

# *Media Release*



For immediate release

## **ANZ launched banking services at Noi Bai Airport**

27/8/2008- ANZ Vietnam today opened 2 transaction counters at the Arrival Hall, Noi Bai International airport in Hanoi. The counters are prominently positioned on the ground floor concourse of the Airport outside the Arrival Hall A and B. The counters will provide a convenient solution for customers and travellers arriving in Hanoi. ANZ is the first foreign bank to establish a presence at Hanoi's International airport with the opening of the counters. While the counters will initially provide foreign exchange and ATM services to ANZ customers and travellers, they will both be converted to full service operations in coming months.

The ANZ transaction counters will provide the same friendly and efficient services that are available at all ANZ branches. The counters will operate 7 days a week, 365 days of the year with extended working hours from 8.30 am till 9.30pm and the servicing capacity will be even enhanced during the busy travelling time of the year such as weekends, national holiday and Tet.

Speaking at the opening ceremony at Noi Bai Airport, Mr. Phil Crouch, General Manager Retail Banking of ANZ Vietnam said: "Today we celebrate being the 1st foreign bank to open for business at the Noi Bai International Airport which is another significant milestone. This is an important step in our growth plans in Vietnam which include opening more branches and ATMs and provide customers with the most convenient banking services."

In July, ANZ Vietnam launched its Mobile Bankers' service in Hanoi and Ho Chi Minh City. Via this service, customers can be visited by professional staff at the time and place of their choice to discuss their financial needs including opening bank accounts, savings and investment products. So far the service has proven to be very successful with many customers appreciating the convenience of this unique offering.

ANZ Vietnam was this year awarded The Best Retail Bank in Vietnam by The Asian Banker Award 2008.

ANZ has previously announced its plans to locally incorporate and has already received in principle approval from the State Bank of Vietnam.

Opening more branches forms an integral part of ANZ Vietnam growth strategy for the next 4 years and with recent government approval that allows an expansion of ANZ branches, ANZ Vietnam plans to grow its branch network with another five branches over the coming months in Hanoi and HCMC.

Simplicity and convenience are important features to continue growing ANZ customer base as the business works towards its goal of being a top 4 Retail Bank in Vietnam said Phil Crouch

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