

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS (FOURTH REPORT)**

**Westpac Banking Corporation**

**WBC02QON:** Page 48

**Mr Hartzler:** I'm not aware of that incident.

**Mr KEOGH:** Aren't these changes supposed to be removing all of that from occurring in your banks?

**Mr Hartzler:** I don't know that case. I don't quite know how that would've happened if we didn't have the transactional information already. I'm happy to look at it. If you want to give me details, we can come back to you.

**Answer:** We have reviewed our records, however do not have sufficient information to identify the specific example referred to during the hearing. If further information can be provided we are happy to make additional investigations.