

03 July 2024

Sent via email: Corporations.Joint@aph.gov.au

Dear Committee Secretary,

BankVic's Submission - Inquiry into financial services regulatory framework in relation to financial abuse

BankVic welcomes the opportunity to respond to the queries raised by the Committee Secretary regarding the Committee's Inquiry into the financial services regulatory framework in relation to financial abuse.

BankVic is a medium-sized customer owned bank, with approximately 107,000 members. BankVic operates on a membership model, with our core members being employees of the Police, Emergency Services, Health, Government sectors and their families.

In 2022, BankVic subscribed to the Customer Owned Banking Code of Practice (COBCOP) and completed its transition to complying with the COBCOP in 2024. As a member of the Customer Owned Banking Association (COBA), BankVic has been involved in and supports the recommendations made within COBA's submission on behalf of the Customer Owned Banking Sector.

BankVic has a continued focus on enhancing our policies, systems and processes to identify, respond to and report suspected financial abuse. To date BankVic has implemented the below measures to identify and respond to members who may be impacted by financial abuse.

Updated Terms and Conditions

In June 2024, BankVic published updated Terms and Conditions which outline that BankVic members must not use an account to engage in financial abuse and that inappropriate use can lead to restrictions or account closure.

Transaction description monitoring

BankVic has daily reporting which lists inbound and outbound Osko transactions that contain abusive language. Any members with abusive outward transaction descriptions are contacted and monitored.

Large transaction procedures

BankVic has imposed limits on members' self-service online transactions, with any large transactions requiring staff engagement through the contact centre or branch network. Procedures are in place to gain secondary approval prior to processing.

Mandatory training for member-facing employees

Vulnerable member training has been rolled out to all frontline employees, focusing on protecting vulnerable members who may be impacted by relationship breakdowns, domestic violence as well as Elder financial abuse, among other types of vulnerabilities.



Specialist support for members

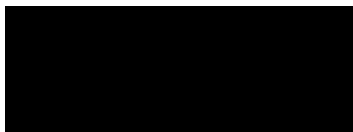
BankVic provides all members with the highest standards of customer service. For cases where specialist support is required, members are referred to and supported by internal specialist teams and where relevant, referred to third parties.

Support for employees

BankVic recognises that our employees may also be impacted by domestic violence and/or financial abuse. BankVic provides internal and external support to employees who experience family violence or abuse, or who are at risk of experiencing family violence or abuse.

BankVic has a small physical footprint with only 4 branches and have observed that our members' banking habits are further shifting to online platforms, which reduces the opportunity to proactively identify red flags during face to face and verbal interactions between members and bankers. We are committed to enhancing our system and reporting capability to identify vulnerabilities as well as our processes and procedures as our members' banking preference continue to shift.

If you have any queries about this submission, please do not hesitate to contact us.



Rachel Morley

Chief Growth and Experience Officer



Stephanie Karavias

Member Advocate

