

Media Release



Corporate Affairs
Level 22, 100 Queen Street
Melbourne Vic 3000
Facsimile 03 9273 4899
www.anz.com

For Release: 15 August 2003

ANZ adopts new Code of Banking Practice

ANZ today announced it has adopted the new Code of Banking Practice.

The Australian Bankers' Association released the new Code of Banking Practice on Friday, 1 August 2003.

The updated self-regulatory Code is a voluntary code of conduct which sets standards of good banking practice covering personal and small business customers. The main features of the revised code include:

- expansion of the Code to cover small business customers
- a commitment to work with customers experiencing hardship
- improved fee and product disclosure to customers
- a commitment to assist customers who request help in cancelling a direct debit request
- improved Code compliance, transparency and reporting.

ANZ Chief Executive Officer and Chairman of the ABA Mr John McFarlane welcomed the new Code of Banking Practice as a further opportunity to improve the services provided to banking customers throughout Australia.

"At the heart of a customer's relationship with a bank is trust and the Code sets a minimum standard of good banking practice that the customer can ultimately expect from us," Mr McFarlane said.

"Now that we are compliant with the new Code, we need to continue to lift the bar on a regular basis to ensure the industry consistently delivers the service our customers and the community look for," he said.

For media enquiries contact:

Kate Gore
Media Relations Manager
Tel: 03-9273 6190 or 0409-655 551
Email: gorek@anz.com