AVAILABILITY OF PAYMENTS SERVICES TO INDIVIDUALS AND BUSINESSES PROVIDED BY ANZ WORLDLINE PAYMENT SOLUTIONS*

Selected services; Q3 2026

ANZ WORLDLINE Payment Solutions

Payment Service

	Withdraw/deposit cash at an ATM	Transact over-the-counter in a branch	Make card payments (cardholders)	Accept card payments (businesses)	Access accounts using online banking (web browser or mobile device app)	Make/receive account transfers – fast payments	Make/receive account transfers – next business day
Service availability %	NA	NA	NA	98.82%	NA	NA	NA
Significant outages due to problems at ANZ Worldline Payment Solutions (in hours:minutes)	NA	NA	NA	4:07	NA	NA	NA
Significant outages due to problems at system-wide infrastructure or natural disasters (in hours:minutes)	NA	NA	NA	21:58	NA	NA	NA

Description of services and metrics

Service availability %	The actual amount of time that the service is not experiencing a *significant* outage, as a proportion of the amount of time during which the service was planned to be available in the quarter. Planned available time excludes planned outages (e.g. for system maintenance).
Significant outage	Unplanned unavailability of a service that meets minimum thresholds for duration and the proportion of customers affected.
System-wide infrastructures	Includes payment systems provided by the RBA, card schemes and other central payment system infrastructure; electricity network; and provider of telecommunications network links to ANZ Worldline Payment Solutions' operating or data centres.
Withdraw/deposit cash at ATM	Not Applicable
Transact over-the-counter at a branch	Not Applicable
Make card payments (cardholders)	Not Applicable
Accept card payments (businesses)	Ability of businesses using the payment services of ANZ Worldline Payment Solutions to accept card payments, either at point-of-sale or online/in-app. Outages exclude problems with the cardholder's bank or payment acceptance devices that are not provided by ANZ Worldline Payment Solutions.
Access accounts using online banking (web browser or mobile device app)	Not Applicable
Make/receive account transfers – fast payments	Not Applicable
Make/receive account transfers – next business day	Not Applicable

* For detailed information on the compilation of the disclosure data, see RBA Reliability Disclosures.

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