This is not personal advice nor financial advice about any product or service. It does not take into account your financial situation or goals. Please refer to the Important Notice.



Forecast updates

Recent ANZ NZ Forecast Updates can be found here.

- NZ Economic Outlook: Red light/green light
- NZ Forecast Update: Farmgate milk price forecast revised up
- NZ Property Focus: Risks building

Our other recent publications are on page 2.

What's the view?

- GDP constrained by supply more than demand
- Labour market tighter than ever
- Inflation well above target
- Further OCR hikes towards 2.0% by end of 2022 needed to contain inflation.

Our forecasts are on page 3.

Key risks to our view



Falling consumer and business sentiment derail momentum.



The housing market has peaked. Momentum could fade faster as rates rise, or have more significant economic impacts.



Surging costs, inflation expectations, and highly inflationary labour market could be hard to rein in.

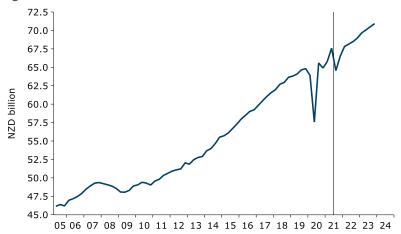


Omicron variant proves hard to control, requiring tighter restrictions.

What happened this week?

This week we released our Previews for both the Half Year Economic and Fiscal Update (HYEFU), and Q3's GDP and Balance of Payments. The GDP data will show the impact of lockdown on overall activity in New Zealand. Partial indicators over the past few weeks, including retail and wholesale trade and building activity, have all come in 'less bad' than expected. At the onset of the latest outbreak, we had pencilled in a 7% fall in GDP in Q3 – but given the latest data, we're expecting a (still-painful) 4.5% quarterly decline. However, with the Government once again absorbing the worst of the damage via its own balance sheet, we expect the economy should rebound (figure 1).

Figure 1. Production GDP forecast



Source: Stats NZ, Macrobond, ANZ Research

We also expect that the outlook for the Government's books will improve in HYEFU 2021 – despite having to absorb the impact of a second lockdown. The economy has proven far stronger than the Treasury (or anyone) predicted back in May – and we expect they will bump up their nominal GDP forecast out to June 2025 by about NZD40bn or so. That implies higher tax revenue, and means even after accounting for the cost of the latest lockdown, the Government could feasibly increase spending while achieving a lower net core Crown debt profile than predicted at the May Budget. Of course, the challenge in our capacity-constrained economy is just getting projects out the door.

Key data summary

Building Work Put in Place – Q3. Building activity declined 8.6% q/q.

ANZ Commodity Price Index – November. The world index rose 2.8% m/m.

GlobalDairyTrade auction. The Global Price Index lifted just 1.4% in the latest auction – weaker than expected, but overall prices remain very high.

ANZ Truckometer – November (Thursday 9 December, 10:00am). The heavy traffic index rose 4.6% m/m.

Economic Survey of Manufacturing – Q3. Manufacturing volumes dropped 6.4% q/q (-0.4% previously).

Performance of Manufacturing Index – November. At 50.6 (54.2 previous), the PMI has (just) managed to remain in expansionary territory.

Electronic Card Transactions – November. Total spending was up a surprisingly-solid 9.1% m/m (9.4% previously), versus our expectation of 6%.



Looking ahead



Recent Publications

ANZ produces a range of in-depth insights.

- NZ Agri Focus: Higher prices for Christmas
- NZ Insight: The real cost of inflation
- NZ Insight: The Reopening
- NZ Property Focus: Risks building
- NZ Insight: NZ-UK Free Trade Agreement
- NZ Insight: The 'great resignation' in New Zealand
- NZ Insight: States of the world
- NZ Property Focus: The tide is turning
- NZ Insight: RBNZ Speech Review
- Not just rugby: NZ beating Australia on wage growth
- NZ Insight: Increasing the contingency fund
- NZ Insight: What would it take to derail OCR hikes?
- NZ Insight: Lockdown and the economic outlook

Click here for more.

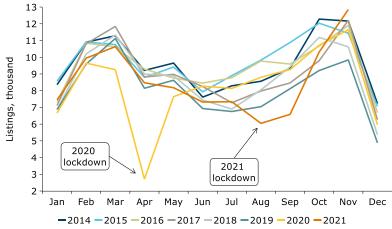
Data calendar

Date	Data/event
Mon 13 Dec	REINZ House
(09:00am)	Prices - Nov
Mon 13 Dec	Performance
(10:30am)	Services Index Nov
Mon 13 Dec	Net Migration –
(10:45am)	Oct
Tue 14 Dec	Food Price Index -
(10:45am)	Nov
Tue 14 Dec	Rental Price Index
(10:45am)	– Nov
Wed 15 Dec	Current Account -
(10:45am)	Q3
Wed 15 Dec	Half Year Economic
(1:00pm)	and Fiscal Update
Thu 16 Dec	GDP - Q3
(10:45am)	
Fri 18 Dec	ANZ-RM Consumer
(10:00am)	Confidence - Dec
Fri 18 Dec	ANZ Business
(1:00pm)	Outlook- Dec
Mon 20 Dec	Merchandise Trade
(10:45am)	- Dec

What are we watching?

The conversation around the housing market has had a decidedly pessimistic flavour in recent weeks, as the cumulative impact of recent regulatory changes starts to flow through into a marked tightening in conditions for housing lending. To recap, loan-to-value ratio restrictions have been further tightened by the RBNZ – leading many banks to simply stop lending to most low-deposit borrowers to ensure compliance with the new rules. And increased consumer protections through changes to the Credit Contracts and Consumer Finance Act (CCCFA) have made processing mortgage applications a lot slower and more likely to be declined. Anecdotes suggest that the housing lending tap is being rapidly turned off. And given that that's coincided with a resurgence in new real estate listings (figure 2), as well as surging housing supply and rising interest rates, it's even more likely that we'll see a significant slowing in the housing market in coming months. REINZ's November Property Report is out on Monday – while we do expect house price inflation to slow, it's uncertain if tighter lending conditions will be fully reflected yet in the data.

Figure 2. New real estate listings



Source: RealEstate.co.nz, Macrobond, ANZ Research

The week ahead

REINZ House Prices – November (Monday 13 December, 9:00am). We expect house prices to slow – but the timing and magnitude remains uncertain.

Performance Services Index – November (Monday 13 December, 10:30am). With retail in Auckland opening up in early November, we may see some improvement in the PSI.

Net Migration - October (Monday 13 December, 10:45am).

Food Prices – November (Tuesday 14 December, 10:45am). We've pencilled in a 0.6% m/m decline, consistent with usual seasonal patterns.

Rental Price Index – November (Tuesday 14 December, 10:45am). We're expecting a 0.2% m/m increase following usual seasonality.

Current Account Balance – Q3 (Wednesday 15 December, 10.45am). The deficit is expected to expand to 4.6% of GDP.

Half-Year Economic and Fiscal Update (Wednesday 15 December, 1:00pm). We expect to see an improved outlook for nominal GDP, tax revenue, and net core Crown debt. See our Preview.

GDP - Q3 (Thursday 16 December, 10.45am). See our Preview.

ANZ Roy Morgan Consumer Confidence – December (Friday 17 December, 10:00am).

ANZ Business Outlook – December (Friday 17 December, 1:00pm).



Markets and forecasts

What's happening in financial markets

Markets continue to price a higher terminal OCR than the 2% we expect. While such an outcome is certainly feasible, our forecast suggests an eventual pull-back. However, that's more likely a 2022 story. We first need to get past the peak in terms of positive data surprises, and if next week's NZ GDP figures roll in as we expect, that will mark yet another print that beats the RBNZ's MPS forecast (-7%). Picking the timing for when the market may unwind its expectations is tricky. There is plenty of scope for the quarterly labour market data to surprise on the upside, but also plenty of scope for the housing slowdown to be sharper than generally expected and to take domestic demand along for the ride. There's potential for good news in the bond pit next week too, as a better fiscal outlook in the HYEFU (owing to a better economic starting point and outlook) is expected to reduce bond supply (despite more discretionary spending). And while it's a big unknown at this stage, NZDM's intentions around managing its very sizable buffer of liquid assets could see a larger downgrade to issuance than the fiscals alone warrant. Offsetting strong near-term data on the FX side of the ledger, the USD continues to reign supreme as market expectations for Fed hikes continue to sharpen. China this week raised the reserve ratio requirement on FX holdings at local banks, which resulted in an immediate hit to the CNH/USD and to some extent the Australasian currencies by association. Ongoing headlines out of China's property development sector also have the potential to dampen commodity currencies. All up, the traditional year-end rally in the NZD is facing some decent headwinds.

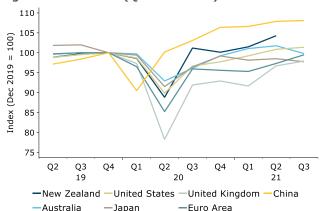
	Actual								
FX rates	Oct-21	Nov-21	Today	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
NZD/USD	0.717	0.682	0.679	0.720	0.720	0.720	0.720	0.720	0.720
NZD/AUD	0.954	0.956	0.951	0.960	0.960	0.960	0.960	0.960	0.960
NZD/EUR	0.620	0.600	0.602	0.637	0.637	0.637	0.632	0.626	0.626
NZD/JPY	81.7	76.9	77.1	83.5	83.5	83.5	83.5	83.5	83.5
NZD/GBP	0.524	0.510	0.514	0.537	0.533	0.533	0.529	0.526	0.526
NZ\$ TWI	75.9	73.2	73.1	76.6	76.5	76.4	76.1	75.9	75.8
Interest rates	Oct-21	Nov-21	Today	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23
NZ OCR	0.50	0.75	0.75	0.75	1.00	1.50	2.00	2.00	2.00
NZ 90 day bill	0.80	0.81	0.89	1.02	1.52	2.02	2.10	2.10	2.10
NZ 10-yr bond	2.64	2.49	2.46	2.50	2.60	2.70	2.70	2.80	2.80

Economic forecasts

	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23
GDP (% qoq)	2.8	-4.5	3.0	2.0	0.5	0.5	0.7	1.0	0.6
GDP (% yoy)	17.4	-1.6	2.4	3.1	0.8	6.1	3.7	2.7	2.8
CPI (% qoq)	1.3	2.2	1.0	1.2	0.6	1.0	0.4	0.4	0.2
CPI (% yoy	3.3	4.9	5.5	5.8	5.1	3.9	3.2	2.5	2.0
Employment (% qoq)	1.1	2.0	0.0	0.6	0.6	0.6	0.5	0.4	0.3
Employment (% yoy)	1.6	4.2	3.6	3.7	3.2	1.8	2.3	2.1	1.8
Unemployment Rate (% sa)	4.0	3.4	3.5	3.4	3.2	3.1	3.0	3.0	3.0

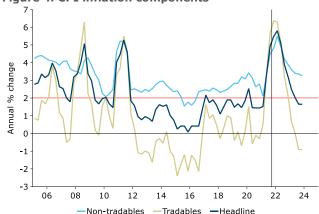
Figures in bold are forecasts. mom: Month-on-Month; qoq: Quarter-on-Quarter; yoy: Year-on-Year

Figure 3. GDP levels (Q4 2019= 100)



Source: Macrobond, ANZ Research

Figure 4. CPI inflation components



Source: Stats NZ, Macrobond, ANZ Research



Contact us

Meet the team

We welcome your questions and feedback. Click here for more information about our team.



Sharon Zollner Chief Economist Follow Sharon on Twitter @sharon_zollner

Telephone: +64 27 664 3554 Email: sharon.zollner@anz.com General enquiries: research@anz.com Follow ANZ Research @ANZ Research (global)



David Croy Senior Strategist

Market developments, interest rates, FX, unconventional monetary policy, liaison with market participants.

Telephone: +64 4 576 1022 Email: david.croy@anz.com



Susan Kilsby Agricultural Economist

Primary industry developments and outlook, structural change and regulation, liaison with industry.

Telephone: +64 21 633 469 Email: susan.kilsby@anz.com



Miles Workman Senior Economist

Macroeconomic forecast coordinator, fiscal policy, economic risk assessment and credit developments.

Telephone: +64 21 661 792 Email: miles.workman@anz.com



Finn Robinson Economist

Macroeconomic forecasting, economic developments, labour market dynamics, inflation and monetary policy.

Telephone: +64 21 629 553 Email: finn.robinson@anz.com



Kyle Uerata Economic Statistician

Economic statistics, ANZ proprietary data (including ANZ Business Outlook), data capability and infrastructure.

Telephone: +64 21 633 894 Email: kyle.uerata@anz.com



Natalie DennePA / Desktop Publisher

Business management, general enquiries, mailing lists, publications, chief economist's diary.

Telephone: +64 21 253 6808 Email: natalie.denne@anz.com



Important notice

Last updated: 15 October 2021

This document is intended for ANZ's Institutional, Markets and Private Banking clients. It should not be forwarded, copied or distributed. The opinions and research contained in this document are (a) not personal advice nor financial advice about any product or service; (b) provided for information only; and (c) intended to be general in nature and does not take into account your financial situation or goals.

This document may be restricted by law in certain jurisdictions. Persons who receive this document must inform themselves about and observe all relevant restrictions.

Disclaimer for all jurisdictions: This document is prepared and distributed in your country/region by either: Australia and New Zealand Banking Group Limited (ABN11 005 357 522) (**ANZ**); or its relevant subsidiary or branch (each, an **Affiliate**), as appropriate or as set out below.

This document is distributed on the basis that it is only for the information of the specified recipient or permitted user of the relevant website (**recipients**).

This document is solely for informational purposes and nothing contained within is intended to be an invitation, solicitation or offer by ANZ to sell, or buy, receive or provide any product or service, or to participate in a particular trading strategy.

Distribution of this document to you is only as may be permissible by the laws of your jurisdiction, and is not directed to or intended for distribution or use by recipients resident or located in jurisdictions where its use or distribution would be contrary to those laws or regulations, or in jurisdictions where ANZ would be subject to additional licensing or registration requirements. Further, the products and services mentioned in this document may not be available in all countries.

ANZ in no way provides any financial, legal, taxation or investment advice to you in connection with any product or service discussed in this document. Before making any investment decision, recipients should seek independent financial, legal, tax and other relevant advice having regard to their particular circumstances.

Whilst care has been taken in the preparation of this document and the information contained within is believed to be accurate, ANZ does not represent or warrant the accuracy or completeness of the information Further, ANZ does not accept any responsibility to inform you of any matter that subsequently comes to its notice, which may affect the accuracy of the information in this document.

Preparation of this document and the opinions expressed in it may involve material elements of subjective judgement and analysis. Unless specifically stated otherwise: they are current on the date of this document and are subject to change without notice; and, all price information is indicative only. Any opinions expressed in this document are subject to change at any time without notice.

ANZ does not guarantee the performance of any product mentioned in this document. All investments entail a risk and may result in both profits and losses. Past performance is not necessarily an indicator of future performance. The products and services described in this document may not be suitable for all investors, and transacting in these products or services may be considered risky.

ANZ expressly disclaims any responsibility and shall not be liable for any loss, damage, claim, liability, proceedings, cost or expense (Liability) arising directly or indirectly and whether in tort (including negligence), contract, equity or otherwise out of or in connection with this document to the extent permissible under relevant law. Please note, the contents of this document have not been reviewed by any regulatory body or authority in any jurisdiction.

ANZ and its Affiliates may have an interest in the subject matter of this document. They may receive fees from customers for dealing in the products or services described in this document, and their staff and introducers of business may share in such fees or remuneration that may be influenced by total sales, at all times received and/or apportioned in accordance with local regulatory requirements. Further, they or their customers may have or have had interests or long or short positions in the products or services described in this document, and may at any time make purchases and/or sales in them as principal or agent, as well as act (or have acted) as a market maker in such products. This document is published in accordance with ANZ's policies on conflicts of interest and ANZ maintains appropriate information barriers to control the flow of information between businesses within it and its Affiliates.

Your ANZ point of contact can assist with any questions about this document including for further information on these disclosures of interest.

Country/region specific information: Unless stated otherwise, this document is distributed by Australia and New Zealand Banking Group Limited (ANZ).

Australia. ANZ holds an Australian Financial Services licence no. 234527. For a copy of ANZ's Financial Services Guide please or request from your ANZ point of contact.

Brazil, Brunei, India, Japan, Kuwait, Malaysia, Switzerland, Taiwan. This document is distributed in each of these jurisdictions by ANZ on a cross-border basis.

Cambodia. The information contained in this document is confidential and is provided solely for your use upon your request. This does not constitute or form part of an offer or solicitation of any offer to engage services, nor should it or any part of it form the basis of, or be relied in any connection with, any contract or commitment whatsoever. ANZ does not have a licence to undertake banking operations or securities business or similar business, in Cambodia. By requesting financial services from ANZ, you agree, represent and warrant that you are engaging our services wholly outside of Cambodia and subject to the laws of the contract governing the terms of our engagement.

Chile. You understand and agree that ANZ Banking Group Limited is not regulated by Chilean Authorities and that the provision of ANZ Research is not subject to any Chilean supervision and is not guaranteed by any regulatory or governmental agency in Chile.

European Economic Area (EEA): *United Kingdom.* ANZ is authorised in the United Kingdom by the Prudential Regulation Authority (**PRA**) and is subject to regulation by the Financial Conduct Authority (**FCA**) and limited regulation by the PRA. Details about the extent of our regulation by the PRA are available from us on request. This document is distributed in the United Kingdom by Australia and New Zealand Banking Group Limited ANZ solely for the information of persons who would come within the FCA definition of "eligible counterparty" or "professional client". It is not intended for and must not be distributed to any person who would come within the FCA definition of "retail client". Nothing here excludes or restricts any duty or liability to a customer which ANZ may have under the UK Financial Services and Markets Act 2000 or under the regulatory system as defined in the Rules of the Prudential Regulation Authority (**PRA**) and the FCA. ANZ is authorised in the United Kingdom by the PRA and is subject to regulation by the FCA and limited regulation by the PRA. Details about the extent of our regulation by the PRA are available from us on request.

Fiji. For Fiji regulatory purposes, this document and any views and recommendations are not to be deemed as investment advice. Fiji investors must seek licensed professional advice should they wish to make any investment in relation to this document.

Hong Kong. This publication is issued or distributed in Hong Kong by the Hong Kong branch of ANZ, which is registered at the Hong Kong Monetary Authority to conduct Type 1 (dealing in securities), Type 4 (advising on securities) and Type 6 (advising on corporate finance) regulated activities. The contents of this publication have not been reviewed by any regulatory authority in Hong Kong.



Important notice

India. If this document is received in India, only you (the specified recipient) may print it provided that before doing so, you specify on it your name and place of printing.

Myanmar. This publication is intended to be general and part of ANZ's customer service and marketing activities when implementing its functions as a licensed bank. This publication is not Securities Investment Advice (as that term is defined in the Myanmar Securities Transaction Law 2013).

New Zealand. This material is for information purposes only and is not financial advice about any product or service. We recommend seeking financial advice about your financial situation and goals before acquiring or disposing of (or not acquiring or disposing of) a financial product.

Oman. ANZ neither has a registered business presence nor a representative office in Oman and does not undertake banking business or provide financial services in Oman. Consequently ANZ is not regulated by either the Central Bank of Oman or Oman's Capital Market Authority. The information contained in this document is for discussion purposes only and neither constitutes an offer of securities in Oman as contemplated by the Commercial Companies Law of Oman (Royal Decree 4/74) or the Capital Market Law of Oman (Royal Decree 80/98), nor does it constitute an offer to sell, or the solicitation of any offer to buy non-Omani securities in Oman as contemplated by Article 139 of the Executive Regulations to the Capital Market Law (issued vide CMA Decision 1/2009). ANZ does not solicit business in Oman and the only circumstances in which ANZ sends information or material describing financial products or financial services to recipients in Oman, is where such information or material has been requested from ANZ and the recipient understands, acknowledges and agrees that this document has not been approved by the CBO, the CMA or any other regulatory body or authority in Oman. ANZ does not market, offer, sell or distribute any financial or investment products or services in Oman and no subscription to any securities, products or financial services may or will be consummated within Oman. Nothing contained in this document is intended to constitute Omani investment, legal, tax, accounting or other professional advice.

People's Republic of China (PRC). This document may be distributed by either ANZ or Australia and New Zealand Bank (China) Company Limited (ANZ China). Recipients must comply with all applicable laws and regulations of PRC, including any prohibitions on speculative transactions and CNY/CNH arbitrage trading. If this document is distributed by ANZ or an Affiliate (other than ANZ China), the following statement and the text below is applicable: No action has been taken by ANZ or any affiliate which would permit a public offering of any products or services of such an entity or distribution or re-distribution of this document in the PRC. Accordingly, the products and services of such entities are not being offered or sold within the PRC by means of this document or any other document. This document may not be distributed, re-distributed or published in the PRC, except under circumstances that will result in compliance with any applicable laws and regulations. If and when the material accompanying this document relates to the products and/or services of ANZ China, the following statement and the text below is applicable: This document is distributed by ANZ China in the Mainland of the PRC.

Qatar. This document has not been, and will not be:

- lodged or registered with, or reviewed or approved by, the Qatar Central Bank (QCB), the Qatar Financial Centre (QFC) Authority, QFC Regulatory Authority or any other authority in the State of Qatar (Qatar); or
- authorised or licensed for distribution in Qatar,

and the information contained in this document does not, and is not intended to, constitute a public offer or other invitation in respect of securities in Qatar or the QFC. The financial products or services described in this document have not been, and will not be:

- registered with the QCB, QFC Authority, QFC Regulatory Authority or any other governmental authority in Qatar; or
- · authorised or licensed for offering, marketing, issue or sale, directly or indirectly, in Qatar.

Accordingly, the financial products or services described in this document are not being, and will not be, offered, issued or sold in Qatar, and this document is not being, and will not be, distributed in Qatar. The offering, marketing, issue and sale of the financial products or services described in this document and distribution of this document is being made in, and is subject to the laws, regulations and rules of, jurisdictions outside of Qatar and the QFC. Recipients of this document must abide by this restriction and not distribute this document in breach of this restriction. This document is being sent/issued to a limited number of institutional and/or sophisticated investors (i) upon their request and confirmation that they understand the statements above; and (ii) on the condition that it will not be provided to any person other than the original recipient, and is not for general circulation and may not be reproduced or used for any other purpose.

Singapore. This document is distributed in Singapore by the Singapore branch of ANZ solely for the information of "accredited investors", "expert investors" or (as the case may be) "institutional investors" (each term as defined in the Securities and Futures Act Cap. 289 of Singapore). ANZ is licensed in Singapore under the Banking Act Cap. 19 of Singapore and is exempted from holding a financial adviser's licence under Section 23(1)(a) of the Financial Advisers Act Cap. 100 of Singapore. In respect of any matters arising from, or in connection with, the distribution of this publication in Singapore, please speak to your usual ANZ contact in Singapore.

United Arab Emirates (UAE). This document is distributed in the UAE or the Dubai International Financial Centre (**DIFC**) (as applicable) by ANZ. This document does not, and is not intended to constitute: (a) an offer of securities anywhere in the UAE; (b) the carrying on or engagement in banking, financial and/or investment consultation business in the UAE under the rules and regulations made by the Central Bank of the UAE, the Emirates Securities and Commodities Authority or the UAE Ministry of Economy; (c) an offer of securities within the meaning of the Dubai International Financial Centre Markets Law (DIFCML) No. 12 of 2004; and (d) a financial promotion, as defined under the DIFCML No. 1 of 200. ANZ DIFC Branch is regulated by the Dubai Financial Services Authority (**DFSA**) ANZ DIFC Branch is regulated by the Dubai Financial Services Authority (**DFSA**). The financial products or services described in this document are only available to persons who qualify as "Professional Clients" or "Market Counterparty" in accordance with the provisions of the DFSA rules.

United States. Except where this is a FX- related document, this document is distributed in the United States by ANZ Securities, Inc. (**ANZ SI**) which is a member of the Financial Regulatory Authority (**FINRA**) (www.finra.org) and registered with the SEC. ANZSI's address is 277 Park Avenue, 31st Floor, New York, NY 10172, USA (Tel: +1 212 801 9160 Fax: +1 212 801 9163). ANZSI accepts responsibility for its content. Information on any securities referred to in this document may be obtained from ANZSI upon request. This document or material is intended for institutional use only – not retail. If you are an institutional customer wishing to effect transactions in any securities referred to in this document you must contact ANZSI, not its affiliates. ANZSI is authorised as a broker-dealer only for institutional customers, not for US Persons (as "US person" is defined in Regulation S under the US Securities Act of 1933, as amended) who are individuals. If you have registered to use this website or have otherwise received this document and are a US Person who is an individual: to avoid loss, you should cease to use this website by unsubscribing or should notify the sender and you should not act on the contents of this document in any way. Non-U.S. analysts: Non-U.S. analysts may not be associated persons of ANZSI and therefore may not be subject to FINRA Rule 2242 restrictions on communications with the subject company, public appearances and trading securities held by the analysts. Where this is an FX-related document, it is distributed in the United States by ANZ's New York Branch, which is also located at 277 Park Avenue, 31st Floor, New York, NY 10172, USA (Tel: +1 212 801 916 0 Fax: +1 212 801 9163).

Vietnam. This document is distributed in Vietnam by ANZ or ANZ Bank (Vietnam) Limited, a subsidiary of ANZ.

This document has been prepared by ANZ Bank New Zealand Limited, Level 26, 23-29 Albert Street, Auckland 1010, New Zealand, Ph 64-9-357 4094, e-mail nzeconomics@anz.com, http://www.anz.co.nz