

General Terms and Conditions

All Australian resident ANZ shareholders with a minimum holding of 300 shares will be issued with a 2002 Shareholder Privilege Card ("The Card"). The Card can be used only for personal banking, insurance and investment purposes. For example, if a Company is a shareholder, the Card may only be used by the person that Company selects and who has signed the back of the card for his or her own personal banking, insurance and investment needs. It cannot be used to obtain concessions or privileges in relation to accounts or services provided to the Company. Benefits are available for the shareholder only (ie. The person who has signed the reverse of the card). Applications for the product and service offered can be in more than one name, so long as the shareholder is one of the parties. Concessions are not available in conjunction with any other discount or special offer. The ANZ Shareholder Privilege Package offer is reviewed annually. ANZ reserves the right to add to, change or remove privilege offers, at any time.

ANZ Insurances

ANZ Investments is a business unit of Australia and New Zealand Banking Group Limited ABN 11 005 357 522 (ANZ). ANZ Life Assurance Company Limited ABN 63 008 425 652 (ANZ Life) is a member of the business unit.

ANZ Home Insurance, ANZ Residential Investment Property Insurance (for Landlords) and ANZ Travel Insurance are issued by CGU Insurance Limited ABN 27 004 478 371 (CGU Insurance). ANZ Car Insurance is issued by Royal & Sun Alliance Insurance Australia Limited ABN 48 005 297 807 (Royal & Sun Alliance). ANZ Income Protection Insurance is issued by Australian Casualty & Life Limited ABN 92 000 333 844 (AC&L). ANZ Mortgage Protection Insurance Life Cover is issued by ANZ Life. ANZ Mortgage Protection Insurance Disability Cover is issued by Swann Insurance (Aust.) Pty Limited ABN 80 000 886 680. ANZ Loan Insurance, Life Cover is issued by ANZ Life. ANZ Loan Insurance, Disability Cover and Involuntary Unemployment Cover are issued by Western QBE Insurance Limited ABN 82 009 079 850 (Western QBE).

In arranging these insurances, ANZ is acting as an agent of the insurers and not as your agent. ANZ receives a commission from the insurers. Neither ANZ nor any of its related corporations accepts any liability in respect of these insurances, nor guarantees the payment of any claim or benefit in respect of the insurances, except that ANZ Life guarantees payment of any benefits specifically provided for within ANZ Life Insurance, ANZ Loan Insurance and ANZ Mortgage Protection Insurance.

Other Notices

ANZ Financial Planners are Authorised Representatives of ANZ, the holder of a Securities Dealers Licence issued by the Australian securities and Investments Commission.

Shareholder Privilege Package 2002

Australia

ANZ shareholders are an important and valued customer group and we are pleased to offer a variety of benefits on various ANZ products and services through the 2002 ANZ Shareholder Privilege Package.

To be eligible for the benefits please present your Card at any ANZ branch. Please sign your card immediately upon receipt.

Terms and conditions are set out at the end of this brochure.

Subject to the shareholder privileges, all other fees and terms and conditions apply for the products and services offered as a part of the 2002 ANZ Shareholder Privilege Package as set out in this brochure.

Full details may be obtained from any ANZ branch or by calling 13 13 14.

For general enquiries contact Investor Relations (03) 9273 6466 or for card replacement contact ANZ Share Registry 1800 11 33 99.

ANZ Access Account

- › Monthly Account Servicing Fee waived saving up to \$72 per annum.

This offer is only available when your salary or other regular source of income (being a minimum of \$500 per month) is directly credited to your ANZ Access Account.

- › ANZ Assured annual fee waived saving \$30 per annum.

Only applies to the facility with a credit limit of \$500.

Only one ANZ Access account and one ANZ Assured concession per shareholder or joint shareholder.

Progress Saver Account

- › An additional 0.25% p.a. on the published base interest rate you would otherwise be entitled to receive for this account.

One interest rate concession per shareholder/joint shareholder. Concession starts at date applied for and will not be backdated.

Term Deposits

- › 0.25% p.a. bonus interest on standard ANZ Term Deposits.

Available on investments from \$5,000 up to \$100,000 with interest payable at maturity. Does not apply to "special" rates or any investments totalling \$100,000 or more for which rates are available on application. Not available in conjunction with Senior's Bonus or other special offers.

ANZ Bank Cheques

- › Fee free bank cheques when the value of your bank cheque meets or exceeds \$500, a saving of \$6.50 per cheque.

Insurance

- › 15% discount on ANZ Home Insurance
- › 20% discount on ANZ Residential Investment Property Insurance (for Landlords)
- › 15% discount on ANZ Travel Insurance
- › 7.5% discount on ANZ Life Insurance
- › 7.5% discount on ANZ Income Replacement Insurance
- › 15% discount on ANZ Loan Insurance
- › 10% discount on ANZ Mortgage Protection Insurance
- › 5% discount on ANZ Car Insurance

All applications are subject to each insurer's approval criteria. Unless otherwise stated, discount rates and offers are subject to change or withdrawal at the insurer's discretion and without notice. Discounts only apply to premiums above the minimum premium established by the insurer for that type of policy. Bank and government charges are excluded in calculating the discount(s).

Lending Products

- › ANZ Standard Variable Rate Home Loan: 0.25% p.a. discount, \$100 off Loan Approval Fee
- › ANZ Variable Rate Residential Investment Loan: 0.25% p.a. discount, \$100 off Loan Approval Fee
- › ANZ Fixed Rate Home Loan: \$100 off Loan Approval Fee
- › ANZ Fixed Rate Residential Investment Loan: \$100 off Loan Approval Fee
- › ANZ Equity Manager: 0.10% p.a. discount, \$100 off Loan Approval Fee
- › ANZ Home Equity Loan: 0.10% p.a. discount, \$100 off Loan Approval Fee
- › Margin Lending: 0.15% p.a. off the Standard Variable Rate (min. loan amount of \$25,000)
- › Personal Loan: 0.25% p.a. discount, no Loan Approval Fee

Benefits apply to new loans only. Fees and charges may be payable. All applications are subject to ANZ's normal credit approval criteria. Interest rate concessions cannot be taken in conjunction with any other special offer. Terms and conditions available on application at any ANZ branch or by calling 13 13 14.

Amex Travellers' Cheques

- › Commission free purchase of Amex Travellers' Cheques.

ANZ Credit Cards

- › \$40 discount on the first year ANZ Gold card fee.

Benefit applies to new ANZ Gold cardholders only. All applications are subject to ANZ's normal credit approval criteria. To apply for an ANZ Gold card and receive the above discount, please call (03) 9643 7034, and we will mail out an application form. Full details of terms, conditions and fees may be obtained from any ANZ branch or by calling 13 22 73.