

News Release

For Release: Tuesday 12 July 2022

ANZ introduces non-binary gender and gender-neutral titles for all retail products

ANZ today became the first major bank in Australia to introduce the gender option of non-binary and gender-neutral title of Mx (pronounced "miks") when applying for retail banking products in the ANZ App, online, over the phone or in person.

Despite non-binary being a legally recognised gender across Australia, people who don't identify as exclusively a man or a woman are often required to select incorrect binary options because their gender or title is not available as an option.

ANZ Portfolio Lead, Digital, Darren Baird (he/him) said: "Diversity and inclusion is a core part of our values at ANZ and it's important to us that our non-binary customers feel recognised and represented in all areas of their life, including when they do their banking.

"Today's announcement ensures non-binary people can choose the title and gender option that reflects their gender identity when applying for and using ANZ products. We're proud of this step to more inclusive gender and title options for our non-binary customers," he said.

Non-binary gender and Mx title options are now available to anyone who opens a retail account online, on the ANZ App, in person or over the phone. Current ANZ customers who wish to update their gender or title can do so in branch or via the call centre.

The new gender and title options are also available when applying for credit cards in person or over the phone and ANZ is currently implementing the system change for online applications.

This announcement comes ahead of International Non-Binary People's Day, celebrated globally on 14 July since 2012.

[Last month ANZ announced](#) its Australian and New Zealand based employees who are affirming their gender will be able to access six weeks of paid leave, and up to 12 months' unpaid leave.

The Mx and Non-binary customer implementation project was coordinated and lead by ANZ's LGBTIQ+ employee network and supported by hundreds of staff across the bank.

Case studies and spokespeople are available on request.

For media enquiries contact: Karly Dwyer (she/her) on 0437988626

About you

Start your application

Your profile

About you

Address

Contact number

Tax information

Security

Account options

Review

Outcome

The details you provide below will be used to verify your identity – so make sure they match your identity documents.

Title

Gender

First name

Middle name (if you have one)

Last name

Date of birth

