

News Release

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ANZ opens its first cashless branch for Brisbane

ANZ this week opened a new cashless branch in Brisbane's CBD, its first for the city, as customers continue to choose online and digital banking options instead of cash.

The new branch in George Street, Brisbane is ANZ's seventh cashless branch across Australia since it opened the first one in Sydney's Bondi Junction in March last year.

Commenting on the new branch, Managing Director Retail Distribution Catriona Noble said: "Our customers are embracing the digital changes we're rolling out across our network as they continue to use cash less for every day purchases.

"The simplicity of internet banking and digital apps means many customers often don't need cash, and in some cases don't need a physical wallet at all with the availability of mobile payments where they can pay with their smartphone."

The new George Street branch does not offer traditional telling or over-the-counter cash handling, but staff are available to help customers deposit and withdraw cash through the bank's SMART ATMs.

The branch staff members are also available to help customers with bigger life decisions such as saving towards financial goals, home ownership or running a small business, which many customers still prefer to discuss face-to-face.

The new Brisbane branch is the 75th digital branch ANZ has opened in the past three years, with another 45 scheduled for 2018.

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