

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 Kelly

Question

What payment terms are applied to the late payment fee? (i.e. how long does the customer have to pay this fee?)

Answer

The late payment fee is charged to the customer's account and forms part of their outstanding balance.

When a customer receives their next statement, they are required to make payment on that balance by the due date.