



Corporate Communications

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Information on ANZ in India

ANZ has owned a technology business called ANZ IT in Bangalore, India since 1989. Over the last 17 years, ANZ IT has established a specialist capability in developing and managing software and technology for many of ANZ's systems.

In recent years, Bangalore has developed as a global technology centre with many of the world's largest companies including IBM and Microsoft, basing key parts of their technology and operations support functions there.

ANZ currently employs about 700 people in Bangalore and this is expected to rise to around 1,000 technology staff over the next 12 to 18 months.

Based on our long experience in Bangalore, ANZ is now considering using ANZ IT to undertake some back office/operations functions. It is too early to say how specific back office/operations functions will be affected – the process may take two to three years to complete.

ANZ needs to do this to remain competitive and to allow it to continue growing its business in Australia. This includes opening more branches and employing more front line staff. For example, ANZ has employed 2,000 additional staff in Australia over the last two years.

As an international company, ANZ believes choosing locations overseas for some functions is appropriate provided jobs in Australia are growing, which they are.

ANZ understands however that customers want to be able to talk to staff in Australia about their banking and financial services needs. As a result, all customer contact roles including call centre roles will remain in Australia and ANZ will continue to provide award-winning service through our Australian Customer Call Centre.

ANZ has also made a series of commitments to its staff to help those that may be affected by these changes. This includes ongoing communication about proposed changes; retraining staff who wish to continue their careers at ANZ and giving them priority for vacant roles within the bank; and career counseling and support services to help others identify opportunities outside ANZ.

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