



Media Release

For release: 13 September 2012

ANZ launches new look branch in Albury

ANZ CEO Australia Philip Chronican today joined staff and customers to officially open ANZ's new branch in Albury after an extensive renovation that will provide residents and businesses with better access to financial services and advice.

"Today's branch opening is another chapter in our long history in the region and it's one of our first branches to be renovated as part of a broader program to upgrade our Australian branch network," Mr Chronican said.

"We've been in town for 145 years and it's become an important hub for our entire operation in the Riverina area. Our investment is not only testament to how important Albury is to ANZ but also is an indication of the future growth prospects we are seeing for the wider region.

"The feedback we've had from our customers and staff has been very encouraging and I'm optimistic that our new branch will have a positive impact on the way we serve the community.

"We are also proud of the role we've played in helping advance the community through our Saver Plus program which has already provided around \$50,000 in matched savings to help lower income families in Albury strengthen their financial skills," Mr Chronican said.

The branch, located at 579 Dean Street, has been designed to give customers a more complete banking service – including onsite specialists in home and investment lending, financial planning, small business and agribusiness.

As well as being fitted with more customer enquiry counters to further reduce waiting times, the refurbished branch includes Teller Cash Recycling Units that allow staff to process customers' transactions more efficiently, leaving more time to help customers with their banking needs.

ANZ District Manager, Victoria North East, Bianca Sharp said: "While we've been in Albury for a long time it was important that we upgraded our branch to better reflect the way that our customers want to do their banking.

"It's less about large volumes of transactions these days as most of these are now done online or via ATMs. Customers are coming to branches to have more in-depth conversations about their finances and it's great to have space to facilitate this," Ms Sharp said.

The branch launch was part of a tour this week by Mr Chronican to meet customers and staff in the Riverina and North East Victoria.

For media enquiries contact:

Ingrid Nugent

Media Relations Advisor

Tel: 03 8654 3635 or 0421 430 201

Email: ingrid.nugent@anz.com