



**28 June 2012**

### **ANZ is making changes to our mortgage process**

ANZ are making some changes to our mortgage processes. This is part of an ongoing program of improvements to make the mortgage experience better for our customers.

#### **Improvements to the way we service our customers – taking control of the mortgage process**

ANZ is making changes to the way we service our Mortgage customers.

Under our new operating model more parts of the Mortgage process will be ANZ managed. Among other things we will assume responsibility for the verification of documents and also the preparation of cheques for settlement.

This will give ANZ greater control over the end-to-end customer experience to ensure improved quality and flexibility.

As previously announced SAI Global (SAIG) will be our new national settlements services vendor. They will provide a small number of services on ANZ's behalf – including settlement attendance, and lodgement for stamping and registration of documents.

#### **Purchases in SA, NT and Tasmania**

New mortgages will commence transition to the new operating model on a state by state basis. Victoria was the first state to commence transition on 28 May 2012. South Australia, the Northern Territory and Tasmania will be the next states to transition to the new operating model commencing on 9 July 2012.

SAIG will attend settlement on ANZ's behalf for all SA, NT and TAS deals with documents prepared on or after 9 July 2012. Perpetual, our outgoing settlement agent, will continue to complete deals with documents prepared prior to 9 July.

As a result both Perpetual and SAIG settlement agents will be attending purchase settlements in SA, NT and TAS throughout July and early August.

Please note, settlement booking and general enquiries phone numbers are not changing.

#### **Moving Release deals from Perpetual to SAI Global**

From 14 July ANZ will begin to move all remaining Releases deals still with Perpetual to SAIG. Specifically anything not booked for settlement by close of business on Friday 13 July will be transferred from Perpetual to SAIG.

All Release files directly impacted by this activity will receive notification on 14 July. A fax or email - depending on the nominated communication method - will be sent to solicitor/conveyancer. This is for information only and no action is required.

*Phase two transition*

Any Release files still at Perpetual on 27 July will be transferred to SAIG regardless of the status of the file. We expect this number to be very small.

From 30 July SAI Global will act as ANZ's sole national settlement provider for all Release deals.

**Looking for more information?**

Please visit our dedicated mortgage settlement web page at [www.anz.com/settle](http://www.anz.com/settle) for all the most up-to-date information and contact details. This web page is updated weekly so please visit regularly.

Thank you for your support as we take these important steps towards delivering a better experience for our customers.

Regards,

A handwritten signature in black ink, appearing to read 'Jo Christodouleas', with a long horizontal flourish extending to the right.

Jo Christodouleas  
Head of Fulfilment, ANZ