

For Release: 15 May 2026

ANZ Institutional named #1 across all key measures in Flmetrix Bank-to-Bank Services Survey

ANZ today announced it has been ranked the #1 global provider of AUD bank-to-bank services for the 18th year, placing first across all 17 key selected measures in the latest syndicated Flmetrix Bank-to-Bank Services survey.

Flmetrix is an independent market research agency specialising in banking intelligence and has conducted its AUD Clearing Services survey every two years since 2008. It examines AUD clearing services and evaluates the strength of relationships maintained by service providers with banks globally.

The 2026 Flmetrix results reinforce ANZ's industry-leading AUD clearing services franchise, with banks globally continuing to recognise ANZ for the strength of its relationship, service and delivery. This year's survey also highlighted the strength of ANZ's international footprint spanning almost 30 markets, further establishing ANZ as the most international of the Australian banks.

ANZ's leadership across the 2026 survey results was underpinned by superior relationship strength and customer service, a differentiated coverage model with strong in-region presence, time-zone availability and operational excellence. ANZ was also recognised for its market-leading product capability across wholesale and AUD commercial payments clearing – with no dissatisfied customers – as well as rated the most technologically innovative AUD provider and the bank most helpful in enabling connectivity to the New Payments Platform (NPP).

ANZ Managing Director Transaction Banking Lisa Vasic said: "Our recognition by customers in the Flmetrix survey as the world's top provider of AUD bank-to-bank services for the 18th year, reflects our ongoing investment in service, technology and people. We're grateful for the opportunity to work closely with customers across the globe as we continue to evolve our payment propositions and platforms to support their end-customer experience."

ANZ Global Head of Financial Institutions Group Mark Harding said: "This result is a strong endorsement from our foreign bank clients, and we thank them for the continued trust they place in ANZ. It reinforces the importance of relationship strength in correspondent banking, with ANZ standing out for trusted partnerships, disciplined execution and a coverage model spanning almost 30 markets, designed to support clients wherever and whenever they operate."

ANZ highlights from the 2026 Flmetrix survey include:

- #1 Leading provider of AUD Bank-to-Bank Services globally
- #1 Satisfaction for Institutional and Relationship team attributes
- #1 Relationship Strength and Customer Service Quality
- #1 Relationship Team Engagement and Relationship-Building Effectiveness
- #1 Most technologically innovative provider for financial institutions
- #1 Most helpful connecting customers to the NPP
- #1 Commercial Payments Clearing relationships and product
- #1 Wholesale Clearing relationships and product
- #1 Customer loyalty among AUD providers

The 2026 Flmetrix results are based on interviews with 101 banks across the globe. ANZ was benchmarked against its local major bank peers as well as global banks who offer AUD clearing services.

ANZ Institutional

ANZ Institutional is recognised as the leading Institutional Bank in Australia and New Zealand, and a leading Corporate Bank in Asia, achieved through its extensive global network and deep customer relationships. With over

180 years of heritage, ANZ Institutional operates in almost 30 markets worldwide, including more than 10 locations across Asia.

As a top payments provider in the Asia-Pacific, ANZ Institutional provides comprehensive and innovative solutions across cash management, trade finance, and financial markets – including debt capital markets – alongside corporate finance with a dedicated sustainable finance team. Together with its global ANZ Research team, ANZ Institutional helps clients navigate complex markets and achieve their goals.

For media enquiries contact:

Siobhan Jordan

Senior Manager, Media Relations

Tel: +61 403 988 326