



25 March 2009
FOR IMMEDIATE RELEASE

ANZ and Bendigo top Bank Customer Satisfaction Awards

ANZ has been named as the bank having the most satisfied customers around the country, according to a new survey by CANSTAR CANNEX, Australia's premier financial ratings service.

"We surveyed all banks on a national and state level to award our first-ever Customer Satisfaction awards across a range of areas that matter to customers," CANSTAR CANNEX Head of Research Steve Mickenbecker said.

"These include branch service, call centres, internet banking, product and pricing, and complaint handling.

"We even looked at that elusive but meaningful WOW factor in the banks' offerings, plus staff friendliness."

After winning the award for Most Satisfied Customers in New South Wales and Australia, ANZ was named the national winner.

Bendigo Bank was the big winner for its staff friendliness, according to CANSTAR CANNEX's survey.

The bank has the most number of satisfied customers in Victoria and Queensland and picked up a swag of accolades for their friendly service in the branch and call centre.

Bendigo Bank's customers believe their bank has that WOW factor which can be described as providing a product or service that exceeds customer expectation.

"It's no surprise that fees and charges are the biggest gripe customers have with banks," Mr Mickenbecker said.

"These complaints from real customers range from ATM fees to break costs on mortgages."

Victorians, it seems, are happiest with their banks while their neighbours in New South Wales are the least happy.

The complete report and results are available for consumers on www.canstarcannex.com.au



MOST SATISFIED BANK CUSTOMERS - AUSTRALIA



MOST SATISFIED BANK CUSTOMERS - STATE WINNERS

New South Wales - 

South Australia - 

Victoria -  **Bendigo Bank**

Queensland -  **Bendigo Bank**

Western Australia - 

MOST SATISFIED BANK CUSTOMERS - SERVICE

Branch Service -  **Bendigo Bank**

Friendliest Bank -  **Bendigo Bank**

Internet Banking - 

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About CANSTAR CANNEX:

Founded in 1992, CANSTAR CANNEX Pty Limited is Australia and New Zealand's premier researcher of retail finance information for over 350 institutions such as Banks, Building Societies, Credit Unions, Finance Companies, Brokers, Mortgage Originators, Life Companies and finance related Internet Portals.

CANSTAR CANNEX customers use the extensive database for competitor analysis as well as a means of disseminating their product range. This information is also distributed to print and electronic media for publication and to Agents, Accountants, Brokers and Internet Portals for use in advising their clients.

What are the CANSTAR CANNEX star ratings?

CANSTAR CANNEX researches, compares and rates the suite of banking and insurance products listed below. Results are freely available to consumers who use the star ratings as a guide to product excellence. The use of similar star ratings logos also builds consumer recognition of quality products across all categories. Please access the CANSTAR CANNEX website at www.canstarcannex.com.au if you would like to view the latest star ratings reports of interest.

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Credit cards
Deposit accounts
Health insurance
Home & Contents
Life Insurance
Low-doc home loans
Margin lending
Mortgages
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