



**AUSTRALIAN BANKERS'
ASSOCIATION INC.**

Nicholas Hossack
Policy Director

AUSTRALIAN BANKERS' ASSOCIATION INC.
Level 3, 56 Pitt Street, Sydney NSW 2000
p. +61 (0)2 8298 0408 f. +61 (0)2 8298 0402

www.bankers.asn.au

12 June 2012

Ms Lyn Beverley
Committee Secretary
Joint Select Committee on Gambling Reform
P O Box 6100
Parliament House
Canberra ACT 2600
gamblingreform@aph.gov.au

Dear Ms Beverley,

INQUIRY INTO THE PREVENTION AND TREATMENT OF PROBLEM GAMBLING

Thank you for your letter to ABA CEO Steven Münchenberg dated 11 May 2012 regarding bank measures and policies to assist problem gamblers and their families. You also asked whether banks have consistent policies in this area.

The ABA and member banks believes gambling has serious detrimental consequences, not only for those who experience financial and emotional deterioration through a gambling addiction, but also on society in general.

To answer your questions specifically, I have surveyed four ABA member banks. I can report that banks have consistent measures which would be useful in assisting those people and families battling gambling addiction. I have summarised these in the Attachment 1. Note that I only surveyed four banks for convenience, but I'm confident the results are generally applicable across all other banks.

I have not included bank initiatives involving in the funding of charities which assist problem gamblers.

As a result of banks removing ATMs from gambling venues over many years, currently there are very few bank owned ATMs installed in these venues. This market is primarily serviced by non-bank ATM deployers. Where some banks have maintained ATMs in gambling venues, the primary purpose is to provide a cash withdrawal facility in areas where there are few other convenient or safe options or are involved in long-term contracts.

If you would like any more detail, please let me know.

Yours sincerely,

Nicholas Hossack

Attachment 1: A list of bank policies useful to assist with problem gambling

Policy/measure	ANZ	CBA	NAB	Westpac
Does the bank have a financial literacy program?	Yes	Yes	Yes	Yes
Does the bank have a Financial Hardship policy?	Yes	Yes	Yes	Yes
Does the bank refer customers to independent financial counsellors when appropriate?	Yes	Yes	Yes	Yes
Can customers adjust maximum withdrawal limit on deposit accounts?	Yes	Yes	Yes	Yes
Can customers cancel mortgage redraw facilities or rearrange authorities for withdrawing amounts?	Yes	Yes	Yes	Yes
Do banks restrict access to credit card cash withdrawals in gambling venues?	Yes	Yes	Yes	Yes
Can customers adjust maximum credit limit on credit cards?	Yes	Yes	Yes	Yes