



29 June 2018

Ms Thy Do

Confidential

Dear Thy

Thanks for your email of 27 June and the attached letter from Confidential

As requested, ANZ is arranging to issue Confidential with a new debit card for her Access Basic account.

As you mention, Confidential will need to activate the card before she can use it. Confidential has the option of activating the new card by telephone or in person at the Katherine branch. Please let us know whether Confidential would prefer to have the card sent to the Katherine branch for her to collect, or sent to her home address.

If you have any questions, you can call me on Confidential or reply by email to anzedr@anz.com.

Yours Sincerely

Confidential

Emma Collocott
Complaint Resolution Centre