

CUSTOMER ADVOCACY CHARTER

At ANZ Philippines, we are committed to providing you a positive banking experience. This Charter outlines the service you can expect from our team.

Quality Service

- We will tailor our responses in accordance with your needs and requirements.
- We will provide quality support in managing your business.

Straightforward

- We will provide simple and easy to understand advice and services based on your business needs.

Responsive

- We will respond promptly to your enquiries and deliver services to you in a timely and efficient manner.

Feedback

- We welcome your feedback about how our service and dealings with our customers can be improved.

Lodging a complaint

- If we do not deliver on our commitment, please email us on PH_YourWay@anz.com. You can expect your concern to be addressed in a fair, confidential and responsive manner. We endeavor to acknowledge any feedback within 2 to 5 business days and to respond as soon as possible.

ANZ Customer Advocate

- Customer complaints that remain unresolved by direct contact between the customer and ANZ staff can be reviewed by the ANZ Customer Advocate. Our Customer Advocate will review your complaints objectively and all your interactions will be confidential. You can contact us on PH_Advocate@anz.com.