



1. What is an Alert?

An Alert is a notification sent to your mobile telephone number on our records when a transaction equal to or exceeding the threshold amount is debited on your account with us. This service enhances security of your transactions and you should contact the Bank immediately if the transaction is not authorised by you.

2. How can I be eligible for Alerts?

All ANZ customers who hold Current/Savings/MoneyLine accounts are eligible for the Alerts service.

3. How will I receive Alerts?

Alerts will be sent via SMS to your mobile telephone number on our records.

4. When will I receive an Alert?

You will receive the alerts when you perform any of the following transactions:

1. Cash withdrawal or 3rd party Funds Transfer of SGD 500 or more at any local/overseas ATM
2. Bill Payments and 3rd party Funds Transfers effected through Internet Banking of SGD 500 or more

You may also choose to receive alerts on any other debit transactions to your account of amount SGD 500 or more by login to your Personal internet Banking at www.anz.com.sg or calling our 24 hour hotline at 1800 269 2269 or +65 6269 2269.

5. Do I need to pay to use Alerts?

No, the Alerts service is a value added service provided free of charge; however, regular SMS charges currently imposed by your mobile operator will apply for notifications delivered via SMS. ANZ reserves the right to charge for this Alerts service in future.



6. How do I enroll for Alerts?

Currently, you are auto-enrolled for Alerts (except for Account Debit Alert). You can amend your alert profile through:

- Login to your Personal Internet Banking at www.anz.com.sg
- Calling our 24 Hour Hotline 1800 269 2269 or (65) 6269 2269 from overseas
- Visiting any ANZ Singapore ATM or branch

7. Which transactions are covered in Account Debit Alerts?

Account Debit Alerts cover any transaction where an amount equal to or greater than the threshold amount predetermined by you is deducted from your account. These include cash withdrawals at the branch, GIRO, Direct Debit Authorisations and Remittance transactions effected on your account with us. You can opt to receive these Alerts and determine your preferred threshold amount for receiving Alerts through any of the following:

- Login to your Personal Internet Banking at www.anz.com.sg
- Calling our 24 Hour Hotline 1800 269 2269 or (65) 6269 2269 from overseas
- Visiting any ANZ Singapore ATM or branch

8. Can I amend my current suite of alerts after enrolment?

Yes, you can customize your own Alerts settings at any time. Simply login to www.anz.com.sg and select 'Manage Alerts' on the left menu. Alternatively, you can call our 24 hour Hotline at 1800 269 2269 or (65) 6269 2269 from overseas or visit any ANZ Singapore ATM or branch.

9. Can I change the threshold amount for receiving Alerts?

To change the threshold amount, please login to your Personal Internet Banking at www.anz.com.sg or call our 24 Hour Hotline 1800 269 2269 or (65) 6269 2269 from overseas. Alternatively, you can visit any ANZ Singapore ATM or branch.

10. I have recently changed the threshold amount for ATM withdrawal Alerts. When will this change be effected?

The revision to your threshold amount will be effected immediately upon successful change via ATM or Phone Banking using your T-pin. However, if you have given the request over Internet Banking or at the branch, please allow up to 3 working days for processing the same.



11. I have recently enrolled for Account Debit Alerts. When will the service be activated for my use?

The Account Debit Alerts will be activated within 4 working days of the request being received by ANZ.

12. Can I receive Alerts delivered via SMS with any mobile phone?

Yes, Alerts delivered via SMS is available on all mobile phones with the SMS function.

13. Will I receive Alerts when I am overseas?

Yes, however you may experience a delay as it is dependent on the network/ traffic of your respective mobile operator located overseas.

14. Can I register a pre-paid phone card for the Alert service?

Yes, you can register a pre-paid phone card for receiving Alerts from the Bank.

15. Do I have to enroll for ATM cash withdrawal alert again if I have a replacement card (e.g. lost card)?

No, you need not enroll again upon receiving a replacement card. If you have previously enrolled for ATM cash withdrawal alerts, you will continue to receive alerts for transactions on your replacement card as well.

16. If I am an existing ANZ customer and I open an additional account with the Bank, do I have to inform ANZ to enroll the new account for Alerts?

No, you need not inform the Bank as long as you have enrolled for Alerts. All your Savings/ Current/ MoneyLine accounts will be eligible for receiving Alerts.

17. If I am a joint holder on my Bank account, will I be able to enroll for Alerts?

Yes, the main bank account holder & the joint bank account holder will both be eligible to enroll for Alerts. However, each holder needs to enroll separately.



18. How can I update the bank with my contact details?

You can update your contact details by logging in to your Personal Internet Banking. Alternatively you can download the Information Update Form available at www.anz.com.sg and mail the completed form to the Bank or walk in at any ANZ Singapore branch. To successfully receive Alerts, please ensure that you keep your mobile telephone details updated with us at all times.

19. I have enrolled for Alerts, however, I have not received an Alert for my transaction above the threshold amount?

The Alert may be delayed due to circumstances beyond the Bank's control as it is dependent on the mobile service provider. Please also ensure that your mobile telephone number is updated in the Bank records to receive SMS alerts from the Bank.

20. Why did I receive an Alert when I did not make any transaction on my account?

If your transaction has not been authorised by you, please call our 24 hour Hotline at 1800 269 2269 or +65 6269 2269 (Overseas) for clarification on the alert that you received.

21. How do I un-subscribe for Alerts?

To un-subscribe for Alerts, simply login to Personal Internet Banking at www.anz.com.sg and select 'Manage Alerts' on the left menu. You can also call our 24 Hour Hotline 1800 269 2269 or (65) 6269 2269 from overseas or visit any ANZ Singapore ATM or branch.

22. Can I disable the Alert service and enable again in future?

Yes, you can disable this service and enable your accounts again for Alerts in future.