

Australia and New Zealand Banking Group Limited

**Response to Questions in Writing following 5 October 2016 House of
Representatives Economics Committee Hearing**

Question asked by

Mr Thistlethwaite

Question

Branch transaction numbers are decreasing by what you say is up to 10 per cent per year. ANZ have reduced a number of its retail branches, particularly in regional communities. What targets do your staff have to 'migrate' customers onto electronic and other channels?

Answer

ANZ has national, district and branch level targets for conversations with our customers about the right solutions for them, including the use of our digital solutions (e.g. mobile banking, internet banking, digital wallets and smart ATMs).

We do not have individual frontline staff targets for this.

We have a qualitative target for our frontline staff around 'identification and discussion of customer needs which can be met with digital solutions'. This is measured through observation of customer interactions.