

# BANKING AT YOUR FINGERTIPS

Save yourself a call or trip to the branch and manage your everyday banking using the ANZ App, Internet Banking, Smart ATMs, and Phone Banking.

## ANZ APP<sup>1</sup>

Use the ANZ App on your compatible mobile or tablet device to stay on top of your finances. View your spending by merchant or category, make payments in as little as 60 seconds with PayID, temporarily block and unblock your card, and much more.

Get started with the ANZ App by scanning the QR code or by [anz.com/anzapp](https://anz.com/anzapp)



ANZ App for iPhone

[Download now](#)



ANZ App for android

[Download now](#)

## ANZ INTERNET BANKING

Log into Internet Banking online to get into the detail and manage your accounts, payments, home or business loan from the comfort of your computer. Set your Internet Banking password in the ANZ App and then use it to log in. Or visit the link below.

Find out more at [anz.com/internetbanking](https://anz.com/internetbanking)

## ANZ PHONE BANKING

No internet access? Call 13 13 14 to do the basics: confirm your account number, transfer funds between linked accounts, pay bills via BPAY, check your balance, review recent transactions, and more.

Visit [anz.com/ways-to-bank/phone-banking](https://anz.com/ways-to-bank/phone-banking)

## ANZ SMART ATMS

At our ATMs, you can deposit and withdraw cash, check your balance, transfer between accounts and change your PIN. ATMs with the contactless symbol also let you Tap & PIN, making banking simpler and quicker.

Find out more at [anz.com/atmaccess](https://anz.com/atmaccess)

## SAFETY FIRST

When you use the ANZ App or Internet Banking, you're covered by the ANZ Internet Banking Guarantee. We will reimburse any unauthorised transactions on your account, provided you didn't contribute to the loss and you let us know as soon as you discover it<sup>4</sup>.

Find out more at [anz.com.au/security/account-protection/internet-banking](https://anz.com.au/security/account-protection/internet-banking)

## TAKE CARE OF LIFE ADMIN

We've all got life admin that we just don't seem to get around to. See how you can get that tick-off-your-list feeling, without needing to call us or visit a branch.

### UPDATE YOUR DETAILS



#### ANZ App

Update your address, phone number or email online with these simple, easy-to-follow steps. Open the ANZ App, then log in and visit **Profile**. Tap your name, then tap **Phone, Email** or **Address** and follow the prompts.

See how at [anz.com/appdemos](https://anz.com/appdemos)

#### Internet Banking

Log in to ANZ Internet Banking by clicking **Log in**, enter your CRN and password, then go to **Profile**. Select **Profile & Security**, then choose **Phone, Email** or **Address** and follow the prompts. That's easier than expected!

### ACTIVATE YOUR ELIGIBLE CARD AND SET YOUR CARD PIN



#### ANZ App

You can activate eligible ANZ cards in the app. Log into the ANZ App, tap **More** on the Accounts Screen, choose **Activate Card**, and follow the prompts. Once your card is activated you can set your eligible **Card Pin** and you're done.

See how at [anz.com.au/support/activate-card/](https://anz.com.au/support/activate-card/)

#### Internet Banking

Log in to ANZ Internet Banking, then scroll to the bottom of the page and click on **Activate an ANZ Card**. Enter the card number, decide if you'd like to activate card(s) for all additional cardholders, then click **Activate**. If you already have a PIN, you're ready to go. Otherwise you can use the ANZ App to set your card PIN.

### GET YOUR STATEMENT IN A WAY THAT WORKS FOR YOU



#### ANZ App

Log in, tap on **More**, then select **View Statements**. Choose the account you'd like to view the statement for, including both current and closed accounts. Next, select your latest statement or find a previous statement by year. Tap on it to open and see the details.

See how at [anz.com.au/support/statements/](https://anz.com.au/support/statements/)

#### Internet Banking

Log in to Internet Banking. From the homepage, select the **account** you'd like to view a statement for. Click on the **View statements** link in the left menu. Your statements will be listed in the **Statement issue date** section of the page.

**Want to stop receiving statements in the mail?**  
**You can switch to 'Online Only' statements any time in the ANZ App or Internet Banking.**

#### Important Information

1. The ANZ App is provided by Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. Super, Shares and Insurance (if available) are not provided by ANZ but entities which are not banks. ANZ does not guarantee them. This information is general in nature and does not take into account your personal objectives, financial situation or needs. ANZ recommends that you read the ANZ App Terms and Conditions available at [anz.com](https://anz.com) and consider if this service is appropriate to you prior to making a decision to acquire or use the app.
2. Daily deposit limits apply.
3. \*BPAY is registered to BPAY Pty Ltd ABN 69 079 137 518.
4. Provided you didn't contribute to the loss, you let us know as soon as you found out about the loss and you have complied with the Electronic Banking Conditions of Use contained in your product terms and conditions.

## WE'VE GOT YOUR BANKING COVERED

See what you can tick off your to-do list with the ANZ App<sup>1</sup>, Internet Banking, ANZ Smart ATMs and ANZ Phone banking – all from the comfort of your home, office or while you're on the move.

	ANZ App	ANZ Internet Banking	ANZ Smart ATM	ANZ Phone Banking
<b>Registration and log in</b>				
Retrieve your CRN	✓	✓	✗	✗
Biometric log in: Face ID, Touch ID or fingerprint	✓	✗	✗	✗
Set or change your Internet Banking Password	✓	✓ using your ANZ card	✗	✗
See your CRN	✓	✓	✗	✗
Register multiple CRNs on one mobile device	✓	✗	✗	✗
<b>Account services</b>				
View balances and transaction history	✓	✓	✓	✓
Search transaction history	✓	✓	✗	✓
Clear transaction descriptions	✓	✗	✗	✗
See spending by merchant or category	✓	✗	✗	✗
Share BSB and account number	✓	✗	✗	✗
View, share, print statements and update statement preferences	✓	✓	✗	✗
<b>Cards management</b>				
Activate an eligible card	✓	✓	✗	✓
Set or change eligible card PIN	✓	✗	✓ Change Card PIN	✗
Request eligible replacement card	✓ Via Message Us	✓	✗	✗
Add eligible card to your digital wallet (iOS)	✓	✗	✗	✗
Temporarily block and unblock your card	✓	✗	✗	✗
Report your eligible card as lost or stolen	✓	✗	✗	✗
Apply a gambling block on your eligible card	✓	✗	✗	✗
<b>Transfers, payments and deposits</b>				
Transfer between accounts and payments to linked credit card accounts	✓	✓	✓	✓
Make payments to a PayID or BSB and account number <sup>2</sup>	✓	✓	✗	✗
Pay bills with BPAY <sup>2</sup>	✓	✓	✗	✓
Manage Pay Anyone daily limits	✗	✓	✗	✗
Add and manage payees	✓	✓	✗	✗
Create a PayID	✓ Mobile/email	✓ All types	✗	✗
<b>Transfers, payments and deposits</b>				
Installment plans to pay credit card	✓	✗	✗	✗
Manage recurring or future dated transfers and payments	✓	✓	✗	✗
Transfer money overseas	✗	✓	✗	✓
Contactless transactions	✗	✗	✓	✗
Deposit notes and cheques together <sup>3</sup>	✗	✗	✓	✗

	ANZ App	ANZ Internet Banking	ANZ Smart ATM	ANZ Phone Banking
<b>Home and Personal Loan Details</b>				
View interest rate, term details, balance, repayments and transaction details	✓	✓	✗	✓ Balance only
Redraw and manage loan repayments	✓ Via Message Us	✓	✗	✗
<b>Personalisation, notifications and settings</b>				
Manage transaction and balance notifications	✗	✓	✗	✗
International travel notifications	✓ Via Message Us	✓	✗	✗
Offers and promotion preferences	✓	✓	✗	✗
<b>Security and Profile</b>				
Security Alerts	✓	✓	✗	✗
Multiple layers of security available for payments	✓	✓	✗	✗
Update your address, mobile number, email, Internet Banking password or ANZ App Pin.	✓	✓	✗	✗
Automatic time-out/logout feature	✓	✓	✗	✗
Additional security with Voice ID	✓	✗	✗	✗
Additional security with ANZ Shield	✗	✓	✗	✗
<b>Help and support</b>				
Message us	✓	✓ for home loans	✗	✗
Pre-authenticated calls for support	✓	✗	✗	✗
Contact us information	✓	✓	✗	✓ Call 13 13 14
Send and receive SecureMail	✗	✓	✗	✗
<b>Apply for products</b>				
Apply for an Access Advantage or Progress Saver account	✓ for existing customers	✓	✗	✗
Apply for a credit card, personal loan, term deposit account or home loan	✓ Link to anz.com	✓	✗	✗
<b>Financial management</b>				
Your Money Report	✓	✓	✗	✗
Set a daily budget	✓	✗	✗	✗
Set and manage a savings goal	✓	✗	✗	✗
Check share prices and manage portfolio	✓ iOS only	✗	✗	✗
<b>Other</b>				
Cash Rewards	✓	✗	✗	✗

1. The ANZ App is provided by Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. Super, Shares and Insurance (if available) are not provided by ANZ but entities which are not banks. ANZ does not guarantee them. This information is general in nature and does not take into account your personal objectives, financial situation or needs. ANZ recommends that you read the ANZ App Terms and Conditions available at anz.com and consider if this service is appropriate to you prior to making a decision to acquire or use the app.
2. A daily transaction limit of \$1,000 applies to Pay Anyone transactions and \$10,000 to BPay bill payments using the ANZ App. Higher payment limits may be available if you have registered for and use Voice ID and it is available on your device. Recipients require an account with an Australian financial institution to receive or collect Pay Anyone payments. Terms and conditions apply, view them at anz.com/app. \*BPAY is registered to BPAY Pty Ltd ABN 69 079 137 518.
3. Daily deposit limits apply.

Touch ID, Face ID and Apple Wallet are trademarks of Apple Inc.