

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

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

**Westpac Banking Corporation**

**WBC12QW:** What investigations have been undertaken in relation to the conduct of the Westpac branch staff in this case? Has any action been taken in response?

**Answer:** Investigations have been made and are complete. As the Consumer Action Law Centre is aware, we are of the view that there was no misconduct on the part of our staff member.