

Effective **Monday, 9 December 2024**, ANZ Broker Portal will have an updated design and will feature several enhancements. This includes:

#### **Retail broker contact detail verification**

Retail brokers will be proactively requested to verify their contact details with ANZ, to ensure our records are accurate and up to date.

Upon logging into the ANZ Broker portal after the go live date, Retail Brokers will see a popup displaying their registered mobile number and email address. They will have the option to confirm or update their contact details directly through the portal.

#### **Enforcement of unique email address**

ANZ will automatically enforce the use of unique email addresses for accredited retail brokers when a request to update contact details is submitted via the ANZ Broker Portal. Brokers will be requested to provide a unique email address to process their request. This measure is implemented to ensure the security and privacy of the broker portal and customer information.

#### **ANZ account number finder**

ANZ account number finder is a self-serve tool that allows Brokers to search for their customers' loan account number using the application number. To use this feature, the home loan account must be active, and the broker ID must be associated with the loan.

This tool compliments the existing functionality allowing brokers to access their customers' Loan information by searching using the loan account number.

#### **Upload of Broker News**

Broker news publications from June 2024 will be uploaded to the ANZ Broker Portal and indexed chronologically for easy topic searching.

#### **Uplift to Broker Portal User Interface**

In response to frontline and industry feedback, the entire broker portal user interface has been revamped to make it more intuitive for Brokers to navigate. Brokers will see changes in the overall layout and menu structure.

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



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