

## News Release

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### **ANZ first Australian bank to roll out Voice ID for mobile banking**

ANZ will today be the first Australian bank to roll out Voice ID technology on mobile banking enabling customers to complete higher value transactions conveniently and securely.

With Voice ID, ANZ customers can now make 'Pay Anyone' payments of more than \$1000 on their mobile without needing to log into internet banking, or remember additional passwords or PINs, or visit a branch. They can also use Voice ID to make BPAY payments of more than \$10,000 on their mobile.

Commenting on the announcement, Managing Director Customer Experience and Digital Channels, Peter Dalton said: "This is a significant security update that will make it easier for our customers to complete high value transactions on their smartphones.

"Customers increasingly want the convenience of banking on their digital devices and this solution delivers that with the added level of voice biometric security.

"This will be particularly good news for our small business customers who regularly need to make payments of more than \$1000 on the go and will only need their voice to authorise those transactions."

The rollout comes after ANZ completed a successful pilot program with the new technology in recent months and will be available for customers using the Grow by ANZ app from today. It will then be rolled out to other digital channels across the bank.

ANZ has developed Voice ID with world-leading voice biometrics company Nuance to bring the new technology to Australian customers.

Nuance managing director Aust & NZ, Enterprise Division Robert Schwarz said: "ANZ is taking a forward-thinking yet secure approach to identity verification with Voice ID, making it fast, easy and secure for customers who are on-the-go to perform high value transactions.

"Through the ANZ mobile banking app, Voice ID uses proven voice biometric technology from Nuance that is more secure and more convenient than legacy authentication methods."

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