

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (FIFTH HEARINGS)

Australia and New Zealand Banking Group Limited

ANZ04QON: Hansard p. 19

Model litigant framework – providing documents

Mr JOSH WILSON: ... ANZ was, I think, one of the first banks to make the commitment to being a model litigant—you'll correct me if that's not right—but it has been raised with me that the sort of model-litigant framework that the ANZ has settled doesn't make a specific commitment around providing documents in a fair, comprehensive and timely way. Is that something that you're—

Mr Elliott: I'm happy to look at that. We were first to do that. In fact, it was a result of a question at this very committee six months ago, I think.

...

Ms George: One of our principles is 'take quick action'. We can look at the words, as to whether that's incorporated, but that was certainly the intention.

Mr Elliott: There was no intent to leave something out. If that's designed to be part of the principles, we'll certainly look at it.

...

Mr JOSH WILSON: Thank you. I suggest that you perhaps take on notice that it's been raised.

ANSWER

ANZ will consider its model litigant principles and the fair provision of documents to customers in the context of complaints and disputes.

ANZ is already subject to related obligations. For example, under AFCA Operational Guidelines (A.9 Gathering relevant information), ANZ must supply information within specified timeframes.