

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

Bank of Queensland

BAQ20QON: **Dr MULINO:** ... Do you adopt a model litigant approach?

Mr Frazis: Our approach before this was in line with being a model litigant...when it comes to our retail and small business customers, we have now formalised the adoption of that.

Dr MULINO: In terms of the legacy cases?

Mr Frazis: If they're on foot at the moment—

Dr MULINO: On foot, I missed that—yes, sorry. Do you have a statement that you could provide us with those principles?

Mr Frazis: Absolutely. I can provide that.

Answer: BOQ has formally adopted the attached model litigant guidelines, which apply to litigation involving small business and retail customers.