

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

Australia and New Zealand Banking Group

ANZ14QW: Mrs Archer: Does the ANZ believe there was/is an imbalance of power in the remediation process?

Answer: We recognise that there is an imbalance of power between the bank and our individual and small business customers. The review of the Landmark cases was structured to minimise the impact of this imbalance. See our response to ANZ13QW.