

Media Release



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For Release: 28 November 2002

ANZ reports on Customer Charter progress

ANZ today released its first Customer Charter Annual Report providing a detailed review of its performance against the ten service promises it made to customers.

Key points in the 2002 Customer Charter Annual Report include:

- A strong performance in fast account opening. Refunds of \$31,000 in fees to customers were made where ANZ exceeded promised times.
- The average branch waiting time was three minutes against the five-minute target. In some instances however waiting times as high as 21 minutes were identified.
- The target to answer calls to our 131314 customer service number within one minute was achieved for 89% of calls.
- A strong performance in 24-hour, 7-day accessibility of electronic channels including telephone, ATM, ETPOS and internet banking with availability consistently above 99%. Internet banking availability was marginally below the 99% target in two months.
- 100% of customer complaints were responded to within 48 hours and 70% of them resolved within 10 working days.

ANZ Chief Executive Officer Mr John McFarlane said: "We know we still have a lot to do to restore our customers' faith in us and we are serious about making a difference."

"It is great to be getting things right for our customers most of the time and this report indicates we have made a good start, but need to do better.

"It is not acceptable for any customer to wait 21 minutes for branch service. In the year ahead, we need to ensure our internal processes deliver consistent service to customers and where necessary, commit additional resources.

"It is only when we achieve consistently high levels of customer service that we will be able to stand up and be truly proud of our achievements," Mr McFarlane said.

ANZ launched its Customer Charter in October 2001 and expanded it in May 2002. It is one of a series of customer and community initiatives launched during the past 18 months, including the introduction of new, lower cost transaction accounts, a basic banking account for Centrelink recipients and fee-free transaction banking for customers aged over 60.

A full copy of the ANZ Customer Charter Annual Report can be found at www.anz.com. The report has been independently reviewed by accounting firm KPMG.

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