fittings accumulated depreciation	(189,002)	(173,566)
Total Fittings	**77,118**	**92,553**
Furniture		
Furniture at cost	80,374	76,536
Furniture accumulated depreciation	(66,707)	(59,923)
Total Furniture	**13,667**	**16,613**
Hardware		
Hardware at cost	91,418	91,418
Hardware accumulated depreciation	(80,985)	(66,187)
Total Hardware	**10,433**	**25,231**
Other plant and equipment		
Other plant and equipment at cost	13,454	6,676
Other plant and equipment accumulated depreciation	(5,793)	(5,201)
Total Other plant and equipment	**7,661**	**1,475**
Office equipment		
Office equipment at cost	62,768	61,590
Office equipment accumulated depreciation	(53,603)	(42,338)
Total Office equipment	**9,165**	**19,252**
Total Property, plant and equipment	**118,043**	**155,124**

6. Property, plant and equipment (cont.)

	2023	2022
Property, plant and equipment reconciliation of carrying amounts		
Fittings		
Opening balance	92,553	109,240
Depreciation	(15,436)	(16,687)
Total Fittings	**77,118**	**92,553**
Furniture		
Opening balance	16,613	23,620
Additions	3,838	-
Depreciation	(6,784)	(7,007)
Total Furniture	**13,667**	**16,613**
Hardware		
Opening balance	25,231	30,264
Additions	-	16,459
Depreciation	(14,797)	(20,121)
Disposals		
Gross cost	-	(1,418)
Depreciation on disposal	-	47
Total Disposals	**-**	**(1,371)**
Total Hardware	**10,433**	**25,231**
Other plant and equipment		
Opening balance	1,475	6,676
Additions	6,778	-
Depreciation	(592)	(5,201)
Total Other plant and equipment	**7,661**	**1,475**
Office equipment		
Opening balance	19,252	29,341
Additions	1,178	-
Depreciation	(11,266)	(10,088)
Total Office equipment	**9,165**	**19,252**
Total Property, plant and equipment carry amounts	**118,043**	**155,124**

	2023	2022

7. Cash and short-term deposits

	2023	2022
Cash at bank and short-term deposits		
Cheque Account (00)	469,902	282,992
Savings Account (02)	-	-
ANZ 30 Account	1	1
Total Cash at bank and short-term deposits	**469,903**	**282,993**

Cheque Account (00)

Interest rate (credit balance): 2.45%

Savings Account (02)

Interest rate (credit balance): 2.50%

ANZ Account (30)

Interest rate (credit balance): 1.25%

8. Intangibles

	2023	2022
Website		
Website at cost	13,685	13,685
Website accumulated amortisation	(13,685)	(13,685)
Total Website	-	-
Software		
Software at cost	507,964	498,047
Software accumulated amortisation	(314,097)	(232,609)
Total Software	**193,867**	**265,437**
Total Intangibles	**193,867**	**265,437**

Intangibles reconciliation

	2023	2022
Software		
Opening balance	265,437	270,096
Additions	9,918	64,639
Amortisation	(81,488)	(69,298)
Total Software	**193,867**	**265,437**
Total Intangibles reconciliation	**193,867**	**265,437**

	2023	2022

9. Income tax

Net profit / (loss) per financial statements		
Profit / (loss) before tax	(487,055)	53,791
Prima facie tax expense at 28%	(136,375)	15,062
Income tax effects:		
Add tax effect of non-deductible expenses	1,239,644	865,339
Less tax effect of non-assessable income	(1,096,736)	(878,416)
Total Income tax effects:	**142,908**	**(13,077)**
Current tax expense	6,533	1,985
Taxation movements		
Opening balance	1,798	29
Resident withholding tax paid	(6,922)	(188)
Terminal tax paid	(1,798)	(29)
Total Taxation movements	**(6,922)**	**(187)**
Income tax payable / (refundable)	(389)	1,798

The Company treats income generated from members as tax exempt based on the principle of mutuality.

The principle of mutuality is a common law principle arising from the premise that individuals cannot profit from themselves. Accordingly, membership receipts from members are deemed to be mutual income and not subject to income tax, and expenses in connection with mutual activities are therefore not deductible for taxation purposes. All other receipts and payments are classified in accordance with taxation legislation in the relevant tax jurisdiction. The Company is liable for other taxes including goods and services tax and fringe benefits tax.

10. Contingent assets and liabilities

There are no contingent assets or liabilities at reporting date (2022:$nil).

11. Transactions with related parties

Transactions with the Company's bank, ANZ (a Scheme participant), are conducted on normal commercial terms.

Key management personnel
The key management personnel are the members of the governing body which is comprised of the Board of Directors, Banking Ombudsman and Deputy Banking Ombudsman, which constitutes the governing body of the Company.

The directors had remuneration due or paid during the year of $156,032 (2022: $145,832).

There are two key management personnel for the Company, with total remuneration paid during the year of $587,144 (2022: $521,991).

During the year, the Company received sponsorship for the Fraud Documentary from ANZ ($95,652) and HSBC ($13,043). The Chief Executive Officer's of ANZ and HSBC Banks are Directors of the Company, Antonia Watson and Burcu Senel.

12. Financial instruments

The carrying amounts of categories of financial assets and liabilities are as follows:

	2023	2022
Financial instruments		
Financial assets measured at amortised cost		
Accounts receivable	1,132,750	991,769
Bank and cash	469,903	282,993
Term deposits and accrued interest	-	401,422
Total Financial assets measured at amortised cost	**1,602,653**	**1,676,184**
Financial liabilities measured at amortised cost		
Accounts payable	152,649	101,557
Accruals	191,222	71,656
Credit card	8,016	9,282
Total Financial liabilities measured at amortised cost	**351,886**	**182,495**

	2023	2022
13. Sundry payables and accruals		
Accounts payable (note 12)	152,649	101,557
Annual Leave	112,672	86,747
Accruals (note 12)	191,222	71,656
Total Sundry payables and accruals	**456,542**	**259,960**

	2023	2022
14. Term deposits		
ANZ term deposit 08	-	401,422
Total Term deposits	**-**	**401,422**

ANZ Term Deposit 08:
Amount invested: $400,000
Investment date: 2 May 2022
Maturity date: 31 October 2022
Term: 182 days
Interest rate: 2.2%

15. Subsequent events

There have been no material events subsequent to reporting date (2022: Nil).

16. Leases

The Company leases its office space at Level 5, 1 Post Office Square, Wellington (Huddart Parker Building). The lease was renewed in March 2023 and ends in March 2026.

The carrying amounts of the lease liability and right of use asset have changed in the current period as shown below:

Lease Liability	**2023**	**2022**
Current		
Lease liabilities	177,805	134,239
Non-Current		
Lease liabilities	347,022	-
Total	**524,827**	**134,239**

Reconciliation of lease liabilities:

	2023	**2022**
Opening Balance	134,249	304,526
Remeasurement	564,717	-
Interest expense	17,938	12,875
Lease payments	(192,076)	(178,012)
Rent concession adjustment	-	(5,139)
Closing Balance	**524,827**	**134,249**

The carrying value of the right-of-use asset has changed in the current period as shown below:

Right-of-use asset	**2023**	**2022**
Non-Current		
Right-of-use asset	501,972	121,622
Total	**501,972**	**121,622**

Reconciliation of right-of-use assets:

	2023	**2022**
Opening Balance	121,622	316,685
Remeasurement	564,717	-
Depreciation (note 5)	(184,368)	(195,063)
Closing Balance	**501,972**	**121,622**

MARKED FOR IDENTIFICATION BY MOORE MARKHAMS

Independent auditor's report

To the Shareholder of Banking Ombudsman Scheme Limited

Opinion
We have audited the financial statements of Banking Ombudsman Scheme Limited on pages 5 to 19, which comprise the statement of financial position as at 30 June 2023, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and the statement of accounting policies and notes to the financial statements.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Banking Ombudsman Scheme Limited as at 30 June 2023, and its financial performance and its cash flows for the year that ended in accordance with New Zealand Equivalents to International Financial Reporting Standards Reduced Disclosure Regime (NZ IFRS RDR).

Basis for Opinion
We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the 'Auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of Banking Ombudsman Scheme Limited in accordance with Professional and Ethical Standard 1 (Revised) 'Code of Ethics for assurance practitioners' issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than our capacity as auditor we have no relationship with, or interests in, Banking Ombudsman Scheme Limited.

Director's responsibility for the financial statements
The directors are responsible on behalf of Banking Ombudsman Scheme Limited for the preparation and fair presentation of the financial statements in accordance with New Zealand Equivalents to International Financial Reporting Standards Reduced Disclosure Regime (NZ IFRS RDR), and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible on behalf of Banking Ombudsman Scheme Limited for assessing Banking Ombudsman Scheme Limited's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate Banking Ombudsman Scheme Limited or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of these financial statements.

A further description of the auditor's responsibilities for the audit of the special purpose financial statements is located at the XRB's website at http://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-8/

Moore Markhams

Moore Markhams Wellington Audit | Qualified Auditors, Wellington, New Zealand
15 September 2023