

ANZ retains and grows #1 market position in AUD bank to bank services

We are a proud partner to the top 500 banks globally, holding the lead wholesale clearing market share

#1 for 16 years in a row

In the 2024 Flmetrix survey, ANZ retained and grew its #1 market position in AUD Bank-to-Bank services in terms of Relationship Management, Customer Satisfaction, Commercial Payments and Wholesale Clearing Payment Relationships, and was ranked #1 in 17 of 17 key measures.

We have held this lead position since 2008, highlighting our proven ability to work effectively with our banking partners.

About Flmetrix

Flmetrix is a US-based market research agency specialising in bank-to-bank services. The syndicated survey conducted every two years by Flmetrix evaluates the strength of relationships that Australian dollar (AUD) service providers maintain with banks globally. The 2024 survey results are based on interviews with 111 banks (Europe 54, Asia 33, North America 14, and Middle East 10) and the report compares ANZ with its key domestic competitors.



Relationship network

The best relationship bank, ranked #1 for relationship manager and product specialist/SME's for in person client coverage across our global footprint of 29 markets



Customer satisfaction

Leading market share and ranked #1 for customer satisfaction across AUD Commercial Payments and Wholesale Clearing product offering



Technologically innovative

We are recognised as market leading in helping to connect clients to the New Payments Platform (NPP)



Customer loyalty

The highest level of customer loyalty amongst the Australian banks, with 100% of customers likely to recommend us to other banks

Market recognition

- #1 in AUD bank to bank services globally
- #1 in overall satisfaction in Australia
- #1 in overall relationship management and customer satisfaction
- #1 in technologically innovative provider for Financial Institutions in Australia
- #1 in commercial payment relationships and services in Australia
- #1 in relationship manager/sales satisfaction
- #1 in wholesale clearing relationships and services in Australia