

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

ANZ

ANZ101QON: Mr SIMMONDS: I think that's eminently sensible. What stage are your systems at? Are people able to do that reporting at the moment, and then it's just a matter of them being able to block the messages and keep the payments, or are people not able to report that at the moment?

Mr Elliott: They're only able to report in a very manual sense. I've had situations where a customer has written to me and said, 'In my personal circumstances'—typically, through separation, although not always—'this is what's happening.' So it's very manual and it's not appropriate for an organisation of our scale. What we need to be able to do is essentially automate that, maybe through the app or online, where you can click a button and report an abusive message.

Mr SIMMONDS: Okay. How many people have you got manually looking at the individual cases?

Mr Elliott: I don't know, actually. I'd have to come back to you on that. That's part of that financial crime team. We've got 980 people in financial crime. It'll be some segment of that. I couldn't tell you.

Answer: ANZ does not currently manually review all blocked payments.

ANZ's financial crime intelligence team has conducted an initial abuse in transactions assessment (see response to ANZ101QON). There were on average 4-6 people in that team reviewing instances of possible abuse through transaction descriptions identified in the assessment.