



ATM Direct Charging

In March 2009, Australian Financial Institutions, including ANZ, will change the way they charge foreign ATM fees* (known as Direct Charging). The changes are in response to the Reserve Bank of Australia's (RBA) request to the ATM industry to introduce clearer fees for cardholders.

The main changes will include increased visibility of fees during an ATM transaction, the timing of when the fee is charged and how it is charged, and changes to how ATM fees appear on customer statements. Note: **ANZ customers who use ANZ ATMs will not be affected.**

The new fee arrangements will be more transparent to all cardholders. They will:

- Provide details about how much the cardholder will be charged at the ATM;
- Give all cardholders the opportunity to discontinue the transaction at no cost;
- Require the ATM owner to charge their fee to the ATM user directly and immediately; and
- Increase the cardholder's ability to make more informed choices about their ATM usage.

ANZ is currently evaluating our systems and ATM networks to establish how these changes will affect our customers. Specific fees are currently being determined and will be announced closer to the commencement date.

Importantly, ANZ customers who use ANZ ATMs will not be affected. ANZ customers can continue to avoid foreign ATM fees by using ANZ ATMs and by using EFTPOS cash-out facilities. ANZ has over 2,500 ATMs in Australia in more than 900 locations. ANZ Access account holders will continue to have unlimited ANZ ATM transactions for \$5 a month.

** A foreign ATM transaction (or Non-ANZ ATM transaction) is one where a cardholder uses an ATM that does not belong to the Financial Institution that issued their card.*