

MAX Work Products and services

ANZ Pensioner Advantage

Published :06.09.2017 1:07 PM Audience :Australia

Effective 17th March 2017, new interest rate bands will be applied to all Pensioner Advantage accounts.

Click [here](#) to learn more

Overview

ANZ Pensioner Advantage provides customers with banded interest rates whilst providing the card holder with unlimited access to funds with no monthly account service fees.

An ANZ Pensioner Advantage account is available to customers who receive one of the following Centrelink or Australian Department of Veterans' Affairs pension or allowance,

- Age pension.
- Disability Support pension
- Widow's pension/allowance
- Wife's pension
- Carer's pension
- Sole Parent's pension
- Service pension
- Incentive allowance
- New Start allowance (including Mature Age allowance and Mature Partner allowance)
- Sickness allowance
- Special Benefit allowance
- Partner allowance
- Parenting allowance

Customer needs, product benefits and features

- Pricing
- Policy and processes
- Additional information

Customer needs	Product benefit
Simple fee structure without unexpected charges	<ul style="list-style-type: none"> • No monthly account service fee, no minimal balance required • Customer must receive an eligible pension or allowance to be eligible for this account
Flexible and easy access to their money	Unlimited ANZ transactions via below channels

	<ul style="list-style-type: none"> • ANZ ATMs • EFTPOS • goMoney™ • ANZ Internet and Phone Banking • Cheques • ANZ Branches
The ability to easily use my money to buy things	<p>Comes with an ANZ Access Visa Debit card:</p> <ul style="list-style-type: none"> • Use it worldwide wherever Visa is accepted. • Shop online, over the phone or overseas with your own money wherever Visa is accepted • Just wave and go for purchases under \$100 with Visa payWave at participating merchants, or enter your PIN for purchases over \$100.
Security	<p>ANZ Falcon™ provides fraud monitoring on ANZ debit card transactions - even when they are shopping overseas or online. All transactions are automatically protected by ANZ Falcon™ which monitors transactions for unusual or suspicious activity.</p>

Monthly account service fee	<p>No monthly account service fee, no minimal balance required</p> <p>Customer must receive an eligible pension or allowance to be eligible for this account</p>
Other fees and charges	<p>See the ANZ Personal Banking Account Fees and Charges booklet for fees and charges that apply.</p> <p>Find more information on overdraft fees, please refer to the Overdrawn Fee Policy page.</p>
Interest rates	<p>Check interest rates on anz.com</p>
Current promotional offers	<p>N/A</p>

Product codes	<p>Active product code = DDA</p> <p>Active sub product code = CF.</p> <p>For more information on other product codes and their differences, please refer to Subproducts – DDA instruction manual.</p>
Eligibility	<p>Available to customers who receive one or more Centrelink or Australian Department of Veterans' Affairs pension or allowance. For full qualifying criteria and account opening requirements, refer to ANZ Savings & Transaction Products – Terms & Conditions.</p> <p>Eligibility criteria apply for issue of an ANZ Access Visa Debit (AAVD) card. For full details (including product eligibility and information on sub product transfers) please refer to the ANZ Access Visa Debit page.</p>
How does the customer apply?	<p>Customers can apply for a new account in an ANZ Branch 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> <ul style="list-style-type: none"> • Refer to Opening and operating this product page for more account opening information • Refer to Online Switching Service page for ways to make the switch a little easier • Refer to ANZ Saving & Transaction Products Product Disclosure Statement on anz.com for full product disclosure
Other facilities available	<ul style="list-style-type: none"> • Cheque book available on request
Linking accounts and automatic debits	<ul style="list-style-type: none"> • ANZ Pensioner Advantage Account can be conveniently linked to ANZ Online Saver, ANZ Progress Saver accounts and other ANZ accounts, providing the ability to make automatic debits to repay home loan, personal loan and credit card accounts. • Refer to Transact Solution for tips on ways to maximise benefit delivered to customers on their Everyday Account
Statements	<ul style="list-style-type: none"> • For ANZ Access Visa Debit cardholders- statements are issued every two months • Otherwise, statements are issued every six months • Customers can elect to receive online statements instead of paper statements

- Find a [LifeGuide](#) that might be appropriate to your customers current situation
- [Resolving and escalating complaints](#)
- If opening an account in an ANZ Branch – refer to the following IM for details “[DDA accounts – 4136](#)”
- If opening an account over the phone (ANZ Direct) – refer to [KnowHow](#)
- Complete the [Customer Identification Process \(CIP\)](#) at an ANZ branch to open an ANZ Access Advantage account

Sales Resources

- Detailed [Product comparison chart](#) on MAX
- [Transact Solution](#) tips on ways to maximise benefit delivered to customers on their Everyday Account
- [Complementary products to ANZ Access accounts that the customer may also be interested in](#)
- [ANZ Access product forms](#) to set up Everyday Account related account features