



ANZ Vietnam

24/7 hotline: 1800 1559

www.anz.com/vietnam

Media Release

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ANZ extends servicing hours

Vietnam – ANZ announces to extend its current daily servicing hours which will come into effect from January 2nd, 2009 and will be applied for all ANZ branches. The new daily servicing hours will start from 8:00AM to 5:00PM including working lunch time. This change is to provide customers with greater convenience.

The change provides customers with an additional 1.5 hours servicing time per day compared with the current opening hours. Mr. Philip Crouch, General Manager Retail Banking, ANZ Vietnam said: "We understand that our customers lives are busy and complicated. That's why we are making it easier and more convenient for our customers by increasing our servicing hours. Our branches will now be open for 9 hours per day, so it will be easier to find a suitable time to visit the branch."

For those customers who can not reach the branch during opening hours, ANZ also offers "ANZ Mobile Banking". ANZ Mobile Banking Managers are available anywhere, anytime.

ANZ is providing customers with more convenient banking options. Customers can now receive international standard services from the 'Best Retail Bank in Vietnam (Asian Banker 2008)' in the following ways:

- **Branches** (now open 8 a.m. to 5 p.m. Monday – Friday)
- **ATMs** - visit one of 80 ANZ ATMs in Hanoi and HCMC
- **Internet Banking** - www.anz.com/vietnam
- **ANZ Hotline** - free call **1800 1559** 24 hours x 7 days per week.
- **Mobile Banking Service** – call 1800 1559 for an appointment

More information about ANZ:

Operating in Vietnam since 1993, ANZ has two main branches in Hanoi and Ho Chi Minh City, Foreign Exchange kiosks at the Noi Bai International Airport in Hanoi and a representative office in Can Tho. ANZ offers a full range of integrated banking products and solutions for individuals, small to medium size enterprises, corporate and institutional clients. ANZ recently received its 100% Foreign Owned Banking license and will shortly be offering customers more convenience by opening at least four new branches and transaction offices.

ANZ is one of the world's top 30 banks by market capitalisation and one of the largest international banks in Asia Pacific. ANZ has assets in excess of AU\$390 billion, more than six million customers worldwide and is one of only 14 banks in the world with a AA rating by Standard and Poor's (S&P). ANZ was named the World's Most Sustainable Bank on the Dow Jones Sustainability Index in 2008 for the second year in a row.

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