



24 September 2012

ANZ is making changes to our mortgage process

ANZ are making some changes to our mortgage processes. This is part of an ongoing program of improvements to make the mortgage experience better for our customers.

Western Australia moves to our new national operating model

Under our new operating model more parts of the Mortgage process will be ANZ managed. This will give ANZ greater control over the end-to-end customer experience to ensure improved quality and flexibility. The national operating model will result in a more consistent grade of service to our customers – irrespective of their location.

Western Australia will be the next state to transition to the national model on 1 October 2012.

What's changing?

Under the national model cheque directions will need to be faxed to our national number. The fax number will be provided to the caller when they call to book settlement.

What's not changing?

SAI Global (formerly Espreon) will continue to act as ANZ's settlement agent in Western Australia. They will continue to provide a small number of services on ANZ's behalf – including settlement attendance, and lodgement for stamping and registration of documents.

Our general enquiries telephone number remains unchanged and will continue to be manned by our Melbourne based team.

The settlement booking hotline remains unchanged and will continue to be manned by our Melbourne based support team.

Looking for more information?

Please visit our dedicated mortgage settlement web page at www.anz.com/settle for all the most up-to-date information and contact details.

Thank you for your support as we take these important steps towards delivering a better experience for our customers.

Regards,

A handwritten signature in black ink, appearing to read 'Jo Christodouleas', with a long horizontal flourish extending to the right.

Jo Christodouleas
Head of Fulfilment, ANZ