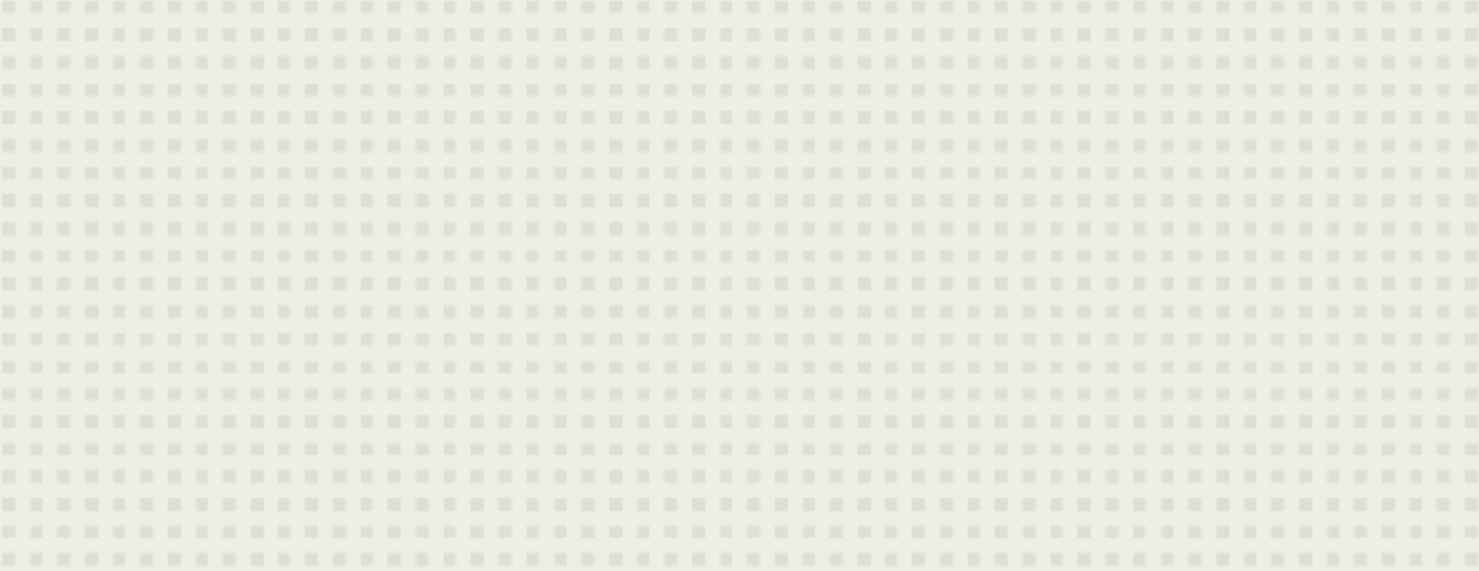


CORPORATE
RESPONSIBILITY
OUR YEAR AT
ANZ NATIONAL

FULL YEAR TO 30 SEPTEMBER 2008



ANZ NATIONAL IS NEW ZEALAND'S LARGEST AND MOST DIVERSE FINANCIAL SERVICES GROUP. WE OPERATE ACROSS THE ENTIRE SPECTRUM OF FINANCIAL SERVICES, INCLUDING BANKING SERVICES, ASSET FINANCE, INVESTMENTS AND PAYMENT SOLUTIONS.

THROUGH A RANGE OF DIFFERENT BRANDS, ANZ NATIONAL PROVIDES THE GLOBAL REACH AND THE BREADTH OF EXPERTISE TO HELP NEW ZEALANDERS ACHIEVE THEIR GOALS. OUR BRANDS INCLUDE ANZ, THE NATIONAL BANK, UDC FINANCE, EFTPOS NEW ZEALAND, BONUS BONDS AND DIRECT BROKING.

ANZ NATIONAL BANK LIMITED IS A WHOLLY OWNED SUBSIDIARY OF THE MELBOURNE-BASED AUSTRALIA AND NEW ZEALAND BANKING GROUP LIMITED (ANZ GROUP).

In this report, references to the Australia and New Zealand Banking Group (ANZ) will be made as *ANZ Group*. References to ANZ refer to the retail banking brand operating in New Zealand.

This report covers the CR performance and activities of ANZ National. CR Reporting for the ANZ Group can be found at www.anz.com/cr2008

This report can also be found at www.anznational.co.nz – search on *Corporate Responsibility*

Corporate Citizenship has provided an external assurance statement of Corporate Responsibility for ANZ Group in keeping with the International Standard on Assurance Engagements ISAE3000 and AA1000 Assurance Engagements using the AA1000 Assurance Standard principles. Their assurance statement can be found in the ANZ Group Corporate Responsibility Review at www.anz.com/cr2008

This report is printed on Canon Laser from sustainable Forest Stewardship Council accredited forests, made from Elemental Chlorine Free pulp.

CREATING AN ADMIRABLE COMPANY



As one of New Zealand's largest companies and employers, we take our responsibility to our staff, customers, community and environment seriously.

We are now into our third year of formally reporting

on our Corporate Responsibility agenda. Our Corporate Responsibility Council continues to set and oversee the delivery of our agenda. This year, we have also established specialist working groups to advance our Corporate Responsibility activity across the environment, people, customer and community sectors. These working parties involve representatives from across our businesses and provide a voice and opportunity for more of our people to be actively involved in our Corporate Responsibility initiatives. Notwithstanding the tightening economic conditions, I am pleased with the progress that has been made.

In our Engagement and Culture Survey, nearly three-quarters of our people agreed that ANZ National takes its societal responsibilities seriously and that ANZ National is making a positive difference in the community – both up from last year. Nearly a third of our staff highlighted community involvement as one of the defining values of our culture.

One of the highlights for me this year was our Staff Foundation reaching the key milestone of having donated over \$1 million to New Zealand charities and not for profit groups. It has been heartening to see the significant lift in our Staff Foundation membership over the year as our people see social investment as an increasing priority.

We have continued our focus on working hard to help our customers to succeed. We have launched a *Financial Wellbeing* programme to increase the support offered to customers feeling the impact of tighter economic conditions, launched new products with a specific social responsibility focus, introduced multilingual capability on our ATMs and have functionality to better serve our sight-impaired customers across our ATM network.

This report aims to demonstrate our approach and commitment to sustainable development: how we use our expertise in financial services, our resources and talents of our people to help New Zealand and our wider communities to succeed. I acknowledge that there is still more for us to do and would welcome any feedback you might have.

Finally, I want to thank all our stakeholders, especially our people, for their contributions to the outcomes we have collectively achieved this year.

A handwritten signature in black ink that reads "Graham Hodges". The signature is fluid and cursive.

Graham Hodges
CEO, ANZ National

MEASURING OUR GOALS

KEY ACHIEVEMENTS THIS YEAR INCLUDED:

- We exceeded our target of reducing our environmental footprint (now known as our *carbon footprint*) by 5% from 2006 levels with a 7.75% reduction.
- We updated and relaunched socially-responsible customer commitments to govern our dealings, product offerings and general approach to our customers. These commitments will continue to be applied in 2009 and beyond.
- Seven companywide networking groups, supported by the organisation, were launched to encourage building a diverse working environment.
- Our people gave 24,439 volunteer hours in community service, exceeding the target of 20,000 volunteer hours.
- Our Making a Difference-Staff Foundation reached the milestone of giving away \$1 million in community grants since its inception in 2001, and nearly 300 more staff became members.

The following table lists the Corporate Responsibility (CR) goals we set ourselves for the full year ending 30 September 2008, and how we performed.

CR GOAL	COMMENTARY	PERFORMANCE
Further engage with stakeholders to ensure we are responding to issues that are important to New Zealanders	Engagement with stakeholder groups took place including with suppliers, staff, customers, community organisations and government agencies.	Achieved
Improve our performance on the Engagement and Culture Survey	ANZ National scored above the 60% entry level for the <i>High Performance/Hewitt Best Employer Zone</i> .	Maintained but did not increase 07/08 score
Reduce our environmental footprint (now known as <i>carbon footprint</i>) by 5% from 2006 levels – by 30 September 2008	We reduced our carbon footprint by 7.75%. Savings were made through initiatives addressing air and road travel and energy use.	Exceeded
Become carbon neutral by 30 September 2009		Ongoing
Increase participation in community programmes – achieve 20,000 volunteer hours and 15% staff membership in the Staff Foundation	We recorded 24,439 volunteer hours.	Exceeded
	Membership of the Staff Foundation increased by nearly 300 members and now comprises 13% of staff. The Foundation also marked the milestone of donating more than \$1 million since inception in 2001.	Staff Foundation 80% of membership target achieved
MoneyMinded – reach 2,000 people through Plunket by the end of the 2008 calendar year; develop another partnership for delivery	As of September 2008, 1,462 participants had taken part in the financial programme, MoneyMinded. Nationally, 62 Plunket facilitators were trained to nationally deliver the module.	On track to reach 2,000 participants by 2008 year end
	Discussions are ongoing with community organisations to develop a further partnership.	A new MoneyMinded partnership – ongoing
Develop socially responsible customer commitments across our multi-brand business and implement specific initiatives in our major customer segments	ANZ National Customer Commitments were agreed in April 2008 and work is ongoing to embed these through the organisation.	Achieved
	Multiple initiatives have been implemented to deliver to these commitments, and work is ongoing.	Achieved and ongoing

MANAGING OUR IMPACT ON THE ENVIRONMENT

At ANZ National, we have a significant role to play in protecting and preserving our natural resources and our environment.

Reducing our carbon footprint by 7.75% saw us exceed the 5% reduction target we had set ourselves two years ago. Savings came from initiatives introduced to reduce air and road travel and energy consumption.

We have also made positive changes to areas that don't directly contribute to our calculated carbon footprint but which still have an impact on the environment. These include taking action on waste and paper management, recycling and our supply chain relationships.

Looking forward, we will continue focusing on the main areas of road and air travel and energy management, while also addressing behavioural changes to achieve our goals for the coming year.

ENERGY

ANZ National participated in a benchmarking review (run by the Energy Efficiency and Conservation Authority in conjunction with Energetics) and was identified in that review as the leading company in the financial and insurance industries in New Zealand for our energy management.

Various initiatives were rolled out to reduce energy consumption at corporate locations. These include: PC Snoozer, a system that automatically turns computers to sleep mode overnight; the introduction of sensors and timers to replace light switches; and turning some corporate and branch signage lighting off overnight.

Despite increases in branch opening hours and locations, we have reduced our energy consumption by 4.28% based on 05/06 benchmarks.



"We have a long standing partnership with ANZ National and as a company that also has a strong focus on the environment and sustainability, we have shared ideas and moulded many aspects of our day to day business to assist them in attaining their environmental goals."

Lynn Adams-Pearce
General Manager Operations and Corporate Services, HRG New Zealand

PAPER

We are replacing our existing printers and photocopiers with more energy-efficient multifunctional units. This significantly reduces the number of machines operating, and the new units offer additional smart functionality, including default double-sided printing. We also focused on promoting smart printing tips to encourage our people to reduce paper use.

We changed our stationery supplier to one whose paper comes from sustainably managed forests.

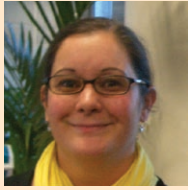
The National Bank increased its promotion of *Internet Banking Statement Stopper*, an initiative to encourage customers to stop their paper statements. This has had good results and in a four-month period the number of customers electing to stop their statements doubled.

ENCOURAGING SUSTAINABLE SUPPLIERS

At KPMG's request, we took part in their inaugural research into corporate organisations' understanding of sustainability and their attitudes towards it. Their research will be used to inform the development of sustainability best practice in business.

We met with our main suppliers to discuss and share our environmental and social commitments and the direction they are taking our business.

A Sustainability Code of Practice was implemented for suppliers and all new suppliers must meet our minimum environmental standards.



"I'm delighted with all the changes ANZ National has made to protect the environment, especially the introduction of recycling facilities in the office. It's nice to know that we can now take responsibility for our own rubbish and choose to recycle as much as we can. It's satisfying to know that while I'm making an effort to change my habits, the organisation is making changes as well."

Tara Kawharu
Senior Fraud Analyst, Banking Operations
ANZ National

TRANSPORT

Various initiatives in our targeted areas of air and road travel had a positive impact.

More sustainably powered and sized vehicles were introduced into our leased car fleet. Business units are increasingly choosing more environmentally friendly vehicles and this will grow in the coming years as current leases expire.

Portable printers were piloted to avoid unnecessary travel back to the office between customer visits for our Mobile Managers and Rural Managers. Mobile network connections were also installed in more laptops to allow people to connect to files and documents while out of the office.

In partnership with our taxi providers, we have put systems in place to coordinate the travel plans of staff. Taxi sharing was introduced to encourage people travelling to or from the airport at the same time to share a taxi – reducing the number of cars on the road as a result of our business activities.

By comparison to our 05/06 benchmark, we have reduced our air travel by 24.45% – particularly driven by our *Travel Light* initiative. This programme had an immediate impact and will be continued and fine tuned to deliver sustainable outcomes.

Video and teleconferencing facilities have been installed or improved in 15 locations around the country, creating a total of 36 suites.

WASTE

Waste to landfill was reduced as corporate staff can now recycle paper, glass, cans and plastics. There has not yet been a full financial year to measure but by year end, 33.75 tonnes of co-mingled materials had been recycled. We also worked with our stationery supplier to change the packaging on supplies, creating less waste.

THE NATIONAL BANK'S GREEN BRANCH

The National Bank Blockhouse Bay in Auckland is home to New Zealand's first branch designed with sustainability in mind.

The green initiatives include roof lights, renewable building materials, solar panels, a rainwater tank, bicycle storage, natural ventilation, photosensors (detecting presence of natural light and balancing with artificial lighting) and energy efficient lighting, a compost bin and even recycled artworks

Environmental savings are impressive; water consumption has been halved, energy consumption for air conditioning has been reduced by approximately 19%, total branch energy consumption has been drastically reduced and all suitable waste food will be composted in the back garden.

The branch took seven months to complete. For the project team it's just the beginning of a programme which will continue to introduce green initiatives to future branch fit-outs and refurbishments.

Benjamin Eitelberg, Senior Property Project Manager, holds a diffuser panel that magnifies and evenly spreads natural light from the SolaTube skylight in the branch.



OUR PEOPLE THIS YEAR

FTE (AS AT SEPT 2008)	9,548 FTE							
GENDER	Male	35.63%	Female	64.37%				
AGE	15-34	14%	35-44	27%	45-54	21%	55+	11%
WORKING ARRANGEMENTS†	Part time	17.11%	Full time	80.02%				
TRAINING SPEND (FY 07/08)	\$7.4 million							
HEALTH & SAFETY (FY 07/08)	Workplace Injury Claims: 215	Lost Time Injuries: 32*	LTIFR: 2.0**					

† These figures do not include temporary and contract workers nor those with flexible working arrangements.

* A Lost Time Injury (LTI) is where an employee is not able to attend a normal work day following the day in which a work-related incident occurred, or a cumulative condition is reported.

** Lost Time Injury Frequency Rate (LTIFR) is the number of lost time injuries per million hours worked.

ANZ National is one of the country's largest employers, and we recognise that our most important strategic asset is our people.

We continued to invest in developing best practice people policies and initiatives that help build our standing as a sustainably focused employer of choice. Our policies direct ANZ National to place the welfare, development and engagement of our people as central to our business. In line with this focus, this year we promoted support initiatives for any staff members experiencing pressure due to economic conditions.

VALUING ACHIEVEMENT AND CONTRIBUTION

We implemented an ANZ Group-wide global recognition programme, sponsored by ANZ Group CEO Mike Smith, which acknowledges top performers for their contributions.

Outside of work, we are proud of the ANZ National people who represented New Zealand as Olympic athletes in Beijing, or were involved in support crews.

CREATING A DIVERSE AND WELCOMING WORKPLACE

We are committed to creating diverse, welcoming and flexible workplaces. We appreciate that ANZ National will be more successful and sustainable if we reflect and connect to the societies we operate in.



"I am really pleased to be a part of the Indian Networking Group. It gives me a sense of belonging to be part of my own culture within a multicultural organisation like ANZ National where diversity is encouraged. The Indian Networking Group is a great platform for staff to meet and form relationships. It is also a platform to exchange ideas and strategies, and to seek assistance from a wider group."

Sunil Kaushal
Business Development Manager
The National Bank

We supported a number of affinity groups formed to create organisational networks and to offer personal support. These groups include the Asian Networking Group, Indian Staff Networking Group, the NZ Women's Network, The Gay, Lesbian Bisexual and Transgender Network, the Maori & Pacific Island Networking Group and the Part-time Working Parents Forum. These networks are supported with: funding and venues for events; executive leader participation; and access to an online networking portal and internal publicity.

To help our people achieve a balance between their work and home life, we introduced or increased awareness of a range of opportunities including:

- *My Flexibility* – enabling managers and employees to explore, discuss and agree flexible working arrangements while ensuring business outcomes are met. Our approach goes above and beyond the requirements of the recent changes to the Employment Relations Act.
- *Work/Life Links service* – provision of access to an external provider who can help our people find information and services including for child, elderly, disabled and pet care, through to local health and lifestyle services.
- *Leave flexibility* – a range of policies to recognise the specific leave needs of our people at different stages of their lives. This year, our efforts have focused on ensuring employees are aware of these policies and that managers are educated to use them effectively to support their people.

HEALTH AND SAFETY

ANZ National is committed to providing a workplace that is safe, secure and supports the physical and mental wellbeing of our employees.

Our employees are encouraged to participate in health and safety and we have over 200 trained health and safety representatives. We also have local health and safety committees operating in many of our larger worksites.

ANZ National retained secondary status in the ACC Partnership Programme following our annual external audit, indicating a good consolidation of effective health and safety practices. ANZ National was also part of a consortium that, in conjunction with ACC, developed the first banking industry specific online training module to assist in the prevention and management of pain and discomfort resulting from gradual process injuries.

A focus on promoting the importance of reporting all health and safety incidents, regardless of whether they resulted in injuries, led to a 61% increase in incidents reported.



■ DEAN'S BETTER BALANCE

Dean O'Connor decided to get involved with his local school's Waterwise Learn to Sail programme, teaching children water safety and aquatic awareness. Dean wanted a better balance in his life, to see more of his kids, give back to the community and get his next challenge.

"Workplace flexibility for me is the ability to combine the elements that are important to any individual, which in turn provides work-life balance – family, community and environment.

"ANZ National supported me in this endeavour by allowing time off for the initial instructor course and the subsequent teaching sessions that I need to attend.

"On a personal level I feel very energised when I get to work."

Dean O'Connor
Head of Working Capital Solutions
ANZ National

MAKING A DIFFERENCE IN OUR COMMUNITIES

ANZ National's community commitment is to support, invest and make a difference where our people work and live. Our initiatives are delivered at a local level to connect our people and their communities, including through our volunteering programme, matched giving and sponsorships.

This year our community investment rose to \$3,175,873, up from \$1,540,317 in 06/07. These figures are comprised of captured financial investment and equivalent in time volunteered.*

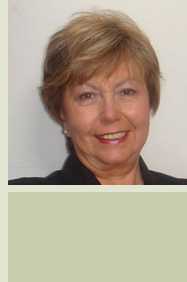
TAKING A LEADERSHIP ROLE

We continued to talk to organisations active in the community sector to ensure that our activities align with real needs. We also took the opportunity to share our learnings to encourage further community sector development.

We were a founding member of *The New Zealand Community Impact Group*, a national organisation looking to create successful business and community partnerships. ANZ National is also a member of the newly launched *Centre for Community Investment and Development*.

VOLUNTEERING IN THE COMMUNITY

We exceeded our goal to donate more than 20,000 volunteer hours to the community with 34% of our staff contributing a total of 24,439 hours. Volunteering was spread across the country in many different activities, including fundraising for charities, building Habitat for Humanity houses and cleaning up our local environments. During our Community Week there were 1,000 hours of volunteering logged in one week alone – up from 600 hours for the same time last year.



"The ANZ National Staff Foundation's support of the Society's Dialysis House enables us to continue offering our services to people living with kidney failure. It enables us to offer people dialysis with dignity and independence. Dialysis is the difference between living and dying."

Paula Daye
Auckland District Kidney Society Inc.

An increasing number of our people used their business skills to help community organisations with their planning, risk assessment and business operations.

Many people who volunteered as teams highlighted that as well as enjoying the community involvement, volunteering was a positive part of working for ANZ National and that it provided a good team -building opportunity.

MAKING A DIFFERENCE – OUR STAFF FOUNDATION

The ANZ National Bank Staff Foundation, our payroll matched giving programme, reached the milestone of having awarded \$1 million in grants to our communities. The Hon Peter Dunne, Minister for Revenue, thanked ANZ National for its leadership and commitment to our local communities at a celebratory event.

*as audited and confirmed in the London Benchmarking Group Australia & NZ Annual Benchmark Report (2008).

"I think the MoneyMinded programme is great – it is a tool for stimulating thinking and promoting discussion around the often sensitive subject of money. I see the course as very relational and helping people to discuss openly what is often a taboo subject."

Margaret Barker
Plunket Parenting Education Facilitator



INCREASING FINANCIAL LITERACY

We remain focused on contributing to the improvement of financial literacy in New Zealand. This year saw the national rollout of the ANZ MoneyMinded financial programme as part of Plunket's parenting education programme. Nationally, 62 Plunket facilitators have been trained to deliver the programme. As of September 2008, 1,462 new parents had taken part in MoneyMinded, and we expect to reach our goal of 2,000 new parents completing this programme by the end of 2008. Feedback has been extremely positive.

In the coming year, we will be working with The Retirement Commission to further the financial literacy research we first undertook with them in 2005.

OUR CHARITY SUPPORT

ANZ National supported two charitable appeals in 2007 through its ANZ-branded sponsorship of Plunket and its National Bank-branded sponsorship of the Cancer Society. Our people also helped with street collecting for both of these fundraising drives.

In October 2007, ANZ raised \$105,000 to support the Plunket Annual Appeal. A partnership now in its 18th year, The National Bank's support of the Cancer Society's Daffodil Day raised \$933,000 in August 2008.

DOING THE RIGHT THING BY OUR CUSTOMERS

Through our customer-facing businesses, ANZ National has a relationship with nearly every second New Zealander. With this considerable reach, and in line with our organisation's goals, comes a responsibility to do the right thing by our customers.

CUSTOMER COMMITMENTS

This year we've updated and relaunched socially-responsible customer commitments to govern our dealings, product offerings and general approach to ANZ National customers. These commitments were developed by a cross-organisation customer committee, and will continue to be applied to customer activity in 2009 and beyond.

Our commitments are:

ANZ National is committed to helping New Zealand and New Zealanders succeed.

We value our customers and we appreciate they choose to bank with us. In return we will be honest and fair in all our dealings and will do what is right for our customers.

We will ensure our products are presented in plain language and are easy to understand and will take responsibility for resolving problems quickly.

We are committed to lending responsibly and we will work with our customers through financial difficulty.

CUSTOMER SATISFACTION

	2 0 0 8*	2 0 0 7†	2 0 0 6†	2 0 0 5†
ANZ Retail	59%	64%	59%	59%
National Bank Retail	68%	72%	71%	73%

* New survey methodology and changes to the question wording were introduced in October 2007.

† Based on four quarter rolling average from the Nielsen Consumer Finance Monitor.

For the third year running, EFTPOS New Zealand's commitment to excellence has been acknowledged in the industry CRM Contact Centre Awards. EFTPOS' contact centre has gained this year's CRM Contact Centre Diamond award – first place for customer service in New Zealand. EFTPOS's Contact Centre also won the Industry Sector award for top customer support services and two of its customer service representatives won most outstanding inbound contact centre representatives of the year awards.

For the fourth consecutive year, the Peter Lee Associates Relationship Banking Survey has recognised ANZ National as the leading provider of banking services to New Zealand's large Corporate and Institutional clients. We also received the number one ranking on many important indicators, including Most Trusted Adviser, Most Creative Ideas and Solutions and Best Knowledge of Company's Industry.

ADDRESSING ECONOMIC CONDITIONS

Responding to a decline in economic conditions, ANZ National launched its *Financial Wellbeing* programme in 2008 to assist those ANZ and National Bank customers facing financial difficulty.

The programme is designed to have our staff work alongside customers and help them bring their financial position under control. *Financial Wellbeing* initiatives include:

- training for frontline staff to ensure they have the confidence and skills to help customers in need of support, advice or alternative banking solutions
- an on-call team dedicated to providing frontline staff with expert advice for financially stressed customers
- a customer freephone number staffed by financial advisory specialists
- the availability of financial advice brochures in our bank branches. Initiatives are also promoted on both The National Bank and ANZ websites.

■ NATIONAL BANK HELPS BUSINESS ON THE RISE

Taking part in six National Bank Business Banking workshops has led to commercial success and peer recognition for Jeannette and John van den Berk, proprietors of John's Bakery & Café in Hastings.

The husband and wife team have won the overall excellence award at the recent Hastings Business Awards ahead of more than 300 other businesses. As well as the supreme award, the business scooped the hospitality category too.

The National Bank's Business Banking workshops are aimed at enhancing small business owners' management skills and knowledge. The sessions place strong emphasis on using practical, real life examples to show customers how they can build more profitable businesses.

Mr van den Berk has found the workshops so valuable that he's attended some workshops twice over to ensure he extracted all the information they offer.

"The workshops helped me create a plan for my business, and I learnt how to market the business. Following the Effective Marketing workshop, I implemented a website, loyalty cards and gift vouchers which have given me a great point of difference from other bakeries and cafés in the Hastings area," Mr van den Berk says.

More than 4,000 New Zealand business owners attend The National Bank's Business Banking workshops annually.



JEANNETTE AND JOHN VAN DEN BERK

SUSTAINABLE BANKING PRODUCTS AND SERVICES

Traditionally credit card schemes reward customers for making purchases on their cards. This year, ANZ launched New Zealand's first credit card to reward customers for making repayments – *The ANZ Everyday Rewards Visa*. Reward points are earned for repayments made on outstanding balances, which includes purchases, cash advances, interest charges and even fees.

Private Banking is focused on assisting clients who want their own socially responsible values to be reflected in the investment portfolio developed for them. For international equities, ethical investments can be made through AMP Capital's *Responsible Investment Leaders International Shares Fund* – approved in 2007 as a multi-manager product offering a blend of three accredited fund managers with a Socially Responsible Investment (SRI) mandate. For domestic equities, Private Bankers discuss the proposed shares with clients ahead of investing directly in stocks to ensure that their client's definition of socially responsible is in line with the investment opportunity.

SUPPORTING SMALL BUSINESSES

The National Bank's Business Banking team recognises that small businesses often find it hard to access the management skills and knowledge needed to develop their enterprises, and that they can come under extra pressure during tougher economic times. To help out, The National Bank expanded its Business Resource Centre to include specific tools to address this need.

his development builds on The National Bank's award-winning Business Workshops, which allow small business owners the opportunity to up skill and network – at no charge. During 2008, more than 200 workshops were facilitated for more than 4,000 business owners, receiving participant feedback that our people are proud of. This work gained an ANZ National Innovation Award in our 2007 Valuing Excellence recognition programme.

SPEAKING THE SAME LANGUAGE AS OUR CUSTOMERS

We appreciate that banking experiences can present customers with a complicated new language, and a lack of understanding can result in customers facing unexpected and unwelcome penalties. This year, we started an ongoing 'plain language' project to highlight and address the areas where our communication could be improved for our customers' better understanding.

In 2007, ANZ and The National Bank were the first banks in New Zealand to introduce multilingual ATMs featuring Japanese, Korean, Chinese and English language options. This focus on ensuring we can provide financial services in the language of choice for our customers was furthered in 2008 with the introduction of Chinese and Korean language pages on both The National Bank and ANZ internet sites.

CUSTOMER FEEDBACK AND COMPLAINTS

Both The National Bank and ANZ have internal cultural programmes which aim to create strongly customer-focused organisations.

Recognising that customer complaints do arise, ANZ National invests time and resources to ensure that our people are trained to manage complaints, that customers can easily access information on how to make a complaint and that we have effective systems in place to capture and amend areas of recurring complaint. Compliance with our complaint processes is audited in regular quality reviews.

Externally, the Banking Ombudsman's outreach education initiatives with Citizens Advice Bureau and other community groups were well attended by ANZ National people this year.

The National Bank and ANZ both have dedicated independent teams for managing customer complaints. They report regularly to CEO Graham Hodges and other senior executives.

These teams play a significant role in capturing and analysing complaints and feedback, and are positioned in the business to advance the addressing of recurring complaint matters.

DISPUTES BEFORE THE BANKING OMBUDSMAN

	2008	2007	2006	2005
ANZ Retail	85 (incl ING)* 23 (excl ING)	18	19	25
National Bank Retail	29	45	31	23

* Of the 85 disputes recorded against ANZ this year, 62 of these were received within the ANZ Financial Advisory business for advice provided in respect of two suspended ING products. Excluding these, ANZ recorded 23 other customer disputes for the year.

OUR CORPORATE RESPONSIBILITY GOALS FOR 2008/2009

OVERALL	Further engage with stakeholders to ensure we are responding to issues that are important to New Zealanders.
PEOPLE	Implement initiatives to support the wellbeing of our people.
	Develop and embed diversity priorities.
COMMUNITY	Contribute to increasing New Zealand's Financial Literacy levels, namely through running MoneyMinded, developing other MoneyMinded partnerships and working with the Retirement Commission on financial literacy research.
	Provide opportunities and encourage ANZ National people to support and interact with communities, primarily through the Staff Foundation and Volunteer programme.
CUSTOMERS	Identify and implement initiatives for customers who are financially disadvantaged.
	Identify and implement initiatives for customers who are experiencing financial stress.
	Foster economic growth by establishing initiatives that facilitate the success of the wider New Zealand business community.
ENVIRONMENT	Manage our environmental performance.
	Work with our supply chain to minimise environmental impacts.
	Establish and maintain environmental management capabilities.

