


ANZ Online Saver

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Effective 17th April 2016, the way promotional rates are applied to new and existing Online Saver accounts changed to enable a more consistent Banker and Customer experience.

- **Introductory Bonus Offer:** The Online Saver Introductory Bonus rate will only be available to Customers who do not currently have an ANZ Online Saver and have not held an ANZ Online Saver account (as a primary account holder) during the last 6 months.

- Confidential
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Please ensure the customer understands the introductory bonus rate is applied for a limited time (typically 3 months) on top of the Standard Variable Rate.

For example: 1.00% p.a. Standard Variable Rate + 1.55% p.a. bonus rate for a period of 3 months.

After the introductory period (in the example above, 3 months), the rate will revert to the then current Standard Variable Rate

For the most up to date rates, please visit the ANZ Online Saver product page on anz.com page

ANZ Online Saver Introductory Bonus Offer - Application Process

Introductory Bonus Offer: How to apply to new accounts

Open the account via iKnow:

- Promotion rate applied during account opening as per current process. There is no need to submit a service request to have the promotional rate applied.
- Customer eligibility is checked via the system rules, no need to assess eligibility

In the event there are multiple customers on an account (example- joint account) and one or more customer(s) are ineligible for the promotional rate, an **error message** will appear. Bankers will be required to either remove the ineligible customer from the account or open the account on the base rate.

Note: eligibility criteria applies to primary account holders only (e.g. sole owner, joint owners, trustees).

For further information see IM – 1174 – iKnow Account Setup Personal, and IM – 6324 – Customer and Account Relationships.

- The promotional interest rate will be applicable from the date the request is fulfilled. Please ensure the customer is aware the promotional rate may take up to two business days to apply.
- Ensure the customer understands the promotional offer terms, particularly the interest rate applied and the expiry date of the offer.
- Do not promote the customer to contact ANZ once the promotional period has expired and the account has rolled on to the standard rate.
- Ensure promotional rate offers are not extended or discussed with ANZ Private Clients, relationship managed clients, or Affluent managed clients. If ANZ Private, RM, or Affluent managed clients enquire about promotional rates, please direct them to their Relationship/ Customer Manager who will be able to assist. These clients can be identified by the controlling post.
- Effective 24th November 2015, ANZ no longer sends a letter confirming details of the bonus interest rate upon application of a Bonus Rate. Please direct customer to their ANZ Internet Banking to view offer details (if applicable). This is available in 'Details' tab in 'Account overview' page.

Resources

- [iKnow – Campaigns \(Leads and Offers\)](#)
- [IM – 1174 – iKnow Account Setup Personal](#)
- [IM – 2083 – Bonus Interest Offer](#)

- Customer Needs and Benefits
- Product Features and Pricing
- Policy and Processes and other Information

Customer needs	Product benefit
I want a savings account that gives me the flexibility to move money between my everyday account as often as I like	Manage your savings online, anytime
I'm comfortable managing my money online and am happy to remove the temptation of access through branches and ATMs	A flexible way to save
I have several savings goals and want to keep them separate	Makes it easy to save for multiple goals and keep better track of your savings
Flexible and easy access to their money	<ul style="list-style-type: none"> • Unlimited ANZ Phone & ANZ Internet banking transactions • Move funds between an ANZ everyday account as often as they like
Saving for a goal	Competitive interest rate with no penalty on withdrawing funds from their account
Save in your own time	<ul style="list-style-type: none"> • No minimum opening balance • No minimum ongoing balance

Product features

Product Features	Details
Unlimited ANZ transactions	<ul style="list-style-type: none"> ANZ Phone Banking ANZ Internet Banking
Added value benefits	<p>ANZ goMoney</p> <ul style="list-style-type: none"> Access your accounts wherever, whenever Available to ANZ customers with an iPhone Find out more at anz.com/gomoney

Pricing

Pricing	Details
Monthly account service fee	\$0 per month
Other fees and charges	Customers will be charged for excesses greater than \$50 a \$6 honour fee for up to 10 business days a month (maximum of \$60 per month)
Monthly account service fee waiver (for eligible customers)	n/a
Interest rate	<ul style="list-style-type: none"> Current interest rate - www.anz.com/aus/RateFee/InterestRates/Rates.asp See also archived interest rates Negotiated rates are not available on ANZ Online saver accounts. Promotional bonus interest for an introductory period (currently 3 months) available for all eligible customers. For the most upto date rate, please visit the ANZ Online Saver product page on anz.com)
Interest Calculation	<p>Calculated daily, paid monthly on the last business day of the month.</p> <p>Effective on and from 31 October 2014, ANZ changed interest to be paid in to ANZ Online Saver accounts from the anniversary of the account opening date to the last business day of each calendar month. For further information about this change, please refer to Staff FAQs.</p> <p>Interest on informal overdraft amount and overdrawn amounts will be the ANZ retail index rate plus a margin of 8.5% per annum, as stated in the product T&Cs.</p>
Current promotional offers	n/a

Policy and processes

Policy and processes	Details
Eligibility	<ul style="list-style-type: none"> Be at least 12 years of age (If a customer requests an account for a child under the

	<p>account in Trust for the child.)</p> <ul style="list-style-type: none"> • Hold/open an eligible ANZ transaction account* • Ensure your customer gets the most out of their account; encourage them to set up a direct salary credit • Have Internet Banking and/or Phone Banking set up to be able to hold and operate their ANZ Online Saver • Help your customers reach their savings goals and make their banking more convenient by showing them how to set up a recurring transfer from their transaction account to their ANZ Online Saver on Internet Banking • ANZ Online Saver is only open to customers who open or who are the account holders of, or signatories to, eligible ANZ deposit accounts with ANZ Internet and/or Phone Banking access. Eligible accounts include ANZ Access Advantage, ANZ Access Select, ANZ Access Basic, ANZ Pensioner Advantage, ANZ Progress Saver, ANZ V2 PLUS, ANZ Premium Cash Management Account and ANZ Everyday Visa Debit. Terms and conditions and fees and charges apply to the eligible account.
<p>How does the customer apply?</p>	<p>Customers can apply for a new account in an ANZ Branch, at anz.com or by calling 1800 008 177 Monday - Friday, 8am-8pm.</p> <p>If the customer is new to ANZ, they will need to complete the Customer Identification Process (CIP) at an ANZ branch before funds can be withdrawn from the new account.</p> <p>Overseas account opening</p> <ul style="list-style-type: none"> • Customers currently living overseas but planning to come to Australia, can apply for an ANZ Access Advantage account using the online application form. Visit Moving to Australia on anz.com to apply • For more information, visit the International Banking Services homepage
<p>Other facilities available</p>	<ul style="list-style-type: none"> • ANZ Online Saver can be linked to existing card and registration numbers as 'other account' • Direct credit available • Periodical payments are not available
<p>Linking accounts and automatic debits</p>	<ul style="list-style-type: none"> • ANZ Online Saver must be linked to the following eligible accounts: ANZ Access Advantage, ANZ Access Select, ANZ Access Basic, ANZ Pensioner Advantage, ANZ Progress Saver, ANZ V2 PLUS, ANZ Premium Cash Management Account and ANZ Everyday Visa
<p>Statements</p>	<ul style="list-style-type: none"> • By default customers will receive a statement once every six months (IS), but frequency can be changed to: • IQ - Issued Quarterly from date opened

Other information

- Find a [LifeGuide](#) that might be appropriate to your customers current situation
- [Resolving and escalating complaints](#)
- [Compare our products](#) on anz.com
- If opening an account in an ANZ Branch – refer to the following IM for details “[Online Saver accounts – 4083](#)”
- If opening an account over the phone (ACC Sales) – refer to [KnowHow](#)
- Complete the [Customer Identification Process \(CIP\)](#) at an ANZ branch to open an ANZ Access Advantage account
- If Reversal of Withholding Tax is required refer to [Withholding Tax - IM 4572](#)

