

News Release

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ANZ to improve convenience and security on mobile devices with voice biometrics

ANZ today announced it will be the first Australian bank to introduce voice biometrics to improve security on mobile devices to allow higher value transactions.

From the middle of this year, customers transferring more than \$1000 through ANZ's mobile apps will be able to use their voice to automatically authorise high value payments. Previously customers needed to use internet banking or visit a branch to complete transactions more than \$1000.

Managing Director Customer Experience and Digital Channels, Peter Dalton said: "One of the key challenges today for banking as the world becomes more digital is making it easier for customers to do what they want to do in a safe and secure way.

"Voice biometrics is the next step in making banking more convenient for our customers while also strengthening security.

"A person's voice has five to ten times as many security points than other methods such as fingerprints so we know this will improve security and be welcomed by our customers. The technology is now so advanced that it can tell the difference between identical twins or even a voice recording.

"We also know that people are becoming more comfortable with using their voice to do basic commands on their devices, so we see this is a natural extension of current technology and we are expecting this to be a popular enhancement of our mobile apps," Mr Dalton said.

ANZ has been working closely with world-leading voiceprint and biometrics company Nuance to bring this new technology to Australian customers. A pilot will begin with ANZ staff and select customers in May using the Grow by ANZ mobile app. The service will then be rolled out to ANZ goMoney and other digital services progressively.

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