

WE VALUE OUR
RELATIONSHIP
WITH OUR CLIENT

#1



The best relationship bank, ranked #1 for Relationship Managers and Payments/ Trade Sales specialists client visitation.



Leading market share and ranked #1 for customer satisfaction across AUD/NZD Commercial Payments and Wholesale Clearing product offering.



Leading technologically innovative provider for Financial Institutions in Australia.



The highest level of customer loyalty amongst the Australian banks, with 93% of customers very likely to recommend us to other banks.

Source: Fimetric bank-to-bank services research in AUD/NZD (2020)

ANZ IS A PROUD PARTNER TOP 500 BANKS AROUND THE GLOBE

In the 2020 Fimetric survey, ANZ retained and grew its #1 market position in AUD and NZD Bank-to-Bank services in terms of Relationship Management, Customer Satisfaction, Commercial Payments and Wholesale Clearing Payment Relationships.

We have held this position since 2008, highlighting our proven ability to work effectively with our banking partners.



ABOUT FIMETRIX

Fimetric is a US-based market research agency specialising in bank-to-bank services. The syndicated survey conducted every two years by Fimetric evaluates the strength of relationships that Australian dollar (AUD) and New Zealand dollar (NZD) service providers maintain with banks globally. The 2020 survey results are based on interviews with 120 banks (Europe 48, Asia 40, North America 14, Latin America 8 and Middle East 10) and the report compares ANZ with its key domestic competitors.