ANZ WAYS TO BANK GUIDE

Bank the way you want. With ANZ, it's your choice with easy, secure and convenient options.

GET SET UP TO BANK DIGITALLY

Follow the steps in this guide to register for the ANZ goMoney mobile app, ANZ Internet Banking, ANZ Phone Banking and Voice ID.

Note, first you'll need to complete your identification checks with an ANZ staff member in branch and obtain your ANZ customer number.

CHANGE YOUR PHONE LOCATION

To download goMoney app, if your phone location isn't already set to New Zealand, you'll need to change it to 'New Zealand'.

iOS

1. Open the **Settings** app
2. Tap **your name**, then tap **Media and Purchases**
3. Tap **View Account** (you might be asked to sign in)
4. Tap **Country/Region**
5. Tap **Change Country or Region**
6. Choose **New Zealand** from the list of countries, then review the terms and conditions
7. Tap **Agree** in the upper-right corner, then tap **Agree** again to confirm
8. Select a payment method and enter your new payment information and billing address, then tap **Next**. You must enter a valid card issued from New Zealand.

Android

1. Open the **Google Play Store** app
2. At the top right, tap the **profile icon** and tap **Settings**
3. Tap **General** then **Account and device preferences**
4. Choose **New Zealand** from the list of countries
5. Follow the on-screen instructions to add a valid card issued from New Zealand.

REGISTER FOR GOMONEY AND INTERNET BANKING

1. Go to the **App Store** or **Google Play Store** on your phone
2. Search for **ANZ goMoney New Zealand**
3. Install the app
4. Open the app and select **Haven't logged in before? Register** to complete the registration form for goMoney and Internet Banking (which includes setting up a password). Important: note down the reference number at the end.
5. If you're in a branch, an ANZ staff member can help you with the final step of registration. Otherwise, you'll need to call ANZ on **0800 269 296** and quote your reference number.

Once set up, you'll be able to log in to both goMoney and Internet Banking by entering your customer number and password.

Important:

- The first time you log into goMoney, you'll be prompted to set up a PIN.
- The first time you log into Internet Banking you'll be prompted to register for OnlineCode, provides a second layer of security to verify certain transactions in goMoney and Internet Banking.
- Never click on a link to log into Internet Banking. Always access by typing anz.co.nz into your browser.
- Never share your PIN, passwords or codes with anyone.

REGISTER FOR PHONE BANKING

Phone Banking allows you to bank securely and conveniently over the phone, with no need for a smartphone or internet access.

1. Have your ANZ customer number on hand, and then call us on **0800 269 296** (overseas **+64 4 470 3142**, charges may apply).
2. Say or enter your customer number followed by the # key
3. If your customer number is enrolled for Voice ID and you say it, we'll use that to authenticate you. Otherwise you'll be prompted to enter your 4-7 digit PIN.

To use Phone Banking simply dial **0800 103 123** (overseas **+64 4 472 7123**, charges may apply) anytime and follow the prompts – remember to have your customer number handy.

TIP For security reasons, do not keep records of your PIN.

REGISTER FOR VOICE ID

Voice ID allows you to log in to Phone Banking, identify yourself with our contact centre, or make larger payments in goMoney with your own unique and secure voiceprint.

1. If you haven't already, set up your Phone Banking PIN by calling us (see **register for ANZ phone banking** for details)
2. Call **0800 269 843**
3. Key in your **ANZ customer number** then – press **#**
4. When prompted please repeat the phrase "**My voice confirms my identity**" for three times
5. Please say your customer number for three times (or press # to skip)
6. Please say your mobile number for three times (or press # to skip)
7. Key in your **Phone Banking PIN** then press **#**

TIP Wait until you're somewhere quiet to set up Voice ID as we need a clear recording of your voice

OTHER USEFUL INFORMATION

Recieving overseas payments
To receive an overseas payment, you should provide the sender with the following details:

1. Account name (full account name)
2. ANZ account number (XX-XXXX-XXXXXXX-XX)
3. Your address (that's on your ANZ account)
4. Bank address
5. ANZ's SWIFT code: ANZBNZ22 or ANZBNZ22XXX (if an 11-digit SWIFT is required).

How to apply for an ird number
1. Visit **ird.govt.nz**
2. Search: New arrival to New Zealand - IRD number application
3. Follow the steps to apply online.

Note, you may be required to provide a letter / bank statement from ANZ showing your name and account number. Ask an ANZ staff member for assistance, or call us on **0800 269 296.**

Eligibility criteria and terms and conditions apply to ANZ Internet Banking, ANZ goMoney and ANZ Phone Banking. See our Electronic Banking Conditions at **anz.co.nz/terms** for more information. Mobile phone network or internet provider charges, such as data fees may apply, depending on your provider.

Terms and conditions, and fees, apply to overseas payments. Please see the ANZ General Terms and Conditions and the ANZ Fees and Charges brochure, available at **anz.co.nz**, for more information.