

Updated ANZ Toolkit now available

The latest version of the ANZ Toolkit is now available for download.

We're listening to you:

Your hotline for pricing requests: new pricing process via ANZ Toolkit

You can now submit discretionary pricing requests directly to the ANZ Mortgages Pricing Team! Simply submit your pricing request via the latest version of the ANZ Toolkit and all approvals and counter-offers will be emailed directly to you by the Pricing team.

Your BDM will still be involved in requests that require workshopping, or if you've sent through an incomplete request.

What you need to do

- Submit your pricing requests via the ANZ Toolkit. The Toolkit will prompt you for details if field inputs are missing, particularly for existing ANZ customers (EG to enter account numbers). If you submit a request using the old form, the request will still be required to come via your BDM.
- To adjust an approved pricing request, simply open the existing saved request and re-submit it.
- To challenge a pricing decision: contact your BDM, who will be able to manage negotiations with the Pricing team on your behalf.

Questions?

- Contact your ANZ BDM.

Removing sensitivity margin removed from ANZ Toolkit

Thank you for your feedback, and we've acted on it! You told us that the servicing sensitivity margin checkbox that was in the ANZ Toolkit in December was confusing, so we've removed it from the updated version of the Toolkit.

We value your feedback, and are continually looking to improve our processes and services to you – if you have any suggestions, please send them through to your BDM.

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