



# Media Release

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## ANZ's call centres in Australia and here to stay

ANZ today confirmed it has no call centres for its Australian customers in India and has a policy dating back to 2005 that all call centres for Australian customers will remain in Australia.

The statement follows claims on page one of today's Daily Telegraph and other News Limited newspapers that ANZ has customer call centres in Bangalore, India. The article was published despite written advice to the Daily Telegraph on Monday, 2 October that ANZ did not have call centres in India. ANZ is pursuing the matter through legal channels.

As recently as last week, ANZ's customer call centre was recognised as the best call centre in Australia for the third year in a row by the International Customer Service Professionals.

ANZ Chief Executive Officer Mr John McFarlane said: "ANZ understands customers want to be able to talk to staff in Australia about their banking and financial services needs. As a result, we have a clear policy that all call centres for Australian customers will remain in Australia.

"We are incredibly disappointed that having put this policy in place to reflect the community's interest in maintaining call centres in Australia that The Daily Telegraph should choose to misrepresent us. For example, the picture shown on page one is not a customer call centre, it is ANZ's technology centre," Mr McFarlane said.

ANZ has maintained a technology centre in Bangalore, India since 1989 to take advantage of the availability of highly qualified technology graduates in India. The facility is part of ANZ and is not outsourced to a third party. ANZ currently employs about 1,400 people in Bangalore around 1,100 of whom are in software information technology roles with the remainder in back office roles.

"ANZ is an international bank with over a third of our business outside Australia. It is perfectly reasonable that we should have operations based outside Australia in places like Bangalore provided jobs in Australia are growing, which they are. For example, ANZ has employed around 3,000 additional staff in Australia in recent years including 1,000 people in the last year.

"We need to develop our capability in Bangalore to remain competitive and allow us to continue to grow our business in Australia. This includes opening more branches and employing more staff to serve customers," Mr McFarlane said.

Staff in ANZ Bangalore are ANZ employees and operate under the same policies and controls ANZ has in place in Australia, including high standards of privacy and confidentiality. Central records for Australian customers are located in Australia and will remain located in Australia.

Mr McFarlane added: "Customer records are safe at ANZ. They are securely held in our data centres in Australia and will remain located in Australia."

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