

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)

Australia and New Zealand Banking Group Limited

ANZ01QON: Hansard p. 6

ANZ customer advocate

Mr THISTLETHWAITE: You may need to take this on notice, but can you perhaps give the committee some information about the number of referrals or cases that the customer advocate has looked at over the last five years in your organisation? Do you know offhand if there has been an increase?

Mr Elliott: Yes, there has been an increase, and I will give you the data; I don't have it off the top of my head.

ANSWER

Cases referred to the ANZ customer advocate

FY (Bank Year)	Retail	Wealth	Total
2014	1017	384	1401
2015	1070	406	1476
2016	1340	406	1746
2017	1189	433	1622
2018	1495	407	1902