

**QW14:** Has Westpac ever approved mortgages in breach of Code of Banking Practice?

**Answer:** The Code Compliance Monitoring Committee (CCMC) is an independent compliance monitoring body that oversees compliance with the Code of Banking Practice. Westpac annually completes the CCMC Annual Compliance Statement. For the reporting period 1 July 2015 to 30 June 2016, two of the significant breaches (as defined by the CCMC) reported in the CCMC Annual Compliance Statement relate to the mortgage approval process. Where customer impact or harm has been identified as a consequence of a breach, Westpac works to remediate customers.