



Media Release

Corporate Communications

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ANZ strengthens Customer Charter with new responsible lending code

ANZ today released its 2005 Customer Charter Report and launched a new Charter with stronger commitments to convenient, simple and responsible banking services for customers including a responsible lending code and continuing to provide fee-free internet banking.

The 2006 ANZ Customer Charter sets benchmarks for service to personal and small business customers including a formal commitment to lending in a responsible and transparent way.

ANZ is the first bank in Australia to adopt a formal responsible lending code. The code includes:

- not offering credit card limit increases if customers have a recent poor credit performance or are having difficulty meeting repayments;
- not offering customers credit limit increases if ANZ knows they are on a fixed income such as a government benefit;
- providing customers with information about easy and efficient ways to reduce their credit card limit;
- improved information and disclosure on credit card limit increase offers including how much the minimum monthly repayment would increase and information on how to request a lower offer.

Additionally, the 2006 ANZ Customer Charter includes strengthened promises on:

- providing simple products including continued fee-free Internet Banking for everyday personal banking accounts;
- convenient access to banking services including maintaining ANZ's branch presence in rural communities and continuing to open new branches and install new ATMs;
- faster complaint handling with the aim of 48-hour complaint resolution;
- continuing to invest in community programs to improve financial literacy particularly among the most vulnerable and disadvantaged groups in the community.

ANZ Group Managing Director Personal Mr Brian Hartzler said: "Our 2005 performance in meeting the Charter promises was consistently strong. The results are showing through in customer satisfaction, which is higher than any other major Australian bank.

"But, customer and community expectations continue to rise so we want to strengthen our promises to provide customers with convenient, simple and responsible banking services.

"We have made specific commitments in the new Customer Charter on our role as a responsible lender - a first for a bank in Australia. This means lending only to those customers who we believe will be able to manage and repay the facility.

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"We have also made new promises which include continuing to provide fee-free internet banking for everyday personal accounts and higher standards for complaint handling to make sure customer issues are dealt with quickly and effectively," Mr Hartzler said.

A copy of ANZ's 2006 Customer Charter, which is effective immediately, is attached and can be found at www.anz.com.

Key outcomes in the Customer Charter Annual Report for the year ended 30 September 2005 include:

- Queue waiting times have remained at low levels with the average queue waiting time being 1.4 minutes*. Customers waiting more than five minutes for service in a sample of branches* was 10% in September 2005, in line with September 2004. 99% of customers waited less than 10 minutes*.
- Telephone service standards continue to be strong. The target to answer calls to ANZ's 13 13 14 customer service number within one minute was achieved for 91% of calls compared to 93% last year.
- The number of customer complaints has fallen by 25% and there has been a substantial improvement in the time taken to resolve complaints, from an average of two days in 2004 to one day in 2005. 86% of complaints were resolved within 48 hours and 99% within 10 working days, compared to last year's result where 78% were resolved within 48 hours and 93% in 10 working days.

A full copy of the ANZ 2005 Customer Charter Annual Report, which has been audited by KPMG, can be found at www.anz.com.

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Notes for Editors

Attached is the ANZ 2006 Customer Charter

* Average queue waiting times is based on Mystery Shopping Results by an independent third party. Length of wait based data from 134 ANZ Branches with the Q-Matic queue management system installed.

ANZ 2006 Customer Charter

Convenient

1. Convenient access – we will:

- Maintain our branch presence in the rural communities we serve.
- Continue to expand our branch network by opening new branches.
- Open selected branches on Saturdays and for extended hours on weekdays.
- Keep our call centre open 24 hours a day, 7 days a week.
- Install more than 200 ATMs over the next year.
- Have our web site www.anz.com, Internet Banking, Phone Banking and EFTPOS available at least 99% of the time.

2. Quick, friendly and reliable service – we will:

- Aim to serve you within 5 minutes in our branches.
- Aim to answer your call to our call centre within 60 seconds.
- Provide you friendly and reliable service by staff who are qualified to serve you.

3. Swift resolution of complaints – we will:

- Aim to resolve your complaint within 48 hours and within a maximum of 5 business days.
- Let you know who is responsible for resolving your complaint if we expect this to take longer than 48 hours.
- Offer to have your complaint reviewed by our Customer Advocate, if we can't resolve it to your satisfaction.
- Provide you with information on external financial services dispute resolution if you are not satisfied with the steps taken by ANZ to resolve your complaint.

Simple

4. Simple products – we will provide you with clear choices in everyday personal banking accounts:

- An account with either unlimited ANZ transactions for a \$5 monthly fee, or an account which allows you to manage your monthly fees by limiting the type and number of withdrawals you do each month.
- Fee-free Internet Banking for all everyday personal banking accounts.
- An everyday personal banking account with unlimited ANZ transactions and no monthly fee for seniors, health care cardholders, people under-18 and Centrelink payment recipients.

5. Fast account opening – we will refund one month's standard fee or its equivalent if we do not meet our account opening standards:

- Have your personal banking account available within 24 hours of satisfying identity requirements.
- Answer standard loan applications quickly:
 - Personal loan and car loan applications within 1 business day.
 - Home loan applications within 2 business days.
 - Answer your standard credit card application within 4 business days.

6. Simple and clear communication – we will:

- Write our letters, brochures, ATM and web site messages, and other notices in plain language.

Responsible

7. Privacy – we will:

- Keep your personal information private and secure.

8. Financial literacy – we will:

- Continue to invest in community programs aimed at improving the financial literacy of Australians, particularly the most vulnerable and disadvantaged groups.
- Work through our community partners to:
 - deliver our Saver Plus matched savings program to 1,000 low income families who are committed to improving their financial literacy, building a long term savings habit and saving for their children's education;
 - fund the training of financial counsellors and community educators to deliver our MoneyMinded program, aimed at building the skills, confidence and knowledge of low-income earners, to 15,000 Australians.

9. Responsible lending – we will:

- Not offer you a credit card limit increase if you have a recent poor credit performance or are struggling to meet repayments on your ANZ credit card - one indicator of this may be that you are only making minimum monthly repayments on that card.
- Not offer you a credit limit increase if we know that you are on a fixed income, for example, receiving a government pension (e.g. old age pension, veteran's pension).
- Provide you with information about easy and efficient ways to reduce your credit card limit.
- Ensure your minimum monthly credit card repayment does not fall below 2% of the outstanding balance, unless:
 - you are in financial difficulty and we are assisting with reduced repayments;
 - you have accepted a special offer where for a specified period either no interest or a concessional interest rate is charged and no repayment is required.
- With any credit card limit increase offer:
 - outline how much the minimum monthly repayment would increase if the offer was accepted;
 - recommend you reject the offer if your personal circumstances have changed;
 - include information about how to request a lower offer.
- Explain in clear and simple terms how interest on your credit card or loan is calculated and charged, what fees may apply and when, and the consequences of paying late on your credit.
- Respond to you within 48 hours if you have contacted us by telephone, and within 5 days if you have contacted us by letter, to advise us of your financial hardship. We may also refer you to an accredited financial counselor.

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