



**SUBMISSION TO THE JOINT SELECT COMMITTEE ON
TRADE AND INVESTMENT GROWTH INQUIRY INTO
BUSINESS EXPERIENCE IN UTILISING AUSTRALIA'S
FREE TRADE AGREEMENTS**

JUNE 2015

CONTENTS

Summary	1
A. Introduction	2
B. ANZ’s experience with Free Trade Agreements	2
ANZ strategy	2
FTAs and ANZ	3
ANZ support for FTAs with its customers	4
ANZ customers’ experience in utilising Free Trade Agreements	5
C. Barriers to trade and investment	6
‘Behind-the-border’ and other barriers	6
Reducing services trade barriers.....	7
D. FTA studies and data	8
Studies on utilisation of Free Trade Agreements	8
Data on trade in services.....	9
Attachment 1: Summary of ANZ businesses in relevant markets	11
New Zealand	11
Cambodia.....	11
Indonesia	11
Laos	12
Malaysia	12
Myanmar	12
Singapore	12
Thailand.....	13
The Philippines.....	13
United States.....	13
Vietnam	13

SUMMARY

1. ANZ strongly supports Free Trade Agreements (FTAs) because of the benefits to our customers and business. FTAs reduce barriers to investment and trade, driving economic and employment growth and lifting living standards in the process. FTAs create commercial and policy momentum that would not otherwise exist and are complementary to multilateral trade agreements.
2. ANZ's 'super-regional' strategy is to build the best connected, most respected bank across the Asia Pacific region. Today, we operate businesses in 11 of the 13 markets highlighted by the Inquiry: New Zealand, Cambodia, Indonesia, Laos, Malaysia, Myanmar, the Philippines, Singapore, Thailand, Vietnam and the United States.
3. FTAs and other liberalisation have contributed to both ANZ's and our customers' expansion. The Australia-New Zealand Closer Economic Relations Trade Agreement is a benchmark for free trade. ANZ New Zealand is core business for ANZ, supported by the free trade and investment across the Tasman. The growth of our businesses in the region – for example in Singapore, Vietnam, and the Philippines as well as joint ventures in Indonesia and Malaysia – has been facilitated by FTAs.
4. ANZ's customers are set to benefit significantly from the latest north Asian FTAs. The beef trade alone could be boosted by \$3.3 billion because of the China FTA, with benefits flowing through to the wider Australian economy. Looking forward, FTAs can assist Australia to realise the opportunities offered by Asian growth. Annual services exports to Asia could reach \$163 billion by 2030, a 135 per cent increase from 2013, and support one million Australian jobs.
5. ANZ has launched a \$3 billion trade lending pledge to help customers develop their businesses in the region. We are working with the Export Council of Australia to develop a tool to simplify the FTAs outcomes for exporters. We provide information to customers on Government support available to them to expand into new markets.
6. While FTAs reduce barriers to trade, they clearly do not remove all barriers. National governments may not be willing to liberalise access to particular sectors and there may be 'behind-the-border' barriers. The level of FTA utilisation by businesses will also depend on factors such as business understanding and proximity. The impact of FTAs is difficult to measure because of the many factors affecting markets.
7. ANZ works with the Australian and other governments to promote trade and investment liberalisation. Bilateral and multilateral FTA negotiations continue to be important for addressing 'at-the-border' barriers such as foreign equity caps and protectionist branch licence rules. We value the assistance of the Australian Government and its agencies over many years to improve market access.
8. ANZ believes additional strategies can advance liberalisation, particularly for services sectors. Government can promote the benefits of liberalisation in the region and the development of a regional agreement on greater services liberalisation. It can support greater mutual recognition of regulation. Robust and regular data is needed on services trade including the offshore investment of Australian companies (mode 3 trade) since such investment is central to developing services trade.

A. INTRODUCTION

9. ANZ is pleased to provide a submission to the Joint Select Committee on Trade and Investment Growth Inquiry into Business Utilisation of Free Trade Agreements.
10. The role of the Joint Select Committee on Trade and Investment Growth is to inquire into and report on any measures to further boost Australia's trade and investment performance, including, but not limited to, barriers to trade, reduction of red tape and structural challenges and opportunities for the Australian community.
11. This Inquiry focuses on the experience of business in utilising Australia's existing FTAs including with respect to the Association of South East Asian Nations – Indonesia, Malaysia, the Philippines, Singapore, Thailand, Brunei, Cambodia, Laos, Myanmar and Vietnam – and New Zealand, Thailand, the United States and Chile. It has been asked to take into account efforts to promote utilisation of Australia's North Asia FTAs, as well as future FTAs.
12. Our submission provides information on ANZ's involvement in these countries currently, comments about the role of the FTAs and broader observations about the barriers to realising the full range of opportunities from FTAs. We place particular focus on banking and financial services, and on our role in supporting businesses from Australia and other nations to build strong trading and investment links.
13. The submission draws on ANZ's May 2015 *Submission to the Productivity Commission Review into Barriers to Growth in Australian Services Exports* (Productivity Commission Submission) and the April 2015 ANZ PwC Asialink Services Report, *Australia's Jobs Future: The Rise of Asia and Services Opportunity*.
14. ANZ believes Australia has huge opportunities to benefit from the massive growth occurring on its doorstep. ANZ is looking forward to working with customers to realise the great opportunities created by the recent north Asian FTAs.
15. Asia is the growth engine of the global economy and the region's middle class is expected to grow from 500 million today to 3.2 billion in 2030. As the standard of living increases across Asia, so will their demand for services. Australian services exports to Asia can play a significant role in the economic growth and development of the region.
16. The *Australia's Jobs Future* Report estimates that by 2030, Australia's annual services exports to Asia could be worth \$163 billion. This represents an increase of over a 135 per cent increase from 2013. Achieving this level of growth would mean services trade with Asia would support one million Australian jobs.

B. ANZ'S EXPERIENCE WITH FREE TRADE AGREEMENTS

ANZ strategy

17. FTAs, and trade and investment liberalisation more broadly, have benefited ANZ and our customers. Our ANZ 'super-regional' strategy is to build the best-connected, most respected bank across the Asia Pacific region. ANZ employs over 49,000 people worldwide, 26,000 of whom are employed outside Australia.

18. Our super regional strategy has three key elements:
- Strengthening our position in Australia and New Zealand, to drive group earnings and returns.
 - Expanding in Asia, primarily focused on corporate and financial institutions customers.
 - Build on common infrastructure for greater responsiveness, scale and control.
19. The strategy leverages the strength of ANZ's Australia and New Zealand businesses and presence in Asia and the Pacific in order to meet the needs of our customers and capture the banking opportunities linked to regional capital, trade and wealth flows.
20. In relation to our expansion in Asia, we seek to use our strong rating, unique footprint and strengths in key sectors to support customers involved in regional trade and capital flows. We aim to build consistency and scale in cash management, trade and markets, and an Asia Pacific retail franchise over time.
21. Deploying common infrastructure and shared products, platforms and processes across the different geographies in which we operate is a key goal. We have developed global operating hubs in India, China, Philippines, Australia, New Zealand and Pacific that deliver scale and consistency to the group's operations.

FTAs and ANZ

22. ANZ and our customers have benefitted greatly from FTAs concluded by the Australian Government. These FTAs have helped our business to grow throughout Asia and globally. The benefits include:
- market access for services
 - national treatment for services
 - most-favoured-nation treatment for services
 - mutual recognition of education and professional services
 - market entry for new financial services
 - improving transfers of information across borders and processing of information off-shore
 - regulatory transparency.
23. ANZ does not regard FTAs as a substitute for multilateral trading agreements, but rather a complementary strategy that builds momentum for liberalisation. Multilateral agreements are complex and often difficult to negotiate. Bilateral FTAs and Preferential Trade Agreements (PTAs) are often less complex and can take advantage of opportunities in the particular countries. ANZ recognises and supports the Government for its aggressive pursuit of FTAs.

24. The Australia–New Zealand Closer Economic Relations Trade Agreement provides a particularly compelling example of the benefits of comprehensive bilateral free trade agreements. It includes free trade in services as well as virtually all goods.
25. New Zealand is a core business for ANZ and is central to the ANZ Group strategy. ANZ New Zealand had net loans and advances of \$86.1 billion, customer deposits of \$51 billion and a cash profit of \$1.1 billion in 2014-15. ANZ New Zealand has ~5,000 employees. ANZ New Zealand is the largest bank in New Zealand with a financial relationship with around one in two New Zealanders. Customers are served through our network of full-service branches, our multi-channel contact centre and more ATMs than any other bank, along with New Zealand’s largest internet and mobile banking services network.
26. In Asia, FTAs have contributed to liberalisation that has enabled ANZ presence and support for Australian businesses to grow. Eight years ago, ANZ’s established presence was often small and based on limited banking licences. We have undertaken significant investment to build capability, introduce new technology, and obtain regulatory approval. Some highlights in the relevant markets for the Inquiry include (see also Attachment 1 for a more detailed summary of ANZ activities):
- ANZ Singapore is a qualified full bank employing more than 2,300 people, and forms one of two regional headquarters in Asia Pacific. ANZ Singapore is the largest Global Markets presence outside Australia. It is recognised as a Top 4 Corporate Bank in Asia by Greenwich Associates and positioned in the heart of the region’s expanding trade and investment flows.
 - Through PT Bank ANZ Indonesia, ANZ has grown to become one of the largest international banks in Indonesia. We have 1,100 people working in 28 branches across 11 major cities. This compares to just two branches and 150 people in 2007.
 - ANZ Vietnam has eight Branches and Transaction offices, one Saving Kiosk in two major cities, Hanoi and Ho Chi Minh City and Representative Offices in Thuan An town and Can Tho City. ANZ Vietnam has more than 750 employees.
27. Including nations outside those highlighted by the Inquiry, ANZ has over 2.6 million customers in Asia Pacific supported by around 8,200 employees and 100 branches and points of representation. ANZ is a leading international bank in the region. In 2012, Greenwich Associates ranked ANZ as a top five Corporate Bank in Asia.

ANZ support for FTAs with its customers

28. ANZ is working actively to promote the opportunities arising from FTAs. ANZ launched a \$3 billion Trade Lending Pledge for small and medium-sized Australian businesses looking to grow or trade offshore, particularly in Asia. It is available to new and existing customers.
29. The Trade Lending Pledge also aims to raise awareness of how ANZ can help Australia based business customers to expand in new markets. While Asia offers huge opportunities for growth, Australian companies often do not know where to start or believe it is very difficult to access finance.

30. Other examples of our support include:

- We have recently collaborated with the Export Council of Australia (ECA) and Hunt & Hunt lawyers (with the endorsement of EFIC, DFAT and Austrade), to develop an FTA tool to help exporters understand how to utilise Australia's FTAs. The FTA tool is focussed on using plain English to help exporters quickly and easily identify whether their product qualifies for benefits under a particular Agreement.
- ANZ also works with our customers to provide a local presence across Asia to facilitate trade. We collaborate with the Export Finance and Insurance Council (EFIC) to find financial solutions for small and medium-sized exporters through working capital guarantees, bonds and credit guarantees. We direct customers to the range of Federal Government financial assistance programs for small and medium exporters.
- We also provide insights into the trends and developments in markets where we operate to help our customers identify business opportunities.

ANZ customers' experience in utilising Free Trade Agreements

31. ANZ has published case studies of businesses growing through trade and offshore connections (available at <http://www.anzbusiness.com/content/anz-superregional/Case-studies.html>). It is difficult to draw a causal link between a particular FTA agreed many years ago and the expansion of a small business today. The case studies nevertheless provide tangible examples of the benefits of trade liberalisation.

32. Trade liberalisation directly benefits our customers' businesses by reducing tariffs and other barriers. In addition, ANZ's and other service businesses' ability to support our customers in relevant markets is an important benefit. Some of our case studies include:

- Australian Organic Meats, Elong Elong, NSW, has developed a business exporting organic meat to the US, Hong Kong, Singapore and the Middle East. ANZ supported this customer by providing information on how to undertake international trade, trade finance and online services, and support in Asia. Like other businesses, noted in our case study series, they value the ability to deal with an Australian bank here and offshore.
- Haircare Australia, Hindmarsh, SA is an importer and exporter of haircare products for professional hairdressing salons to around 30 countries. Established as a family business in 1975, it employs 175 staff across Australia. The company's products are manufactured in Australia, the US and China. ANZ has provided advice how to do business in the region and support in Asia for the company.
- PTW Architects Group, Sydney, NSW is one of Australia's oldest architecture firms and has expanded into Vietnam, China and Taiwan. It is famous for its award winning design of the Watercube National Swimming Centre for the 2008 Beijing Olympics. ANZ provides banking in the markets in which PTW operates, with English speaking staff that are expert and knowledgeable about issues in the particular market.

33. ANZ strongly supports the Government's efforts to further open markets for our customers in the agriculture, resource, services and other sectors. The recently concluded FTAs with China, Japan and South Korea represent a significant opportunity for ANZ's customers, particularly in relation to the agriculture sector.
- The Meat and Livestock Agency has stated that fully implemented an FTA with China has the potential to boost the gross value of beef production by \$270 million annually by 2024. Out to 2030, the total benefits for beef will approach \$3.3 billion.
 - For the sheepmeat sector, the potential benefits are more than \$150 million each year by 2024 – with the value over the next 16 years being in excess of \$1.8 billion.
34. ANZ is continuing to undertake customer research related to trade. A recent survey by ANZ's Corporate and Commercial Bank sought to identify ANZ customers' views on the China-Australia FTA (ChAFTA) and the opportunities and challenges of doing business in China. This survey was undertaken prior to the recent signing and release of the text.
35. The survey sought the opinions of 250 businesses in industries such as manufacturing, wholesale trade, professional services and agriculture. 34 per cent of surveyed ANZ customers, saw the greatest benefit of doing business in China as access to new and larger markets. 23 per cent of businesses saw the primary benefit was reducing costs while a further 11 per cent of customers stated that access to China gave their business greater geographical reach.
36. The surveyed businesses indicated what they perceive as the greatest challenges to doing business in China. 18 per cent of businesses saw the legal and regulatory regimes as the key barriers to entry. Another 13 per cent saw the primary barrier as "having someone on the ground", 12 per cent stated it was "language and cultural barriers" and 10 per cent saw the primary barrier as "country knowledge" or "knowing where to start" respectively.
37. These results indicate that measures to lower tariffs and allow free flow of goods in and out of China are the most important benefit for companies from the FTA.
38. Many customers saw the primary barriers to trade with China as matters that fall outside of the scope of FTA negotiations. While legal and regulatory barriers are addressed under the FTAs, issues such as local presence, cultural understanding and country knowledge also need to be addressed outside of FTAs to help increase business utilisation.

C. BARRIERS TO TRADE AND INVESTMENT

'Behind-the-border' and other barriers

39. While FTAs deliver significant reductions in barriers to trade, it is important to recognise that many barriers still exist, particularly 'behind-the-border' barriers. Laws relating to investment or ownership, prudential and banking standards, movement of people and management, education and qualifications recognition, privacy and consumer protection, or application of sector specific regulation affects investment and trade.
40. Barriers to trade in services are significantly more complicated and diverse than barriers to trade in goods. As set out in our *Submission to the Productivity Commission*

Review into Barriers to Growth in Australian Services Exports, ANZ has encountered particular barriers to market entry including:

- The application of prudential, banking or financial regulation that creates a barrier to foreign banks.
 - National interest foreign equity caps, limits on branch licences, structure of operation rules and product approval restrictions.
 - Barriers to cross-border supply of services, particularly restrictions on the flow of customer information and data to offshore holding centres.
41. Business utilisation of FTAs can be hindered by rules relating to the movement of natural persons and informal trade barriers that are not necessarily due to direct government regulation or intervention. Cultural understanding and language, legal systems and land title can present a significant impediment to market entry.
 42. Movement of people restrictions particularly impede growth because the skilled personnel cannot be deployed to new markets. Such restrictions also limit the ability to skill local employees, ultimately reducing benefits to the local economy.
 43. In ANZ's view, Australia's tax system also represents a bias against Australian investment in offshore businesses. This arises because franking credits are not allowed on dividends from international investments. Australian investors will place a lower value on foreign assets or income streams than foreign investors who generally face a much lower tax rate on such dividends. As a result, a structural bias against Australian ownership of offshore businesses is established.

Reducing services trade barriers

44. The complicated nature of services trade barriers means that there is no single strategy for advancing liberalisation. The barriers to trade in the services industry are different and more diverse than those that limit goods trade. A range of approaches is needed.
45. Bilateral and multilateral FTA negotiations can address 'at-the-border' barriers such as foreign equity caps and protectionist licensing rules. ANZ works with DFAT to negotiate changes to these laws. We commend DFAT's efforts and welcome the continued support of the Australian government and agencies.
46. Mutual recognition of national regulations is an important area for focus. Recent FTAs with South Korea and Japan have achieved significant gains in regulatory clarity and consultation, and will increase mutual understanding. Further work is still needed to promote government-to-government and regulator-to-regulator relationships. Identifying best practice regulations, information sharing and projects on mutual recognition of regulation would be valuable.
47. There is no agreement between nations in the region that they wish to move to more liberal services trade and greater alignment between regulatory structures. A general understanding or agreement between nations could reinforce the long-term aim of greater services liberalisation and trade.
48. The Australian government and business have an important role to play promoting the benefits of more liberal services trade with Australia's trading partners. There is

considerable activity directed towards promoting the benefits of free trade within Australia. ANZ suggests extending this work to partner countries. Australia has previously supported trade in services training programs for government officials around the region. A specific strategy to promote benefits of services liberalisation to our trading partners may be valuable and may support future negotiations.

D. FTA STUDIES AND DATA

Studies on utilisation of Free Trade Agreements

49. There are a range of studies that seek to quantify the economic benefits and rate of utilisation of FTAs. The outcomes of these studies vary, often because of measurement issues. There are no studies to our knowledge on the service sector.
50. One study was carried out by the Research Institute of Economy, Trade and Industry¹ at the University of Adelaide. It looked at the utilisation rate of Australia's FTAs with New Zealand, the Pacific Islands, Thailand and Chile.
51. The study found positive rates of utilisation of the relevant FTAs with over half of the Australian imports to those countries taking advantage of their preferential treatment. While the FTAs with emerging countries led to lower utilisation rates this was primarily because emerging countries tariffs on Australian goods was already at or near zero.
52. The study found that the Australia-United States FTA (AUSFTA) was the clearest example of the impact of PTAs on utilisation rates because of the full tariffs prior to the implementation of the PTA. It found that following the implementation of the PTA in 2005, there was an increase in the utilisation rate from zero to 30 per cent, supporting the view that the AUSFTA delivered meaningful tariff reductions.
53. The analysis also makes it clear that utilisation of the PTA is far higher in the case of the Australia-New Zealand Closer Economic Relations (CER). While trade agreements between Australia and New Zealand have been in existence in one form or another since 1922, the CER created a deeply integrated trading zone in 1983. The CER resulted in an utilisation rate of around 90 per cent between 2000 and 2004.
54. Recent research by HSBC indicates that Australian exporters who embed Free Trade Agreements (FTA) within their business strategy experience a boost to exports and a competitive edge.² Nevertheless many are still to take full advantage of the potential benefits of recently signed FTAs. Australia's FTAs are used by an average of 19 per cent of Australian exporters. An average of 26 per cent of Asian exporters took advantage of the benefits offered by their countries' FTAs. HSBC's research found that the limiting factors for utilising Australia's FTAs were a limited understanding of the operation of the FTAs and of benefits. ANZ is working to address these issues with our customers.
55. We believe these studies suggest that FTAs are important for focusing attention and prompting businesses to consider greater trade with FTA partners. They indicate that

¹ The Research Institute of Economy, Trade and Industry (2010), *Use of FTAs in Australia*, REITI Discussion Paper Series 10-E-042.

² <http://www.about.hsbc.com.au/news-and-media/australian-companies-under-utilising-free-trade-agreements>.

utilisation rates are higher in countries that are geographically closer and have greater cultural and economic integration. Finally, the studies suggest measurements of the benefit of FTAs are subject to considerable uncertainty as trading relationships vary widely and are difficult to quantify.

Data on trade in services

56. While the scale of the services industry in Australia is recognised, the role of services in our exports is not well understood and comprehensive data is very limited. This constrains the ability to determine the most effective policies for growth.
57. Australia's services sector is the largest contributor to the domestic economy, employing nine out of ten Australians and generating 75 per cent of Australia's economic growth. The services sector is characterised by its heterogeneity; it covers professions ranging from software engineering to hospitality.
58. As noted in the *Australia's Jobs Future* Report traditional trade data records that Australia's direct services exports (that is, cross-border trade and consumption abroad) were worth \$50 billion to the Australian economy in 2013. These figures show that services contributed 17 per cent of exports, mining contributed 40 per cent and agriculture and manufacturing contributing the remaining 43 per cent.
59. However, traditional trade data only reflects part of the value of services exports to the Australian economy. Using a 'value-added' measure, the value of services exports is shown to be significantly larger. A value-added approach measures both direct services exports and those services that are 'embodied' in goods exports. Embodied services include the transport, accounting, legal and all other services that contributed to the production of an exported good.
60. Using the value-added measure of Australia's exports, the Report finds that services contribute 41 per cent of exports while mining contributes 37 per cent. Noting that many services are embodied in resource and other primary industry exports, this indicates that services make a huge contribution to our trade performance.
61. Trade and export statistics do not report or acknowledge revenue arising from offshore investment by Australian companies ('foreign affiliates'). *Australia's Jobs Future* estimates that foreign branches of Australian businesses generated revenue of \$138 billion in 2013 – more than twice the value of direct services exports. The omission of Australia's offshore businesses from trade data means that policy formulation is likely to be limited.
62. ANZ believes increasing the availability of data on the depth of services trade and liberalisation of services markets in Asia would help focus policy development. This should include the offshore investment of Australian companies (mode 3 trade) since such investment is central to developing services trade.
63. A valuable guide to data gaps is contained in the recent Australian Centre for Financial Studies Report *Financial Integration in Asia-Pacific – Fact & Fiction* (refer 5.3. Data and analysis as an enabler of policy decisions, and Appendix B: Commentary on Data Gaps).

64. Until better data is available, we believe that studies into the impact of FTAs on trade and the level of business utilisation must be treated with caution because of the gap in information.

ATTACHMENT 1: SUMMARY OF ANZ BUSINESSES IN RELEVANT MARKETS

New Zealand

New Zealand is a core business for ANZ and is central to the ANZ Group strategy. ANZ New Zealand has net loans and advances of \$86.1 billion, customer deposits of \$51 billion and a cash profit of \$1.1 billion in 2014-15. ANZ New Zealand has ~5,000 employees.

The ANZ New Zealand division comprises Retail and Commercial business units. Retail includes Home Loans and Cards and Payments to personal customers in New Zealand. Commercial comprises Small Business Banking and Commercial and Agri.

ANZ New Zealand is the largest bank in New Zealand with a financial relationship with around one in two New Zealanders. Customers are served through our market-leading network of full-service branches (coverage has increased to 85 per cent – the largest of all banks), our multi-channel contact centre and more ATMs than any other bank, along with New Zealand's largest internet and mobile banking services network.

Following the successful merger of ANZ and The National Bank in 2012, we have continued to reduce costs and build a simpler, more productive business. By leveraging our strong financial position and scale, we have grown market share in home loans, credit cards, KiwiSaver and commercial lending.

Cambodia

In November 2004, ANZ entered into a joint venture with the Cambodian-based Royal Group of Companies (RGC) to establish a new banking operation in Cambodia – ANZ Royal. ANZ owns 55 per cent of ANZ Royal; the remaining 45 per cent is owned by RGC.

ANZ Royal has been a leader in the Cambodian financial market since its arrival in September 2005 and has driven competition. The ANZ network in Cambodia comprises of 18 branches and 123 ATMs servicing retail, Institutional and Commercial customers. ANZ Cambodia has ~600 employees. We offer services to retail, institutional and commercial customers.

Indonesia

ANZ Group was first established in Indonesia in 1973 as ANZ Grindlays' representative office. In 1993, ANZ Group together with PT Panin Bank Tbk (Panin) started a joint venture bank named PT ANZ Panin Bank with the composition shareholding of 85 per cent by ANZ Group and 15 per cent by Panin.

In 2010, ANZ Group provided additional capital injection, which led to the change of the ratio shares to 99 per cent by ANZ Group and 1 per cent by Panin Bank.

On 12 January 2012, our legal name was changed from PT ANZ Panin Bank to PT Bank ANZ Indonesia to reflect ANZ Group's shareholding increase and our strong and continued commitment to support Indonesia and our customers' growth.

The ANZ network in Indonesia comprises of 28 branches and 53 ATMs in 11 cities across Indonesia, servicing Retail & Wealth, Consumer Finance, Private Bank, Institutional and Commercial customers. ANZ Indonesia has ~1,100 permanent employees.

Laos

ANZ began operating as ANZ Vientiane Commercial Bank Ltd in September 2007 with the purchase of a majority shareholding in the Vientiane Commercial Bank Ltd, a privately owned bank that had been operating in Laos for 14 years. ANZ moved to 100 per cent ownership in August 2010 and its name has changed to ANZ Bank (Lao) Limited.

The ANZ network in Laos includes a full branch in Lane Xang (Vientiane Capital), a centre in Nongdouang (Vientiane Capital) and a service unit in Pakse (Champasak Province). In Laos, ANZ provides retail, institutional and commercial services to non-government organisations, embassies, and Lao and foreign businesses and individuals.

Malaysia

ANZ has had a presence in Malaysia for more than 40 years, with a representative office in Kuala Lumpur. In 2012, we opened a Branch office in the Labuan International Business and Financial Centre, offering a select range of non-ringgit denominated products and services, including loans and deposits, to our institutional and corporate customers

The Branch complements ANZ's existing representative office in Kuala Lumpur and its successful partnership with AmBank Group, one of the largest banking groups in Malaysia.

The ANZ-AmBank partnership includes customer referrals between the banks, the creation of new products and services and joint cooperative deals for large regional companies and Malaysian conglomerates. ANZ holds a 23.8 per cent stake in AmBank Group.

The ANZ Labuan Branch provides services to Institutional and Corporate clients including financial institutions, public sector clients and international businesses operating in Malaysia.

Myanmar

ANZ is the first Australian bank, and the first OECD bank outside of Japan, to receive approval to establish a presence in Myanmar after the lifting of international sanctions in 2012. We currently have one representative office servicing our Institutional customers.

Opened in 2013, the Myanmar representative office is the first point of contact for customers interested in doing business in Myanmar, and for businesses in Myanmar looking for opportunities in the 33 markets where ANZ operates.

Singapore

ANZ first established a presence in Asia in 1974, through our Singapore representative office. Today, ANZ Singapore is a full bank employing more than 2,300 people, and forms one of two regional headquarters in Asia Pacific.

ANZ Singapore plays an essential role in the bank's super regional strategy. It supports our clients' domestic requirements while connecting them with one another, as well as with 29 markets across the region.

Recognised as a Top 4 Corporate Bank in Asia by Greenwich Associates and positioned in the heart of the region's expanding trade and investment flows, ANZ is a key banking partner to and facilitates liquidity flows on behalf of Asia's leading companies. Singapore is also home to ANZ's largest Global Markets presence outside Australia.

Thailand

ANZ is the only Australian bank with representation in Thailand, established since 1986. We are well positioned to capture investment and trade flows across the Asia region as we look to connect Thai clients with overseas investments to our ANZ network.

The ANZ network in Thailand comprises of a representational office servicing our Institutional customers such as international and domestic corporations and correspondent banks.

The Philippines

In 1990, we established a presence in the Philippines, with the opening of a representative office. A branch in the Makati business district, Manila, followed five years later, when we were awarded a commercial branch banking license.

In November 2009, ANZ completed its acquisition of RBS in the Philippines, welcoming new customers and staff to our Institutional business. In 2010, ANZ was granted a Universal Banking (UB) licence in the Philippines, enabling us to provide our Institutional customers with a full range of debt products, from origination to distribution.

ANZ's Philippines branch is a full service commercial bank, specialising in corporate banking, deposit gathering, trade finance, international remittances and treasury services.

United States

ANZ America opened its first office in New York City in 1968 and today has an Institutional business operating across the ANZ network. ANZ America delivers a full suite of global markets and institutional products. This includes bond origination, syndication, distribution of fixed income and products, foreign exchange and interest rate risk management. ANZ America also provides advice to large domestic and multinational companies on trade and supply chain financing. This includes structured advisory, fund raising and distribution services and financing of import and export flows.

Vietnam

In 2008, ANZ became one of the first three 100 per cent foreign owned banks to be granted a banking license by the State Bank of Vietnam to locally incorporate in Vietnam. The new license led to the opening of more branches and representative points in Hanoi and Ho Chi Minh City in 2009.

As the key hub for the Greater Mekong Region, which includes Vietnam, Cambodia, Laos, Thailand and Myanmar, ANZ Vietnam plays a pivotal role in the Bank's wider super regional strategy, connecting customers with each other and with markets across the region.

Today, ANZ has nine Transaction Outlets in the two major cities of Hanoi and Ho Chi Minh City, and Representative Offices in Can Tho and Binh Duong. ANZ Vietnam offers a full range of international banking services across institutional and corporate banking, financial markets, trade finance, commercial and retail and wealth management. The total number of ATMs is 76 and ANZ is a member of a nationwide 13,000 ATM network.