



Corporate Affairs
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Media statement

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Independent ATM networks

Independent ATM networks have recently made comments to the media about ANZ and The National Bank customers not being able to use their ATM machines.

ANZ and The National Bank are not participating in the independent ATM networks. These ATMs are a higher cost option, charging customers up to \$1.80 a withdrawal.

We asked customers what they thought about independent ATMs in a recent online survey.

More than 80% said they didn't want to pay higher transaction fees, and that they found the existing location of our ATMs conveniently situated.

We're confident that our ATMs adequately service our customers' needs.

ANZ and The National Bank customers already have access to the largest ATM network in the country, with over 750 ATMs in locations across New Zealand that customers of both banks can access without incurring additional fees.

New Zealanders have moved away from using cash and are instead using EFTPOS and other electronic methods of payment.

Unlike other countries, it is very common to pay for purchases using cards rather than cash.