

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS

#### Westpac Banking Corporation

**WBC43QW:** On 31 March, the Australian Financial Review wrote that a branch manager at a big four bank was reported for berating staff who weren't selling enough of the bank's products, despite customer-facing employees being fearful of losing their jobs or catching the coronavirus.

- (a) Did that report refer to Westpac?
- (b) If yes, what was done to discipline or counsel the manager?
- (c) Have there been any other similar incidents in Westpac branches?
- (d) Have you since or previously issued directives to managers about appropriate targets and tactics for product sales?

#### Answer:

- (a) As far as we are aware, this incident did not relate to the Westpac Group.
- (b) n/a
- (c) As far as we are aware, there have not been any similar incidents within Westpac Group branches during the COVID-19 pandemic.
- (d) In response to the challenging environment caused by the COVID-19 pandemic and the recent bushfires that affected a large part of the country, all performance goals, measures and targets for customer facing roles in our Consumer Bank (and their immediate leaders) were suspended from 1 April 2020 and will be reviewed at the end of June 2020. When those changes were communicated to staff they were reminded that, at this time, our customer facing staff are to focus on service or care calls which have the purpose of confirming whether the customer requires support from the Bank and to generally check in on our customers wellbeing.