



## Media Release

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### **ANZ named Bank of the Year and Home Lender of the Year by *Money* magazine**

ANZ has today been named Bank of the Year and Home Lender of the Year, leading in customer satisfaction, price and product related categories to win two of *Money* magazine's major awards for 2012.

ANZ CEO Australia Philip Chronican said: "We're honoured to be awarded Bank of the Year for the first time in five years as well as Home Lender of the Year. Improving customer service has been a key focus for us over the past 12 months and it's great to see this recognised and be awarded Bank of Year.

"Our focus is to offer products based upon the needs of our customers and we're investing in ways that are aimed at improving our customers' experience by making it easy to bank with ANZ.

"For us, winning these awards along with the market share gains we have made this year confirms we're on the right track with our retail business. It is a credit to the professionalism and commitment of ANZ's people who everyday help our customers, local communities and our business to progress."

This is the eighth time ANZ has been awarded Bank of the Year\* and the twelfth time ANZ has been awarded Home Lender of the Year\*.

*Money* magazine Editor Effie Zahos said: "The Consumer Finance Awards are about recognising the industry's effort in fine-tuning products and services to better suit customer needs – it's not about finding the cheapest products but rather best value.

"When it came to Home Loan Lender of the Year, *Money* magazine and our research partner CANSTAR looked at the features and fees of a product compared to what else is available as well as ensuring interest rates are set competitively. ANZ tops this award as it offers home loans with outstanding value with their Breakfree package rated one of the best performers by CANSTAR."

Using the CANNEX star ratings, 1,961 home loans offered by 115 lenders were ranked including variable home loans for residential and investment purposes. The Bank of the Year is based upon seven categories, including home lending products, credit card offerings, and customer satisfaction.

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\*ANZ was awarded Bank of Year from 2000-2004 by *Personal Investor* magazine and in 2005, 2007, 2012 by *Money* magazine.

\*ANZ was awarded Home Lender of the Year by *AFR Smart Investor* magazine in 1999, 2000, 2001, 2002, 2004, and 2005 and by *Money* magazine in 2005, 2006, 2007, 2008, 2010 and 2012.

\*Financial services research group CANSTAR CANNEX compared a range of products against a number of criteria. For more information visit [www.canstar.com.au](http://www.canstar.com.au)