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Broker News

Operational Update

Upcoming changes to ANZ Easy Start and ANZ Money Saver Home Loans

As part of ANZ's work to simplify its products and services, we are making changes to existing ANZ Easy Start and ANZ Money Saver home loans to align them to the ANZ Standard Variable home loan. ANZ Easy Start and ANZ Money Saver home loans have not been available for sale since 2008.

What you need to know:

Customers will be **notified** (via direct mail and email) that ANZ will be making some changes to their ANZ Easy Start or ANZ Money Saver Home Loan to align it to the ANZ Standard Variable Home Loan. The notification will occur in two tranches:

- Tranche 1: Customers notified from **Monday 6 May 2024** will be migrated from **Wednesday 12 June 2024**.
- Tranche 2: Customers notified from **Monday 17 June 2024** will be migrated from **Wednesday 24 July 2024**.

These changes will not interrupt the way customers access and manage their loan account, including that:

- The customer will retain their existing BSB and account number.

- Access to ANZ Internet Banking, ANZ Phone Banking and the ANZ App will remain the same.
- There will be no change to their existing repayment arrangements.

All changes to the customers' account(s) will be detailed in the notification letter they receive from ANZ, and they will be directed to call ANZ, if further assistance is required.

What you need to do:

- If you receive enquiries from your customers regarding the changes to be made to the ANZ Easy Start or ANZ Money Saver Home Loans or the notification letter from ANZ, please advise customers to call the ANZ phone number listed in their letter.
- If customers wish to make a complaint, follow the standard complaints process as documented in the Broker Operations Manual.

More Information:

- Contact your ANZ RBM

Contact us



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General enquiries

[1800 812 785](tel:1800812785)



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