



Enhancement to the ANZ Broker Portal's Password Reset Process for Retail Brokers Update

As a reminder effective from Monday 18 March 2024, the following changes will take effect.

Broker Portal Password Reset via OTP:

The current Security Question and Answer used for the "Reset Password" process in the Broker Portal will be replaced by a One Time Passcode (OTP). The verification code will be sent to the accredited Retail Broker's ANZ registered email address.

Note: This change only concerns the reset password process and does not impact the Broker Portal login process.

Requirement for a unique Email Address registered with ANZ:

To ensure the security and privacy of the Broker Portal, ANZ requires the use of a unique email address for each broker. Shared email addresses among ANZ accredited brokers are no longer acceptable.

ANZ will confirm compliance with this requirement during both the accreditation process for new brokers, and when existing brokers contact ANZ to update their contact details.

Changes to the ANZ Broker Accreditation Application form:

The ANZ Broker Accreditation Application form has been updated to align with these changes and is attached for your reference.

Action:

- Please inform your Accreditation Officers of these upcoming changes, to be effective from 18 March 2024.

Please contact [Aggregator Governance Mailbox](#) if you have any questions regarding these changes.

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