

Australia and New Zealand Banking Group Limited

**Response to Questions in Writing following 5 October 2016 House of
Representatives Economics Committee Hearing**

Question asked by

Mr Thistlethwaite

Question

ANZ has offshored a number of its services and transactions to overseas facilities. Compliance and accountability is the responsibility of those on Australian shores. What is the rework percentage of those tasks performed overseas? Whose responsibility is it to correct these errors? Would it not be safer for customers if we bring back these services to Australian shores?

Answer

Compliance and associated accountabilities are the responsibility of every ANZ employee no matter where they are located. ANZ operates across the Asia-Pacific region and has established a three tier model to make sure services meet our quality standards.

Tier 1 is checking within the process and Tier 2 is Quality checks undertaken by Dedicated QA teams within the business. Tier 3 are Audits carried out by an independent business to make sure ANZ standards are being met and identify areas for improvement.

ANZ mandatory learning programs aim to ensure that every staff member is aware of their compliance and other obligations. Where errors occur, it is the responsibility of the local managers with appropriate support to correct errors. Tasks performed overseas are not reworked in Australia when errors occur.

Moving ANZ operations currently carried out offshore to Australia would not have a material impact on processes or quality of service to our customers.