

02

*Contact*  
Shareholder Update



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## Chairman's review

*Dear Shareholders*

*Welcome to the 2002 edition of Contact.*

*The last six months have been positive for ANZ and once again we have delivered superior results to shareholders while further establishing a sound, strong base for future growth.*

*The key to good business is not financial success alone. Companies must also be good corporate citizens. ANZ knows that to continue to deliver good results to shareholders, we must not only meet the needs of customers, but must also fully meet our responsibilities to our staff and the community.*

*ANZ is committed to earning the trust of the community. We realise we are at the start of a long journey and have much still to do, but we are making considerable progress through our giving programs and partnerships with community organisations.*

*In conjunction with these developments, ANZ has also launched a Customer Charter – explicit benchmarks for the level of service customers should expect. Our progress will be reviewed annually by our auditors and the results published in our annual report.*

*ANZ has also established the Restoring Customer Faith initiative. This program is designed to radically transform our approach to the business of branch banking. It examines how we can make our services more streamlined, simpler to understand and relevant. To achieve this, we are empowering our staff, giving them a stronger sense of purpose and better opportunities. In short, we are enabling them to think like customers and act like owners.*

*ANZ's success reflects the efforts of all our staff. Our staff have demonstrated a remarkable commitment and ability to meet targets in a changing environment. ANZ is now a much more dynamic and enjoyable organisation in which to work.*

*ANZ has made strong progress in the past six months. We have a strong management team and balance sheet and a commitment to customers, communities and staff that we are confident will enable us to continue delivering shareholder value.*

**Charles Goode**

“The key to good business is not financial success alone.”

CHAIRMAN CHARLES GOODE

### ALL STAKEHOLDERS KEY TO VALUE CREATION

#### Community

- › Maintaining rural branches
- › Seniors and welfare banking
- › ANZ Community Fund

#### Customers

- › Restoring Customer Faith
- › Simplified accounts and fees
- › Customer Charter promises



#### Shareholders

- › EPS double-digit growth
- › Cost-Income mid 40's
- › ROE above 20%
- › Distinctive disclosure

#### Our People

- › Performance ethic
- › Breakout transformation
- › Freedom with accountability
- › Stretch incentives

“We are now intent on doing what is necessary to finish the job.”

ANZ CEO JOHN MCFARLANE

## Chief Executive Officer's review

I am pleased to report to you our seventh successive increase in half-yearly profit, up 17% on the same period last year with earnings per share up 19%.

This is a very credible first half result particularly in light of the subdued domestic environment, the international recession, the aftermath of September 11, and the unexpected collapse of several large corporations.

For the first time in recent memory ANZ has come through the cyclical downturn with consistent earnings performance, containable loan losses and in a strong financial condition.

This reinforces ANZ is now a very different bank. Our repositioning over the past four years has included a wide range of initiatives to reduce risk, improve performance, reshape our portfolio of businesses and create a high performance culture.

While we still have some way to go, the collective impact of these initiatives is now increasingly evident in the quality and consistency of our financial results.

In the past year, we have seen the rapid and unexpected collapse of several large corporations causing significant credit problems for the banking industry. As a consequence, specific provisions for the half were higher than expected and rose to \$366 million.

We have taken steps to mitigate the impact of such circumstances in the future by reducing our single customer concentration limits and increasing our general provision to one of the strongest in the industry. This enhances our capacity to deal with similar issues should they arise.

Earlier this year, we also settled the long-standing litigation with National Housing Bank in India. This enabled us to recover \$248 million of the provision we made when ANZ sold Grindlays Bank to Standard Chartered Bank in 2000.

During the half we also experienced an environment of low interest rates and higher economic uncertainty. This impacted our specialist businesses in different ways. Strong consumer confidence supported growth in Consumer Finance, Small Business and Wealth Management. Mortgage growth was reasonable but margins stabilised. Despite subdued financial market activity and lower levels of business investment, our Corporate and Investment Banking businesses generally performed well.

THE JV CREATES A UNIQUE STRATEGIC POSITION IN A HIGH GROWTH SECTOR

### ANZ

- › Large distribution network
- › High value customer base
- › Untapped opportunity
- › Specialist approach

### ING

- › Global capabilities
- › Brand & investment strength
- › Strong adviser networks
- › Bancassurance, JV expertise

- › Outstanding customer proposition
- › Top 4 position in retail FUM
- › Top 5 position in life insurance
- › Strong platform for growth

All but three of our 16 businesses grew their profits over the past six months and the majority achieved double-digit growth. This demonstrates the strength of our specialised business strategy and the benefits of a diversified portfolio of businesses. It also highlights our caution on risk, our tight cost discipline, management capability and our performance-oriented culture.

At the end of the half, we also announced a wealth management joint venture with ING. This is an exciting strategic development that, in a single move, creates a unique strategic position in this high growth sector and takes us jointly to the number four position in retail funds management in Australia and to the number one position in New Zealand.

Looking forward, our aim is to be in a leadership position in all of our businesses. We have already achieved this in a number of corporate and personal businesses, but we need to achieve higher growth in the others, particularly on the personal side through organic growth, further reshaping of our business portfolio, and through the creation of new growth options.

We continue to face the challenge of achieving real balance between the interests of shareholders, staff, customers and the community. It is no longer about promises. It is about urgent and tangible action that demonstrates we put customers first, that we lead and inspire our people and that we are worthy of the community's trust, while meeting your expectations as shareholders.

This is an enormous task. In the recent past we launched a range of initiatives which we believe are now differentiating ANZ in the community:

- › simpler, low-cost transaction accounts for everyone
- › free transaction banking for customers aged 60 and over
- › a Customer Advocate to help prevent and resolve disputes
- › a firm stand on rural branch closures
- › a Customer Charter making 10 promises to customers on service.

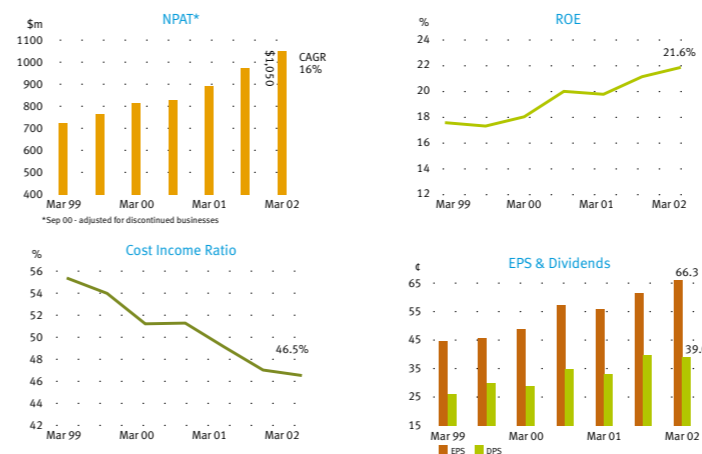
Staff satisfaction is also improving across the board. Almost all our staff are shareholders in ANZ. We believe the calibre of our people, the way we work together and the unique culture we are creating will give us the platform to outperform our competitors.

We know we have much still to do, but we have made substantive progress. We are now intent on doing what is necessary to finish the job. Only then can we stand up and be truly proud of our achievements.

With regard to the immediate outlook, we expect the Australian and New Zealand economies to perform relatively well and for overseas markets to begin to strengthen from their low base. Loan demand is expected to remain reasonably subdued, and rising domestic interest rates are likely to cause a squeeze on mortgage margins, partially offset by an improvement in deposit margins. Loan losses tend to lag the economic cycle and these are expected to remain moderately high, although at levels that are manageable. Expense growth is being managed within the revenue growth rate, which should lead to further improvement in the cost-income ratio.

Our unique strategy, a more favourable environment, our seasoned management team, the strong internal energy at ANZ and our good external momentum should create an environment for continued performance and value creation. Notwithstanding a very strong second half last year, we continue to expect a favourable operating performance in the second half.

## WE ARE BUILDING A TRACK RECORD OF DELIVERING STRONG FINANCIAL PERFORMANCE







JOHN MCFARLANE (LEFT) AND JOHN REEDYK WITH ANZ'S AWARDS. WITH THEM IS GRAHAME MILLER, MANAGING DIRECTOR, ANZ INVESTMENT BANK.

## ANZ and ING Joint Venture joins funds management and insurance big league

On 1 May 2002, ANZ and the Dutch ING Group established a Joint Venture, creating a new force in funds management and life insurance in Australia and New Zealand.

This is an exciting development that fills a strategic gap for ANZ in the high-growth wealth management sector.

The Joint Venture, known as ING Australia Limited, is owned 51% by ING Group and 49% by ANZ. Clear governance principles have been established with both shareholders having an equal say in strategic decisions.

Through the move, ING Australia has become a top tier player in the sector, with the number four position in retail funds management in Australia and total funds under management and administration of A\$38.4 billion. It has the number one position in retail funds management in New Zealand and a top five position in life risk insurance in Australia.

ING Australia provides an outstanding proposition for customers who can gain access and advice through either ANZ or a network of 6,000 independent professional financial advisers; choose from a wider range of products and services from a specialist provider; and benefit from ING's global investment capability.

ANZ also has an internal goal to triple annual investment inflows by 2005 through aligning distribution with customer needs, expanding its sales force of qualified financial planners and using the improved range of products and investment funds offered by ING Australia.

ANZ's funds management business, ANZ Investments, has been transferred to the Joint Venture with ING Australia valued at A\$3.75 billion. ING contributed businesses valued at A\$2,874 million and ANZ contributed businesses valued at A\$879 million. ANZ made a capital payment to ING, financed from internal resources of A\$960 million, reflecting the relative value of the businesses contributed.

Speaking about the Joint Venture, ANZ Chief Executive Officer John McFarlane said: "This is a great partnership for both companies.

"In one move it takes us into the big league in funds management in Australia and New Zealand – we create a sustainable top tier position in wealth management and protection products, access to global investment capability and strengthen our ability to serve customers in the fast-growing funds management and life insurance sectors in Australia and New Zealand.

"By leveraging the complementary strengths of both ANZ and ING the business has the immediate scale, capability and distribution channels to grow strongly and shape the future of the industry over the coming years," he said.

The Joint Venture will provide funds management and insurance products to ANZ's corporate and personal businesses under the ANZ brand and through professional adviser networks under the ING brand. It will outsource investment management activities to ING Group's specialist investment business, ING Investment Management, which will also acquire ANZ's Asset Management business in Australia.

The Chief Executive Officer of the Joint Venture is John Wylie who, since early 2001, was Managing Director of ING's business that became part of the Joint Venture.

## Strategic reorganisation

In April, ANZ announced a number of organisational changes to advance the development of its distinctive specialised business strategy.

ANZ flattened its business structure to give greater freedom and development opportunities to its senior business executives. The previous divisions – Personal Financial Services and Corporate Financial Services – have been unwound, together with their infrastructures. The specialised businesses are now grouped under senior segment heads reporting directly to the Chief Executive Officer, John McFarlane.

In addition, a new Management Board has replaced the former Executive Management Committee. This group comprises the CEO and the twelve most senior executives: David Boyles, Greg Camm, Roger Davis, Bob Edgar, Shane Freeman, Elmer Funke Kupper, Brian Hartzler, Peter Hawkins, Mark Lawrence, Peter Marriott, Grahame Miller and Elizabeth Proust.

## Staff satisfaction grows

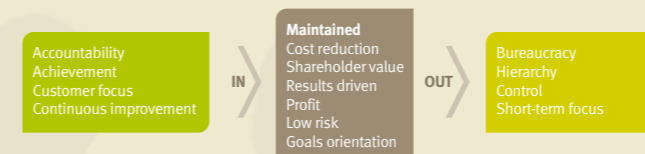
Staff satisfaction at ANZ has increased to 68%, according to the results of the 2002 Snapshot Survey. This compares with a figure of 62% in last year's full Staff Survey, held in July.

The news has been welcomed by ANZ's Chief Executive Officer John McFarlane who thanked staff for having their say and committed the organisation to action on the feedback. "There have been positive increases in all survey categories, which confirms we are making excellent progress towards becoming a high-performing organisation," said John McFarlane.

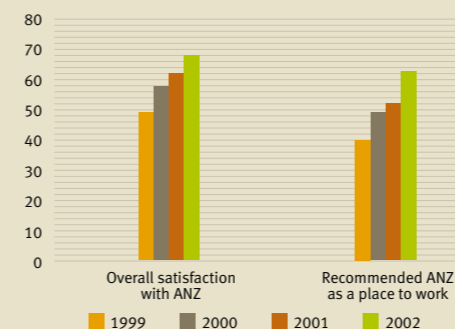
"A highlight for me is the number of people recommending ANZ as a place to work has increased from 52% to 63%," he said.

About 72% of staff responded to the snapshot survey, compared with 70% last July.

### OUR CULTURE IS CHANGING DRAMATICALLY – IMPROVEMENT IN ANZ VALUES.



### STAFF SATISFACTION SURVEY



## John McFarlane – Banker of the Year

Chief Executive Officer, John McFarlane has been named **Banker of the Year** by INSTO magazine.

The CEO received his award at a special ceremony in Sydney during February. ANZ's unique strategy to separate the bank into 16 specialist business units and its consistent financial performance were key factors in the award.

Interviewed later, John McFarlane said: "I believe building a great company is about building great businesses and then linking them together. What we're trying to do is unleash the potential of some very talented people by giving them a lot of freedom to take their businesses where they've got to go."

When INSTO asked for nominations for Banker of the Year, the heads of investment banks in Australia were almost unanimous in their vote for John McFarlane.

ANZ received another INSTO distinction award when it was named Foreign Exchange House of the Year. The award was accepted by John Reedyk, Head of Foreign Exchange Sales.

INSTO magazine is a prestige Australian publication for senior management working in finance and capital markets.

John McFarlane was also named **Best Financial Services Executive** at the 2002 Australian Banking & Finance Awards on 21 May 2002.

"This is an award for my friends and colleagues at ANZ – 30,000 of them. And on their behalf, let me thank everyone for voting for us. It's terrific and we're absolutely delighted to collect the award."

JOHN MCFARLANE

"This is a great partnership for both companies."

JOHN MCFARLANE



JOHN AND HIS FIRST LOCAL CEOs.  
FROM LEFT: GRAHAM HUNT,  
NESAN NAIDOO, IAN WALKER,  
RAYLENE CARNIE,  
JOHN MCFARLANE, JOE FARRUGIA,  
MICHAEL BLAIR-WEST,  
GREG LISTER, GLENN BOWRING,  
DANNY DINICOLA



## Introducing our new Board member

ANZ's Board has a new Director – Mr David Gonski.

Mr Gonski is Chairman of Coca-Cola Amatil Limited and a Director of Westfield Holdings Limited (Group) and John Fairfax Holdings Limited. He is Chairman of the National Institute of Dramatic Art, Investec Australia Limited, the Australia Council and the Taxation Working Group of the Prime Minister's Community Business Partnership. Mr Gonski is also President of the Board of Trustees and The Art Gallery of New South Wales.

Announcing Mr Gonski's appointment, Mr Goode said: "We are delighted to have someone of Mr Gonski's calibre on the Board. As a director of a number of leading companies he brings valuable financial skills and a broad range of business experience to ANZ."

Mr Gonski is also on the Board of the ANZ/ING Joint Venture.

## World-Class Risk Management practice

ANZ's Chief Risk Officer Mark Lawrence has been named global Risk Manager of the Year for 2002.

The award, from Risk Magazine, acknowledges the lead ANZ has taken in its approach to tackling operational risk.

"It's wonderful to have this kind of recognition for the work we have pioneered here at ANZ. And it's great recognition for ANZ on the international stage," said Mark. Under Mark's guidance, ANZ has developed a series of unique operational risk scorecards for each of its 16 business units.

The scorecards cover 13 categories including fraud, technology failure, legal disputes and the actions of governments and regulators. ANZ's scorecard approach came to world attention last year when it was recognised by the Basel Committee of the Bank for International Settlements.

**"It's wonderful to have this kind of recognition for the work we have pioneered here at ANZ."**  
MARK LAWRENCE

## Restoring the faith of our customers and staff

In July 2001, ANZ began work on an initiative called Restoring Customer Faith, designed to radically transform our approach to the business of branch banking. The Restoring Customer Faith program is about unleashing the energy and creativity of ANZ's people to create a distinctive and growing branch banking business that regains the trust of the community and the life-long loyalty of our customers.

As a first step, the Restoring Customer Faith team listened to suggestions from our frontline people. They also looked at successful financial and retail organisations around the world.

The team then adapted these best practice ideas for ANZ's branch network, and came up with a unique model that resembles an internal 'franchising' operation. ANZ has been trialing this model in a pilot market in Doncaster, Melbourne, since October 2001, and already we've seen some very encouraging growth in sales performance, customer retention and staff satisfaction.

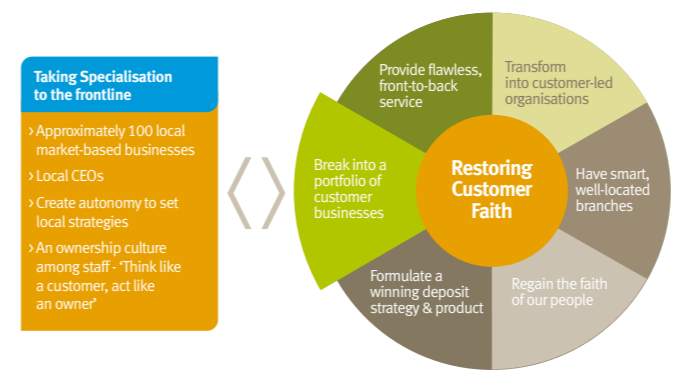
The branch network in Australia and New Zealand is now being converted to the Restoring Customer Faith model, starting in Victoria.

Under the new model, the network is broken up into clusters of branches, known as "Local Markets". A "Local CEO" is appointed to run each Local Market as his/her own business – developing and implementing a business plan based on local needs and sharing in the rewards of success.

The goals of the program are simple:

- 1 ANZ will be the first bank to restore customer faith in Australia – in a special, non-replicable way
- 2 ANZ will grow faster than any consumer financial services business in Australia
- 3 These things will happen because our staff will take ownership of the business

### TRANSFORMING THE PERSONAL CUSTOMER EXPERIENCE



As part of the program, ANZ identified specific business issues from a variety of stakeholders:

#### CUSTOMERS

Restore faith in ANZ ...

- > Make me feel valued and important
- > Make the branch a pleasant place to be
- > Reduce the queues and 'stuff-ups'
- > Empower branch staff to develop a real, personal relationship with me
- > Simplify the product range and provide value for money on fees

#### SHAREHOLDERS

Build a self-perpetuating growth engine ...

- > Recognise the branch network as a strategic asset that contributes to sustainable organic growth
- > Keep more customers and get more business from them
- > Attract new customers
- > Regain the respect of the community

#### STAFF

Action as well as words ...

- > Adjust staffing levels to ensure we can meet the demand of our customers at all times
- > Give us better training and recognition
- > Shift power from Head Office to the frontline
- > Remove the obstacles to meeting our customers' needs – help us to get it right for the customer first time
- > Provide us with customer data and sales tools so we can deepen our customer relationships and engage more closely with our community

Together with the Restoring Customer Faith team, ANZ's Local CEOs will introduce new initiatives that will address these issues – such as:

- > **Adjusting the staffing model** – Local CEOs will be able to make adjustments to cover training and sick leave.
- > Introducing a **Service Quality Champion** – a new role to focus on achieving fantastic service levels across the Local Market.
- > **Building closer relationships with customers** through customer nights, feedback groups, better Management Information Systems (MIS) and the use of sales tools and customer information.
- > Providing better, more co-ordinated **training and accreditation**.
- > **Working with Wealth** – client advisers and wealth specialists will work closely with the Local Market team to provide seamless service to high value customers.
- > **Re-orienting Head Office** to make it work for the Local Market, not the other way around! We are determined to get this right.
- > **Refurbishing the branches** – 'doing up' the run-down branches to create a more pleasant physical environment for our staff to work in and for our customers to visit.

In the words of Satyendra Chelvendra who heads up Restoring Customer Faith, ANZ is aiming to have "the soul of a small business and the muscle of a big business" – and ultimately, 1 million new customers by 2005.

## ANZ's Customer Charter

In October 2001, ANZ launched its Customer Charter. The Customer Charter is ANZ's commitment to provide our customers with a better level of service.

The Customer Charter was developed using feedback from customers, the community, shareholders and staff. It focuses on the service elements they told us were important to get right:

- › Simple, fast account opening
- › Access to services
- › Privacy
- › Plain language communication
- › Complaint resolution

An expanded Customer Charter was launched on 30 April, 2002 which adds to existing promises:

### **New simple accounts, fees and charges promises:**

- › New simple Fees and Charges booklets for consumer and small business customers will be available in branches
- › Loan comparison tool available for Home Loans on anz.com
- › Not charging a monthly fee on standard variable rate Home Loans
- › Fees and Charges booklets to be reviewed half yearly (October & April) unless required otherwise by law

### **New branch queue waiting time promises:**

- › Commitment to aim to serve customers within five minutes
- › Some Victorian branches will extend normal trading hours to better suit customer needs

Our Customer Charter focuses on the service elements customers told us were important to get right.

### **New phone service waiting times promises:**

- › Commitment to aim to answer all calls within one minute on the 13 13 14 enquiries phone service and the 13 22 73 Credit Card enquiries phone service
- › Customers will also be advised of the expected wait time if it is likely to take longer than 30 seconds

### **New building relationships with the community promises:**

- › Commitment to contributing to the communities to which we belong
- › Maintaining our banking presence in the rural communities we are currently servicing
- › Unlimited fee-free transactions for customers aged 60 and over from their personal transaction account
- › 15 fee-free ANZ transactions and no monthly fee for Centrelink payment recipients and health care cardholders
- › Paid leave for staff who volunteer for community service

There will be an external audit of performance against the Customer Service Charter promises and this will be published in October 2002.

## Committed to earning the trust of our communities and customers

At ANZ we understand the importance of connecting with our community. We appreciate that establishing real links is not just about making promises. It's about urgent and tangible action that demonstrates we put customers first and are worthy of the community's trust. We aim to be the bank with a human face and a valued member of the communities in which we work.

And while we work on accomplishing this aspiration ANZ continues to face the challenge of achieving real balance between the interests of our shareholders, staff, customers and the community.

Earning the trust of the community is an enormous task. We acknowledge we are at the start of a journey and have much still to do, but we have made substantive progress through our community giving programs and partnerships with community organisations.

We are intent on doing what is necessary to earn the trust of the community. Only then can we stand up and be counted by those who count – our communities, customers, shareholders and staff.

We are intent on doing what is necessary to earn the trust of the community.

## ANZ Community Fund

ANZ recently announced the pilot launch of the ANZ Community Fund. The ANZ Community Fund is a unique initiative that gives our people in the branches the opportunity to contribute to their local community and establish relationships beyond their day-to-day interactions with customers.

ANZ's District and Rural Market Managers and Local CEOs will have access to a pool of funds which they can distribute to local community projects. These Managers, together with their local teams, can identify worthy projects to support through proactively working with community organisations and groups and allocate funds in a straightforward non-bureaucratic way.

The program is being piloted in four locations before being rolled out nationally later this year.

Talking about the initiative, Chief Executive Officer John McFarlane said: "I'm proud of this program because it has the capacity to make a real difference to people from all walks of life throughout Australia."

## Volunteering

In July 2001, ANZ introduced its volunteering program – paid leave for all staff who wish to volunteer service to the community. The move is part of an effort by ANZ to develop a culture that values providing services to the community while acknowledging staff already volunteering in the community. ANZ provides a full day's paid leave per year for staff volunteering in their community.

The program has been a resounding success and extremely well received by staff and the community. Across Australia and New Zealand, staff have contributed 4,000 volunteer hours to our local communities. And the count continues to rise ...



ANZ'S VOLUNTEER-O-METER ... COUNTING THE NUMBER OF ANZ VOLUNTEER LEAVE HOURS CONTRIBUTED TO COMMUNITIES ACROSS AUSTRALIA AND NEW ZEALAND.



## Credit Helpline

One of ANZ's major community partners is Credit Helpline – a not-for-profit company that provides free and independent telephone advice to Victorian consumers who have credit or debt problems. In addition to providing Credit Helpline with financial support, ANZ recently donated computers which were used by ANZ staff to set up new networks, an email system and a new website.

Credit Helpline provides accurate specialist information on: consumer credit and debt problems; credit cards and sales; loans and mortgages; recent consumer credit cases; and topical issues in consumer credit. As well as telephone advice and referral, Credit Helpline undertakes some research for callers and advises on contracts received from callers by fax or mail.

Credit Helpline provides free and independent telephone advice to Victorian consumers who have credit or debt problems.

## Foundation for Rural and Regional Renewal

The Foundation for Rural and Regional Renewal (FRRR) encourages partnerships between rural and regional communities, philanthropy, and helps government and business to identify, fund and implement projects that will reinvigorate rural areas.

ANZ is in the third year of an \$800K commitment to the FRRR. In previous years ANZ's contribution has helped make numerous youth development programs possible including the national 'Youth at the Centre' program, the 'Lead On – Real Life Regional Leaders' project in Victoria and 'The Hyden Youth Place' project in Western Australia.

An affiliation with FRRR is another way ANZ demonstrates its commitment to the long-term development and sustainability of rural Australian communities.

## Foodbank Australia

Foodbank Australia is a national network of not-for-profit agencies that accept donations of food and distribute them to charities, helping feed over 20,000 people a day. ANZ has been a major supporter of Foodbank for a number of years and in 2000 pledged a \$1 million grant over five years.

However, our support goes beyond a financial contribution. It also includes staff involvement through regular volunteering around the country and providing professional expertise by having senior executives on the National and State Foodbank Boards.

## Bushfires bring volunteering opportunity

Claudine Bitar put her ANZ volunteer leave to good use when she went fire-fighting in New South Wales. Claudine was called out to a national park in the suburb of Heathcote where she spent a long day checking for spot fires and ensuring there was no threat to properties of nearby residents. The following week she was sent to the Sydney Police Centre in Darlinghurst to take calls on the Fire Hotline from 7pm to 7am.

Claudine then spent one weekend working in operations at the Wollondilly Rural Fire Station, answering calls from firefighters, residents, media and local government officials. At ANZ, Claudine works in Portfolio Management for Small to Medium Business.

CLAUDINE BITAR (FAR LEFT) WITH FELLOW MEMBERS OF HER STATE EMERGENCY SERVICES CREW



“I am grateful ANZ was able to offer me volunteer leave. It's important to me that I could put back some time and assistance in our community in a time of crisis.”

CLAUDINE BITAR

## ANZ reduces fees on personal bank accounts

In February, ANZ launched two new transaction banking accounts providing customers with lower fees and easy-to-understand fee structures.

### Access Advantage Account

ANZ Access Advantage Account is an ideal way for “high transactor” customers to manage their money.

For a low \$5 monthly service fee, it provides unlimited transactions through all ANZ channels: branches, ATMs, via EFTPOS, or by Phone and Internet Banking. It also provides customers with the option of an overdraft facility, chequebook facility and the ability to link their Access Advantage account to other ANZ accounts.

Children, students and customers over 60 will receive fee waivers on the monthly service fee.

### Access Select Account

ANZ Access Select Account is ideal for customers who do not make a lot of withdrawals. It has no monthly account service fee, and provides customers with six free withdrawals per month at ANZ ATMs, through EFTPOS or via ANZ Phone Banking. It also provides customers with unlimited free ANZ Internet Banking transactions. Plus, there's the option of an overdraft and chequebook facility and the ability for customers to link their Access Select account to other ANZ accounts.

ANZ's previous range of transaction accounts – Access Flexible, Value and Simplicity, and Personal Cheque accounts – are currently being phased out. ANZ's Access Deeming and Access Basic accounts are still available.

ANZ's new Access Accounts are supported by a range of specialist savings accounts including ANZ Progress Saver, term deposits and the ANZ V2 Plus Cash Management account.

## Important dates for shareholders

Date	Event
1 July 2002	2002 Interim Dividend Payment
24 October 2002	2002 Annual Results Announced
31 October 2002	2002 Final Dividend Ex-Dividend Date*
7 November 2002	2002 Final Dividend Record Date*
18 November 2002	2002 Final Dividend Declared
13 December 2002	2002 Annual General Meeting (Perth) & Final Dividend Payment

\* These are indicative dates

## Handy contacts

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