

NOTIFICATION OF CHANGES

**ANZ SAVING & TRANSACTION PRODUCTS TERMS
AND CONDITIONS & ANZ PERSONAL BANKING
ACCOUNT FEES AND CHARGES BOOKLETS**



CHANGES EFFECTIVE 24 NOVEMBER 2024

From 24 November 2024, the following changes to the ANZ Saving & Transaction Products Terms and Conditions take effect:

Section and/or Subsection	Description of Change
2.20 STATEMENTS	<p>Replace the first and second paragraphs with the following:</p> <p>Unless these terms and conditions say otherwise, we will provide you with a statement for your account every six months other than for ANZ Equity Manager accounts or accounts with a formal overdraft, for which we will provide statements every three months. However:</p> <ul style="list-style-type: none">• if you ask us, we will provide you with statements more frequently, but the available options may be limited to every one or three months;• if we previously agreed to provide statements at a particular frequency (being more frequently than every six months or three months where that is the standard frequency for your account), or to provide multiple different statement frequencies, that arrangement will continue subject to our rights under this clause;• acting reasonably, we can change your statement frequency to one of the options that are available by giving you reasonable prior notice of at least 30 days; and• for term deposits with a term of more than six months, we will only provide an interim statement every six months, in the first week of January and the first week of July.

Section and/or Subsection	Description of Change
3.11 DAILY WITHDRAWAL LIMIT	<p>Replace the first paragraph with the following:</p> <p>Unless you have made special arrangements with us for a different limit, your combined ATM, EFTPOS, Maestro, Cirrus and PLUS daily* cash withdrawal limit is:</p> <ul style="list-style-type: none"> • AUD\$2,500 per ANZ Access Visa Debit card per day; and • AUD\$1,000 per ANZ Access card per day. <p>These limits apply for withdrawing cash each day from all accounts linked to the card through ATMs and EFTPOS facilities, as long as the funds are available in your accounts (or an overdraft facility or other credit facility is available). Lower limits may apply if a system is unavailable.</p> <p>Delete the following sentence:</p> <p>Contactless transactions made at an EFTPOS terminal will not count towards your daily cash withdrawal limit.</p>
6.4 ANZ PROGRESS SAVER ACCOUNT	<p>Under the subheading 'Statements' replace the first paragraph with the following:</p> <p>See section 2.20 for information about statements.</p>
6.10 ANZ ONLINE SAVER ACCOUNT	<p>Amend the second bullet point under the subheading 'Deposits' as follows:</p> <ul style="list-style-type: none"> • by transferring funds from your linked ANZ account using ANZ Phone Banking, ANZ Internet Banking or ANZ Mobile Banking (if this funds transfer functionality is available on your version of ANZ Mobile Banking);- or (where you have an ANZ card to which both accounts are linked) at any ANZ ATM in Australia; <p>Under the subheading 'Statements' replace the first paragraph with the following:</p> <p>See section 2.20 for information about statements.</p>

Section and/or Subsection	Description of Change
<p>8 ELECTRONIC BANKING CONDITIONS OF USE</p>	<p>Under the subheading 'PayTo Payment Agreements' delete the section headed 'Existing Direct Debits' on page 101 and replace it with the following new section:</p> <p>Migrated Direct Debit Arrangements</p> <p>This clause applies when migrated direct debit functionality is offered by both us and the Payee's financial institution.</p> <p>Payees who have an existing direct debit arrangement with you may establish a PayTo Payment Agreement to replace it. This is called a migrated direct debit arrangement and will be used to process payments under those arrangements via the NPP rather than BECS (Bulk Electronic Clearing System).</p> <p>If you have an existing direct debit arrangement with a Payee, you may be notified by them that future payments will be processed from your account under PayTo. The Payee (and not ANZ) should give you prior written notice about the migration and changed processing arrangements. If you do not consent to the migration of your direct debit arrangement to PayTo, you must advise the Payee.</p> <p>We are not obliged to provide notice to you of a migrated direct debit arrangement for you to authorise or decline.</p> <p>We will process instructions received from a Payee on the basis of a migrated direct debit arrangement.</p> <p>A migrated direct debit arrangement will be a PayTo Payment Agreement under these term and conditions.</p> <p>You can view the full details of a migrated direct debit arrangement in ANZ Internet Banking, or in any other way we make available. You can maintain a migrated direct debit arrangement in the same way as any other PayTo Payment Agreement.</p> <p>You should pause or cancel the PayTo Payment Agreement and contact the Payee if you do not agree with the terms of the PayTo Payment Agreement.</p>

CHANGES EFFECTIVE 14 JANUARY 2025

From 14 January 2025, we are changing the terms and conditions of your account by replacing the

- ANZ Saving & Transaction Products Terms and Conditions; and
- ANZ Personal Banking Account Fees and Charges

with new restated terms and conditions in the form of a new ANZ Saving & Transaction Products Terms and Conditions booklet and new ANZ Personal Banking Account Fees and Charges booklet, which you can access at www.anz.com/accounttermsconditions.

You must read these new booklets.

The table below sets out important information about some of the changes being made from 14 January 2025 to the ANZ Saving & Transaction Products Terms and Conditions.

However, we have not covered all the changes that have been made. Additionally, these are high level descriptions only and do not cover the full details of changes described. For the full detail of these changes and all other changes that have been made you should read the new booklet.

Topic	What has changed?	Where to find further information
Closing accounts	<p>In relation to closing your ANZ Account:</p> <ul style="list-style-type: none">• we've specified a range of circumstances when we can close your ANZ Account without telling you first (for example, if we reasonably think your ANZ Account is being used fraudulently or illegally or where we're required to by law, court order or a direction of a regulator). Under the current terms and conditions we can only close your account without telling you first if we consider that immediate closure is necessary to protect us or you from suffering a financial loss;• we have also made changes to the circumstances in which we can close your account, but are required to tell you first;	<p>Read <i>'Closing Accounts'</i> for more details.</p>

Topic	What has changed?	Where to find further information
	<ul style="list-style-type: none"> we've included specific requirements that must be met before you can close your account and specific things that you are responsible for even after your account is closed, such as any transactions on your ANZ Account and to pay us any money you owe us. 	
Eligibility requirements	We can change the eligibility requirements for our accounts from time to time. We now have a specific right to close your account if you no longer meet the eligibility rules for the type of account you hold. However, we can only do so if we give you reasonable prior notice.	Read <i>'Who's eligible'</i> for more details.
Card Cancellation	We've included a new right for us to cancel your ANZ Card where you have not activated it within 90 days after we issued it to you.	Read <i>'Stopping & Closing'</i> for more details.
Blocking accounts and transactions	We have been more specific as to the circumstances in which we may block access to and use of your ANZ Account, and delay, block or refuse to act on your instructions or process transactions without telling you first. This means the circumstances where we can block transactions under the revised terms and conditions are different to what we could do under the current terms and conditions.	Read <i>'When we can block accounts and transactions'</i> and <i>'Closing Accounts'</i> for more details.
Account authority	<p>We have clarified that the default position for the operation of ANZ Accounts is that they can be managed by any account holder by themselves.</p> <p>However, you can ask us to change this so that the account can generally only be managed by all account holders together or by more than one account holder together.</p>	Read <i>'Authority'</i> for more details.

Topic	What has changed?	Where to find further information
	We now have a right to change the account to be managed by all account holders together where we think it is reasonably necessary to do that, such as to prevent financial abuse.	
Deposits	<p>The revised terms and conditions continue to refer to the ability to put money into your account through ANZ ATMs and branches. However, that is only where they are located in Australia and if they accept deposits of cash.</p> <p>Deposits of cash at other financial institutions has been removed as a specific option that is generally available under the terms and conditions.</p> <p>The revised terms and conditions provide that we only accept deposits of Australian cheques, not foreign cheques.</p>	Read <i>'Money in'</i> for more details.
Withdrawals	The revised terms and conditions specify that withdrawals of cash from ANZ branches are only available from branches that allow cash withdrawals.	Read <i>'Taking money out'</i> in <i>'Money out'</i> for more details.
Periodical Payments	<p>The revised terms provide that it will generally not be possible to set up new periodical payments or make changes to existing periodical payments after 14 January 2025.</p> <p>Existing periodical payments will continue to be processed, unless cancelled.</p> <p>The Periodical Payment Non-payment Fee has also been removed.</p>	Read <i>'Direct debits, recurring payments and periodical payments'</i> for more details.
Processing of transactions	<p>In relation to the processing of transactions, the revised terms:</p> <ul style="list-style-type: none"> state that we may not process or apply transactions at the time, on the day or in the order they're made; and 	Read <i>'Things don't always happen straight away'</i> for more details.

Topic	What has changed?	Where to find further information
	<ul style="list-style-type: none"> note that this is generally because there are cut-off times and processing times for different types of transactions. <p>The detailed rules that generally apply under the current terms and conditions and which included applicable cut-off times for transactions and the effective date that would be given to a transaction by reference to those cut-off times have generally been removed from the revised terms and conditions.</p>	
Adjustments	The amended terms and conditions provide that while we generally make adjustments when something happens that affects a transaction we have processed or applied to your account, we might not make adjustments if the transaction is more than 60 days old.	Read <i>'We can make adjustments'</i> and <i>'Adjustments'</i> for more details.
Amounts shown are indicative	<p>A provision has been inserted which states that amounts shown for your ANZ Account are only indicative of the amount you may be able to use. The provision provides some examples as to why this may be the case.</p> <p>The provision notes that you should take this into account and not go ahead with a transaction if you think there is a risk that there may not be sufficient funds that are available straight away to meet that transaction.</p>	Read <i>'About amounts shown'</i> for full details.
Interest	<p>We have a new right to credit interest to your ANZ Account on an earlier date than the scheduled date. We can do this on:</p> <ul style="list-style-type: none"> any date we change the frequency that interest is paid to your ANZ Account; or 	Read <i>'How and when we pay interest'</i> for more details.

Topic	What has changed?	Where to find further information
	<ul style="list-style-type: none"> any other date we reasonably consider is appropriate, such as where your ANZ Account product type has changed at your request or as part of a process to discontinue or replace a product or migrate a product. <p>The revised terms now include details of the specific webpage (www.anz.com/auxiliary/rates-fees-terms/interest-rates) that sets out the current standard interest rates that apply to the ANZ Accounts and which is part of the terms and conditions for your ANZ Account (subject to any agreement we otherwise have with you which is also part of the terms).</p>	
Term Deposits	<p>The revised terms provide us with a number of new rights in relation to reinvestment of funds and payment of principal and interest for term deposits. This includes:</p> <ul style="list-style-type: none"> If the balance of your term deposit on maturity is less than \$5,000, we may choose not to reinvest the balance and may instead pay you the balance. If at any time your principal payment instructions are no longer valid or able to be followed by us (acting reasonably), we will take reasonable steps to contact you for revised instructions. If we can't get in touch, we may pay the funds into another of your ANZ accounts (if available) or pay in some other way (if possible). If we can't pay the funds, we may reinvest the funds into a new ANZ term deposit. 	Read 'ANZ Term Deposit and ANZ Advance Notice Term Deposit' for more details.

Topic	What has changed?	Where to find further information
	<ul style="list-style-type: none"> • If at any time your interest payment instructions are no longer valid or able to be followed by us (acting reasonably) and we have made reasonable attempts to contact you and we cannot otherwise reasonably pay you, we may reinvest the interest with funds that are otherwise to be reinvested into a new term deposit on maturity. • If we have been managing your term deposit for more than 3 years without receiving instructions from you, and we have made reasonable efforts to contact you at least 3 months prior to maturity and not received instructions, we may choose not to reinvest the funds on maturity and instead make reasonable efforts to pay you the funds. If we are unable to pay you, the funds will be a debt we owe you, which you can claim from us. 	
ANZ Progress Saver bonus interest	<p>Bonus interest is payable for ANZ Progress Saver accounts. Generally, you qualify for bonus interest in a month if you:</p> <ul style="list-style-type: none"> • make at least one deposit of the set minimum amount (currently \$10) or more during that month; and • have no withdrawals, fees, or charges during that month. <p>For the purposes of determining whether you qualify for bonus interest for a particular month, deposits, withdrawals, fees and charges are only taken to have occurred during a month if they have an effective date that is after the last Business Day of the previous month and on or before the last Business Day of that month.</p>	<p>Read 'ANZ Progress Saver account' in 'Specific terms for specific accounts' for more details.</p>

Topic	What has changed?	Where to find further information
	<p>Interest for a specific month is generally calculated for the period from and including the last Business Day of the previous month up to the end of the day before the last Business Day of that month (that is, it does not include interest for the last Business Day of that month).</p> <p>However, in certain limited scenarios where we have backdated a transaction (that is, where the effective date is prior to the date on which the transaction is processed), a different position applies.</p> <p>The revised terms set out details of the specific scenarios and how they are treated for the purposes of determining qualification for bonus interest and the calculation of bonus interest.</p>	
Changes to terms and conditions	<p>We have consolidated the two clauses (2.16 and 2.16A) that set out our rights to make changes to the terms and conditions of your account into a single provision in the revised terms.</p> <p>In doing that, we have made some substantive changes, which include that:</p> <ul style="list-style-type: none"> • we don't have to tell you about a change before we make it in certain limited circumstances, such as where the change is needed to immediately restore or maintain the security of our processes and systems or your ANZ Account. We'll tell you about these changes after we make them; • where we can notify changes by press advertisement, we have expanded what constitutes a press advertisement to include any public notice, so long as 	<p>Read <i>'Changes we can make'</i> for full details.</p>

Topic	What has changed?	Where to find further information
	<p>requirements of any applicable law or code that we are signatory of are met;</p> <ul style="list-style-type: none"> • where the change adds or changes a government fee or charge, we must tell you no later than the day of the change unless the government tells you or publicises the change instead. <p>We have included a provision which states that, for the avoidance of doubt, we may exercise our rights under the '<i>Changes we can make</i>' clause to change, replace or remove features of your ANZ Account, including access methods. The clause provides that if we exercise our rights in this way, we will only do so for legitimate business purposes and otherwise reasonably.</p> <p>We have also included a provision which provides that we don't have to tell you about a change to a term that does not apply to your existing ANZ Account (for example, we don't have to tell you about changes that only impact term deposits if you do not hold a term deposit).</p> <p>Additionally, under the current terms, if we make a change to your daily transaction limit or other periodical transaction limit, we have to give you 30 days' notice.</p> <p>The revised terms only require us to give reasonable notice, which must be at least 30 days, if we reasonably consider the change is unfavourable to you.</p> <p>However, we are still obliged under the ePayments Code to give you at least 20 days' notice of such changes.</p>	

Topic	What has changed?	Where to find further information
Notices	<p>We have added an additional option by which we can provide you with notices and statements electronically.</p> <p>The new option is for us to make the notice or statement available in ANZ Internet Banking or ANZ Mobile Banking, without giving you a separate notice that it has been published there.</p>	Read <i>'How we'll contact you'</i> for more details.
Limits	<p>We have included both more detailed information about the limits that apply to your ANZ Accounts and where you can find out further information about limits that apply for certain types of transactions (such as for BPAY® or Pay Anyone).</p> <p>The limits for PayTo Payments and third party services (such as Visa Direct) will be referenced in your terms and the amounts will be set out at www.anz.com/accounttermsconditions</p> <p>The limit for PayTo® is currently \$25,000 per PayTo Agreement.</p> <p>The limits for an Account Funding Transaction (AFT) and Original Credit Transaction (OCT) through Visa Direct are currently:</p> <ul style="list-style-type: none"> • \$2,500 for each transaction per card; • \$9,950 a day per card; and • a maximum of 30 transactions per day. 	Read <i>'Limits that apply'</i> for more details.

BPAY is a registered trademark of BPAY Pty Ltd.

PayTo is a registered trademark of NPP Australia Limited.

Topic	What has changed?	Where to find further information
Security requirements	<p>The revised terms and conditions introduce a requirement for customers to keep their CRN secret and not to disclose it to any other person.</p> <p>This obligation only applies from when the changes to the terms come into effect on 14 January 2025. You will not be in breach of this obligation if you have disclosed your CRN prior to that time.</p> <p>Additionally, obligations relating to the security of your ANZ cards and Passcodes relating to those cards under the current terms and conditions also apply to mobile phones and devices and related Passcodes under the revised terms. This includes, for example, obligations to let us know if your ANZ Card or mobile phone or mobile device is misused, lost or stolen.</p>	Read <i>'If things go wrong'</i> for more details.
BPAY	<p>Under the revised terms, you must tell us immediately if you become aware of any delays or mistakes in processing your BPAY Payment.</p> <p>You must also tell us immediately if a BPAY Payment is made:</p> <ul style="list-style-type: none"> to a person or for an amount that is not in accordance with your instructions (Mistaken BPAY Payment) or in accordance with a payment direction that appeared to be from you or on your behalf but that you didn't in fact authorise (Unauthorised BPAY Payment). <p>Under the current terms and conditions, you are required to tell us about these things as soon as possible.</p>	Read <i>'Problems with BPAY'</i> for more details.

Topic	What has changed?	Where to find further information
	<p>Where you have told us about a Mistaken BPAY Payment or Unauthorised BPAY Payment, we'll credit your ANZ account for the amount. Under the current terms, if:</p> <ul style="list-style-type: none"> • you were responsible for the Mistaken Internet Payment; or • the Unauthorised Internet Payment was made as a result of a payment direction which did not comply with our security requirements, <p>and we cannot recover the payment, or part of that payment from the person who received it within 20 business days you must pay us back.</p> <p>Under the revised terms, the obligation to pay us back is replaced with an agreement from you that we can recover this money back from you by debiting your account.</p> <p>Under the current terms:</p> <ul style="list-style-type: none"> • you indemnify us against loss or damage we suffer because you did not observe your obligations under or acted negligently or fraudulently in connection with the Electronic Banking Conditions of Use; and • we are not liable to you for any consequential loss or damage you suffer as a result of using the BPAY Scheme, <p>subject to certain exceptions.</p> <p>Those provisions have been deleted. Instead, the revised terms include a provision which provides that we won't be in breach of our contract or liable to you if, despite us using reasonable efforts, you suffer loss or damage as a result of using BPAY Payments, subject to certain exceptions.</p>	

Topic	What has changed?	Where to find further information
PayTo	<p>The revised terms include some new responsibilities for you in relation to your use of PayTo, including that you:</p> <ul style="list-style-type: none"> • must comply with all applicable laws in connection with your use of PayTo; • are responsible for ensuring that: <ul style="list-style-type: none"> - all data you provide to us or to any Payee that subscribes to PayTo is accurate and up to date; and - you do not use PayTo to send threatening, harassing or offensive messages to a Payee or any other person. 	Read ' <i>PayTo</i> ' for more details.
PayTo Agreements	<p>Under the current terms we are obliged to notify you if we are informed that a Payee has exercised a right to pause or cancel your PayTo Payment Agreement or if we have paused or cancelled your PayTo Payment Agreement.</p> <p>Under the revised terms we are not obliged to notify you if:</p> <ul style="list-style-type: none"> • the Payee has exercised a right to pause or cancel. However, you can view the status and details of your PayTo Payment Agreement in ANZ Internet Banking; • we paused your PayTo Payment Agreement because we exercised a right to block your Account without telling you first; or • we cancelled your PayTo Payment Agreement because we exercised a right to close your Account without telling you first. 	Read ' <i>Pausing a PayTo Payment Agreement</i> ' and ' <i>Cancelling a PayTo Agreement</i> ' in ' <i>PayTo</i> ' for more details.

Topic	What has changed?	Where to find further information
Our reliance upon what you tell us	We have inserted a provision that notes that we rely on what you tell us and notes that we have rights where we reasonably think something you told us or a confirmation you gave us is incorrect and that is material to us.	Read ' <i>We rely on you</i> ' for more details.
Deductions from your account	<p>Sometimes we are legally required to take money from your account or to reduce an amount we would otherwise pay to your account.</p> <p>The current terms and conditions allow us to take amounts from your account if there are government charges or duties that must be paid from the account. This right has been retained. The revised terms include some additional circumstances where we can do this (e.g., garnishee or freezing orders). We'll do this if we reasonably think we're required to, and this will be shown on your statement.</p> <p>For V2 Plus Accounts, where the current terms and conditions provided for deductions for government fees and charges every three months, the new terms and conditions allow deductions as and when they apply.</p>	Read ' <i>Deductions</i> ' in ' <i>Other terms</i> ' for more details.
Tax File Numbers	If you've given us your tax file number (e.g., because you have other products with us), we may, if we are permitted by law to do so, apply your tax file number to any account you hold with us.	Read ' <i>Deductions</i> ' in ' <i>Other terms</i> ' for more details.
Your tax residency	A provision has been added that notes ANZ's obligation to obtain a self-certification from customers under Australian tax law which includes certification of all countries for which you are a tax resident.	Read ' <i>Your tax residency</i> ' for more details.

Topic	What has changed?	Where to find further information
	The provision provides that account holders confirm the information is true, correct and complete and obliges account holders to notify ANZ within 30 days if any of the information changes. It also warns that providing false information is an offence and penalties may apply.	
Change of name and address	Under the revised terms, you must provide us information we reasonably ask for to verify changes to your name and/or any of your contact details.	Read <i>'Privacy & your information'</i> for more details.
Visa - Zero Liability	We have deleted the "Visa - Zero liability" clause from the current terms, which, amongst other things, provided that we will provide you with a provisional credit for the value of an unauthorised transaction that was made on your Visa credit card or ANZ Access Visa Debit card if you notify us about it within 5 business days of it being made. You can still contact us if you have a dispute with a merchant, as noted in 'Unauthorised transactions' in the revised terms.	N/A
International networks	We removed information about the way in which your ANZ Access Card or ANZ Access Visa Debit Card operates when used in the Maestro® and Cirrus® and PLUS international networks.	N/A
Fees and charges	The revised terms note that fees and charges for specific services or account activities are set out in the 'ANZ Personal Banking General Fees and Charges' booklet (which is available at www.anz.com/accounttermsconditions) and that booklet forms part of the terms that apply to your account.	Read <i>'About these T&Cs'</i> for more details.

The following changes to the ANZ Personal Banking Account Fees and Charges booklet will be effective from 14 January 2025:

Section and/or Subsection	Description of Change
<p>ASSOCIATED ACCOUNT FEES AND CHARGES (EXCLUDING ANZ CREDIT CARDS AND VISA PAYCARD SEE NOTE 5)</p> <p>Pages 11-13</p>	<p>Under the subheading ‘Charges by non-ANZ operator’ add the following sentence at the end of the paragraph:</p> <p>Surcharges are generally included in the total amount of the withdrawal or transaction on your account statement rather than as a separate item.</p> <p>Under the subheading ‘Dishonour Fee’ replace the second paragraph with the following:</p> <p>(No fee is payable for ANZ Access Basic, ANZ Pensioner Advantage and ANZ Passbook Pensioner Advantage accounts)</p> <p>The Periodical Payment Non-payment Fee is deleted.</p>
<p>PERSONAL ACCOUNTS</p> <p>Pages 22-23</p>	<p>Amend the table under the subheading ‘PERSONAL ACCOUNTS NO LONGER OFFERED’ by inserting a new row with the following details:</p> <p>In the left column insert: ‘ANZ Passbook Pensioner Advantage’</p> <p>In the column headed ‘Monthly Account Service Fee (see note 1)’ insert: ‘Nil’</p> <p>In the column headed ‘Minimum Balance’ insert: ‘Does not apply’</p> <p>In the column headed ‘Included monthly ANZ Transactions (see notes 1 and 3)’ insert: ‘Unlimited’</p> <p>In the column headed ‘Additional Transaction Fees per ANZ Transaction type (see notes 1 and 3)’ insert: ‘Nil’.</p>

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