

Burdekin Shire Council

145 YOUNG STREET, AYR

Enquiries to:

Mr. Graham Webb

Your Ref:

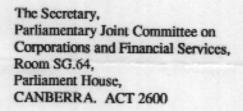
Our Ref-

4/1/9 VAW

Letter No:

311106

5th September, 2002





ABN: 66 393 843 289

ADDRESS ALL COMMUNICATIONS TO: THE CHIEF EXECUTIVE OFFICER,

P.O. BOX 974, AYR, Q. 4807

PHONE: (07) 4788 9800

Fax No.: (07) 4783 9999

Email: burdekinse@burdekin.qld.gov.au Website: http://www.burdekin.qld.gov.au

Dear Sir.

Re: Inquiry into the Level of Banking and Financial Services in Rural, Regional and Remote Areas of Australia

I refer to your correspondence dated 31st July, 2002 inviting Council to make a written submission to the above inquiry.

As part of your Committee's inquiry, could you please consider the following matters of concern to this Council and the Burdekin community:

- Increasing costs of banking transactions
- Push by the banks for their customers to utilise internet banking
- The need for banking officers from city areas to travel to regional areas as certain banking business/matters cannot be dealt with by staff in regional branches - or otherwise customers are required to travel to the city
- High profits recorded by banks
- Lack of any price control for what banks are charging clients
- The fact that banks are denying regional centres business opportunities because of the secondary movement of clients (due to the closure of branches)
- Banks should be working under charters of duty of care (in line with other major industries)

Yours faithfully,

Of.J. Webb.

CHIEF EXECUTIVE OFFICER