

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS**

**Australia and New Zealand Banking Group**

**ANZ22QON: CHAIR:** What pathway has been provided in terms of information to the retailers about the adoption [of low-cost routing through terminals at retail outlets]?

**Mr Elliott:** I'd have to find exactly what that is, but I know we've contacted them all. We've made the technology easy and available to them, and they understand that they can do that if they so wish. I had it in my briefing notes and I can't remember it, but I know that there was an adoption rate of how many have actually elected to use it. It's probably a little bit higher than I imagined it would be, but we can certainly give that to you.

**CHAIR:** If you could take that on notice, that would be very good.

Hansard p.54, 15 November 2019

**Answer:** At ANZ, merchant choice routing is an optional feature which, when activated, means that all contactless transactions made when cardholders present Multi-Network Debit Cards (eg. a Visa Debit Card or MasterCard Debit Card) are processed through the domestic eftpos network and not through the credit scheme (e.g. Visa or MasterCard).

If merchant choice routing is selected, customers can still process transactions through their network of choice by inserting (rather than tapping) their card. Once the card is inserted, customers can then select credit (for Visa or Mastercard routing) or savings/cheque (for eftpos routing).

Merchant choice routing has been enabled for about 3,500 unique merchant 'IDs', that is stores (a 'merchant' may have multiple stores, each of which would be counted separately in this number).

We are promoting awareness of the facility through discussions with, and material provided to, our customers when they join ANZ, or information on our website.