

SERVICE REQUESTS VIA ANZ TRANSACTIVE - GLOBAL

Raise the most frequent transaction, channel and account related Service Requests via ANZ Transactive - Global, providing you with an improved service experience.

SERVICE REQUEST TYPES

Service Requests that are available:

- Payment and Transaction Requests are requests that relate to payments and transactions, such as investigating payments and transactions, managing automatic payments and general enquiries.
- Digital Channels are requests that relate to managing your digital channels such as adding or deleting Users and Accounts, amending functionality and billing details.
- Accounts & Legal Entities are requests that relate to account and legal entity management such as opening or closing an Account, managing statement preferences, or maintaining your Account signatories.
- · Upload documents

SIMPLICITY AND CONVENIENCE



Available 24/7 - log in at any time to submit service requests at your convenience



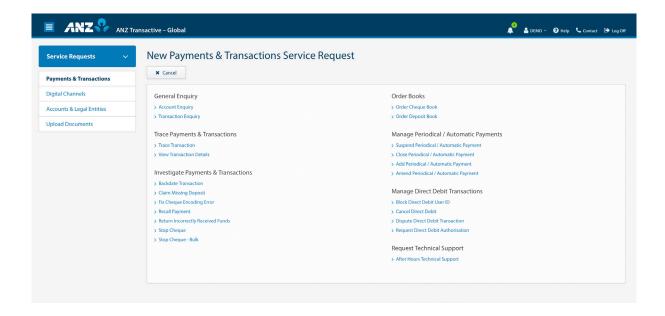
Check the progress of Service Requests anytime via real time tracking



Save time with simplified digital forms that utilise existing data from ANZ Transactive - Global



Be notified when your request is complete, or if additional details are required



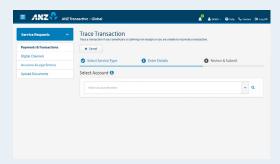
SERVICE REQUEST ROLES

- Users can be assigned to one or more Service Request roles.
- ANZ recommends that each ANZ Transactive Global site has at least two Users assigned to Appoint, Authorised Person and Transact roles.
- ANZ Transactive Global sites with dual and triple Administrator models will need two Users with the Transact role to approve any applicable requests within Payments & Transactions Service Requests, and two Users with the Appoint role to approve any applicable requests within Accounts & Legal Entities Service Requests.
- All ANZ Transactive Global sites will require two Users with the Authorised Person role to approve any applicable requests within Digital Channels Service Requests.
- Company managed roles can be managed by a Customer Administrator for both company and ANZ Managed Users. ANZ managed roles must be managed by ANZ.
- For more information on roles and permission settings, please refer to ANZ Digital Help under User Permissions > Service Request Roles & Permission Settings.

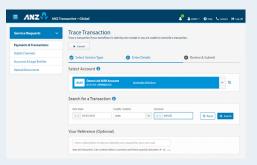
| Role | View Service Requests | Manage Service Requests | Approve Service Requests | Security Device Required | Service Requests the role can access | Managed By |
|----------------------|--------------------------|-------------------------------|--|--------------------------------|---|--------------------|
| View | ✓ | × | × | × | Payments & Transactions | Company Managed |
| | | | | | Accounts & Legal Entities | |
| | | | | | Upload Documents | |
| Create | ✓ | ✓ | × | × | Payments & Transactions | Company Managed |
| | | | | | Accounts & Legal Entities | |
| | | | | | Upload Documents | |
| Transact | ✓ | √ | ✓ | √ | Payments & Transactions | ANZ Managed |
| | | | Payments & Transactions Service Requests only | | Accounts & Legal Entities | |
| | | | | | Upload Documents | |
| Appoint | | | ✓ | | Payments & Transactions | ANZ Managed |
| | ✓ | ✓ | Accounts & Legal Entities Service Requests only | ✓ | Accounts & Legal Entities | |
| | | | | | Upload Documents | |
| Authorised Person | ✓ | ✓ | ✓ | ✓ | Digital Channels | ANZ Managed |

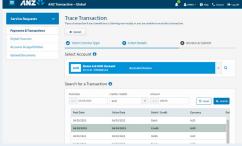
WORKFLOW EXAMPLE

1 Select Service Request

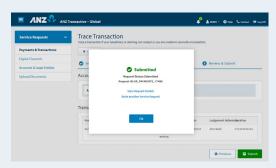


2 Enter details

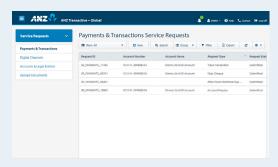




Review and Submit



4 Track and Monitor



IMPORTANT NOTICE

This document is distributed in Australia by Australia and New Zealand Banking Group Limited ABN 11 005 357 522 ("ANZBGL"

Nothing in this document constitutes a recommendation, solicitation or offer by ANZ to you to acquire any product or service. All information contained in this document is based on information available at the time of publication. While the document has been prepared in good faith, no representation, warranty, assurance or undertaking is or will be made, and no responsibility or liability is or will be accepted by ANZ in relation to the accuracy or completeness of this document or the use of information contained in this document.

All opinions and estimates in this document reflect the author's judgement on the date of this document (unless otherwise specified) and are subject to change without notice.

ANZ does not provide any financial, investment, legal or taxation advice in connection with any product or service. You should seek independent financial, legal, tax and other relevant advice and should independently verify the accuracy of the information contained in this document. Prior results do not quarantee a similar outcome.

The products and services described in this document may not be available in all countries

An investment or facility with an ANZ entity other than ANZBGL is neither a deposit with, nor liability of, ANZBGI

Each ANZ entity other than ANZBGL is a separate entity from ANZBGL and is not an authorised deposit-taking institution under the Banking Act 1959 (Cth)

This document may not be reproduced, distributed or published by any recipient for any purpose.

