

Retail and Wealth Asia: Philippines

Key information

- On 6 November 2017, Australia and New Zealand Banking Group Limited (ANZ) announced that it will close its Philippines' Retail Banking business to focus on Institutional Banking in the Philippines.
 - This decision is in line with ANZ's strategic priority to simplify the Bank and improve capital efficiency, and allows the Bank to focus its resources on Institutional Banking in Philippines as part of its Asia strategy.
 - The last day of service for our Retail Banking business in the Philippines will be 5 February 2018.

Frequently Asked Questions

1. How will the closure of ANZ Retail Banking Philippines impact my banking?

The last day of service for ANZ's Retail Banking business in the Philippines will be 5 February 2018. You are advised to make alternative banking arrangements as soon as possible to ensure that your banking needs are addressed.

Details on ANZ Service availability in the lead up to our last day of service:

Date	Services not available
5 January 2018 (from 4:00pm)	<p>Cash Deposits, Check Deposits, Inward and Outward remittance requests will no longer be accepted.</p> <p>Outward remittance instructions after 5 January 2018 will be limited to the disbursement of outstanding deposit balances to close the CASA accounts.</p> <p>Customer's Standing instructions will no longer be processed.</p>
5 January 2018 (from 6.00pm)	ANZ Internet Banking will not be available.
5 February 2018 (from 6.00pm)	ANZ Philippines Retail Banking business' last day of service will be 5 February 2018

Note: ANZ will receive payment instructions such as cash withdrawals, requests for Demand Draft or Manager's checks and lump sum outward remittance until 6.00pm, 5 February 2018.

2. What will happen to my Time Deposit accounts?

Your Relationship Manager will contact you to obtain your maturity instructions. You may terminate your Time deposit prior to maturity date without penalty or charges.

Existing Time Deposits will no longer be renewed from 6 November 2017. New Time Deposit applications will no longer be accepted from 6 November 2017.

3. What should I do if I am expecting funds to be deposited or remitted into my deposit accounts with ANZ?

If you are expecting credits /inward remittance / deposits into any of your deposit accounts, please notify the sender (ie. your counterparty, supplier, relative) that funds must be received by ANZ before 5 January 2018. ANZ will no longer process credits/ inward payments into your accounts from 4.00pm, 5 January 2018.

We recommend that you advise your counterparties to remit their payment to your account with another bank. Please advise them of the change in your bank information as early as possible.

4. **Can I still use my ANZ cheques? What should I do if I issued Post Dated cheques?**

ANZ cheques issued from individual / business banking accounts will be processed until 6.00pm, 5 February 2018

If you are closing your account earlier than 5 February 2018 and have issued cheques /post-dated cheques that have not been banked in for deposit, please contact your Payees and replace them with another check drawn from another bank.

Please dispose of your checks securely after you have closed your accounts with ANZ.

5. **Can I still access my funds via ANZ Internet banking?**

You will no longer have access to ANZ Internet banking after 6.00pm on 5 January 2018.

Please visit or contact the Branch before initiating any fund transfer request. Our Relationship Managers will guide you on alternative ways to help you complete your transactions.

6. **I have Standing Instructions or recurring payment requests with ANZ. Will ANZ still process my standing instructions?**

ANZ will no longer process your standing instructions from 8 January 2018. Please make alternative banking arrangements for your payment requirements.

7. **What will happen to my Fixed Income Bond investment?**

ANZ will transfer your bonds to your designated bank /custodian. You may also sell your bonds at market value. Your Relationship Manager will contact you to discuss this further.

8. **What alternative modes of payment will be available when I close my account/s at ANZ?**

You may select from the following modes of payment: Telegraphic transfer, Local transfer, Manager's cheque, Demand Draft, or Cash.

Please be informed that cash withdrawals in excess of PHP250,000 or its foreign currency equivalent will require at least 24 hours prior notice. Foreign currency notes are subject to availability. The Cash handling fee for foreign currency notes is waived for the first FCY5,000.00, thereafter at 0.20% of the withdrawal amount.

We will waive the payment fee for payments made to self-named accounts via telegraphic transfer, local transfer, manager's check and demand draft.

9. **How can we contact ANZ Retail Branch?**

You can visit our Retail Banking Branch at G/F MCC Center, 6778 Ayala Avenue Makati City.

We are committed to supporting you with the necessary arrangements in the lead up to our last day of service and will be extending our banking hours for the period between **16 November 2017 and 5 February 2018**:

Extended Branch service hours	Services available	Remarks
9.00am to 4.00pm	Teller transactions including cash, checks, payment instructions.	Current cut-off times will remain unchanged. Any transactions normally subject to cut-offs will be received and processed the next banking day.
9.00am to 5.00pm	Other non-teller transactions	

You can also email us at retailwealthmanila@anz.com or call our Retail Banking Hotline at:

	Contact Us	Operating hours
ANZ Retail Banking Hotline	+63 2 8417776 +63 2 8417740 +63 2 8417743 +63 2 8417702 +63 2 8417764 +63 2 8417748	Monday to Friday 9.00am – 7.00pm

Please contact your Relationship manager to facilitate transaction requests.