



Media Release

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ANZ Vietnam wins The Asian Banker Award for 'Best Mortgage Business'

ANZ Vietnam has received The Asian Banker "Best Mortgage Business" Award in Asia for strong growth in its customer focused, innovative home loans.

According to The Asian Banker, ANZ won the award for its consistently strong achievement in the categories of financial performance, portfolio strength, customer experience - including fast turnaround - and detailed customer brokerage care and product innovation.

ANZ Vietnam was the first bank in the market to introduce a "re-draw feature" that enables customers to re-draw the early repayment portion of their mortgage loans through a simple and quick turnaround time of four hours.

Thuy Dam, CEO ANZ Greater Mekong Region said: "As part of our ongoing commitment to deliver quality products in Vietnam, our home loans are designed with our customers' needs in mind. We continually review and enhance our product features and service to meet the changing lifestyles of our customers. In addition to offering home loans at all ANZ branches across the country, our mobile mortgage specialists travel to meet customers at locations that are convenient for them.

"Despite the challenging economic environment in 2010, our home loan business grew substantially through effective risk management, deep insight of the local property market and a targeted sales strategy. This award reflects the positive customer experience delivered by ANZ in Vietnam."

The Best Mortgage Business Award is part of The International Excellence in Retail Financial Services Awards 2010 Program hosted by The Asian Banker. More than 150 retail financial institutions from 29 countries in Asia Pacific, Central Asia and the Middle East and Africa participated in the Awards this year.

ANZ was among the first international banks to operate in Vietnam after establishing its first office in 1993. ANZ has 11 outlets in Vietnam and offers a full range of international banking services across Institutional and Corporate Banking, Financial Markets, Trade Finance, SME Banking and Retail Banking. ANZ also offers customers the convenience of ATMs and Mobile Bankers.

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