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# Media Release

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## **ANZ Takes Internet Banking Security Extremely Seriously**

ANZ treats the security of its Internet Banking extremely seriously and takes a number of steps to ensure customers are protected.

The new Code of Banking Practice had raised some speculation about how banks might work with customers in the very rare cases where Internet Banking losses occur. However, ANZ's commitment to doing what is right for its customers is unchanged, ANZ Retail Banking Managing Director Wayne Besant said.

"We understand how important security is for our customers," he said. "The fact is that the Code sets out minimum standards for the industry. At ANZ, we go well above those minimum standards so our customers enjoy a high degree of comfort around their online banking security.

"For example, ANZ has sophisticated fraud detection software, which analyses Internet Banking payments and enables the bank to identify potentially suspicious or unusual payments.

"As always, we work one-on-one with our customers to ensure they are compensated if they follow our terms and conditions and they incur a loss through no fault of their own."

Mr Besant said it would be extremely rare for ANZ to ask a customer's permission to look at the protective software on their personal computers – and only then to understand how a loss was incurred.

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