



Media Release

For release: Monday, 18 August 2014

ANZ introduces digital card PIN service

ANZ Internet Banking and ANZ goMoney customers are now able to set their card PIN numbers for personal Visa Debit, EFTPOS and credit cards online, rather than go into a branch.

The new feature is one of several recent improvements to ANZ Internet Banking and ANZ goMoney that are now available. They include:

- Set card PIN - customers can set their 4-digit card PIN for personal Visa Debit, EFTPOS and credit cards online and through the ANZ goMoney app.
- Statement stopper - gives customers the option to turn off their paper credit card statements via Internet Banking.
- Credit Card statement alerts – customers can opt in to receive a notification via text or email when their next statement is available, showing how much to pay and when.
- Easier automatic payments – making automatic payments between the customer's own accounts and to payees an even easier process through Internet Banking.

"Customers now have the convenience of being able to set or change their PIN from their chair, on the bus, or wherever best suits them. It will mean they don't have to visit a branch," said Fred Ohlsson, ANZ's Managing Director, Retail and Business Banking.

"We get around 70,000 PIN requests each month, so this new feature means that our branch staff will have more time for helping customers with their more complex banking requirements.

"We're also conscious of our environmental impact, so giving the customers the choice to turn off their personal credit card paper statements will further reduce our footprint. Over 50,000 customers have already moved to electronic statements for their cards," Mr Ohlsson said.

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