

# Media Release



Corporate Communications

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## **ANZ opens its 80<sup>th</sup> new branch since 2004**

ANZ today completed its 2004 commitment to open 80 branches across Australia over three years with the opening of a new branch in Perth's Kingsway City Shopping Centre in Western Australia.

ANZ Group Managing Director Personal Division, Mr Brian Hartzler said reaching the milestone of 80 branches, including opening three full-service seven-day branches, was part of ANZ's commitment to be "Australia's Most Convenient Bank".

"ANZ has led the way in investing in our branch network over the past three years, which we believe has provided us with a clear competitive advantage," Mr Hartzler said.

"We recognised how important it was to invest in face-to-face banking services for our local communities because we understand that customers value more personalised service. We want to add to the customer experience and that's why we have opened new branches, refurbished 235 of our existing branches and extended branch hours.

"However, we know we can't sit still, competition is becoming more fierce and there is more we can do for our customers. We're committed to taking our customer service to the next level by focusing on what our customers tell us they want - convenience, simplicity and responsibility," Mr Hartzler said.

Last month, ANZ announced a range of new initiatives for the next three years including more ATM locations than any major bank, seven-day banking in every capital city and selected regional areas, and 50 new "Local Link" agencies in rural towns.

Mr Hartzler said that coupled with the new branches ANZ had made a significant investment in its people by hiring more than 500 branch staff across Australia.

The new Kingsway branch brings the total number of ANZ full-service branches to 820 nationwide. Since 2004, ANZ has added more than 1,040 ATMs to its network bringing its total to more than 2,280 ATMs across Australia. In the past three years, ANZ has opened:

- 28 branches in New South Wales / Australian Capital Territory
- 17 branches in Queensland
- 13 branches in Victoria / Tasmania
- 15 branches in Western Australia
- 7 branches in South Australia

The new Kingsway ANZ branch will be managed by Ms Wiesia Holmes. The branch is located at Kingsway City Shopping Centre, corner Wanneroo Road and Hepburn Avenue, Madeley. Its opening hours are Monday to Friday 9:00am to 5:00pm and Saturday 9:00am to 12:00pm.

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