

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (SECOND REPORT)

Westpac

Westpac47QW: Please outline the positions in the typical chain of authority in your bank between other customer facing retail staff and the CEO.

Answer: The positions in the typical chain of authority in Westpac between other customer facing retail staff and the CEO include:

Personal Banker

1. Group CEO
2. Chief Executive Consumer Bank
3. General Manager, Westpac Retail and Premium Bank
4. State General Manager
5. Regional General Manager
6. Branch Manager
7. Personal Banker

Home Finance Manager

1. Group CEO
2. Chief Executive Consumer Bank
3. General Manager, Westpac Retail and Premium Bank
4. State General Manager
5. State Manager Home Lending
6. Lending Area Manager
7. Home Finance Manager

Contact Centre Consultant

1. Group CEO
2. Chief Executive Consumer Bank
3. Chief Customer Officer & Customer Contact Centres
4. GM Customer Contact Centres
5. Head of Customer Contact Centre
6. Stream Manager
7. Team Manager
8. Contact Centre Consultant