

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS (FIFTH HEARINGS)**

**Australia and New Zealand Banking Group Limited**

**ANZ01QON:** Hansard p. 13

Complaints cases

Mr CRAIG KELLY: The Australian Financial Complaints Authority commenced back in November. Since it commenced, how many cases have been lodged against your bank?

Ms George: We've had 1,400 cases since 1 November.

...

Ms George: Complaints also came across from the previous dispute bodies. I don't know the exact numbers of which ones would have been resolved—

Mr CRAIG KELLY: Can you make an estimate of how many came across from—

Ms George: I can take it on notice. Honestly, I wouldn't know how many came across versus how many have been resolved that came after that date.

**ANSWER**

837 ANZ Financial Ombudsman Service and Superannuation Complaints Tribunal customer cases were open on 1 November 2018.