

## News Release

For release: 1 February 2022

### **Natalie Smith appointed as General Manager, Retail Broker**

ANZ today announced the appointment of Natalie Smith as General Manager, Retail Broker.

Reporting to ANZ Managing Director Retail, Katherine Bray, Natalie will be responsible for continuing to build, grow and transform ANZ's retail broker business.

Currently the Head of ANZ's Commercial Bank Transformation, Natalie is highly regarded for her ability to deliver large complex programs, with a strong focus on customer and banker experience.

Commenting on Natalie's appointment Katherine Bray said: "Natalie has outstanding leadership skills coupled with a deep understanding of the power of using customer relationships and data to help drive growth.

"There is no doubt she will be a terrific addition to both ANZ's Retail and Broker business, and quickly establish herself in the country's burgeoning broker industry."

With more than 25 years of experience in the banking sector and extensive customer and relationship depth, Natalie was formative in building the bank's specialised industry model for businesses in the health sector across Australia, working with customers ranging from institutional to small and medium sized businesses.

Natalie also has experience serving on ministerial advisory bodies such as the Aged Care Financing Authority.

Prior to joining ANZ, Natalie held senior roles at National Australia Bank and ABN AMRO Bank, in Australia and the United States.

Natalie is based in Melbourne and will commence in the role in late February.

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