

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS

#### ANZ

**ANZ70QW:** In the recent House Economics Committee hearing, you noted that your bank no longer sells credit card insurance.

(a) For customers who previously purchased credit card insurance, have you taken steps to identify those who were sold the product when they were not eligible to claim on it? (For example, insurance to cover job loss but the customer was unemployed or retired when they purchased the product)

(b) If credit card insurance customers purchased your product when they were not eligible to claim on the policy, have you refunded them the cost of the policy?

**Answer:** (a) Yes. In 2018, ANZ's Internal Audit team completed a review of sales practices relating to Consumer Credit Insurance (CCI) products including credit card insurance. The review identified issues relating to customers being sold consumer credit insurance where they may have been ineligible to claim. This included cases where the customer may have been ineligible due to their age, the insured not being the primary cardholder and/or their citizenship status.

(b) Refunds to customers impacted by this issue are in progress and expected to be completed in early 2021. ANZ provides regular updates to ASIC on the progress of these remediation activities.