

News Release

For Release: 17 June 2024

ANZ named No.1 bank for customer relationship strength for the 15th time

ANZ's Institutional business has maintained its leadership of the Australian market, ranking No. 1 for overall customer relationship strength in the Coalition Greenwich 2024 Large Corporate & Institutional Relationship Banking Survey, Australia.

ANZ was also named No. 1 for overall lead bank penetration and market penetration, business momentum, and most trusted adviser.

The survey also recognised ANZ as No.1 market leader for Environmental, Social and Governance (ESG) and sustainable finance, and equal-first for advice and insights for ESG and sustainable finance.

ANZ Managing Director Institutional Australia & PNG (Acting), Jo Scotney, said: "This result is a testament to our team for their ongoing focus on building and maintaining customer relationships, as well as providing strategic advice and solutions across our core products and services, and the increasingly important area of ESG."

In the Coalition Greenwich, 2024 Large Corporate & Institutional Transactional Banking Survey, Australia, ANZ was ranked No. 1 for transaction banking product development and innovation for the second consecutive year. It was also named lead bank penetration for overall transaction banking and separately, for trade services, as well as no.1 for market penetration for host-to-host and trade platforms.

ANZ Managing Director of Transaction Banking, Lisa Vasic said: "We are appreciative of the feedback from our customers that recognises ANZ's continued investment in our people, payments and cash management platform. We remain committed to helping our clients with tools and insights to help them make the most of strategic business opportunities as they adapt to a digitalised landscape."

Highlights of the Coalition Greenwich, 2024 Large Corporate & Institutional Relationship Banking Survey, Australia (Ranking the four major banks)

- #1 Relationship Strength Index (15 times since 2005)*
- #1 Lead Bank penetration 2016-24
- #1 Overall Market penetration 2013-24 (=1st in 2024)
- #1 Most Trusted Adviser 2016-21, 2023-24
- #1 In Business Momentum 2024
- #1 Market Leader in ESG/Sustainable Finance 2021-24
- #1 for Knowing Company's Industry best 2014-24**
- #1 for Advice and Insights for ESG & Sustainable Finance 2022-24 (=1st in 2022,2024)

Coalition Greenwich, 2024 Large Corporate & Institutional Transactional Banking Survey, Australia (Ranking the four major banks)

- #1 Transaction Banking Product Development and Innovation
- #1 Lead Bank Penetration for Overall Transaction Banking
- #1 Market Penetration for Host-to-Host and Trade Platforms
- #1 Lead Bank Penetration for Trade Services

** #1 RSI in 2005-06, 2008, 2010 (=1st), 2011, 2014-21, 2023-24*

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