

Media Release



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ANZ launches new phone service for international currency and payments

ANZ today launched a new telephone service designed to provide customers with more convenient access to foreign currency, traveller's cheques, telegraphic transfers and international drafts.

The new service, the first of its kind in Australia, allows customers to order international currency and payments products by phone. It eliminates the need to make orders at a branch and reduces the waiting time for products, which can exceed five days, particularly in rural areas.

Features of the service, available via a free-call number 1800-352 535, include:

- Ordering of foreign currency cash and American Express traveller's cheques up to \$5,000.
- Telegraphic transfer and international draft transactions.
- Ability to collect foreign cash or traveller's cheques from any ANZ branch in Australia within two to five working days after the order is placed, depending on location.
- Payment by phone using an ANZ account or for foreign currency cash or traveller's cheques, customers may also make their purchase with any Australian-issued Visa card or MasterCard.

ANZ Managing Director Trade and Transaction Services, Mr Mark Paton said the new telephone service was part of ANZ's strategy to make it easier for personal and business customers to access foreign currency products and services.

"The service takes the hassle out of ordering foreign currency, traveller's cheques, telegraphic transfers and drafts. It avoids waiting while paperwork is completed in-branch and avoids delays for customers in rural locations or those wanting non-standard currencies," Mr Paton said.

"Customers can now order these products through the phone, the Internet or at our branches. This allows them to choose the most convenient way to access our services," he explained.

Telegraphic transfers and international drafts have been available through ANZ Internet Banking since May 2002, with foreign cash and traveller's cheques available since December 2003.

The new phone service is open between 8am to 7pm (EST) Monday to Friday and is staffed by a dedicated team who specialise in travel money and international payments.

Until 17 December 2004, ANZ is giving away a Lonely Planet guidebook to anyone who uses the new telephone banking service when they purchase \$1000 or more in traveller's cheques or foreign currency cash. Customers can choose from Lonely Planet's range of city guides.

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