ANZ Advance Notice Term Deposit and ANZ Business Notice Term Deposit

Frequently Asked Questions for Customers

Q1 - What new ANZ term deposit products are being introduced early 2015?
ANZ will be introducing the following new term deposit products:

- **ANZ Advance Notice Term Deposit** for personal customers; and
- **ANZ Business Notice Term Deposit** for business customers**,**

together, they are referred to as **"ANZ Notice Term Deposits"**.

Q2 – What about the existing ANZ Term Deposit product?
ANZ's current term deposit product, called an ANZ Term Deposit, will continue to be available to customers. No changes have been made to this product.

Q3– How are the new products different to the existing ANZ Term Deposit?
Both products have been designed to operate in a similar way to the existing ANZ Term Deposit, **but** the principal differences are:

1. Termination with 31 days' notice

If you wish to access your funds in a Notice Term Deposit prior to the end of your investment term, you will be required to give ANZ 31 days' notice. Before maturity or after your grace period[1] ends, any request for an early withdrawal or transfer of all or part of your funds in your Notice Term Deposit will be returned to you 31 days after the date we received your request. If the 31st day falls on a non-business day, your funds will be returned the next business day. If the maturity date is before the expiry of the 31-day notice period, your funds will be returned to you on the maturity date. If you are suffering financial hardship, please contact ANZ to discuss whether earlier disbursement is possible.

2. Interest rates change with each rollover

If you consent to reinvest your Notice Term Deposit at maturity in a new Notice Term Deposit, then ANZ will do this, and the interest rate applicable at reinvestment will apply to the new term. This interest rate may be lower or higher than the interest rate on your current Notice Term Deposit. Higher interest rates may be available for other investment terms or for a different deposit product with a comparable term. Please contact us within the grace period[1] to obtain details of other current interest rates and any special offers. If your circumstances change or this product is no longer suitable for you, please contact ANZ at or prior to the maturity date, or within your grace period[1] to make alternative arrangements.

Q4 – Can I still open the current ANZ Term Deposit product if I want?
For the time being, customers may continue to open and/or roll over to the existing ANZ Term Deposit product. However, the interest rate on the existing ANZ Term Deposit may differ to the interest rate on an ANZ Notice Term Deposit.

Q5 – How can I open an ANZ Advance Notice Term Deposit or ANZ Business Notice Term Deposit product?
The ANZ Advance Notice Term Deposit and ANZ Business Notice Term Deposit

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Refer to ANZ Saving and Transaction Products Terms and Conditions for personal customers and Business Transaction Accounts Terms and Conditions for business customers.

products are available through the same channels as the existing ANZ Term Deposit product. This means you can open one:

- via any ANZ branch;
- by calling ANZ on 13 13 14 over the phone; or
- through online (existing retail customers only)
- via your relationship Manager

Q6 – Why is there a pricing difference between the new products and the existing product?
ANZ Notice Term Deposits are priced more competitively to recognize the restriction of 31 days' notice to withdraw or transfer your funds before maturity.

Q7 – Can I change my existing ANZ Term Deposit to an ANZ Notice Term Deposit product during my 7 day grace period[1]?
Once the new ANZ Notice Term Deposit products are available, you can ask ANZ to rollover your existing ANZ Term Deposit to one of the new ANZ Notice Term Deposit products any time leading up to, and during, your 7 day grace period[1] of your ANZ Term Deposit.

Q8– How do I break my ANZ Notice Term Deposit in the rare instance that I need to access my funds prior to maturity?
If you wish to access your funds in a Notice Term Deposit prior to the end of your investment term, you will be required to give ANZ 31 days' notice. Before maturity or after your grace period[1] ends, any request for an early withdrawal or transfer of all or part of your funds in your Notice Term Deposit will be returned to you 31 days after the date we received your request. If the 31st day falls on a non-business day, your funds will be returned the next business day. If the maturity date is before the expiry of the 31-day notice period, your funds will be returned to you on the maturity date. If you are suffering financial hardship, please contact ANZ to discuss whether earlier disbursement is possible.
Any disbursement of your funds will be as in accordance with your agreed payment instructions and fee and charges may apply.

Q9 – Will I be allowed to break the ANZ Notice Term Deposit to meet unexpected expenses or manage emergency situation?
ANZ Notice Term Deposits are suitable for customers who do not have a foreseeable need to access their funds prior to maturity. However, if you are facing hardship, you will need to call ANZ's dedicated Hardship team (1800 252 845 between 9am and 6pm AEST, Monday to Friday) to discuss your situation and options.

Q10 – What are the associated fees and charges for an early break?
As per the current ANZ Term Deposit product, the early withdrawal or transfer of your funds will incur an interest reduction, and an administration fee is applicable. Click here for more information about ANZ's fees and charges.

Q11 – What ANZ Notice Term Deposit rollover instructions do I need to provide?
Rollover instructions are required at account opening for an ANZ Advance Notice Term Deposit / Business Notice Term Deposit. You have a choice to rollover your ANZ Notice Term Deposit or disburse your funds at maturity. Your instructions can be changed at any time prior to maturity.

Refer to ANZ Saving and Transaction Products Terms and Conditions for personal customers and Business Transaction Accounts Terms and Conditions for business customers.

Q12- Can break requests be cancelled or updated during the 31 day notice period?
A break request can be cancelled up to two business days prior to the completion of the 31 day notice period (*disbursement date*).
If the details of your break request need to be changed after the request has been submitted, you will need to cancel the break request and submit a new request. This will reset the 31 day notice period to start again.

Q13 – Will I continue to earn interest during the 31 days notice period on my ANZ Notice Term Deposit?
Yes, your funds will earn interest during the notice period.

Q14 – Will I get a confirmation when I submit a break request or cancel a break request on the ANZ Notice Term Deposit?
Yes. ANZ will send you a Record of Confirmation outlining your break request with your investment and disbursement details. If you cancel your break notice, ANZ will send you a Record of Cancellation to confirm your break notice cancellation.

Q15 – Can I provide notice for longer than 31 days on my ANZ Notice Term Deposits?
Once notice is received, ANZ will calculate the date on which the funds will be available. This cannot be extended. However, if the day of disbursement falls on a non-business day then the funds will be disbursed on the next business day.

Q16 – What if I have further questions about the ANZ Notice Term Deposit products?
For more information on an ANZ Advance Notice Term Deposit or ANZ Business Notice Term Deposit, please feel free to call ANZ on 13 13 14 or visit any ANZ branch.

Footnotes

[1] *The 7 day grace period on a term deposit: (a) commences on the first day after the maturity date of your existing term deposit; and (b) only applies to term deposits opened as a result of a rollover or re-investment of funds from a maturing term deposit (i.e. does not apply to new term deposit accounts).*