



Fact Sheet

Video Conferencing

What is video conferencing?

ANZ is introducing video conferencing facilities in branches to give customers in remote and regional Australia greater access to specialist advice, with 43 branches due to have video conferencing capability by the end of the year.

Video conferencing complements ANZ's in-branch specialists, enabling customers in remote and regional locations to speak directly to a financial planner or home loan specialist located at ANZ's contact centre in South Melbourne, at a time and place that suits the customer.

How does it work?

The local ANZ branch manager arranges an appointment time that suits the customer to speak with a specialist. Once arranged, the customer attends their ANZ branch where they are escorted to a private office, connected to the specialist located at ANZ's contact centre in Melbourne and their appointment takes place via videoconference.

What are the benefits of video conferencing?

Customers living in remote and regional areas of Australia have the same access to specialist advice as customers living in major capital cities even though they may be several hundred kilometres away. Video conferencing connects customers with ANZ's specialists in Melbourne giving customers in regional and rural locations greater choice in terms of appointment times as there are many specialists available.

ANZ's My Advice (financial planning) and Mortgages Direct (home loans) teams are multi-lingual so customers can speak directly to a specialist in English, Vietnamese, Filipino, Cantonese, Mandarin, Taiwanese, Arabic, Italian, Spanish, Greek, Lebanese, Hindi or Punjabi.

Who is using video conferencing?

Video conferencing is now available to ANZ customers in 40 branches throughout regional and remote areas of Australia, with a further three branches to receive video conferencing facilities by the end of the year. This service is currently designed to support customers who require specialist home loan and financial planning advice.

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ANZ locations with video conferencing



Note: Video conferencing in Kadina, Murwillumbah, and Roma will be available by the end of 2012