



14 August 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 (including the debiting of customer accounts for shortfalls).

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) – formerly known as Espreon - will be our new national settlements services vendor (see below for transition timelines). They will provide a small number of services on ANZ's behalf – including settlement attendance, and lodgement for stamping and registration of documents.

NSW/ACT Purchase deals

New mortgages will transition to the new operating model on a state by state basis. NSW and the ACT are scheduled to begin their transition on 20 August 2012.

SAIG will attend settlement on ANZ's behalf for all NSW & ACT deals with documents prepared on or after 20 August 2012. Perpetual, our outgoing settlement agent, will continue to complete deals with documents prepared prior to 20 August.

As a result both Perpetual and SAIG settlement agents will be attending purchase settlements in NSW & ACT throughout August and September.

Looking for more information?

Please visit our dedicated mortgage settlement web page at www.anz.com/settle for all the most up-to-date information and contact details. This web page is updated 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