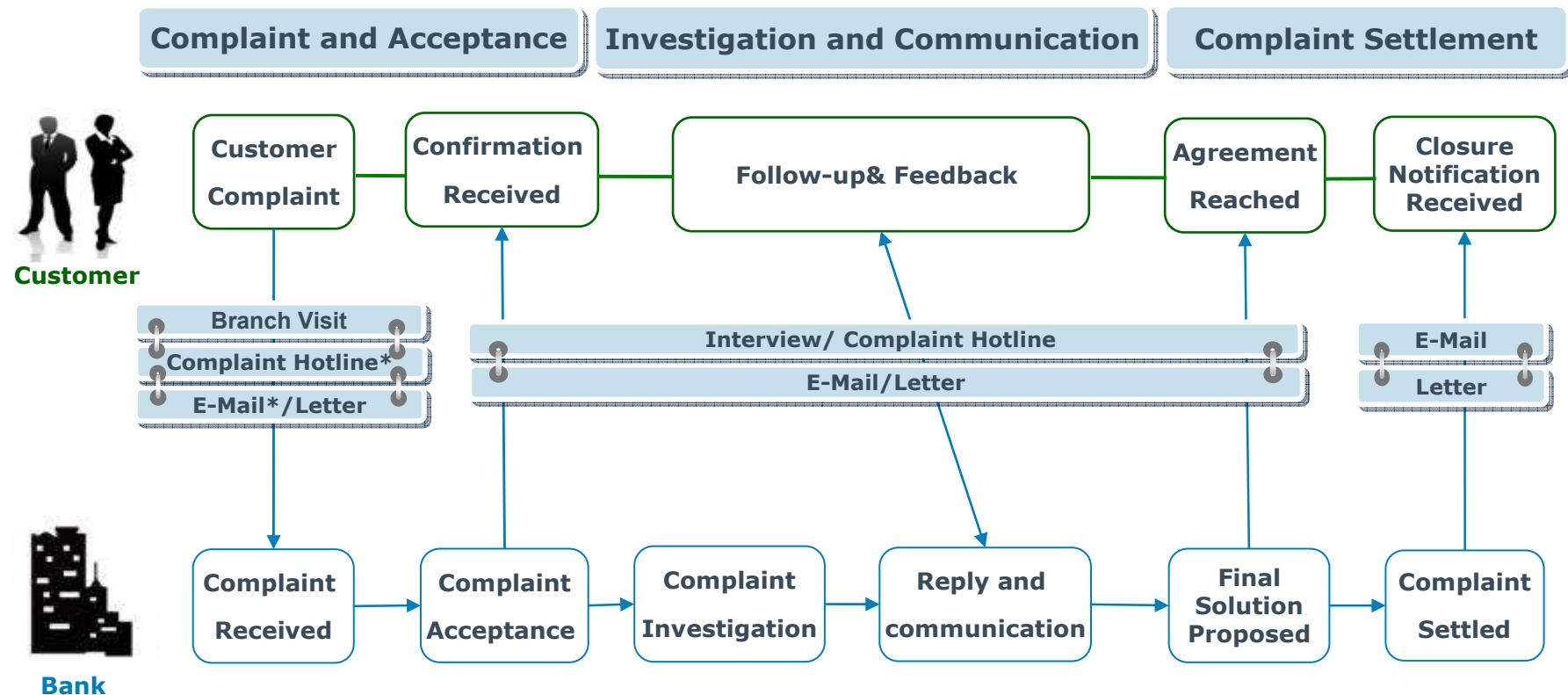


Retail Banking Customer Complaint Workflow



* Customer Complaint Hotline: 8008207072 / 021-61696127

* Customer Service E-Mail: Retail.feedback@anz.com