

News Release

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ANZ Transaction Banking scores highly with customers in Asia

Transaction Banking (TB) customers in Asia have rated ANZ highly across a number of metrics.

The survey was the first combined Transaction Banking Service survey for Trade and Supply Chain Operations (TSCO) as well as Payments and Cash Operations (PCO). The survey asked Transaction Banking customers in nine countries, and in six languages, about the service they receive.

More than 1,200 people answered – from 1,056 customers – and gave feedback on service capability, the accuracy and timeliness of processing, and the performance of the online banking platform Transactive.

The overall Transaction Banking customer satisfaction score was 8.1 out of 10, a strong outcome for the business.

“These results are fantastic to see and are a testament to the hard work of our teams in Operations, who are an integral part of our end to end TB proposition,” said **Mark Evans**, Managing Director for TB. “We still have a number of initiatives underway so we’re confident things will get even better for our customers and staff.”

Of the three categories that were surveyed, overall satisfaction was higher for Service (8.3) and Processing (8.2), with Transactive’s score coming in at 7.8.

When customers were asked about our services compared to our competitors, 95% of respondents rated ANZ Transaction Banking services the same or better than our competitors, whilst 91% of customers rated Transactive as the same or better than our competitors.

Phil Cubbin, Head of Trade and Supply Chain Operations, said: “We’re delighted to see these results, and that overall satisfaction and loyalty has been rated ‘very good’ across the region, with some countries being ‘strong’ and ‘outstanding’. The Transactive results also reinforced our focus on uplifting customer usage of this channel, especially for Trade.”

Of the countries surveyed, China, Taiwan and the Philippines had the highest satisfaction scores. Also, this is the first time a survey has asked specifically about the Chengdu Client Service team, which also performed strongly.

Venky Subbaraman, Regional Chief Operating Officer and Head of PCO Asia, said: “In PCO we have been refining our strategy across Asia and our home markets. It’s great to see this positive feedback from our customers in Asia. Of course, this doesn’t mean we can rest on our laurels – we will continue to press ahead with delivering a more consistent and competitive service to our Transaction Banking customers.”

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