

News Release

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ANZ launches smartphone ATM access in an Australian first

ANZ today announced a new way for customers to access cash on the go, using only their smartphone or watch at 2,400 ATMs across Australia.

ANZ customers will be able to withdraw cash from ANZ ATMs using their preferred mobile payments device instead of plastic cards across the bank's entire range of mobile payments: Apple Pay, Samsung Pay, Google Pay, Garmin Pay and Fitbit Pay.

Commenting on the launch, ANZ Customer Engagement Lead Kath Bray said: "We are determined to bring our customers new banking experiences so they can access their money the way they want to.

"With the high adoption rates of contactless payments in Australia, our customers will be some of the first in the world to use their mobile devices to withdraw cash in addition to making payments. We know this is something our customers will appreciate," Mrs Bray said.

ANZ Wallets@ATM represents the latest wave in mobile payments evolution focused on both convenience and security. Customers just wave their mobile payments device over the contactless reader of an ANZ ATM, select the eligible card, and enter their four digit pin to access their banking.

There are more than 1 million ANZ customers currently using digital wallets loaded with an ANZ-issued card. Between October 2017 and August 2018, ANZ customers made more than 57 million mobile payment transactions worth more than \$1.83 billion. This was an increase of more than 150% in transaction numbers from the same time a year earlier.

This latest feature also means customers can complete all ATM activities with their smartphone or watch; cash withdrawals, PIN change, deposit at SMART ATM, account transfers and balance enquiries.

ANZ has successfully launched five mobile payments partnerships in the past two years with the world's largest smartphone manufacturers and software providers, making it the only bank in Australia to offer the Wallets@ATM feature across all five digital wallets.

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