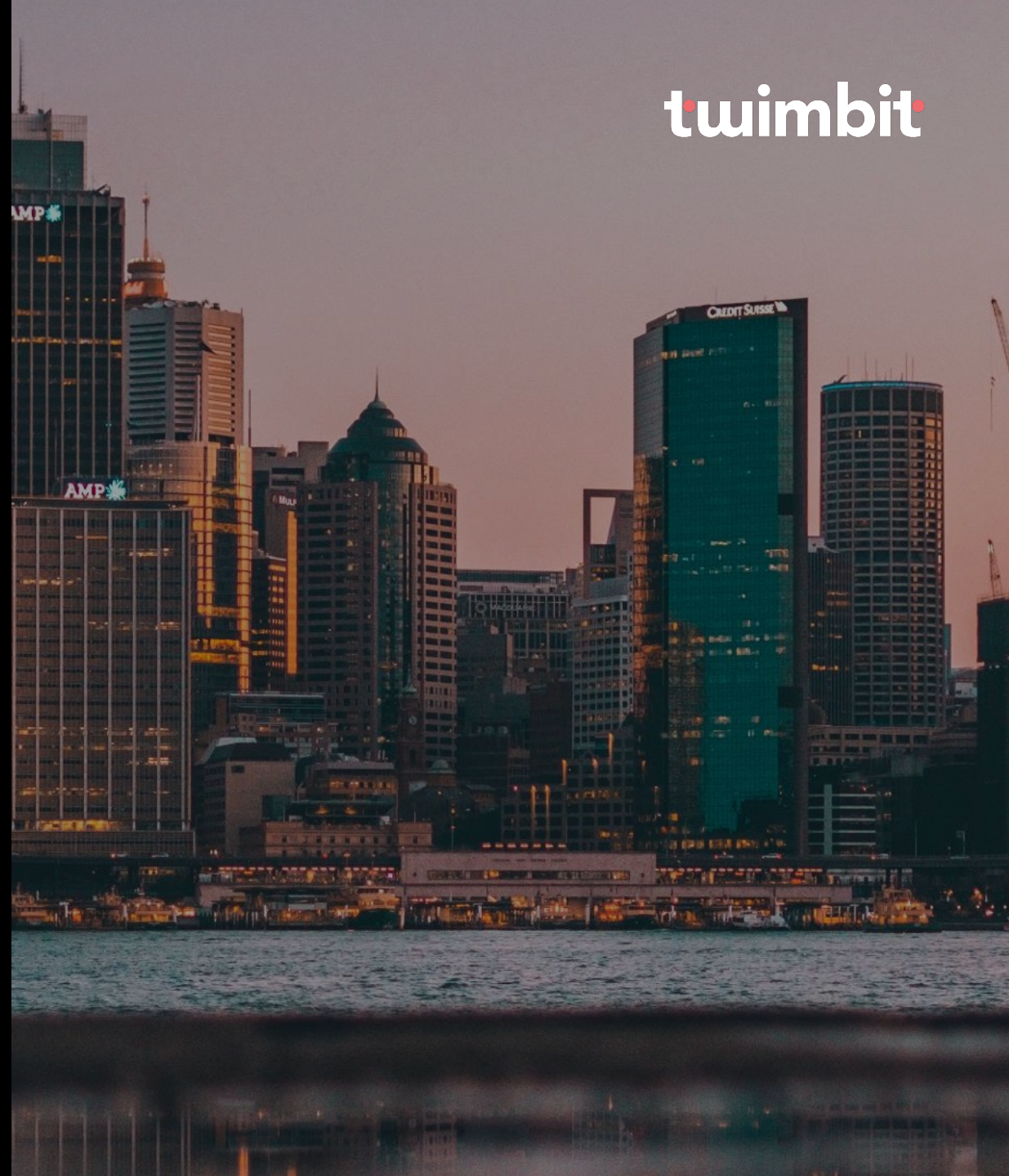


ANZ enhances customer experience with its digital propositions

2023 outlook

Company Insights

twimbit



twimbit Purpose Score



*Changes vs twimbit Purpose Score 2020

Executive summary – ANZ at a glance

Company Name	:	Australia and New Zealand Banking Group Limited
Headquarters	:	Melbourne, Australia
Employees	:	39,196
Countries	:	32
Branches	:	1,337

Revenue : USD 14.6 Bn (AUD 19.4 Bn)

Common Equity Tier 1 Ratio : 12.3%

YoY Revenue Growth (%) : ▲+21.18%

Annual IT Spending 124 : USD 726 Mn (AUD 1.04 Bn)

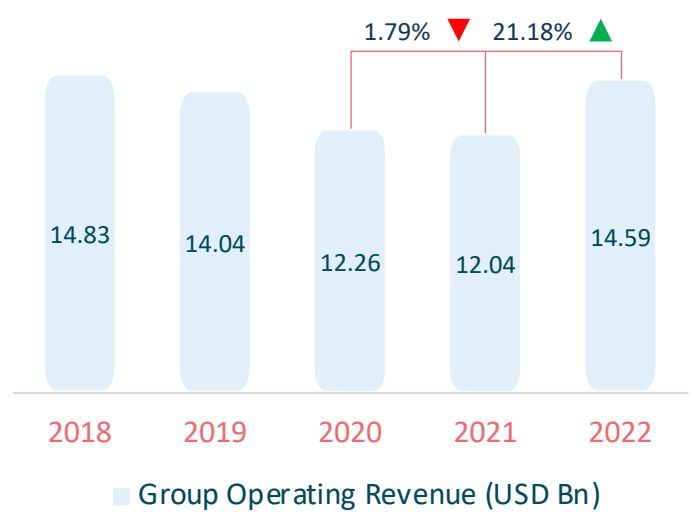
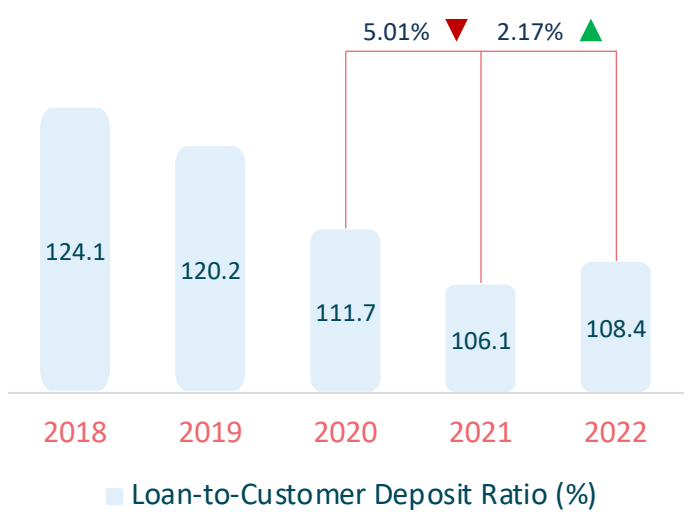
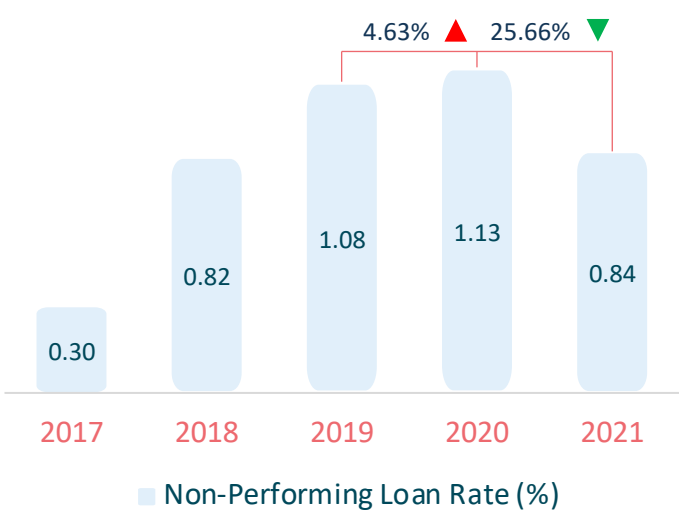
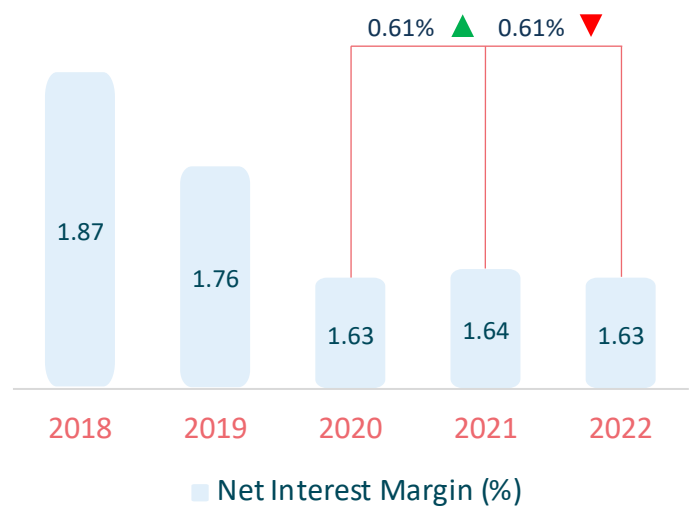
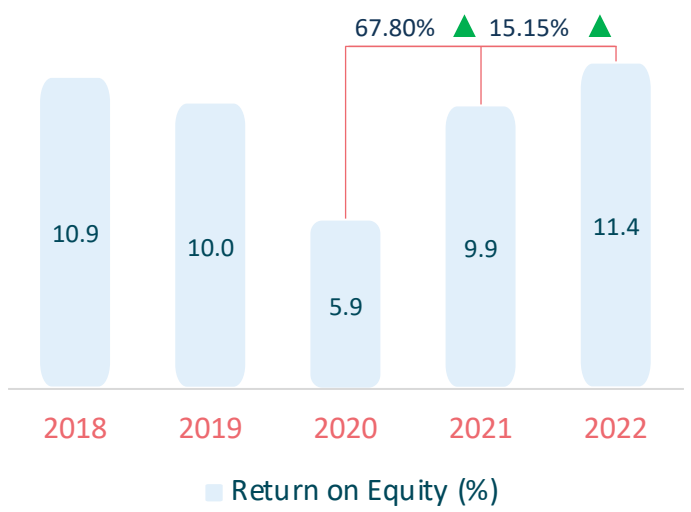
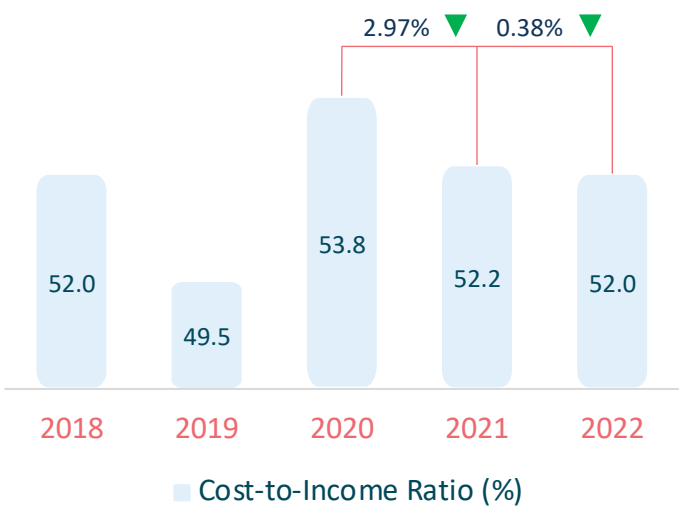
Strategic focus areas

- 1 Tackling climate change
- 2 Contributing to society
- 3 Prioritising information security
- 4 Elevating customer experience with technology
- 5 Championing employee experience

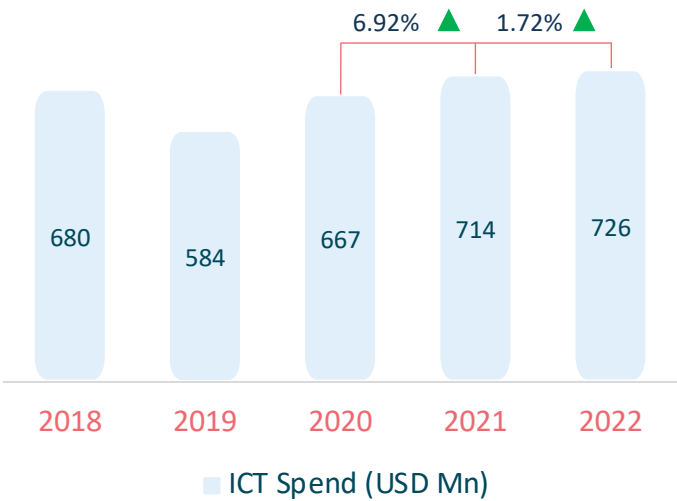
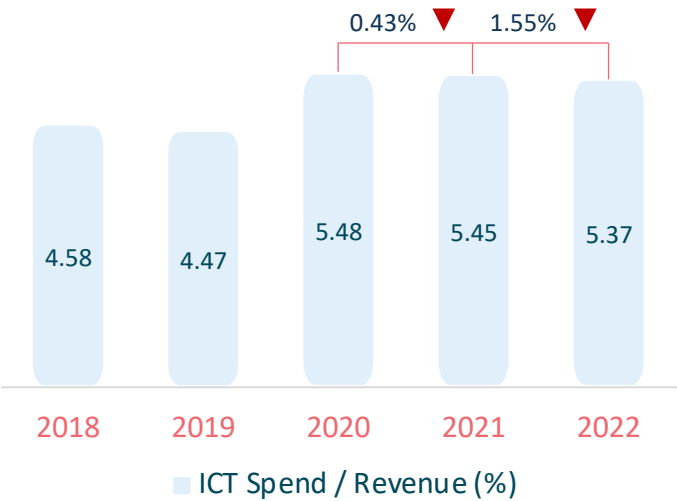
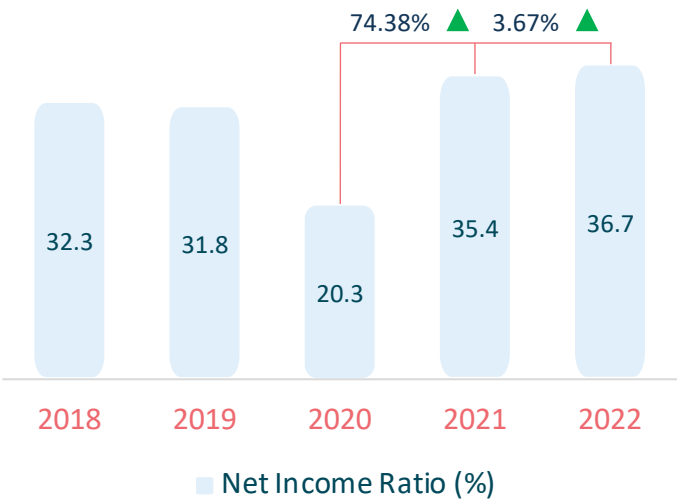
Awards

- ✓ Best FX provider – Australia, New Zealand, Asia Pacific by Global Finance
- ✓ #1 Knowing company's industry best 2014-22 by Peter Lee Associates
- ✓ Best bank for cash management in Australia & New Zealand 2022 by Global Finance
- ✓ Best Bank for Cash Management in Australia 2022 by FinanceAsia

Financial highlights (1/2)



Financial highlights (2/2)



Measures of success

USD 4.52 Bn (AUD 6.5 Bn)

Cash Profit of the Group (▲4.84% YoY)

12.3%

CET1 ratio for the Group
(same in FY2021)

#4

In consumer NPS
(same in FY2021)

52% (vs 52.2% in FY2021)

Cost-to-income ratio

43 Mn

Transactions completed in digital channels

11.4%

Return on equity

Note: Figures are for FY 2021-2022

Top 5 strategic focus areas

#1



Elevating
customer
experience with
technology

#2



Contributing to
society

#3



Prioritising
information
security

#4



Championing
employee
experience

#5



Tackling climate
change

#1 Elevating customer experience with technology

Ensuring our customers **reliable** and **convenient** products and services

ANZ Plus

- ANZ's first attempt at a dedicated digital bank, targeting the ever-growing number of smartphone users
- Launched in July 2022 exclusively on mobile, via the Google Play Store and Apple App Store
- ANZ Plus is branchless, where ANZ Plus account holders are separated with ANZ's conventional account holders
 - You will not be able to view other ANZ accounts in the new ANZ Plus app
- ANZ Plus still provides personal 1 on 1 customer service to users via the "Coach" function within the application
- The number of ANZ Plus users is starting to pick up towards the end of 2022, after a low-key beginning in July

ANZ Buy Ready and First Home Coach

- ANZ provides a suite of up-to-date software calculator, tools and customer service representatives for free to any interested home buyers
- ANZ Buy Ready is an online mortgage pre-approval loan for home buyers to obtain financing before viewing any property
- ANZ's First Home Coach is a free service for potential home buyers to be accompanied by a bank representative, to explain and simplify the entire home buying journey, from viewing to purchasing
- ANZ states that customers are allowed to utilize their suite of tools and services for free, and emphasises that "You are not obligated to do anything in return"

#2 Contributing to society

Solving complex issues that are **core to our business strategy and matter to society**

Home ownership for all

- Aims to increase the availability of suitable and affordable housing options for all Australians and New Zealanders
- Targets to fund and facilitate USD 6.92 Bn (AUD 10 Bn) of investment by 2030 to deliver more affordable, accessible and sustainable homes to buy and rent in Australia and New Zealand
- Strives to ensure that their customers are always fully financially informed about their mortgage details, have borrowed within their means, and are resilient to potential future events
- Supported 1,446 customers into more affordable, accessible and sustainable homes in New Zealand since 2020

Improving society's financial wellbeing

- Ensures all their customers make the best financial decisions
- Actively promotes the 9 principals of financial planning – spend less than you earn, put money aside for a rainy day, save regularly towards your goals, protect what you can't afford to lose, borrow within your means, pay your most expensive debt first, build toward your retirement, invest in things that grow and give back to family, friends and the community when you can
- Provides insights from their research to the community with Saver Plus and MoneyMinded, ANZ's financial education programs

#3 Prioritising information security

Protecting systems and customer data **against cyber attacks and scams**

Cyber attacks

- Maintains ANZ's Security Operations Centre as the bank's line of defence against cyber criminals
- Comprises of a mixture of artificial intelligence (AI) and ANZ's professional analyst for optimal efficiency
- Operates 24 hours a day, 7 days a week for consistent security
- Analyses millions of data events daily, including unusual or infrequently seen activities
- Conducts internal and independent third party defence testing periodically to ensure the defences are up to standards
- Cooperates with counterparts, governments and associated entities worldwide to protect against cyber security threats, which have been rising since the popularization of digital banking and working from home

Scams

- Provides continuous staff education and runs periodic customer-focused campaigns on the latest scam tactics
- Developed a threat intelligence newsletter and a 'Simplifying Cyber for Business' guide for customers to conveniently update themselves with the latest information
- Continues to sponsor the Australian Computing Academy's Schools Cyber Security Challenges that contributes to content and co-producing cyber security modules for students and teachers as part of the digital curriculum

#4 Championing employee experience

Allowing our people to maintain a **strong alignment** to our strategy and purpose

Building talents

- Organised TTM+ campaigns, a six-month intensive program to upskill employees in critical capability areas such as security, cloud and data
- Provided ANZ's data engineers access to learning support to improve their capabilities and confidence when interacting with cloud-based platforms
- Launched the Mindset 2030 Program, where almost 1,000 employees have been taught the current environmental risks and opportunities
- Delivered over 121,000 hours of learning to employees with subjects such as digital, curiosity, adaptability, and developing leaders being in focus

Employee wellbeing

- Introduced the HealthyMe digital app, where more than 10,000 employees attended over 80 webinars covering mental and physical health topics
- Implemented Mental Health First Aid training in ANZ New Zealand, where over 200 people leaders were taught to support employees experiencing mental health issues
- Aided employees involved in accidents or facing health issues, regardless if it is work-related with both financial and non-financial support from ANZ

#5 Tackling climate change

Supporting customers in their transition to a **net zero emissions** by 2025

USD 27.69 Bn

Funded and facilitated in
sustainable solutions since 2019
(▲82.41% YoY)

Source: ANZ 2022 AFS

Directing finances into key areas:

- Supporting sustainability in resource extraction, basic materials and new technologies
- Enabling the transition toward lower emissions buildings
- Assisting sustainable food, beverage and commodities practices and supply chains
- Offering solutions to and partnering with sustainability-focused financial institutions
- Increasing support for companies' transition to low carbon emissions
- Banking the decarbonisation and electrification of the transportation value chain

Current progress:

- Set a goal to fund and facilitate USD 34.58 Bn (AUD 50 Bn) of sustainable solutions by 2025
- To support customers' efforts to achieve improved environmental outcomes, such as net zero emissions and reducing greenhouse gas emissions
- 140 transactions worth over USD 12.51 (AUD 18.09 Bn) were completed in FY 2022
- Current portfolio established in October 2019, has USD 6.89 Bn (AUD 9.96 Bn) of capacity before reaching the goal of USD 34.58 Bn (AUD 50 Bn)
- ANZ is discussing the possibility to further grow this portfolio

Top 3 digital strategies

#1



Helping
customers adapt
digitally

#2



Providing
attractive online
services

#3



ANZ Plus

#1 Helping customers adapt digitally

Making the move to digital, where it is **most convenient** for them

Providing online support

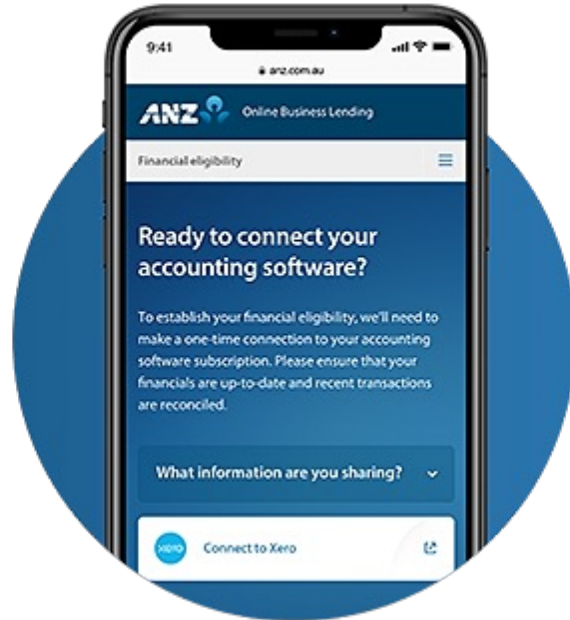
- Customers can receive comprehensive assistance through a reliable messaging experience without having to call or visit a branch
- ANZ account holders can now interact with ANZ through the “Message Us” feature within the ANZ App
 - More secure, reliable and convenient
 - Ask various questions regarding personal accounts and home loans
- ANZ brokerage customers can now utilise “Broker Chat” feature within the ANZ Broker Portal
 - Secure live-chat facility that allows brokers to get priority responses on their queries
 - Common queries that ANZ has prepared for include expected credit response date on an application, assessment checks for applications and organise call backs

Providing in-person support

- ANZ has adopted a higher interest in the financial wellbeing of customers due to the uptake of digital channels
- ANZ rolled out new branches across 32 locations that focuses on providing support and advice to customers on financial wellbeing rather than carrying out banking transaction
- ANZ also opened two ANZ Plus stores for customers who prefers visiting a branch for more complex needs

#2 Providing attractive online services

Supporting striving customers to start, run, or grow their businesses



ANZ GoBiz

- An online exclusive unsecured lending solution aimed to help businesses flourish and manage their cash flow
- Assesses customer's financial data shared from a list of supported accounting software to determine the creditworthiness of applicants
- Promotes a 20 minutes or less online application process that includes assessing the businesses needs and suggesting the best solution for it
- Features up to USD 345,838 (AUD 500,000) business loan and up to USD 207503 (AUD 300,000) business overdraft under ANZ GoBiz

ANZ Worldline Payment Solutions

- A market-leading point-of-sale and online payment solution aimed at ANZ's commercial and institutional customers, including small businesses
- A partnership with Worldline SA, a French multinational payment and transactional services company to replace ANZ's Merchant Acquiring Business (MAB) solution
- The partnership was formed to further increase the competitiveness, security and reliability of ANZ's MAB solution, and to capture the expending market of online payments, following the COVID-19 pandemic

#3 ANZ Plus

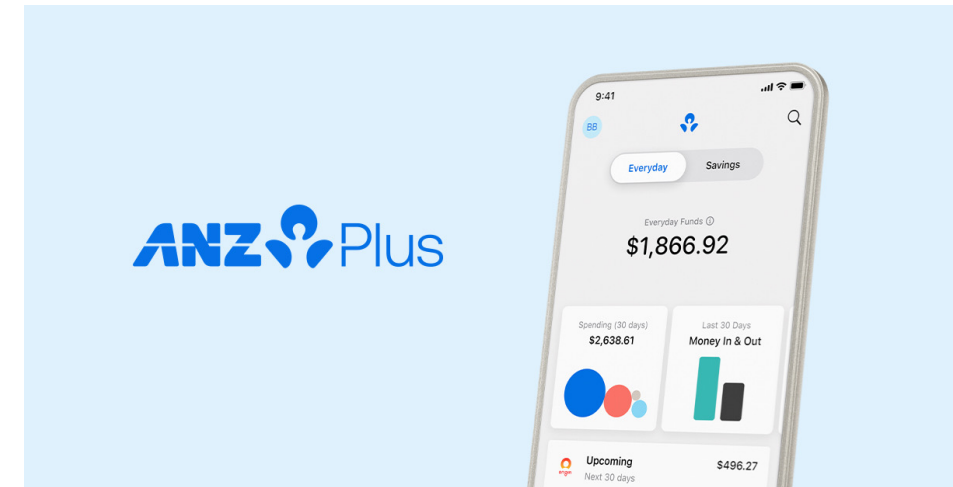
Giving customers access to a variety of **smart tools** with a branchless digital proposition to make money management easier.

Retail banking platform:

- This year saw the introduction of the first retail banking proposition from ANZ Plus
 - The proposition is effectively a new retail bank that is focused on improving the financial well-being of the bank's customers
 - A key feature of ANZ Plus is the ability to easily save for multiple goals without the need to open a new account
 - ANZ Plus saw strong growth in the number of savings goals created with more than 45% of active customers taking advantage of the functionality, as compared to less than 5% on the traditional platform

Financial well-being principles:

- Encourages customers to adopt its 9 financial well-being principles for success:
 - Spend less than you earn
 - Put money aside for a rainy day
 - Save regularly towards your goals
 - Protect what you can't afford to lose
 - Borrow within your means
 - Pay your most expensive debt first
 - Build towards your retirement
 - Invest in things that grow
 - Give back to family, friends and the community when you can



Top 3 innovative products launched

#1



Virtual cards

#3



ANZ Cashrewards
and instalment
plans

#3



ANZ Plus

#1 Virtual cards

Extra flexibility and improved working capital for institutional customers

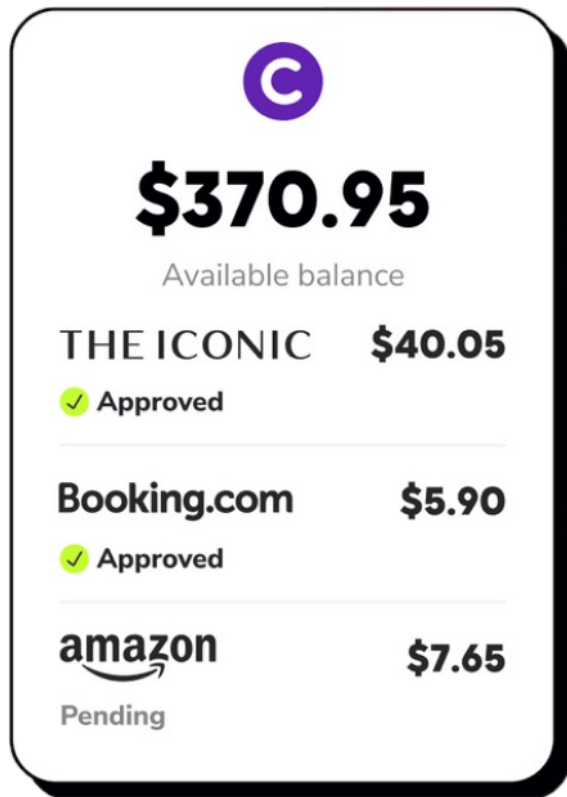


ANZ's virtual Single Use Card is a digital payment method that allows customers to make online transactions hassle-free

- Co-developed with Visa and payments technology provider, Conferma
- Provide a convenient and secure way to make online purchases, as the card can only be used once and the card details stored by the merchant will not be usable
- Easily generate the card from the ANZ App or online banking platform, which can be used immediately for online transactions
- Customise your app with a specific spending amount and expiry date, allowing you to set limits on your spending and prevent unauthorized charges
- Use a wide range of online transactions, including shopping, booking travel, and paying bills
- Convenient and secure alternative to using a physical card or sharing sensitive payment information with merchants

#2 ANZ Cashrewards and instalment plans

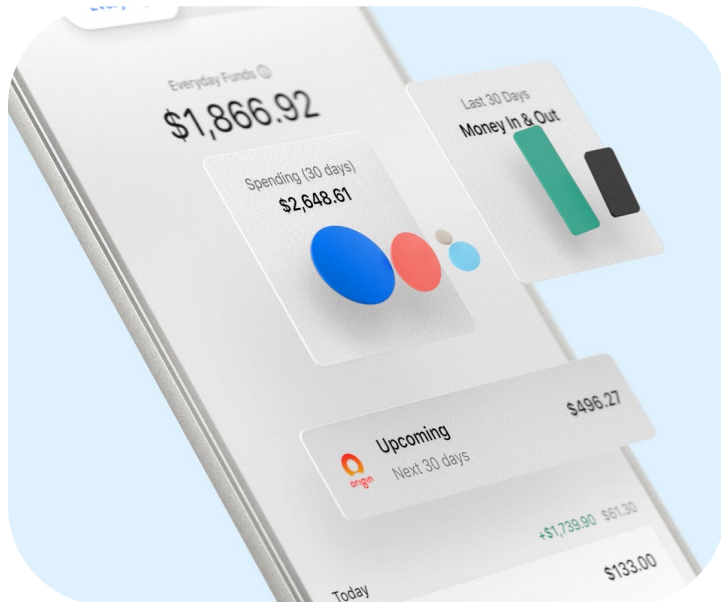
Offers **free cashback** and **Buy Now Pay Later** plan to ANZ customers



- ANZ has introduced a new Cashback Offers feature in the ANZ App for iPhone and Android users in Nov 2022
- The feature is powered by Cashrewards, one of Australia's leading cashback programs
- ANZ has also introduced ANZ Instalment Plans for eligible credit card customers, allowing them to repay their purchase balance in smaller monthly chunks
- The repayment term can be chosen from three, six, or 12 months and can be set up and managed within the ANZ App
- The new features are part of ANZ's financial wellbeing focus to help customers make the most of their money and manage their finances

#3 ANZ Plus

Helpful tools, expert support, and easy ways to pay and save – Make banking with ANZ a breath of fresh air



Background

- ANZ Plus is a dedicated digital bank developed and offered by ANZ in Australia
- Launched in July 2022 as an app available exclusively on mobile platforms

Highlights

- High savings interest rate of 3.50% compared to the countries average of 2.85%
- Comes with separate account tabs for saving and spending
- No monthly fees and withdrawal fees at major ATMs
- Cardless withdrawal at ANZ's ATMs
- Access to professional financial planners for free
- Complementary digital card that can be added to an Apple Wallet instantly

Targeted audience

- Young adults, from teenagers to millennials that are seeking better financial planning tools with distinctive perks

Top 2 technology initiatives

#1



Blockchain
powered bank
guarantees

#2



Tokenised
carbon credits

Case 1: Year 2019 – Blockchain powered bank guarantees



Development

- ANZ partners with a consortium to transform financial guarantees using IBM Blockchain during early 2019
- It took less than four months to complete a prototype
- Tenants were able to request for a guarantee online
- Landlords can reconcile rents digitally, appreciating the standardized digital format
- Other banks and landlords were eager to take part in the proof of concept

Background

- Lygon was founded with a partnership between IBM, Australia's three largest banks, and major property management companies in Australia
- Lygon aims to reduce the time and effort required for bank guarantees, which can usually take up to four weeks with traditional methods down to a single day

Implications

- Lygon reduces the environmental impact of bank guarantees, as it eliminates the need for physical documents and courier deliveries
- Lygon reduces the risks of handling errors and fraud, and can save businesses millions of trading days and thousands of pieces of paper each year

Case 2: Year 2022 – Tokenised carbon credits



- ANZ announced that it has made the first ever payment using an Australian bank issued stablecoin denominated in Australian dollars (A\$DC)
- ANZ worked with Fireblocks, Chainalysis and OpenZeppelin to create the in-house smart contract powered stablecoin
- The smart contract and supporting infrastructure were designed to adhere to industry best practices for secure digital asset custody and transaction screening
- The payment was made through a public permissionless blockchain transaction on the 24th of March 2022
- ANZ minted 30 million A\$DC using an Ethereum Virtual Machine-compatible smart contract for the transaction
- The transaction occurred between Victor Smorgon Group and BetaCarbon via a private digital asset management firm, Zerocap
- This allowed Victor Smorgon Group to purchase tokenised Australian carbon credits (BCAU) from BetaCarbon with the A\$DC
- ANZ plans to continue trials and explore how stablecoin can be used in other industries and for other customers.

ANZ's cloud strategy

Move to Fidelity National Information Services (FIS) Modern Banking Platform:

- ANZ New Zealand will become the first bank outside the United States to utilise the platform deployed on Microsoft Azure
 - The FIS platform is designed with API-first functionality which allows banks to control their customer experiences
 - The platform enables convenient, frictionless digital banking services through a cloud-native architecture
 - Upon completion, ANZ will be able to leverage cloud-based technologies for core modernisation

Partnership with Google:

- ANZ has partnered with Google for cloud data analysis
 - The partnership is to aid the growing trend of transactional data to prepare ANZ for open banking. Google will use its cloud computing to offer better insights from customer data that will allow ANZ to formulate a strategy for open banking.



Top 5 growth opportunities

#1



Cost to serve

#2



Banking in the
Metaverse

#3



Buy Now Pay
Later (BNPL)

#4



Leveraging
Blockchain

#5



Open banking

#1 Cost to serve

Key Highlights

Year-on-year change from FY2021 to FY 2022:

✓ Net interest income	▲	5.03%
✓ Fee & commission income	▼	7.56%
✓ Other income	▼	23.89%
✓ Staff expenses	▲	7.07%
✓ Occupancy expense	▲	2.27%
✓ IT expenses	▲	2.08%
✓ Net interest margin	▼	0.61%
✓ Loan-to-Deposit Ratio	▼	0.48%

Observations

Fee & commission income

- The decrease in the fee and commission income can be attributed to the:
 - Fee changes in the 'Breakfree' package under the Australian retail division
 - Lower divestment of business segments
 - Reduction of funds under management fees in the New Zealand division

Other income

Factors that led to the decline in other income:

- High volatility and yield curve movements - These factors greatly impacted the balance sheet and derivative valuation adjustments.
- Less favourable credit trading conditions and lower levels of customer issuances amid more volatile market conditions - These factors are greatly attributed to the lower income in credit and capital markets.

Staff expenses

- Despite a 2.55% decline in the number of employees, the staff expense at ANZ increased from USD 3.41 Bn in FY2021 to USD 3.66 Bn in FY2022. This resulted in an increased cost per employee from USD 84,903.20 in FY2021 to USD 93,288.70 in FY2022.

#1 Cost to serve

Analyst View

Net interest margin

- The net interest margin (NIM) for ANZ has witnessed a slight decline from FY2021 to FY2022. Such a minute change in the NIM does not indicate any investment inefficiencies in the bank's operations, however the bank should do the following to increase its margins:
 - ANZ should focus on increasing its fee and commission income which has seen a sharp decline of 7.56% between FY2021 and FY2022 despite an increase of 6.3% in the overall operating income for the bank
 - This can be done by adding new fee income generating products including insurance products and mutual funds



LDR (Loan-to-Deposit Ratio)

- The LDR for ANZ witnessed a very minimal decrease, remaining more or less constant from 84.74% in FY2021 to 84.33% in FY2022.
 - Upon closer examination, the increase in loans and deposits stood at 6.78% and 7.29% respectively between FY2021 and FY2022.
 - It is to be noted that an ideal LDR is above 90% and ANZ has this ratio below the threshold value (90%), this is when peers like CBA have an LDR of 102.48%.
 - ANZ should disburse more loans to offset the reserves it keeps in terms of deposits. This will enable the bank to generate more revenue in terms of interest and help the bank increase its net interest margin further.



#2 Banking in the Metaverse

Observations

Decentraland

- ANZ has launched a virtual showroom and event space in Decentraland, one of the most well-known Metaverse platforms.
- Decentraland is a virtual universe powered by the Ethereum blockchain, where users of the platform can buy and sell virtual land, estates, avatar wearables and name tags.
- Users can freely roam around the virtual world in their avatar with or without a virtual reality headset.

ANZ Worldline Payment Solution Showroom

- ANZ Worldline Payment leased a high-traffic plot of land from Bitcoin Suisse for the showroom.
- The gallery has hosted several notable company events to date, including;
 - Swiss electrical goods brand, Solis,
 - The Chedi, a luxury hotel brand,
 - and Australian beverage company, Naked Life Beverages.



#2 Banking in the Metaverse

Analyst View

The Metaverse market growth will accelerate at a CAGR (2021 – 2030) of **43.7%**



Source: [Prescient & Strategic Intelligence](#)

Immediate wins: A roadmap for a differentiated omni-channel CX

1. ANZ can follow under the footsteps of JP Morgan and Union Bank by launching a virtual lounge in the Metaverse, enabling customers to learn more about ANZ.
2. ANZ can assign customer service staff or deploy chatbots in their virtual property, creating an interactive experience for customers.
3. ANZ can integrate their APIs into the Metaverse, allowing users to perform day-to-day transactions in the virtual space for a true omni-channel experience.
4. ANZ can help other businesses establish their presence in the Metaverse via dedicated Metaverse programs.

Future wins: The virtual bank of the future

- ANZ should establish a dedicated virtual bank, where virtual currency especially ANZ's in house A\$DC can be saved, spent or invested, all within the Metaverse.
- ANZ should place virtual branches and ATMs in popular regions within the Metaverse to provide the same convenience of a physical customer to a virtual customer.

#3 Buy Now Pay Later (BNPL)

Observations

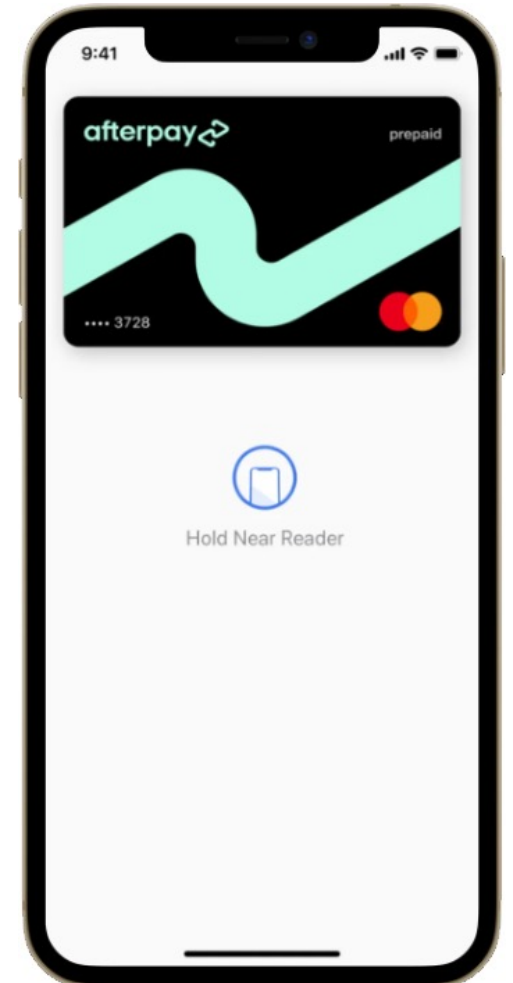
ANZ's current offering

- ANZ offers two types of BNPL products for ANZ's credit card holders.
- ANZ Low-Rate Visa
 - A credit card offers 2 major differences compared to a conventional credit card.
 - Offers up to 55 interest-free days on offline and online purchases with the card as well as a promotional 1.99% interest rate p.a. on balance transfer.
- ANZ Instalment Plans
 - BNPL scheme is offered to most of ANZ's credit card holders.
 - Convert a sum of the spent amount in their credit card into a 3, 6, or 12-month loan with benefits such as no cancellation fee, no prepayment fee and ease of application through the ANZ mobile application.

Competitor's offering – Afterpay

Afterpay is one of Australia's biggest players in the BNPL market.

- Offers their BNPL service through the Afterpay app, available to download on all major app stores.
- Offers a standard 6-weeks instalment plan for items purchased both offline and online.
- Provides a convenient virtual card for their customers to spend with, via Apple Pay and Google Pay
- Does not charge interest on their BNPL services. Instead, Afterpay charges the partner merchants a service charge.



#3 Buy Now Pay Later (BNPL)

Analyst View

Opportunities:

“BNPL payment adoption is expected to grow steadily over the forecast period, recording a **CAGR of 32.5% during 2022-2028**”

~ [Globe News Wire](#) (Oct 2022)

A competitive BNPL offering

- ANZ should offer a more appealing BNPL service to match local BNPL pioneers, such as Afterpay that would attract new customers
- ANZ should combine both their BNPL offering as one product, providing 55 days interest free period and 3, 6 or 12-month instalments together
- ANZ should provide BNPL to existing customers in their existing customer journeys and increase attachment rates
- ANZ should utilise BNPL as an opportunity to onboard new customers, specifically, Gen Z to open other accounts with ANZ.
- ANZ should partner with merchants to promote their BNPL service, such as having discounts on purchase when using their BNPL options

Leveraging ANZ's resources and brand

- Unlike Afterpay, ANZ being an established institution should leverage their resources to develop innovative BNPL offerings, such as using AI to analyse customers transaction history to determine the creditworthiness and BNPL for the customer
- ANZ should leverage their good brand name as a trustworthy banking institution to promote and attract customers

#4 Leveraging blockchain

Observations

ANZ's current developments

ANZ currently uses blockchain for two major purposes:

- the more mainstream **smart contracts** to power their disruptive digital bank guarantees
- the less mainstream (for banks) **cryptocurrency** to facilitate payments

Smart contracts

- Lygon is the company co-developed by ANZ utilizing smart contracts to sign and authorize ANZ's bank guarantees, read more [here](#).
- Lygon has the potential to save costs for ANZ by reducing all administrative costs related to physical documenting and transportation costs

Cryptocurrencies

- ANZ led the breakthrough of cryptocurrency for a traditional bank in Australia by helping Victor Smorgon Group purchase tokenised carbon credits via a stablecoin denominated in Australian dollars (A\$DC).
- The A\$DC was also minted in-house by ANZ specifically for this revolutionary transaction, read more [here](#).



#4 Leveraging blockchain

Analyst View

Unlocking the full potential of smart contracts

- Smart contracts are as per [IBM](#), essentially a program stored on a blockchain that would run when predetermined conditions are met.
- This flexibility of smart contracts unlocks endless functions and benefits for all businesses, especially for large scale institutions, such as ANZ that deals with contracts on a day-to-day basis.
- ANZ can continue transforming traditional physical contracts into smart contracts that will save costs and benefit the environment from the lesser paper used, reducing pollution in the logistic process.
- An example is the authorizer can sign internal documents via a smart contract powered by ANZ's intranet for added security.

Developing cryptocurrency

- With the current offerings of cryptocurrency such as the well-known Bitcoin and Ethereum having volatile prices, ANZ's approach for a pegged cryptocurrency is a viable alternative to maximise the platform's security and cost-efficiency.
- ANZ can offer a commercial package for their institutional clients to transact with A\$DC for a frictionless, secure and cheaper alternative to current methods, providing ANZ an edge against ANZ's competitors.
- ANZ can offer an ANZ exclusive fund transfer service package, which is more cost-effective for businesses transacting with a list of merchants approved by ANZ to kick start the program.

#5 Open banking

Observations

ANZ's current developments

- ANZ is a data holder wherein it can share the Customer Data Right (CDR) data with an accredited organisation when authorised to do so
 - Upon request of data from a CDR-accredited recipient, the customer is granted the ability to permit ANZ to access customer data, achieved through the ANZ app or the website.

Partnership with Frollo

- Under the partnership, ANZ is preparing to become an accredited data recipient by agreeing to use the gateway technology from Frollo
 - Upon becoming a data recipient, ANZ will be able to give consent to collect and use the CDR data
 - Under the partnership, ANZ will use Frollo's CDR gateway to manage customer consent and receive financial data for other banks and financial services organisations
- Frollo claims to be responsible for 95% of open banking activity in Australia



#5 Open banking

Analyst View

The global open banking market is expected to grow at a CAGR (2022 – 2028) of **24.6%** and hit **USD 131.3 Bn** by 2028

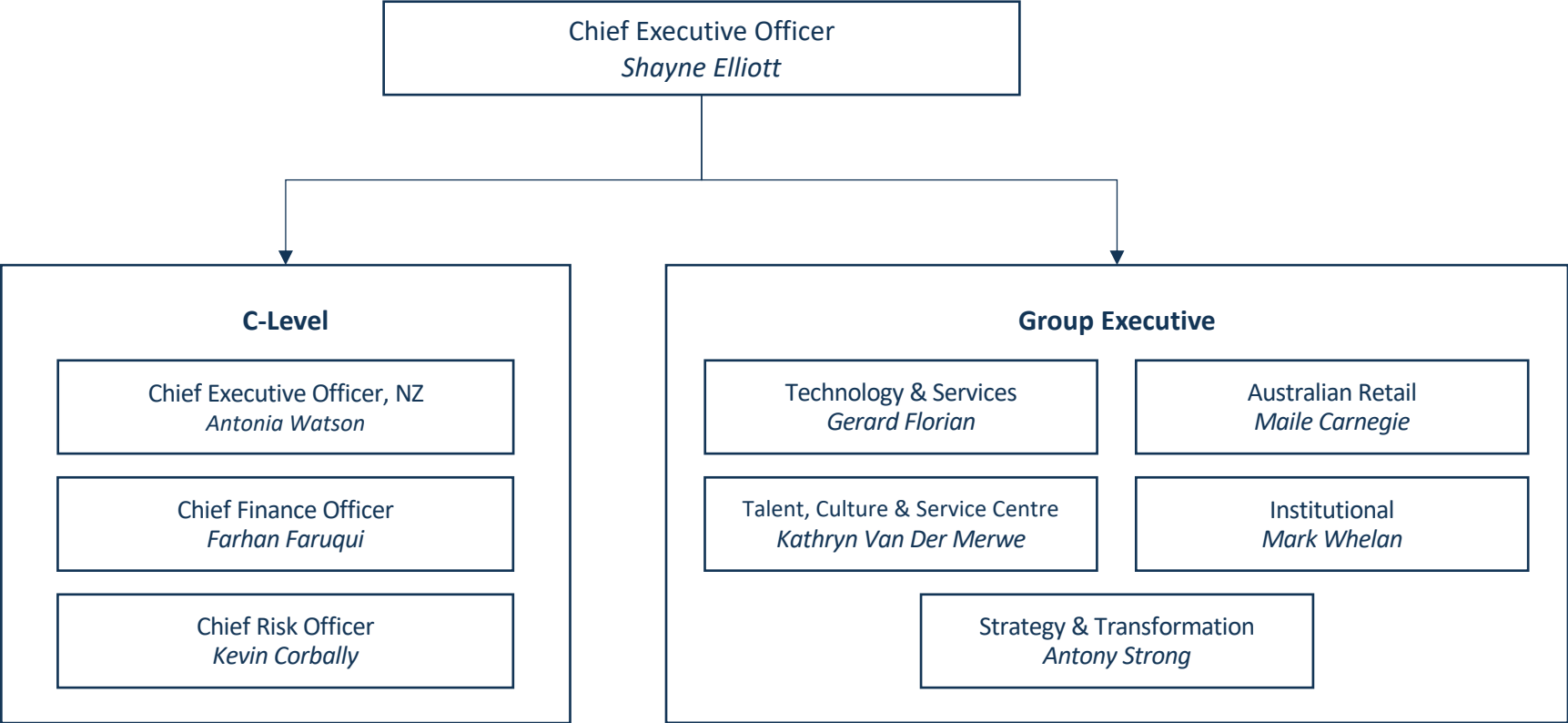
~ [Yahoo Finance](#) (Jan 2023)

Benefits of open banking for ANZ:

- Lower transaction fees – The bank will be able to lower its operating costs of bank-to-bank settlements by reducing transactional costs.
- Expand service offerings with APIs – ANZ can connect with other APIs and broaden their service offerings by offering solutions provided by Fintechs in a ready-to-go manner within their mobile app.
 - ANZ can offer a Fintech's specialised services to customers within their app
- Elevate customer engagement – By integrating open APIs into its existing infrastructure, ANZ can appeal to its existing customers who want their banks to provide more innovative offerings.
 - This will also help the bank attract potential customers who are looking for more than traditional services from a bank

Appendix

Key decision-makers



Shayne Elliott



Group CEO

- Became the CEO of ANZ Bank in January 2016
- Has been with UOB since June 2009 (13 years to date)

We are a safer bank:

“We continue the systematic de-risking of the bank, highlighted by the sale of our margin lending business and formal separation of our wealth businesses. Combine it with the exit of financial planning & advice, and all the associated remediation being at the very final stage, and you will see that we are the only major bank in Australia to have removed the risks associated with wealth management for shareholders.”

Sustainability:

“ANZ has been taking important steps to not only reduce our own emissions but also help our customers, particularly 100 of our largest emitting business customers reduce their emissions and enhance their resilience to a changing climate. We formed strategic partnerships to focus on the transition needs of ANZ’s customers globally.”

*Direct quotes derived from the 2022 ANZ Annual Report

twimbit

be more



Insights



Immersions



Challenges

How can we help?

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