



Media Release

Corporate Communications
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For Release: 9 October 2006

ANZ recognised as the best Call Centre in Australia for third year in a row

ANZ's Call Centre has been recognised as the best call centre in Australia for the third year in a row by the International Customer Service Professionals (ICSP.)

ANZ was presented with the Large Business Award in recognition of outstanding customer service at the ICSP's International Customer Service Week Awards dinner in Melbourne on Friday night.

ANZ Group Managing Director, Personal, Mr Brian Hartzler said: "For our Call Centre staff, it's wonderful to get this recognition for the quality service they provide 24 hours a day, seven days a week, from our Call Centres located in South Melbourne and Mulgrave."

"To achieve this award, our call centre and others were benchmarked against world's best practice and ANZ's call centre was judged to be closest to best practice."

"For Customers, it's tangible proof of our commitment to delivering More Convenient Banking, and another reason to switch to ANZ," Mr Hartzler said.

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Editor's note: The International Customer Service Professionals (ICSP) is a professional body for customer service with an international membership network. The ICSP's International Customer Service Awards are presented annually. ANZ has been awarded the major prize in the Large Business category in 2004, 2005 and 2006. Businesses are assessed against criterion of:

- leadership and service culture;
- measuring performance and service standards;
- training and reward service champions;
- continuous service improvement;
- service resolution and responsiveness; and
- benchmarking service standards.