



Burdekin Shire Council

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Enquiries to: Mr. Graham Webb

Your Ref:

Our Ref: 4/1/9 VAW

Letter No: 311108



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5th September, 2002

The Secretary,
Parliamentary Joint Committee on
Corporations and Financial Services,
Room SG.64,
Parliament House,
CANBERRA, ACT 2600

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,

G.J. Webb,
CHIEF EXECUTIVE OFFICER