



# How to use the ANZ App

Easy Read version

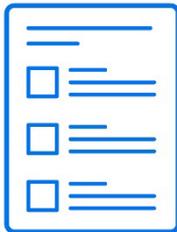


## How to use this guide



We are ANZ.

We wrote this guide.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 20.



You can ask someone you trust for support to:

- read this guide
- find more information.



This is an Easy Read summary of another guide.

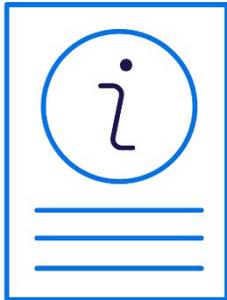
It only includes the most important ideas.



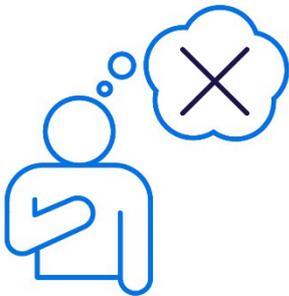
You can find the other guide on our website.

[www.anz.com.au/support/legal/important-documents](http://www.anz.com.au/support/legal/important-documents)

## A note about this information



This document includes general information only.



This means it might not be right for you.  
Or you might have different goals.



You should think about getting your own advice about the information in this document.

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## About the ANZ App



The ANZ Australia app makes it easier for people to manage their money from their phone.

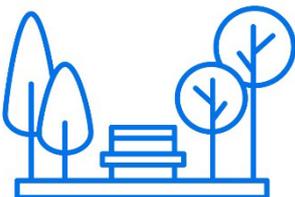


We just call it the ANZ App.

You can use the ANZ App:



- at home



- outside of your home



- overseas.



The ANZ App is also a quick and safe way to do your online banking.



This guide includes 6 steps.

We explain these steps on the following pages.

The steps explain:



- how to get started

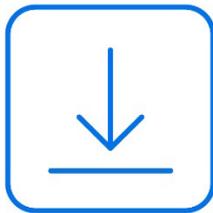


- how you can use the ANZ App.

## 1. Start using the ANZ App



You need to download the ANZ App onto your phone.

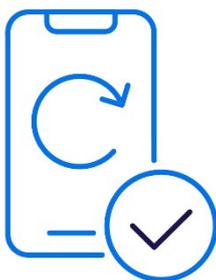


You can download the ANZ App from:

- the App Store if you have an iPhone
- or
- Play Store if you have an Android phone.



You will need to make sure your phone is up-to-date.



This means you need to update your phone to:

- iOS 15.0 or later for iPhones
- or
- Android 8.0 or later for Android phones.



You will need to log in with your ANZ Internet Banking details.



**12572942**  
**0305621**

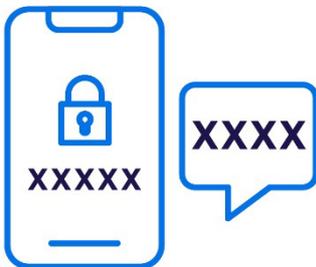
You will need to use your  
**Customer Registration Number (CRN).**



**12572942**  
**0305621**

A CRN is a number we give you when you create a bank account.

You use this number to log into your online banking.



XXXXXX

XXXX

And then you will need to enter your:

- ANZ Internet Banking password
- or
- **Telecode.**

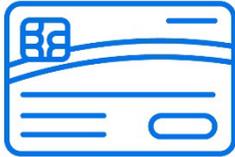


XXXX

A Telecode is a number we send you to use to log into your online banking for the first time.

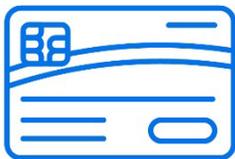
You must use your Telecode as soon as possible.

Or you can log in with:



- your ANZ bank card

**XXXX**



- your bank card's personal identification number (PIN)

and



- the phone number linked to your bank account.



You can find out more about ANZ Internet Banking on our website.

**[www.anz.com.au/ways-to-bank/  
internet-banking/personal](http://www.anz.com.au/ways-to-bank/internet-banking/personal)**

## 2. Check your bank accounts

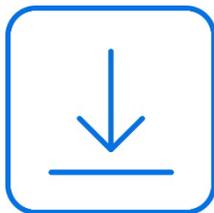


You can see all your bank accounts when you log in.



The ANZ App will let you check:

- how much money you have
- what you have spent your money on.



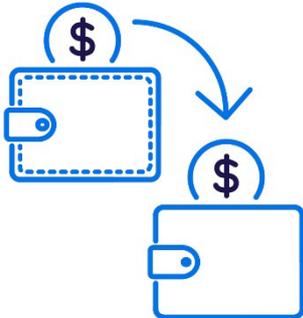
The ANZ App will also let you check and download your **account statements**.



An account statement is a document that shows how you have used your account.

### 3. Pay for things and send money

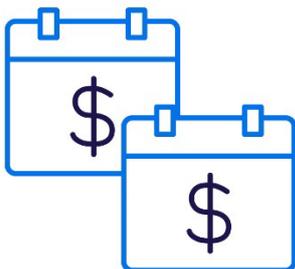
You can use the ANZ App to:



- move money between your ANZ bank accounts



- pay bills with **BPAY**<sup>®</sup> – a way you can pay someone online from your bank account



- set up regular payments.

You can also use the ANZ App to send money to other people with:

**XXX - XXX**



- their BSB and bank account number



- **PayID®.**



PayID is a way you can send money to someone by using their phone number or email.



The ANZ App also lets you save people's details so it's faster next time.



Payments over \$1,000 might need **Voice ID**.

Voice ID is a way to use the sound of your voice to make payments on the ANZ App.



You can use the ANZ App to tell us if something doesn't look right.

## 4. Manage your bank cards



You can use the ANZ App to get your new bank card ready to use.

You can also use the ANZ App to:

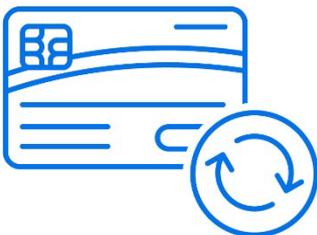


- lock your bank card so no one can use it



- tell us that your card is lost or stolen

**XXXX**



- change your bank card's PIN.

## 5. Stay safe and get help



The ANZ App uses strong technology to keep your money safe.

This includes using:



- Voice ID



- technology to scan your fingerprint



- technology to scan your face.



We can also log you out of the ANZ App after a certain amount of time.

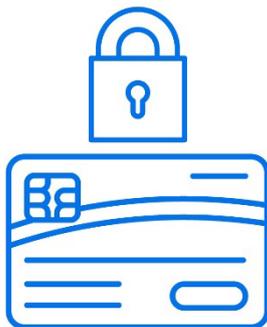
This keeps you safe if you forget to log out yourself.



You can use the ANZ App on 5 different devices.



You can use the ANZ App to keep yourself safe if something doesn't seem right.



For example, to block someone from using your bank card.

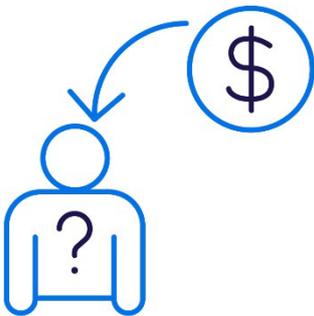


We can also help you if something goes wrong.

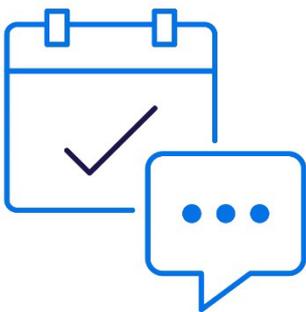
For example:



- if your bank account says you spent money you didn't spend



- if your money is being sent to someone you don't know.



You should tell us as soon as possible.



You can call us for support any time.

13 13 14



You can send us message through the ANZ App.



You can also call us from the ANZ App.

## 6. Manage your information

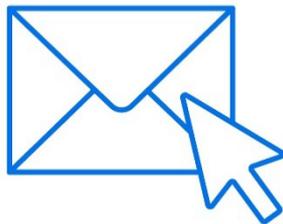


You can use the ANZ App to update your contact information.

For example, your:



- phone number



- email address



- home address.



You can also use the ANZ App to tell us about your plans to travel overseas.

## Word list

This list explains what the **bold** words in this guide mean.



### **Account statement**

An account statement is a document that shows how you have used your account.



### **BPAY**

BPAY is a way you can pay someone online from your bank account.



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**0305621**

### **Customer Registration Number (CRN)**

A CRN is a number we give you when you create a bank account.

You use this number to log into your online banking.



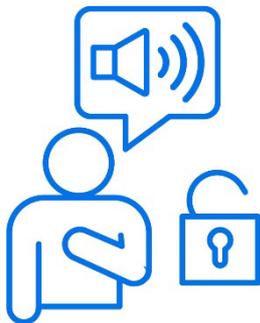
### **PayID**

PayID is a way you can send money to someone by using their phone number or email.



### **Telecode**

A Telecode is a number we send you to use to log into your online banking for the first time.



### **Voice ID**

Voice ID is a way to use the sound of your voice to make payments on the ANZ App.



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