

Customer FAQ Guide

Answering your questions about the ANZ Investment Lending (“ANZIL”) Acquisition

What does the acquisition of the ANZ Investment Lending (“ANZIL”) Portfolio mean for Leveraged Equities (“Leveraged”) customers?

There will be no changes for Leveraged Equities (“Leveraged”) customers. Leveraged is committed to maintaining the same high level of service to customers that has seen us awarded Money Magazine’s Margin Lender of the Year Award for the past three consecutive years (2020, 2021, 2022).

For more information, please contact the Leveraged team on **1300 307 807** Monday – Friday (8.30am – 5.30pm AEST/AEDT) or email customerservice@leveraged.com.au.

Why is Leveraged acquiring the ANZIL Portfolio?

The transaction is a timely opportunity to increase the capability of the Leveraged business, one of the leading, longest established dedicated Margin Lenders in Australia, and to further grow our customer and partner networks.

Will the terms and conditions/ interest rate/ fees change on my margin loan?

There will be no changes to any fees, interest rates, or terms and conditions on any Leveraged products because of the ANZIL acquisition. Any future changes to fees, interest rates, or terms and conditions during the ordinary course of business will be communicated to you using our normal process.

Will Leveraged change its Lending Ratios and Acceptable Investment Lists

There will be no changes to the Acceptable Investment Lists (AIL) or Loan-To-Valuation (“LVR”) ratios on any Leveraged products for existing Leveraged customers.

The latest Leveraged Acceptable Investment Lists can be found on the Leveraged website [here](#).

Will there be any changes for customers using an ANZIL loan facility to settle trades with their ANZ Share Investment Account?

There will be no changes for customers because of the ANZIL portfolio transaction.

Leveraged has a longstanding partnership with CMC Markets with existing connectivity in place for Leveraged customers who choose CMC as their nominated broker.

Will there be any changes to the Leveraged website or Leveraged Online portal?

There will be no changes to the website or the Leveraged Online portal in response to this acquisition. For future updates in the ordinary course of business, customers and partners will be notified as required.

When will the ANZIL transaction be completed?

We expect the transaction to be completed within the first half of calendar year 2023. Existing ANZIL customers will remain with ANZIL up to that date before being transitioned to Leveraged.

What will happen if the ANZIL transaction does not proceed to completion?

Leveraged and ANZ are committed to successfully completing the transition of the ANZIL portfolio. In the event the ANZIL transaction does not proceed to completion, there will be no change for Leveraged customers. We will continue to operate as business as usual and provide the award-winning service for which we are renowned.

What do I do as a customer if I have a complaint?

If you have a complaint about Leveraged or your Loan Facility, please call customer support on **1300 307 807** or email customerservice@leveraged.com.au between 8.30am – 5.30pm AEST/AEDT Monday – Friday. We're here to help.

Still got questions?

If you have any other questions about your Loan facility or Leveraged, please call customer support on **1300 307 807** or email customerservice@leveraged.com.au between 8.30am – 5.30pm AEST/AEDT Monday – Friday.