

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

### REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

#### Westpac

**WBC85QON:**     **Dr LEIGH:** So there's no promotion of BT Super through the app?

**Mr King:** Well, it's available, so you could call that promotion. But ,generally, given the specialist nature of it, they would be referred off to someone to speak to.

**Dr LEIGH:** So they wouldn't engage in a conversation using the live chat function in which BT Super would be promoted?

**Mr King:** Not that I'm aware of, but I'm happy to check that.

**Dr LEIGH:** I would be grateful if you could check that and get back to me.

**Answer:**        Customers can find out more about BT Superannuation products through the "Products" section within Westpac online banking, St.George internet banking, BankSA internet banking and Bank of Melbourne internet banking. From time to time, BT Superannuation products are also promoted through digital banners within Westpac online banking.

If a customer enquires about BT Superannuation products through the live chat function within Westpac online banking, our process is that they are referred to the "Products" section within online banking for more information. If the customer requests further information on BT Superannuation products, our process is that they are referred to the BT Customer Relations Team. In internet banking, if a customer uses the 'call back' function to request further information on BT Superannuation products, our process is that they are referred to the BT Customer Relations Team.