

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

Bank of Queensland

BAQ14QON: **Mr CRAIG KELLY:** What level of disputes have you had? We often hear of the disputes in the franchise and franchisee relationship. Have you had many disputes in this space over the last several years?

Mr Frazis: We've got a franchise body that represents the owner-managers. I've met with that body a couple of times. I'd have to say that the relationship between the bank and the owner-managers is very strong; there's continual dialogue. It is all about working out in a common way how do we better serve our joint customers and how do we grow the business in a sustainable way. The relationship is very strong. There are disputes at times but I don't think—

Mr McAnalen: We will need to take the question on notice.

Answer: As part of BOQ's compliance with the Franchising Code, the Owner Managed Branch (OMB) Agency Agreement includes a provision covering the management of potential disputes between franchisees and the Bank.

BOQ recognises the importance of maintaining an inclusive and constructive relationship with all of its franchisees. Our Area Managers, Head of Network, Head of Franchise Services and General Manager Retail Distribution all work closely with our franchisees and Franchise Advisory Board (their representative body) to ensure that we collaboratively work towards achieving the Bank's strategy. Franchisees also have regular and direct interaction with many areas within the Bank, such as the credit, marketing, and property teams. Having this access enables open dialogue for franchisees and ensures their voices are heard.

We have not had a formal dispute lodged by a franchisee under the OMB Agency Agreement in the past five years.