



House of Representatives Standing Committee on Economics

Review of the four major banks (second report)

Australian Bankers' Association

ABA12QW: For each of your members, in relation to their Customer Advocates, please provide the following:

- (a) Date of Commencement / Expected Date of Commencement
- (b) Term of contract (or expected / advertised term of contract) (e.g. ongoing contract, 2 year contract etc)
- (c) Nature of employment (or expected / advertised) (e.g. full time or part time)

Answer: The ABA has 25 member banks, with 21 banks participating in the reform program announced on 21 April 2016. Bank of America, Bank of China, BNP Paribas and United Overseas Bank Limited are not participating in the reform program.

These banks are wholesale and specialist banks which provide products, services and solutions mostly to institutional investors, other financial institutions, and high net worth individual or private clients. It is appropriate for these member banks to be outside the program given the overall objective of protection of consumers.

The Customer Advocate is a new initiative of the industry as part of the reform program. Participating banks have assessed their customer and business needs. The ABA's Guiding Principles on the Customer Advocate were developed to assist banks introduce a customer advocate function in their bank.

The table below provides details of the Customer Advocates in the banks.

Member	(a) Date of commencement / expected date of commencement	(b) Term of contract (or expected / advertised term of contract) (e.g. ongoing contract, 2 year contract etc.)	(c) Nature of employment (or expected / advertised) (e.g. full time or part time)
AMP Bank Limited	Structure should be confirmed by end of April, with commencement after 30 June 2017.	To be determined.	While AMP Bank's position is not finalised yet, a role of Customer Advocate would not be a full time dedicated position based on the size of the bank and current internal and external dispute volumes.
Australia and New Zealand Banking Group Limited	2003	Permanent employee.	Full time dedicated position.
Arab Bank Australia Limited	To be determined	To be determined	To be determined
Bank Australia	1 March 2017	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position, whose existing responsibilities include customer engagement and reputation management.



Strong banks – strong Australia

Member	(a) Date of commencement / expected date of commencement	(b) Term of contract (or expected / advertised term of contract) (e.g. ongoing contract, 2 year contract etc.)	(c) Nature of employment (or expected / advertised) (e.g. full time or part time)
Bank of Queensland Limited	5 April 2017	Part time employee (3 days/week) on an initial 6 month contract basis.	Dedicated position. Focus of the first 6 months will be to further develop the function and confirm the best structure.
Bank of Sydney	To be determined	To be determined	To be determined
Bendigo and Adelaide Bank Limited	7 November 2016	Permanent employee. Existing staff member has been appointed.	Full time dedicated position.
Citigroup Pty Ltd	31 March 2017	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position.
Commonwealth Bank of Australia	12 August 2016	Permanent employee. Existing staff member has been appointed.	Full time dedicated position.
Defence Bank	28 February 2017	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position.
HSBC Bank Australia Limited	Commencement by 30 June 2017 Note: HSBC is currently finalising internal policy and other infrastructure support for commencement of their Customer Advocate, however, the appointment has been confirmed.	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position.
ING Bank (Australia) Limited	29 March 2017	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position.
Macquarie Bank Limited	31 March 2017	Permanent employee. Existing staff member has been appointed.	Full time dedicated position.
ME Bank	31 March 2017	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position.
MyState Bank	31 March 2017	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position due to low volume of complaints received. To be reviewed every 6 months to confirm resourcing requirement.
National Australia Bank Limited	10 July 2016	One year fixed term contract with the expectation of renewal.	Part time (2.5 days per week). The Customer Advocate is supported by a team of three that operates as a full time dedicated function.



Strong banks – strong Australia

Member	(a) Date of commencement / expected date of commencement	(b) Term of contract (or expected / advertised term of contract) (e.g. ongoing contract, 2 year contract etc.)	(c) Nature of employment (or expected / advertised) (e.g. full time or part time)
Qudos Bank	8 March 2017	Permanent employee. Existing staff member has been appointed.	Expansion of current role, which includes responsibility for risk and compliance. Existing duties include monitoring and oversight of the internal dispute resolution process.
Rabobank Australia Limited	31 March 2017	Permanent employee. Existing staff member has been appointed.	Expansion of duties to an existing full time position due to low volume of complaints received.
Rural Bank	7 November 2016	Permanent employee. Existing staff member has been appointed.	Full time dedicated position.
Suncorp Bank	18 January 2017	Permanent employee. Existing staff member has been appointed.	Full time dedicated function.
Westpac Banking Corporation	21 November 2016	3 year contract	Full time dedicated function.