

News Release

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Lost or stolen cards replaced instantly with ANZ digital wallets

ANZ today announced its customers can continue to use their digital wallets when they report their card as lost or stolen with a new service that automatically updates their replacement card details.

As soon as a customer calls to report their debit or credit card as missing, ANZ puts a stop on the original card and automatically uploads the new virtual card details to the customer's digital wallet.

ANZ Managing Director Products Australia, Katherine Bray said: "Our customers report about 670,000 cards as lost or stolen each year and we know waiting for a new card to arrive can be a real inconvenience.

"Now our customers can keep using their digital wallet, whether it's Apple Pay or Android Pay, to make purchases while they wait for the new physical card to arrive in the mail.

"For many customers their smartphone is now the primary way they do their banking, including making purchases, so we're working hard to keep improving their mobile experience with changes like this."

ANZ has also made it possible for customers to keep their existing Personal Identification Number (PIN), provided it hasn't been compromised, meaning less change with the same high level of security.

ANZ is the only major Australian bank to offer both Apple Pay and Android Pay with about 8.3 million transactions made across the bank's digital wallets last year.

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