

Bank Closures

In Regional Australia - a summary of ANZ Kilcoy Branch closure

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ANZ Bank closure(s)

This is Kilcoy, Northern District to Somerset Region
the beating heart of SEQ. A district population of
c.7,000 2021 Census



A brief history of ANZ Kilcoy



Imminent Closure Feb 2020

The Kilcoy community came together in unity to try and save their bank.



Community Asset

The ANZ Bank had been an important Asset for 70 years until its closure



False Promises

The long term lease was broken leaving a confused lessor and community

Kilcoy fight the ANZ Branch closure



Voice of Business

Kilcoy businesses shared their concerns

<https://www.youtube.com/watch?v=omfTBEpGyWw>



Media uptake

Ch 9 ACA came to hear the Kilcoy story

<https://9now.nine.com.au/a-current-affair/bank-closures-outrage-kilcoy-residents/a061f0a7-6a2b-47c3-b425-42b1bd3596c9>

Community response

Community meetings and Kilcoy Chamber of Commerce support



https://player.whooshkaa.com/episode?id=579501&fbclid=IwAR0_qpskkyfHdgTAawWruAZGzPZfkgFzpIOjWdonoKx6-5PmH9qNW_8ahDM

Submission

6 pages

Primary Submission Document

Contains references to the TOR and relevant resource material and statistical data sources

Document attachments

All attachments relate to TOR and historical context relative to the primary submission

Attachments - Document

01

ANZ Reason for closure

Submission outlines TOR a, reason process

02

Community Response

Submission reflects TOR b, economic and welfare impacts

03

Government level support

MP State Deb
Frecklington
Media Release

04

Customer inquiry

ANZ
acknowledgment letter. TOR a, process

Kilcoy Community spirit

Our community fought the decision to
close our bank services.
ANZ did not listen.





Kilcoy ANZ Branch Closure

To: "President - Kilcoy Chamber of Commerce & Community Inc."

Great to engage on these points.

1. We do more transactions today in Woodford than Kilcoy.
2. I hear you on demographics but the facts are the facts – people in the district are choosing not to bank in the branch. We can theorise all we like but the facts are the facts.
3. We have been negotiating the lease for months but we thought we would reach a reasonable settlement but we did not. We were shocked by that.
4. Being “served” in the branch and us actually making any money are very different. Imagine if you ran a shop and most of the people in the shop came in for “service” but didn’t actually buy anything. That sounds harsh I know. Of course we need and want to “service” customers, but most of that service has no fee and generates no income for us to pay the rent or wages.
5. We want every branch to succeed and stay viable. But you are a business person and surely understand that if we don’t make enough revenue to cover the costs of running the business, then it isn’t viable.
6. I am accountable and I hope the answers above are clear and make sense. Why on earth would we close a business that made a return and covered its costs?
7. Great video – not all are ANZ customers but those that are we will work with to make this transition as painless as possible.

I can only close by saying, we are not un-caring or lacking in sympathy for the communities where we close the branch. But we have an obligation to our owners and regulators to run our business both ethically but also in a way that makes a return. Unfortunately that is not the case in Kilcoy. We stayed far longer than other banks and gave it a go. Others closed and reduced services years ago. I know the decision of the last bank in town hurts the most and that is why this is a painful decision for us. But we will do our best to work with our loyal customers.



Kilcoy ANZ Branch Closure

President - Kilcoy Chamber of Commerce & Community Inc.

Dear

I appreciate your response. I have not heard back from anyone else at ANZ re this email.

I and the local community simply cannot understand why Kilcoy Branch is being let go when the Woodford Branch is smaller and does not service anywhere near the population size that Kilcoy does.

If as you say you were negotiating the lease, then the Intent was to continue Branch services.

Only 8% of our ANZ customers in the region use the branch.

What 8% of "Region" are you referring to please? Our Region of Somerset is growing in population. The Kilcoy District has a median age of 37 yrs and the local Kilcoy High School has its biggest enrollment for 2020, an upward trend that continues. In part as our Kilcoy Pastoral Company doubles their production run, employing nearly 2,000 by end of 2020.

The Businesses that use the Branch are from Toogoolawah, Linville, Moore, Mount Kilcoy, Jimna, Villeneuve, Woolmar, Kilcoy and the list goes on. None of ANZ Business customers that have spoken to me, can operate easily without a Branch. On Monday I was at Seymours Toyota in Toogoolawah, they were given \$12k cash as a deposit on a vehicle. This is a regular affair with the rural community. Large (\$10k+) Direct Deposits are not necessarily a viable option. The Exchange Hotel Kilcoy banks every day, thousands of cash deposits that cannot be accommodated in an ATM. Kilcoy Race Club Days, thousands of Cash dollars for the TAB and Bookies. (Perhaps the New ATM will assist them but until we know what is happening in that space, it is unclear) The Linville Hotel travels an hr each day to bank at the branch and to arrange deposits and Till change. They are a two person family operator. For them to reach Woodford adds another hour of travel (one way) and removes them from their business. Our School Canteen's run a cash economy as they deal with school students. They bank every school day. Our Pool Contractor (Kilcoy and Toogoolawah) has a Procurement Clause in her Contract to buy local. She will be forced to change banks as will many of our business operators.

We had tried to see if we could negotiate a more flexible lease to give more time to consider alternatives but we were unable to.

Forgive me, this may not apply to ANZ but I understand that Commercial Leases are not negotiated over weeks, but months. The Lease options for renewal, or the Landlords options for not renewing would be a clear conversation over many months. It is clear from what you say that the Intent was to Continue the Lease and keep the Branch operating. So when you pull back and throw in Shop numbers as a reason for the closure, it just smells bad. Can you see that?

Residents have told me they have to wait 10-20 mins to be served in the Branch. I am also aware that the Mary Street ATM is regularly OUT of FUNDS and the William Street Branch is the Backup when this occurs, mostly through Friday- Sunday.

I do understand the concern and I am sorry that the business was no longer viable.

Our Community will not stop fighting for the "Re-open Kilcoy". What proof can you provide please to show the viability status of the Branch, considering it was an after thought after the event of failing at negotiating the Lease? You could have given the Town many more months if the viability of the Branch was the real issue. Our Community really does deserve to know ANZ's actual position and Plan for Kilcoy. Were we on the Closing Branch Report that was presented to the Banking Royal Commission? Is Woodford or Beerwah on this list? Our Community deserves to know!

I take accountability for that.

As CEO it is your accountability that matters. Our District deserves more information. If the Branch was no longer viable, then share that with us in real terms. Help us to understand. Otherwise your answers simply raise more questions.

<https://youtu.be/omfTBEPGyWw> This is a link to interviews I conducted. Please listen to the stories and reflect on your own words. Our community is reeling from the shock Shayne. We are truly hurting.

Sincerely

Bronwyn Davies
PRESIDENT
Kilcoy Chamber of Commerce

Deb Frecklington MP

Member for Nanango



ANZ Bank

Dear

RE: Closure of ANZ Kilcoy Branch

It is disappointing to be once again writing to you regarding the closure of another regional ANZ Branch. While I appreciate you contacting my office to alert me to the closure of the Kilcoy branch, I must convey the township's dismay at this decision.

As you would know, Kilcoy is a regional town located in the Somerset, about 40 minutes from Toogoolawah, where your branch was closed in 2016. At the time, ANZ impressed upon Toogoolawah residents that they could still access services at the Kilcoy branch. It seems now residents of both townships will be made to travel even further to access an ANZ Branch.

I am also once again very concerned about the potential job losses and ask that all options are pursued to support the local staff.

On behalf of the customers and staff of ANZ Kilcoy and the community in general, I request reconsideration of this decision. I would also appreciate further explanation of the reasons for the complete closure of Kilcoy and whether options for alternate office accommodation was explored.

Yours sincerely,

Deb Frecklington
Member for Nanango





Ms Bronwyn Davies

Dear Ms Davies

Thanks for getting in touch with us about the closure of the Kilcoy branch and other ANZ ATMs.

It's always helpful to hear what our customers have to say about our service, so we appreciate you taking the time to contact us.

What we've done about this

I understand this may require some adjustment to the way you currently do your banking and I'd like to apologise for any inconvenience this may cause.

Please know that your feedback has been noted and passed on to management their internal review.

As part of making banking easy and empowering for you, ANZ offers a range of ways to complete your banking, which put you in control and allow you to bank with ANZ whenever you want and wherever it suits.

For more ways to bank, please visit www.anz.com and search for 'Ways to Bank.'

Once again, we are sorry that our services have let you down.

Any questions?

We now consider this matter finalised but if you have any further questions please call us at the Complaint Resolution Centre on **1800 805 154**. We're available Monday to Friday, excluding national public holidays, 8am to 7pm AEST/AEDT. If overseas you can call +613 9683 7043 and ask to be transferred to the Complaint Resolution Centre. If calling through the International Operator, ANZ will accept the reverse charge.

Other options

If you are satisfied with the outcome of your complaint, you don't need to do anything further.

ANZ Customer Advocate

If you are not satisfied with our response, you can request a free and impartial review by the ANZ Customer Advocate, who operates separately from ANZ's businesses and reports to the Group Executive, Australia Retail and Commercial.



Escalation to the Customer Advocate is an option, but not mandatory. ANZ is bound by the Customer Advocate's findings in all cases but you do not have to accept the Customer Advocate's decision.

Phone (03) 8654 1000 Weekdays 9am-5pm (AEST)
Email customeradvocate@anz.com
Address Customer Advocate
833 Collins Street
DOCKLANDS VICTORIA 3008

Australian Financial Complaints Authority

If you are not satisfied with our response and do not want to go to the Customer Advocate (or if you remain dissatisfied after the Customer Advocate has reviewed your complaint) you can lodge a complaint with the Australian Financial Complaints Authority (**AFCA**). AFCA offers free, fair, independent and accessible dispute resolution to customers who are unable to resolve their complaint directly with their financial services provider.

Phone 1800 931 678 Free call, weekdays 9am-5pm (AEST)
Email info@afca.org.au
Website www.afca.org.au
Address Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001

Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstance expires.

Should you wish to access this brochure electronically, please visit the link below:

<http://www.anz.com/resources/7/b/7b0a8b57-e0d7-4871-a4ff-3b73b0a34731/your-feedback-brochure.pdf?MOD=AJPERES>

Regards

Complaint Resolution Centre