

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS

#### Australia and New Zealand Banking Group

**ANZ16QW: Mrs Archer:** One customer I have been in contact with, whom the ANZ bank apologised to three times and had a decision against them prior to the Royal Commission, requested over \$8 million in compensation for ANZ misconduct. Through the bank remediation process, they have been offered \$100,000 and have been informed to go back to the legal system if they are not happy with the decision.

How can such a significant gap exist between two parities if there is not an imbalance of power and how can the customer properly represent themselves with limited resources?

**Answer:** We accept that customers can have different expectations of what is an appropriate settlement. In some circumstances we may not be aware of the full extent of the customer's loss and our offer may be too low. In other cases the customer's expectations may not be realistic.

If customers are not happy with the amount offered, they may have their matter reviewed by:

- (a) our Customer Advocate; and/or
- (b) the Australian Financial Complaints Authority if the matter is within its limits.

Both options are free of charge.

We would also note that our Dispute Resolution Principles & Model Litigant Guidelines require us to act as a model litigant. This includes minimising costs and paying out legitimate claims without the need for further litigation.