

Consumer opinion In regard to the Apple Pay debacle;

I am a long time customer of both Westpac & Apple.  
And recently ANZ.

I have now begun to use Apple Pay on my Apple Watch and iPhone using my new ANZ Credit Card, the added security and quick/easy ability to pay for products and services with the service (Apple Pay) provides is extremely comforting when making transactions. The banks own solutions are a joke and provide a clunky experience (such as Westpacs app on android). If they (the banks) were to be successful with this application and offer their own, clunky, in-app service on iPhone, I wouldn't even bother. I have been a customer of Westpac for 10 years and will hopefully be moving my other accounts over to ANZ.

Any bank that does not take into account what the customers really want, don't deserve my business.

Regards,  
Joel Hinchliffe