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Mr EVANS: There you go. So, approximately how many new customers are you getting a year and how many existing customers are you losing?

Mr Hartzler: I think last year we grew about half a million customers and then we would have had a couple of hundred thousand leave. I would have to take that on notice. I can't remember exactly.

Mr EVANS: Broadly speaking, a couple of hundred thousand out of 10 million.

Mr Hartzler: That would be about right.

Mr EVANS: That is a very small switching rate.

Mr Hartzler: The evidence is that around six per cent of Australians change banks in a given year. That is pretty consistent.

Mr EVANS: What was that number again?

Mr Hartzler: From what I recall, around six per cent of Australians change banks each year based on the research that I have seen.

**Answer:** In the 12 months to 30 September 2016, approximately 820,000 new customers joined Westpac (Consumer and Business Bank - which includes the Westpac, St.George, Bank of Melbourne and BankSA brands), and approximately 520,000 customers left (representing approximately 5.5% of the relevant customer base).