

## News Release

For Release: 3 June 2024

### **ANZ Institutional named #1 across key measures in FImetrix Bank to Bank Services review**

ANZ today announced it has retained its position as lead provider of AUD clearing services for the 16<sup>th</sup> consecutive year, ranking first across all 17 key selected measures, according to the latest syndicated survey conducted by FImetrix.

FImetrix is a US-based market research agency specialising in Bank-to-Bank services and has carried out its AUD Clearing Services survey every two years since 2008. The survey examines AUD clearing services and evaluates the strength of relationships maintained by service providers with banks globally.

This year's review recognised ANZ for its strong international footprint, which spans 29 markets and differentiates ANZ as the most international of the Australian banks. Among its peers, ANZ's relationship management approach was recognised as being the most effective in measures across frequency of visits and doing the best job at building relationships.

They also noted ANZ's superior customer service, deep market intelligence and position as the most technologically innovative banking provider for financial institutions in Australia.

ANZ Managing Director Transaction Banking Lisa Vasic said: "We've made it a priority to develop our payments and cash management business as a world-leading provider of these important services. Our proposition enables clients to use our technology, systems and expertise to deliver services to their end customers and we are pleased to be recognised as most helpful in assisting customers connect into the New Payments Platform (NPP).

"We look forward to extending our NPP offering to process cross-border payments in real-time for our Australia-based customers in the near future."

ANZ Global Head of Financial Institutions Group Mark Harding said: "This survey highlights the significance of our global coverage model and the effectiveness of our team in developing meaningful, lasting relationships. We are focused on supporting our bank clients through continued investment in our people, capability and platforms."

#### **FImetrix survey ANZ highlights for 2024 include:**

- #1 for AUD Bank-to-Bank services globally
- #1 for overall satisfaction in Australia
- #1 for overall relationship management and customer satisfaction
- #1 for commercial payment relationships and services in Australia
- #1 for wholesale clearing relationships and services in Australia
- #1 for relationship manager/sales satisfaction
- #1 for most helpful provider in assisting customers with connecting to the NPP
- #1 for technologically innovative provider for Financial Institutions in Australia

The 2024 FImetrix results are based on interviews with 111 banks across four regions. ANZ was benchmarked against its local major bank peers as well as global banks who offer AUD clearing services.

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