

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Australia and New Zealand Banking Group Limited

ANZ54QW: Credit cards

Do you allow online cancellation of your credit cards? If not, why not? Do you have plans to allow for online cancellation of credit cards?

Answer: Currently we do not have the IT functionality to allow customers to request credit card cancellation online. We are evaluating methods to allow online credit card cancellation in future.

To cancel a card, customers can currently call us between 8am-8pm, 7 days a week.