

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS

ANZ

ANZ64QON: Mr SIMMONDS: So you can search for key words, for example, and currently you just do it for swear words. How many transactions would you block in a year where somebody has put inappropriate language in the messaging?

Mr Elliott: I'd have to come back to you on the number.

Mr SIMMONDS: That would be great. If you're searching for these keywords, do your algorithms show you customers who are using vile and inappropriate language frequently and are having their messages blocked frequently?

Mr Elliott: We could find that, yes.

Answer: Our system prevents our customers including designated inappropriate language in descriptions of payments they make.

We do not count the number of times customers attempt to include inappropriate language in payment descriptions or flag customers who do this repeatedly.