

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

Bank of Queensland

BAQ10QW: A copy of the bank's model litigant standards applied to legal proceedings.

Answer: BOQ has recently adopted a set of guidelines for the conduct of litigation with retail and small business customers based on the Commonwealth's model litigant principles. These guidelines are consistent with our purpose, values and our commitment to earning and retaining the trust of our customers and the community. BOQ has not yet determined whether to publish those guidelines.