



28 February 2014

Changes to the ANZ Settlement booking process – Online bookings now available for selected settlements

ANZ is pleased to announce that together with our provider SAI Global Property, we now offer an online **Self Service settlement booking portal for Purchase only Home Loans**. This service will be available in addition to our settlement booking hotline.

This additional online option will make it quicker and easier to book your customers' settlement and give you the flexibility to **book 24 hours a day, 7 days a week**. Our new online facility will now also give you access to essential settlement information.

When your customers' application is made Ready to Book, an SSB (Self Service Booking) invitation will be sent to you by email or fax within 24hrs of the Ready to Book confirmation. This will provide you with all the information required to access our online portal should you wish to book your customers' settlement online. The link to our booking site can be saved in your favourites to make it quicker and easier for you to access our site.

Initially, Self Service Bookings will be **available for purchase only transactions** – not for settlements which involve linked applications or for release matters. If you don't receive an invitation, it means that we have determined that we need you to make this booking over the phone.

Our telephone settlement booking service will remain available should you prefer to book over the phone and for those applications which are not currently eligible for Self Service Bookings.

Cheque directions are still required to be submitted for settlement by the agreed cut-off and should be sent to ANZ at chequedirections@anz.com or via fax to 1300 848 980.

Looking for more information?

Please visit our dedicated home loan settlement web page at www.anz.com/settle for all the most up-to-date information and contact details.

Regards,

A handwritten signature in black ink, appearing to read 'Jo Christodouleas', with a long horizontal flourish extending to the right.

Jo Christodouleas
Head of Retail Lending, ANZ