



Media Release

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ANZ leads the way with removal of range of DIY banking fees

ANZ is leading the way with the removal of a range of fees for "Do It Yourself" (DIY) phone, internet and mobile phone banking as part of a new, simplified fees structure.

ANZ National Chief Executive Officer Jenny Fagg said ANZ took a deliberate decision to widen its review of fees beyond just reducing exception fees on transaction accounts and credit cards for personal customers.

The in-depth review, aimed at introducing a simpler fees regime, has led to the total removal of 10 fees, mainly relating to DIY phone, internet and mobile phone banking, and five fee reductions.

"With this new fees regime we are simplifying banking for our customers, letting them choose the way they want to do their banking without being penalised for their choice. We recognise more and more customers prefer doing their banking online or by phone and we want to make that easier for them," Jenny Fagg said.

"As part of the fees review for customers, we have decided to greatly reduce exception fees. We think a smaller fee is the responsible approach, to help encourage our customers to manage their payment obligations and also to reflect bank costs.

"These significant changes, which will benefit ANZ customers by around \$35 million a year, are aimed at making banking at ANZ less complicated for our customers, while also increasing fairness and transparency.

"In addition, for small business customers, the cash handling fee will be removed. This will make it a lot more convenient for these customers to do their banking when it suits them best, and without worrying about incurring extra charges."

To further help customers avoid exception fees, ANZ is also:

- Introducing an exception fee-free account that means customers won't be charged overdrawn fees as it limits customers from going into unarranged overdraft.
- Introducing a \$20 'buffer' on transaction accounts by the end of December so that customers won't pay an unarranged overdraft fee where the overdrawn amount is less than \$20.
- Making it free to receive mobile phone banking balance text alerts and, from mid 2010 rolling out new SMS text alerts to help customers.
- Reminding customers that they can use any of ANZ or The National Bank's 750 ATMs around New Zealand without the extra charge associated with using another bank's ATM. In addition, the ANZ Advantage account charges no fee for using other bank's ATMs in New Zealand.

The fee changes will take effect on 1 December 2009.

The full summary of changes is below.

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Summary of ANZ fees review changes

At a glance

Number of customers positively affected: about 200,000 per month

Number of fee removals: 10 fees

Number of exception fee reductions: 5

Benefit to customers: around \$35 million per annum

Fee removals for “Do It Yourself” banking

No channel access fee and removal of the following transaction (service) fees for ANZ Phone Direct Banking and ANZ Internet Banking:

- Phone Direct calls (previously only five free per month then 50c each)
- Automatic Payment Service Fee (previously 30c per payment)
- Bill Payment Service Fee (previously 35c per payment)
- Pay Anyone Service Fee (previously 35c per payment)

No channel access and per transaction (service) fees for Mobile Phone Banking. Removing the fee on SMS balance alerts and monthly access fees, to encourage customers to use alerts and regularly check their account balance:

- Mobile Phone Banking Monthly Access Fee (previously \$2 per month)
- Mobile Phone Banking Account Alert Fee (previously 25c to receive an alert)

No charges for setting-up, amending, and undertaking payments through self-service channels with ANZ Phone Direct:

- Automatic Payment establishment, amendment and/or suspension of AP via Phone Direct (previously \$5 each)

Other fee removals

- ANZ Night & Day.PIX card initial fee (previously \$10)
- ANZ Night & Day.PIX card redesign fee (previously \$5)
- Removal of Cash Handling fees for ANZ Small Businesses with less than \$2 million annual turnover. Previously small business customers were charged 25c per complete \$100 (minimum \$5.00) for deposits over \$2000 per customer per day

Exception fee reductions

- Unarranged Overdraft Fee to reduce from \$10 to \$8, capped to 1 per day, and the introduction of new \$20 buffer before this fee is charged
- Insufficient Funds Fee will reduce from \$30 to \$10 per event
- Missed Loan Repayment Fee will reduce from \$20 to \$10 per event
- Credit Card Late Payment Fee will reduce from \$25 to \$15 per month
- Credit Card Over Limit Fee will reduce from \$20 to \$15 per month