

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS**

**Westpac Banking Corporation**

**WBC24QW:** A copy of the bank's model litigant standards applied to legal proceedings.

**Answer:** A copy of Westpac's Legal Dispute Resolution Guidelines is attached. These have been published on our website ([www.westpac.com.au](http://www.westpac.com.au)) and provided to our external law firms.