News Release

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ANZ prepares to welcome Suncorp Bank customers

Suncorp Bank has today started writing to its customers about their journey as Suncorp Bank becomes ANZ. This is the first official correspondence with customers and marks an important milestone in bringing the two banks together under the ANZ brand.

The journey will see Suncorp Bank customers move to ANZ's banking systems, services and digital platforms by June 2027, supported by dedicated communication and guidance.

ANZ Managing Director Queensland and Suncorp Bank CEO Bruce Rush said the milestone represents the next chapter for customers while maintaining the service and support they value.

"Today marks an important step as we begin informing customers about what it means for Suncorp Bank to become ANZ.

"As Suncorp Bank becomes ANZ over time, we'll keep our same focus on our customers. We are committed to making this move straightforward, safe and well-supported, and ensuring customers still see familiar faces and continue to be part of a bank that helps communities thrive.

"As customers join ANZ, they'll have access to a larger network of banking specialists and branches, leading anti-fraud technology, specialist expertise and investments in the communities we serve."

The customer communication is part of a broader information campaign designed to help customers understand what is changing, what the benefits will be and how Suncorp Bank and ANZ will support them throughout the transition.

Continued investment in Queensland

As Suncorp Bank becomes ANZ, the bank continues to invest in Queensland through its people, partnerships, branches and community initiatives. Since acquiring Suncorp Bank in 2024, ANZ has reinforced its commitment to the state, supporting customers, strengthening our presence, investing in local communities and maintaining a strong presence across Queensland.

Recent investments include the reopening of ANZ's Chinchilla branch, strengthening access to face-to-face banking services in regional Queensland and reinforcing the bank's long-term presence in the Western Downs region.

ANZ has also opened a new co-located Business Hub in Maroochydore, bringing together ANZ and Suncorp Bank business banking teams and enabling customers to access broader local expertise and specialist support as the organisations come together.

"Queensland is incredibly important to ANZ's future," Mr Rush continued.

"We're investing in branches, expanding our workforce, building new capability and creating opportunities for customers and communities across the state. Our ambition is not only to successfully welcome Suncorp Bank customers to ANZ, but to create a stronger bank in Queensland for decades to come."

Investing in communities and future talent

ANZ is extending its support of one of Queensland's most iconic events. From 2027, ANZ will assume and expand the long-standing Ekka Beef Week partnership and has committed to supporting the event through to 2028, building on the legacy established through Suncorp Bank's involvement and reinforcing ANZ's support for regional communities, agriculture and the state's primary industries. Suncorp Bank has been a longstanding supporter of Ekka Beef Week, one of the largest stud cattle showcases in the Southern Hemisphere.

The bank is also investing in Queensland's future through strategic partnerships with the University of Queensland and Griffith University, supporting research, training and pathways into careers in banking, technology, cybersecurity, agriculture and sustainable energy transitions. The partnerships were established following ANZ's acquisition of Suncorp Bank and support the bank's long-term commitment to developing future-ready skills on the ground in Queensland.

ANZ's commitment to Queensland extends beyond the brand transition. The bank will deliver on its commitments with no net job losses for Suncorp Bank employees in Australia as a direct result of the acquisition for three years post-acquisition, maintaining ANZ and Suncorp Bank's regional branch numbers throughout Australia for three years post-acquisition, and to continue supporting Queensland customers, businesses and communities through ongoing lending and investment. These commitments reflect ANZ's long-term confidence in Queensland and its ambition to support the state's growth and prosperity for years to come.

Supporting customers every step of the way

ANZ is committed to providing regular communication as customers move from Suncorp Bank to ANZ and encourages customers to visit the ANZ Welcome Hub for the latest information and support resources.

Customers do not need to take any action immediately and will be guided through upcoming changes in advance.

ANZ’s priority remains a safe, secure and well-managed move for customers, employees and communities.

Suncorp Bank is part of the ANZ Group.

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About ANZ’s investment in Queensland

For nearly 200 years, ANZ has evolved alongside our customers and the communities we serve. Today, we provide banking and financial products and services to more than 8.5 million retail and business customers across close to 29 markets.

Queensland is an important part of ANZ's future. Through continued investment in local jobs, capability, infrastructure and lending, we are strengthening our presence across the state and supporting Queensland businesses, communities and economic growth for the long term. The integration of Suncorp Bank will further strengthen ANZ's presence in Queensland, combining local expertise with access to a broader national network, banking specialists and enhanced security capabilities.