



ANZ PHONE NUMBERS

Customer Service	0800 269 296
Phone Banking	0800 103 123

Banking info that could help

- All **ATMs can be used with hearing buds** (wired version) and will guide people with low vision to be able to gain access to services (refer to separate article in this *Viewpoint* on page 5).
- **ANZ Phone Banking**, automated telephone banking system, 24/7 unlimited access. Login in using Voice ID or PIN: Phone number is 0800 103 123. To register, call 0800 269 296.
- You can also set up payees with the help of customer service for your Phone Banking, these can then be given easy reference numbers to make it even easier when you call 0800 103 123. A printout of these can be supplied by the branch for reference.
- **ANZ Internet Banking** is designed to meet the international Web Content Accessibility Guidelines and is compatible with screen readers (such as JAWS, NVDA for desktop). To register, visit www.anz.co.nz and search Internet Banking, or visit any ANZ branch with photo ID.
- **ANZ goMoney (Smartphone App)**: login supports the use of fingerprints and facial recognition (Android phone ability being worked on). On Android phones, the app supports your phone settings to enable text to be enlarged. To register, download 'ANZ goMoney New Zealand' from the App Store (Apple) or Google Play (Android) and follow the registration process.
- **Contactless payment with ANZ Visa Debit and Credit Cards**, or leveraging smart phone abilities via Apple Pay or Google Pay.

- **Special Phone Assistance** If you are over 70 and you call in (0800 269 296), you will be automatically directed to a specialist team who are happy to spend any length of time needed with you to help you with any banking needs you may have.
- ANZ cards have several features to help identify them including:
 - Cut out notch and high visibility stripe to help determine the right direction
 - "Braille" indicators, being dots: 2 dots on Visa Debit Cards, 1 dot on Credit Card, no dots on EFTPOS cards.

ANZ has further information at <https://www.anz.co.nz/banking-with-anz/ways-to-bank/> and guides that may be useful <https://www.anz.co.nz/banking-with-anz/ways-to-bank/guides/>

ANZ have presentations suitable for everyone that community organisations can request (Ways to Bank and Ways to Pay and Keeping Your Self Safe from Scams).

ANZ is suggesting with **cheques going**:

1. Talk to your Branch or Customer Services 0800 269 296 and discuss how to manage your payments that you currently pay with cheques.
2. ANZ staff are happy to guide you through any technology that you might be interested in learning, either in person or they can guide you over the phone.

ANZ will stop cheques on 31 May 2021

