

RIC Farm Loans

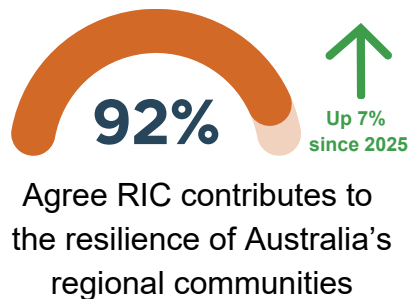
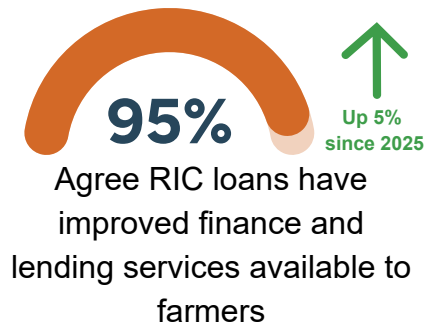
Customer Insights Brief
2026



RIC strengthens Australian farm businesses and regional communities

Customer confidence and loan impact

Farmers increasingly believe RIC loans help them build greater confidence in the long-term financial resilience, profitability and future of their farm. In addition RIC loans have a flow-on benefit that make a valuable contribution to regional communities.



RIC loan benefits

4 out of 5 customers are likely to recommend a RIC loan because:



- Lower interest costs reduce repayment pressure, improve debt management and strengthen cash flow and business viability
- Advantageous loan terms, including a concessional interest rate and 10-year repayment period, provide greater financial stability and planning certainty
- Vital financial relief during drought or natural disasters
- Supports entry into the sector for young and early-stage farmers, and farm business succession.

3 in 4 customers said the loan has made drought, natural disaster or external disruption recovery easier.



1 in 2 customers said their RIC loan allowed their business to keep operating and without it, their business would not have survived.



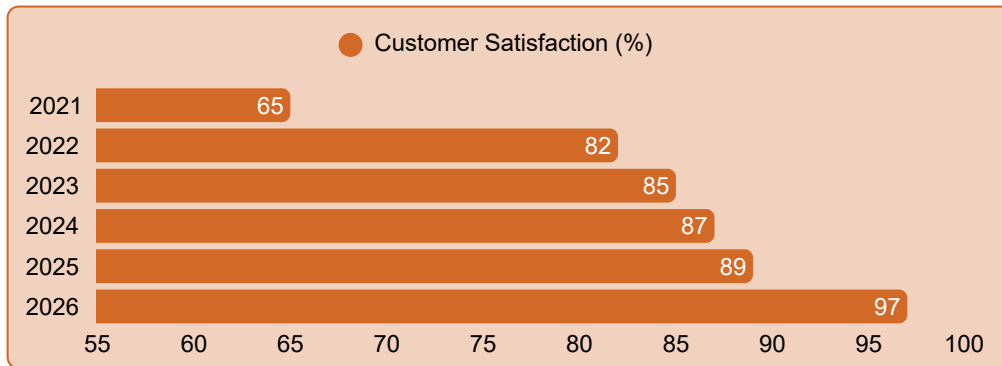
“By supporting succession planning, young farmers going out on their own...[RIC loans] support their long-term viability and profitability, because getting going is really expensive... if you can support new business, obviously you’re creating more jobs, economic growth.”

RIC customer satisfaction

The overall RIC-assisted customer satisfaction score is **97 per cent**, up from 89 per cent in 2025.

Customer satisfaction is driven by timely and efficient application handling, clear and responsive communication from RIC staff and dealing with a single point of contact.

Corporate measure: Overall customer satisfaction >80%



RIC recorded consistently high levels of satisfaction for interactions with staff and processes.

97% of RIC-assisted farmers are satisfied with interactions with RIC staff

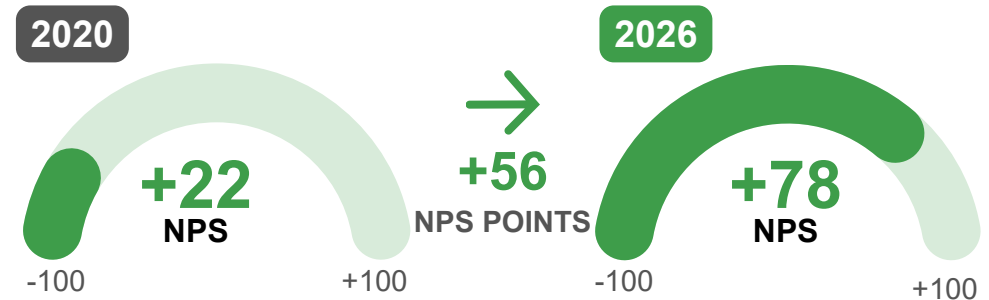
86% of RIC-assisted farmers were satisfied with the tools and information available to them throughout the application process

76% agree people at RIC are knowledgeable about farming and the agricultural industry.

The Net Promoter Score (NPS) has increased, with almost **8 in 10** RIC-assisted farmers likely to recommend a RIC loan to others. NPS has more than tripled since 2020.

NPS considers how many survey participants are likely to promote RIC loans, subtracting the number of detractors.

Corporate measure: NPS >20%



“We had a poor season, went backwards very quickly. We couldn’t get any more [financing] out of our bank. RIC took the pressure off from our bank because they were no longer holding so much of our debt, we became a little less risky to them.”

RIC customer opportunities and challenges

Top RIC loan uses

- Pay down debt (85%)
- Improve drought preparedness (78%)
- Implement drought management plan (73%)
- Negotiate better interest rate with commercial lender (60%)



2 in 3 customers are implementing sustainable agriculture practices on their farm.

Many customers reported they had installed irrigation to increase crop yields and reduce feed costs, improved soil management to sustain high yields over multiple seasons, and implemented testing to promote long-term viability.



1 in 2 customers (53 per cent) are purchasing machinery or infrastructure, a significant increase from 36 per cent in 2025.



“It got us back... we didn’t have to make repayments straight away, that helped us immensely [through drought].”

“We used the RIC loan to lessen our interest repayment [during drought] and give us a bit of breathing space to change course.”

Future farming challenges

More than 8 in 10 farmers (83%) identified increasing farm production costs as the biggest risk that could impact their farm or small business over the next 5 to 10 years. Notably, rising interest rates have overtaken natural disasters as a concern.



Increasing farm production costs
(e.g. rising fertiliser prices)

83% Up 3% since 2025



Increasing interest rates

76% Up 9% since 2025



Natural disaster

63% Down 10% since 2025



Market and price volatility

63% Up 2% since 2025



Fuel availability and prices

62% N/A 2025

Customer profile

Farm or farming small business ownership

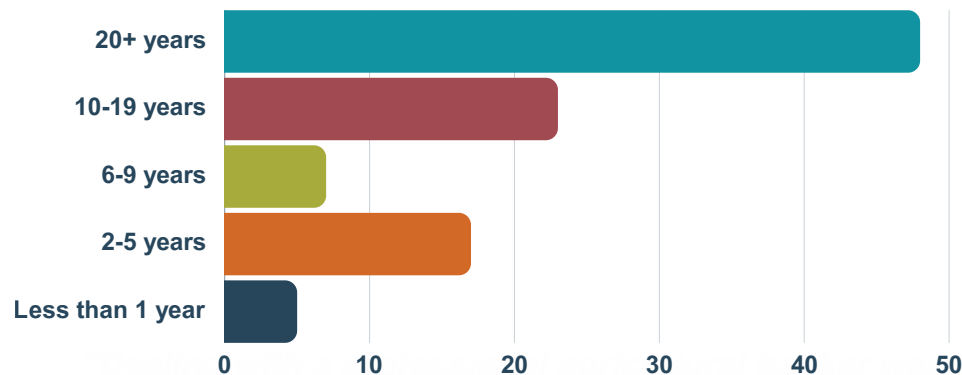


98% family-owned
2% looking to own a farm

Industries supported by RIC loans



Length of time farming



“It just means that we can contribute to the local economy... we’re constantly turning over crops... we’re able to sell sheep to sale yards, we’re able to produce wool... it also means we can provide employment opportunities as we have a bit more consistency in knowing how much money we are potentially going to make.”