



Fact Sheet

International Banking Services

What are ANZ's International Banking Services (IBS)?

ANZ offers a suite of banking services for international customers and provides a seamless experience for customers moving countries and those with cross-border banking needs.

ANZ's IBS offering includes branches with dedicated services for international customers. ANZ is expanding the number of IBS branches from 47 to 61, featuring multi-lingual staff, speaking more than nine different languages. These specialists have an understanding of cultural differences and challenges faced by migrants (many of them being migrants themselves). ANZ's IBS branches offer multi-lingual brochures, marketing materials and signage, local community support via local area marketing activities and sponsorship and feature campaigns tailored for different cultural festivals, such as Chinese New Year, Moon Festival etc.

Why are ANZ's International Banking Services relevant?

No other bank in Australia can match ANZ's connectivity and presence in the Asia-Pacific and the opportunities that presents international customers. Around 130,000 new migrants arrive in Australia each year; 250,000 international students were granted visas in 2011; Australia saw a 4.5% increase in student visas granted in 2012 with 160,000 Chinese students currently studying in Australia; more than one in five (22%) tertiary students studying in Australia are from overseas.

What is on offer?

Features of ANZ's International Banking Services:

- 61 ANZ branches in Australia offering dedicated services for international customers
- Online application and information for pre-arrival customers at www.movingtoaustralia.anz.com
- Multilingual concierge team offering basic information on ANZ in Australia, an easy and convenient account opening process, ability to order a Visa debit card and set up internet banking, and a staff member who speaks the relevant language
- Local banking on touchdown to Australia with IBS Concierge services at airports
- Brochures and resources in six different languages
- International Mortgages for recent migrants to Australia and offshore Chinese investors
- Non-permanent resident credit cards designed for migrants to Australia

Who uses International Banking Services?

IBS customers include skilled professionals, small business owners, international students and expats. International customers are contacted before arriving in Australia by ANZ's International Banking Services Concierge team. The concierge team has been successfully operating in ANZ Australia and its uptake has doubled since its launch over 12 months ago, with more than 10,000 customers to date.

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