

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS (THIRD REPORT)

Australia and New Zealand Banking Group Limited

ANZ12QW: Compensation for superannuation customers

In August 2017, ASIC announced that it had confirmed \$10.5 million in compensation for 160,000 superannuation customers who were affected by breaches within ANZ's OnePath group between 2013 and 2016.

Please advise the committee whether ANZ expects more of these breaches in future?

Answer: ANZ Wealth used the Stronger Super reforms to make significant change to its business.

This involved the closure of a number of legacy products, the migration of records to new systems, and the transition of members to a highly competitive MySuper product – ANZ Smart Choice Super.

As a result of the transition and the heightened control environment, issues were identified that were reported and addressed to ensure impacted customers were appropriately remediated.

Given the transition is now largely complete, ANZ Wealth does not expect to encounter the level of issues it has experienced in prior years. We will continue to operate a strong control environment to identify and address relevant issues across the business.