

Emailing Documents

Quick Reference Guide

We're now offering you a new way to submit loan documents to ANZ.

You can send loan applications, supporting documents, 'Approved Subject To' documents and additional supporting evidence for declined applications to us via email.

It's another way we're backing you up.

What you need to do

- Include the loan application number and customer's name in the subject line
EG: 100-123-456 / Annabelle Citizen
- If the application structure or product selection is being changed outline this clearly in the attached documents
- Include your name and contact details in the email
- Attach your scanned documents, making sure that WinZip is disabled.
Disabling WinZip will also mean that files imbedded in emails will not be automatically zipped when you press send.
- Ensure that your email and attachments, including your email signature, are less than 10MB
- Then simply send the email to **assessmentmail@anz.com**

Useful information

Automated response	When you email loan documentation you will receive an automated email response from ANZ to confirm receipt of your email.
Protecting confidential information	<p>Tips for protecting your customer's confidential information:</p> <ul style="list-style-type: none">• Make sure you send emails to the intended recipient. Check and re-check that you have the email address correct. If you do not receive an automated response please immediately recall your message.• If in doubt about the confidentiality of the subject matter (EG credit card details) please send via fax. <p>You have a responsibility under Commonwealth privacy law to prevent unauthorised use or disclosure of confidential information. It is possible for emails to be intercepted, accessed in storage, altered or spoofed (mimicked) to create false and fraudulent instructions. To help protect your customer's privacy, please carefully read and use the tips above.</p>
Mailbox monitoring	<p>The mailbox will be monitored between the hours of 7am and 9pm AEST.</p> <ul style="list-style-type: none">• To avoid inconvenience if the mailbox becomes full outside of these hours, please send emails between 7am and 9pm AEST.• If sending out of hours applications, you are encouraged to fax to 1300 139 968.

<p>Maximum email size</p>	<p>The maximum size document that you can send to the inbox is 10MB (inclusive of links and email signatures). Please check the size of your documents and email signature, including any icons, before sending to avoid email bounce-backs.</p> <ul style="list-style-type: none"> • EG: 200 pages of individual and company financials or a building contract and detailed plans should be faxed rather than emailed as they will likely be rejected by the inbox. • If the email contains individual documents that are less than 10MB, please email them in separate emails to help avoid bounce-backs. • If the email contains documents that are 10MB or over, please print and fax the documents to 1300 139 968. 																																																
<p>Acceptable file types</p>	<p>We accept documents with the following file types:</p> <table border="1"> <thead> <tr> <th data-bbox="608 533 1082 562">Application or file format</th> <th data-bbox="1082 533 1517 562">Supported versions</th> </tr> </thead> <tbody> <tr> <td data-bbox="608 562 1082 591">ANSI text (7 & 8 bit)</td> <td data-bbox="1082 562 1517 591">All versions</td> </tr> <tr> <td data-bbox="608 591 1082 620">ASCII text (7 & 8 bit)</td> <td data-bbox="1082 591 1517 620">All versions</td> </tr> <tr> <td data-bbox="608 620 1082 649">BMP</td> <td data-bbox="1082 620 1517 649">Windows versions</td> </tr> <tr> <td data-bbox="608 649 1082 678">DCX (multi-page PCX)</td> <td data-bbox="1082 649 1517 678">Microsoft Fax</td> </tr> <tr> <td data-bbox="608 678 1082 707">EPS</td> <td data-bbox="1082 678 1517 707">If TIFF image is embedded</td> </tr> <tr> <td data-bbox="608 707 1082 736">GIF</td> <td data-bbox="1082 707 1517 736">All versions</td> </tr> <tr> <td data-bbox="608 736 1082 766">HTML</td> <td data-bbox="1082 736 1517 766">Versions through 4.0</td> </tr> <tr> <td data-bbox="608 766 1082 795">JPEG (includes EXIF)</td> <td data-bbox="1082 766 1517 795">All versions</td> </tr> <tr> <td data-bbox="608 795 1082 824">Microsoft Excel</td> <td data-bbox="1082 795 1517 824">Versions 2000 through 2007</td> </tr> <tr> <td data-bbox="608 824 1082 853">Microsoft PowerPoint</td> <td data-bbox="1082 824 1517 853">Versions 2000 through 2007</td> </tr> <tr> <td data-bbox="608 853 1082 882">Microsoft Rich Text Format(RTF)</td> <td data-bbox="1082 853 1517 882">All versions</td> </tr> <tr> <td data-bbox="608 882 1082 911">Microsoft Visio (.VSD files)</td> <td data-bbox="1082 882 1517 911">2000 through 2007</td> </tr> <tr> <td data-bbox="608 911 1082 940">Microsoft Word</td> <td data-bbox="1082 911 1517 940">2000 through 2007</td> </tr> <tr> <td data-bbox="608 940 1082 969">Microsoft WordPad</td> <td data-bbox="1082 940 1517 969">All versions</td> </tr> <tr> <td data-bbox="608 969 1082 999">Microsoft Works</td> <td data-bbox="1082 969 1517 999">Versions through 8.0</td> </tr> <tr> <td data-bbox="608 999 1082 1028">PCX bitmap</td> <td data-bbox="1082 999 1517 1028">All versions</td> </tr> <tr> <td data-bbox="608 1028 1082 1057">Portable Document Format</td> <td data-bbox="1082 1028 1517 1057">All versions</td> </tr> <tr> <td data-bbox="608 1057 1082 1086">Post Script</td> <td data-bbox="1082 1057 1517 1086">All versions</td> </tr> <tr> <td data-bbox="608 1086 1082 1115">TIFF CCITT Group 3 & 4</td> <td data-bbox="1082 1086 1517 1115">All versions</td> </tr> <tr> <td data-bbox="608 1115 1082 1144">Unicode Text</td> <td data-bbox="1082 1115 1517 1144">All versions</td> </tr> <tr> <td data-bbox="608 1144 1082 1173">UUEncode</td> <td data-bbox="1082 1144 1517 1173">No specific version</td> </tr> <tr> <td data-bbox="608 1173 1082 1202">UTF-8</td> <td data-bbox="1082 1173 1517 1202">No specific version</td> </tr> <tr> <td data-bbox="608 1202 1082 1232">WordPerfect Graphics (WPG and WPG2)</td> <td data-bbox="1082 1202 1517 1232">Versions through 2.0</td> </tr> </tbody> </table>	Application or file format	Supported versions	ANSI text (7 & 8 bit)	All versions	ASCII text (7 & 8 bit)	All versions	BMP	Windows versions	DCX (multi-page PCX)	Microsoft Fax	EPS	If TIFF image is embedded	GIF	All versions	HTML	Versions through 4.0	JPEG (includes EXIF)	All versions	Microsoft Excel	Versions 2000 through 2007	Microsoft PowerPoint	Versions 2000 through 2007	Microsoft Rich Text Format(RTF)	All versions	Microsoft Visio (.VSD files)	2000 through 2007	Microsoft Word	2000 through 2007	Microsoft WordPad	All versions	Microsoft Works	Versions through 8.0	PCX bitmap	All versions	Portable Document Format	All versions	Post Script	All versions	TIFF CCITT Group 3 & 4	All versions	Unicode Text	All versions	UUEncode	No specific version	UTF-8	No specific version	WordPerfect Graphics (WPG and WPG2)	Versions through 2.0
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<p>Service Level Agreement (SLA)</p>	<p>The SLA does not change with the addition of this service. It is simply an alternative method of providing loan documentation to ANZ</p>																																																

We're here to help.
Speak to your ANZ Business Development Manager or call us on 1800 812 785.
www.anz-originator.com.au