



Account Number 06 7167 20253229

Statement Period 3 May 2022 - 2 Nov 2022

Closing Balance \$79,479.37 CR

Enquiries 13 1838  
 (24 hours a day, 7 days a week)



019

MS JUDITH ANNE TIER  
 PO BOX 4102  
 AINSLIE ACT 2602

**Direct Investment Account**

If this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

The Commonwealth Direct Investment Account is the preferred cash account for SMSF customers. You will receive discounted brokerage when you link your CDIA to a CommSec Trading Account, and enjoy the convenience of managing your investments through NetBank and the CommBank app.

Name: JUDY TIER CONSULTING PTY LTD (TF MATAPO SUPER FUND)

Note: Have you checked your statement today? It's easy to find out more information about each of your transactions by logging on to the CommBank App or NetBank. Should you have any questions on fees or see an error please contact us on the details above. Cheque proceeds are available when cleared.

The date of transactions shown here may be different on your other transaction lists (for example, the transaction list that appears on the CommBank app).

Date	Transaction	Debit	Credit	Balance
03 May 2022	OPENING BALANCE			\$157,826.54 CR
06 May	Direct Credit 373474 SEVEN GROUP 800028853785		343.62	\$158,170.16 CR
10 May	Transfer to other Bank NetBank monthly pension	5,250.00		\$152,920.16 CR
13 May	Direct Debit 062934 COMMSEC SECURITY COMMSEC	59,148.04		\$93,772.12 CR
16 May	Direct Debit 062934 COMMSEC SECURITY COMMSEC	10,613.55		\$83,158.57 CR
20 May	Direct Credit 444594 MAGELLAN FLAGSHIP 500028803684		630.00	\$84,388.57 CR
01 Jun	Credit Interest		7.58	\$84,396.15 CR
07 Jun	Direct Debit 062934 COMMSEC SECURITY COMMSEC	15,740.95		\$68,646.20 CR
08 Jun	Direct Debit 062934 COMMSEC SECURITY COMMSEC	9,979.55		\$58,666.65 CR
10 Jun	Transfer to other Bank NetBank monthly pension	5,250.00		\$53,417.65 CR
10 Jun	Direct Credit 077869 MGGPD DST 001278196547		389.68	\$53,797.33 CR
15 Jun	Direct Credit 619847 PERLS XII DST 001278455861		128.13	\$53,915.46 CR



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Date	Transaction	Debit	Credit	Balance
12 Sep	Transfer to other Bank NetBank monthly pension	4,000.00		\$42,468.12 CR
12 Sep	Direct Credit 077688 MQGPD DST 001282744550		497.46	\$42,965.52 CR
15 Sep	Direct Credit 619847 PERLS XIII DST 001284101698		196.53	\$43,163.05 CR
15 Sep	Direct Credit 629679 PERLS XIV DST 001284158218		314.44	\$43,477.49 CR
19 Sep	Direct Credit 531547 NABPH SEP DIS PH231/00804800		477.65	\$43,955.14 CR
19 Sep	Direct Credit 531923 WSOPI DST 001284334416		293.04	\$44,248.18 CR
21 Sep	Direct Credit 829786 TLS FNL DIV 001282113904		1,147.50	\$45,395.68 CR
21 Sep	Direct Credit 140504 SONIC HEALTHCARE FIN22/00818138		1,702.20	\$47,097.88 CR
21 Sep	Direct Credit 612445 LLC DIST 22REC/00621293		146.30	\$47,244.18 CR
21 Sep	Direct Credit 476101 MBLPC DST 001283631264		235.23	\$47,479.41 CR
23 Sep	Direct Credit 458106 QBE DIVIDEND FPA22/00612524		137.97	\$47,617.38 CR
23 Sep	Direct Credit 458106 BHP GROUP DIV AF386/00231678		5,437.97	\$53,055.35 CR
27 Sep	Direct Credit 516612 WOW FNL DIV 001283471953		450.50	\$53,505.85 CR
28 Sep	Direct Credit 458106 COLES GROUP LTD FIN22/01053726		694.60	\$54,140.65 CR
29 Sep	Direct Credit 401507 CBA FNL DIV (X)1295608118		640.00	\$54,780.65 CR
29 Sep	Direct Credit 436363 FMG DIVIDEND 001283971748		3,155.68	\$58,136.33 CR
29 Sep	Direct Credit 423240 RHC Dividend 800028853788		511.19	\$58,647.52 CR
30 Sep	Direct Credit 496338 EVN FNL DIV 001283837102		166.31	\$58,802.83 CR
01 Oct	Credit Interest		53.53	\$58,856.36 CR
05 Oct	Direct Credit 458106 CSL LTD DIVIDEND AUF22/00863686		807.06	\$59,663.42 CR
06 Oct	Direct Credit 362548 WESFARMERS LTD FIN22/00965170		1,221.00	\$60,884.42 CR
08 Oct	Direct Credit 218892 IVC ITM DIV 001283725793		278.91	\$61,163.33 CR
07 Oct	Direct Credit 032708 SPARK NEW ZEALAN 001284835115		1,150.54	\$62,313.87 CR
11 Oct	Direct Credit 458106 CHORUS LIMITED 75975/1378		975.63	\$63,289.70 CR
11 Oct	Direct Debit 062934 COMMSEC SECURITY COMMSEC	15,687.95		\$47,601.75 CR
12 Oct	Transfer to other Bank NetBank monthly pension	4,000.00		\$43,601.75 CR



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Account Number 06 7167 20253229

Statement Period 3 Nov 2022 - 2 May 2023

Closing Balance \$129,757.88 CR

Enquiries 13 1998  
 (24 hours a day, 7 days a week)



019

MS JUDITH ANNE TIER  
 PO BOX 4102  
 AINSLIE ACT 2602

**Direct Investment Account**

If this account has an attached overdraft limit or facility and we send you a statement every 4 or 6 months, we will update your statement preference to every 3 months as part of changes made to the new Banking Code of Practice from 1 July 2019.

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Name: JUDY TIER CONSULTING PTY LTD ITC MATAPO  
 SUPER FUND

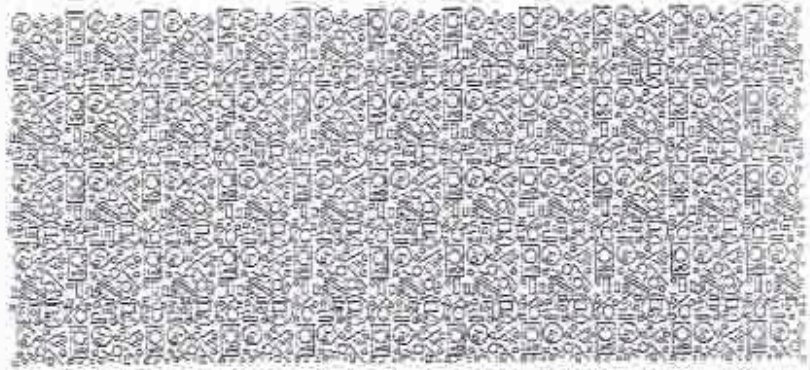
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The date of transactions shown here may be different on your other transaction lists (for example, the transaction list that appears on the CommBank app).

Date	Transaction	Debit	Credit	Balance
03 Nov 2022	OPENING BALANCE			\$79,479.37 CR
04 Nov	Direct Credit 44459# MAGELLAN FLAGSHIP 500028803681		720.00	\$80,199.37 CR
12 Nov	Transfer to other Bank NetBank monthly pension	4,000.00		\$76,199.37 CR
15 Nov	Direct Credit 302169 WPR DST SEP 001286323575		650.17	\$76,849.54 CR
18 Nov	Direct Debit 062034 COMMSEC SECURITI COMMSEC <i>Buy ELD</i>	10,019.17		\$66,830.37 CR
01 Dec	Credit Interest		116.60	\$66,946.97 CR
12 Dec	Transfer to other Bank NetBank monthly pension	4,000.00		\$62,946.97 CR
12 Dec	Direct Credit 077869 MQGPD DST 001287241058		580.84	\$63,527.81 CR
13 Dec	Direct Credit 077869 MQG TM DIV 001285985792		1,944.60	\$65,471.81 CR
14 Dec	Direct Credit 402319 INFRATIL LIMITED 001287393242		291.60	\$65,763.46 CR
14 Dec	Direct Credit 531543 NAB FINAL DIV DV232/00475793		1,466.40	\$67,229.86 CR
15 Dec	Direct Credit 619647 PERLS XII DST 001287483979		240.13	\$67,469.99 CR

Account Number

CG 7167 20253229



Date	Transaction	Debit	Credit	Balance
15 Dec	Direct Credit 625879 PERLS XIV DST 001287486253		384.20	\$67,854.19 CR
16 Dec	Direct Credit 255790 ELDERS LIMITED S00028803681		1,181.18	\$69,035.35 CR
19 Dec	Direct Credit 531847 NABPH DEC DIS PH232/00604811		353.30	\$69,388.65 CR
19 Dec	Direct Credit 531823 WBCPI DST 001257788282		342.45	\$69,731.10 CR
20 Dec	Direct Credit 250555 WBC DIVIDEND 001286423357		472.32	\$70,203.42 CR
21 Dec	Direct Credit 478101 MBLPG DST 001287387759		287.82	\$70,491.24 CR
01 Jan	Credit Interest		119.52	\$70,610.76 CR
12 Jan	Transfer to other Bank NetBank monthly pension	4,000.00		\$66,610.76 CR
18 Jan	Direct Credit 389158 MAGELLAN MAGELLAN0003402975		373.83	\$66,984.59 CR
01 Feb	Credit Interest		121.92	\$67,106.51 CR
12 Feb	Transfer to other Bank NetBank monthly pension	4,000.00		\$63,106.51 CR
27 Feb	Direct Credit 302189 WPR DST DEC 001289324488		683.34	\$63,789.85 CR
01 Mar	Credit Interest		105.83	\$64,895.68 CR
02 Mar	JUDY TIER REF 2023030200020330 Credit Beneficiary Account TRANSFER		80,000.00	\$124,895.68 CR
02 Mar	Direct Credit 139168 TERM DEP INTREST 000/0363740936		538.79	\$125,434.47 CR
08 Mar	Direct Credit 812448 LLC DIST INT23/00820844		65.17	\$125,500.64 CR
10 Mar	Direct Credit 077689 MOGPD DST 001292174639		600.32	\$126,100.96 CR
12 Mar	Transfer to other Bank NetBank monthly pension	5,500.00		\$120,600.96 CR
15 Mar	Direct Credit 819847 PERLS XIII DST 001283979290		255.33	\$120,856.29 CR
15 Mar	Direct Credit 528678 PERLS XIV DST 001293947656		408.52	\$121,264.81 CR
17 Mar	Direct Credit 531547 NABPH MAR DIS PH233/00804575		665.60	\$121,930.41 CR
20 Mar	Direct Credit 531823 WBCPI DST 001294068818		367.35	\$122,297.76 CR
21 Mar	Direct Credit 478101 MBLPG DST 001293775737		276.45	\$122,574.21 CR

Date	Transaction	Debit	Credit	Balance			
22 Mar	Direct Credit 140504 SONIC HEALTHCARE INT23/00817918		1,191.54	\$122,795.57 CR			
28 Mar	Direct Credit 362548 WESFARMERS LTD INT23/00963084		1,074.48	\$123,870.05 CR			
28 Mar	Direct Debit 062934 COMMSEC SECURITI COMMSEC <i>BUY WPR</i>	14,849.95		\$109,020.10 CR			
29 Mar	Direct Credit 436383 FMG DIVIDEND 001282045192		1,856.00	\$110,876.10 CR			
30 Mar	Direct Credit 401507 CBA DIV 001291122420		840.00	\$111,816.10 CR			
30 Mar	Direct Credit 458106 BHP GROUP DIV A987/00200092		2,905.91	\$114,722.01 CR			
30 Mar	Direct Credit 458106 COLES GROUP LTD INT23/01048852		751.75	\$115,483.77 CR			
30 Mar	Direct Credit 423240 RHC Dividend 80028853785		527.00	\$116,010.77 CR			
31 Mar	Direct Credit 629798 TLS ITM DIV 001293084157		1,371.13	\$117,381.90 CR			
31 Mar	Direct Credit 062895 COMMONWEALTH SEC COMMSEC <i>SELL UMG</i>		9,975.85	\$127,357.75 CR			
01 Apr	Credit Interest		239.04	\$127,596.79 CR			
05 Apr	Direct Credit 458106 CSL LTD DIVIDEND 23AUD/00852252		744.29	\$128,341.04 CR			
06 Apr	Direct Credit 458106 WOODSIDE FIN22/00689346		3,018.31	\$131,359.35 CR			
05 Apr	Direct Credit 458106 WOODSIDE RES23/00114645		20.73	\$131,380.08 CR			
06 Apr	Direct Credit 216892 IVC DIV 001294968320		227.20	\$131,607.34 CR			
06 Apr	Direct Credit 032708 SPARK NEW ZEALAN 001295570750		1,307.01	\$132,914.35 CR			
11 Apr	Direct Credit 458106 CHORUS LIMITED 82208/1532		832.61	\$133,746.96 CR			
12 Apr	Transfer to other Bank NetBank monthly pension	5,500.00		\$128,246.96 CR			
13 Apr	Direct Credit 516612 WOW DIV 001294323174		391.00	\$128,637.96 CR			
14 Apr	Direct Credit 458106 QBE DIVIDEND 22FPA/00812009		459.90	\$129,097.86 CR			
14 Apr	Direct Credit 336297 COCHLEAR PAY APR23/00812808		398.35	\$129,496.21 CR			
01 May	Credit Interest		261.67	\$129,757.88 CR			
02 May 2023	CLOSING BALANCE			\$129,757.88 CR			
<b>Opening balance</b>		<b>-</b>	<b>Total debits</b>	<b>+</b>	<b>Total credits</b>	<b>=</b>	<b>Closing balance</b>
\$79,479.37 CR			\$31,869.12		\$102,147.03		\$129,757.88 CR



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**Your Credit Interest Rate Summary**

Date	Balance	Standard Credit Interest Rate (p.a.)
02 May	Less than \$10,000.00	0.35%
	\$10,000.00 and over	2.45%

Note: Interest rates are effective as at the date shown but are subject to change.

**Important information:**

We try to get things right the first time – but if we don't, we'll do what we can to fix it.

You can fix most problems simply by contacting us:

Write to: CBA Group Customer Relations, Reply Paid 41, Sydney NSW 2001

Tell us online: [commbank.com.au/support/compliments-and-complaints.html](http://commbank.com.au/support/compliments-and-complaints.html)

Call: 1800 805 505 (free call)

You can also contact the Australian Financial Complaints Authority, AFCA, an independent external dispute resolution body approved by ASIC - time limits may apply, visit AFCA, [afca.org.au](http://afca.org.au), website for more information.

Write to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Email: [info@afca.org.au](mailto:info@afca.org.au)

Call: 1800 831 878, free call Monday to Friday 9am– 6pm, AEST





JUDY TIER CONSULTING PTY LTD ITF MATAPO SUPER FUND  
 180 DUFFY ST  
 AINSLIE ACT Australia 2602

19 September 2023

Dear JUDY TIER CONSULTING PTY LTD ITF MATAPO SUPER FUND,

Here's your account information and a list of transactions from 01/05/23-07/07/23.

**Account name** JUDY TIER CONSULTING PTY LTD ITF MATAPO SUPER FUND  
**BSB** 067167  
**Account number** 20253229  
**Account type** CDIA  
**Date opened** 02/05/2017

Date	Transaction details	Amount	Balance
01 May 2023	Credit Interest	\$261.67	\$129,757.88
05 May 2023	Direct Credit 373474 SEVEN GROUP S00028853785	\$343.62	\$130,101.50
12 May 2023	Direct Credit 302169 WPR DST MAR 001295534876	\$925.35	\$131,026.85
12 May 2023	Transfer to other Bank NetBank monthly pension	-\$5,500.00	\$125,526.85
12 May 2023	Direct Credit 444594 MAGELLAN FLAGSHIP S00028803681	\$810.00	\$126,336.85
01 Jun 2023	Credit Interest	\$279.42	\$126,616.27
02 Jun 2023	Direct Credit 496338 EVN ITM DIV 001295439910	\$103.54	\$126,719.81
12 Jun 2023	Transfer to other Bank NetBank monthly pension	-\$5,500.00	\$121,219.81
13 Jun 2023	Direct Credit 402319 INFRATIL LIMITED 001297455282	\$537.66	\$121,757.47
13 Jun 2023	Direct Credit 077669 MQGPD DST 001297675231	\$865.40	\$122,622.87
15 Jun 2023	Direct Credit 519847 PERLS XIII D 001297834632	\$282.68	\$122,905.55
15 Jun 2023	Direct Credit 629679 PERLS XIV DS 001297882416	\$452.28	\$123,357.83
19 Jun 2023	Direct Credit 531547 NABPH JUN DIS PH234/00804543	\$647.70	\$124,005.53
19 Jun 2023	Direct Credit 531923 WBCPI DST 001287945115	\$391.08	\$124,396.61

Date	Transaction details	Amount	Balance
21 Jun 2023	Direct Credit 476101 MBLPC DST 001297718303	\$299.08	\$124,695.69
22 Jun 2023	Direct Credit 255730 ELDERS LIMITED S00028803681	\$953.81	\$125,649.50
25 Jun 2023	IFT LTD NetBank BPAY 402636 4377100000020037 IFT spp	-\$10,000.00	\$115,649.50
26 Jun 2023	ASIC NetBank BPAY 17301 2290085525561	-\$59.00	\$115,590.50
27 Jun 2023	Direct Credit 250556 WBC DIVIDEND 001296326290	\$992.80	\$116,583.10
01 Jul 2023	Credit Interest	\$286.19	\$116,869.29
04 Jul 2023	Direct Credit 077669 MQG FNL DIV 001296855784	\$3,307.50	\$120,176.79
05 Jul 2023	Direct Credit 531543 NAB INTERIM DIV DV241/00973423	\$1,892.40	\$122,069.19
06 Jul 2023	Direct Credit 535903 INFRATIL LIMITED 001298195152	\$4,663.62	\$126,732.81

*\$4663.62 refunded on 6/7/23*

Any pending transactions haven't been included in this list. Proceeds of cheques aren't available until cleared.

If you have questions or need more information, go to [commbank.com.au/support](http://commbank.com.au/support).

Yours sincerely,



Brian Moseley  
General Manager, Retail Customer Service



# ANZ CASH INVESTMENT ACCT STATEMENT

STATEMENT NUMBER 34  
04 JULY 2022 TO 04 JANUARY 2023

915634



J TIER  
JUDY TIER CONSULTING P/L  
PO BOX 4102  
AINSLIE ACT 2602

## WELCOME TO YOUR ANZ ACCOUNT AT A GLANCE

### Account Details

JUDY TIER CONSULTING P/L  
MATAPO S/F A/C

Branch Number (BSB)

012-012

Account Number

4960-54976

Opening Balance:

\$25,984.68

Total Deposits:

\$0.00

Total Withdrawals:

\$9,982.49

Closing Balance:

\$16,002.19

## NEED TO GET IN TOUCH?



ANZ Internet Banking  
anz.com

OR



Enquiries: 133350  
Lost/Stolen Cards: 1800 033 844



## Transaction Details

Please retain this statement for taxation purposes

Date	Transaction Details	Withdrawal (\$)	Deposit (\$)	Balance (\$)
2022				
04 JUL	OPENING BALANCE			25,984.68
03 NOV	SHARE TRADE WITHDRAWAL TO CMC MARKETS STOC C20685338 <i>Buy T&amp;S</i>	9,982.49		16,002.19
	<b>TOTALS AT END OF PAGE</b>	<b>59,982.49</b>	<b>50.00</b>	
	<b>TOTALS AT END OF PERIOD</b>	<b>59,982.49</b>	<b>50.00</b>	<b>718,412.17</b>

## IMPORTANT INFORMATION

All entries generated are subject to authorisation and verification, and if necessary, adjustments will appear on a later statement.

Further information in relation to this product (including details of benefits or fees and charges) is available on request and you can access this information by reviewing the Terms and Conditions, and Fees and Charges brochures which can be found at [anz.com](http://anz.com) or by calling **13 13 14**.

If you have a complaint about an ANZ product or service, please contact us and we will try to resolve the issue as quickly as possible. Our customer complaints guide is available at [www.anz.com/australia/en/customer-complaints](http://www.anz.com/australia/en/customer-complaints), alternatively you may wish to:

- Call us:**
- General enquiries **13 13 14**
  - If you're overseas **+61 3 9683 9999**
  - ANZ Complaint Resolution Team on **1800 805 154**
  - If you're deaf, hard of hearing and/or have a speech impairment, call **133 677** or visit the **National Relay Service** at: [www.nrelayservice.com.au](http://www.nrelayservice.com.au)

**Write to us:** ANZ Complaint Resolution Team  
Locked Bag 4039,  
South Melbourne VIC 3208  
or **ANZ online complaints form**

**Visit us:** At your nearest ANZ branch,  
if you have a Relationship Manager,  
please feel free to contact them.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Call:** **1800 931 678** (free call within Australia), or **+61 1800 931 678** (international)  
**Write to:** **Australian Financial Complaints Authority Limited**  
**to:** GPO Box 3,  
Melbourne VIC 3001

**Online:** Email: [afca@afca.org.au](mailto:afca@afca.org.au)  
Web: [www.afca.org.au](http://www.afca.org.au)



# ANZ CASH INVESTMENT ACCT STATEMENT

STATEMENT NUMBER 35  
04 JANUARY 2023 TO 04 JULY 2023

319962



J TIER  
JUDY TIER CONSULTING P/L  
PO BOX 4102  
AINSLIE ACT 2602

## WELCOME TO YOUR ANZ ACCOUNT AT A GLANCE

### Account Details

JUDY TIER CONSULTING P/L  
MATAPO 5/F A/C

### Branch Number (BSB)

012-012

### Account Number

4960-54976

### Opening Balance

\$16,002.19

### Total Deposits

\$39,687.87

### Total Withdrawals

\$53,582.38

### Closing Balance

\$2,107.68

## NEED TO GET IN TOUCH?



ANZ Internet Banking  
anz.com

OR



Enquiries: 133350  
Lost/Stolen Cards: 1800 033 844

## Transaction Details

Please retain this statement for 24 MONTHS ONLY

Date	Transaction Details	CREDIT (+) (\$)	DEBIT (-) (\$)	BALANCE (\$)
<b>2023</b>				
<b>04 JAN</b>	<b>OPENING BALANCE</b>			<b>16,003.15</b>
<b>20 FEB</b>	<b>TRANSFER</b> FROM CMC MARKETS STOC C21810110 <i>sell cut</i>		13,603.98	29,606.17
<b>06 MAR</b>	<b>TRANSFER</b> FROM CMC MARKETS STOC C21949230 <i>sell FIVE</i>		13,666.32	43,272.45
<b>06 MAR</b>	<b>SHARE TRADE WITHDRAWAL</b> TO CMC MARKETS STOC C21948313 <i>buy HIGB</i>	10,441.00		32,831.45
<b>06 MAR</b>	<b>SHARE TRADE WITHDRAWAL</b> TO CMC MARKETS STOC C21950620 <i>buy WDC</i>	14,981.77		17,849.68
<b>09 MAR</b>	<b>TRANSFER</b> FROM CMC MARKETS STOC C21990867 <i>sell IVC</i>		12,417.87	30,267.44
<b>23 MAR</b>	<b>SHARE TRADE WITHDRAWAL</b> TO CMC MARKETS STOC C22144283 <i>buy HIGB</i>	19,005.09		13,262.70
<b>06 APR</b>	<b>SHARE TRADE WITHDRAWAL</b> TO CMC MARKETS STOC C22266009 <i>buy NAB</i>	11,135.14		1,107.08
<b>31 MAY</b>	<b>SHARE TRADE WITHDRAWAL</b> TO CMC MARKETS STOC C22765333 <i>buy CHN</i>	999.69		1,107.57
<b>01 JUN</b>	<b>SHARE TRADE WITHDRAWAL</b> TO CMC MARKETS STOC C22779954 <i>buy CHN</i>	999.69		3,107.88
	<b>TOTALS AT END OF PAGE</b>	<b>\$59,562.38</b>	<b>\$39,687.87</b>	
	<b>TOTALS AT END OF PERIOD</b>	<b>\$59,562.38</b>	<b>\$39,687.87</b>	<b>\$2,107.19</b>

We're introducing BPAY<sup>®</sup> daily limits in ANZ Phone Banking.

We'll soon be making changes to ANZ Phone Banking to introduce a daily limit for BPAY<sup>®</sup> payments. For more information about making payments online and the different limits available, visit [www.anz.com/bpay](https://www.anz.com/bpay)

# ANZ CASH INVESTMENT ACCT STATEMENT

Account Number 4960-54976

## IMPORTANT INFORMATION

### PLEASE CHECK THE ENTRIES AND CALL 13 13 14 REGARDING ANY ERRORS ON THIS STATEMENT

All entries generated are subject to authorisation and verification, and if necessary, adjustments will appear on a later statement.

Further information in relation to this product (including details of benefits or fees and charges) is available on request and you can access this information by reviewing the Terms and Conditions, and Fees and Charges brochures which can be found at [anz.com](http://anz.com) or by calling 13 13 14.

If you have a complaint about an ANZ product or service, please contact us and we will try to resolve the issue as quickly as possible. Our customer complaints guide is available at <https://www.anz.com.au/support/contact-us/complaints-suggestions-complaints/>, alternatively you may wish to:

- Call us:**
- General enquiries **13 13 14**
  - If you're overseas **+61 3 9683 9999**
  - ANZ Complaint Resolution Team on **1800 805 154**
  - If you're deaf, hard of hearing and/or have a speech impairment, call **133 677** or visit the **National Relay Service** at: <https://nrcchat.nrc.gov.au/nrc/interrelay>

**Write to us:** ANZ Complaint Resolution Team  
Locked Bag 4050,  
South Melbourne VIC 3205  
or **ANZ online complaints form:**

<https://www.anz.com.au/support/contact-us/complaints-suggestions-complaints/feedback/>

**Visit us:** At your nearest ANZ branch.  
If you have a Relationship Manager, please feel free to contact them.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Call:** **1800 931 678** (free call within Australia),  
or **+61 1800 931 678** (International)

**Online:** Email: [info@afca.org.au](mailto:info@afca.org.au)  
Web: [www.afca.org.au](http://www.afca.org.au)

**Write to:** **Australian Financial Complaints Authority Limited**  
GPO Box 3,  
Melbourne VIC 3001



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