

Media Release



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ANZ simplifies Rewards Statements for Qantas ANZ Visa Card customers

ANZ today introduced a new all-in-one statement for Qantas ANZ Visa Card customers.

From today, customers will receive one monthly Qantas ANZ Visa Card statement listing their monthly transactions and details of Qantas Frequent Flyer points earned.

Coinciding with the change, points will also be credited to customers' Qantas Frequent Flyer accounts faster. Points will be automatically credited to customers' accounts within two business days of the date their credit card statement is issued each month.

The all-in-one statement and faster points crediting follows changes to the Qantas ANZ Visa Card in June 2002 which saw the card become the only card program in Australia where points earned are directly credited to a customer's Qantas Frequent Flyer account without having to be converted or redeemed.

The inclusion of Points Summaries on customers' monthly statements will replace the separate quarterly Rewards Statement previously issued. Customers will be able to view their total Qantas Frequent Flyer points balance at qantas.com/frequentflyer.

ANZ Managing Director Credit Cards Australia Ms Jenny Fagg said the changes would make managing rewards easier for Qantas ANZ Visa Card customers.

"This change means customers will receive information about their rewards more often. They will also have reduced paper work and find it easier to reconcile their points and spend."

Initially there will be a transition period for customers as the all-in-one statement is introduced. Their first all-in-one statement will show points earned from 21 June 2003. Customers will receive details of points earned between their previous quarterly Rewards Statement and 20 June in their final Rewards Statement to be issued in October 2003.

ANZ has also made it simpler for Qantas ANZ Visa Card customers to contact ANZ by providing a single point of contact for all their card-related inquiries.

"Previously we had different numbers for reward inquiries and other card inquiries. Customers can now simply call one number - 13 22 73 for any questions they have about their card or their points," Ms Fagg said.

Qantas ANZ Visa Card customers are being advised of the changes progressively from this week.

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