



29 June 2018

Committee Clerk
Select Committee into Elder Abuse
Parliament House
4 Harvest Terrace
West Perth WA 6005
Attn: Ms C Malouf

Via email: eld@parliament.wa.gov.au

Dear Ms Malouf

**Select Committee into Elder Abuse
ANZ Questions on Notice**

Thank you for the opportunity to appear before the Select Committee on 18 June 2018.

Please find enclosed my response to the questions on notice which were issued during my appearance. I note that ANZ has requested the following information be treated as commercial in confidence:

- The information contained in Table One
- The information contained in Table Two
- The information contained in Appendix One

I may be contacted on _____ in the event of any queries.

Yours sincerely

Jo McKinstray
Customer Advocate

Response to questions on notice:

- 1. (a) What is the number of ANZ customers in Western Australia over the age of 65?
(b) What is the amount of funds under management (FUM) for this group?**

As at 30 April 2018, ANZ had approximately 161,180 customers in Western Australia aged 65 or older.

Credit FUM and net FUM appear in Table One, streamed by age range and in aggregate.

ANZ REQUESTS THAT THE INFORMATION IN THE TABLE BELOW AND THE ASSOCIATED FOOTNOTES BE TREATED AS COMMERCIAL IN CONFIDENCE

Table One – Customers in Western Australia aged 65+ with credit and net FUM

- 2. Do these customers have online access?**

This question has been interpreted to mean ‘do these customers make use of ANZ’s internet banking services’. Our response also provides information on the proportion of customers aged 65 or older who have used ANZ’s mobile banking application (ie mobile telephone or tablet).

As at 30 April 2018, 23.25% of ANZ customers in Western Australia aged 65 or older had used ANZ Internet Banking in the preceding 60 days. For the same period, 6.35% of customers in this group used ANZ’s mobile banking application.

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Table Two sets out the usage percentage by age range and in aggregate.

Table Two – Internet Banking use by customers aged 65+ in Western Australia

3. What is the number of Powers of Attorney and Enduring Powers of Attorney by Western Australian customers?

Customers and / or their Attorneys generally present Powers of Attorney and Enduring Powers of Attorney to branch staff. Prior to 2017 staff located within the national branch network were trained to review these instruments to ensure they met the relevant state or territory requirements, to identify the Attorney and to update ANZ systems to note that the instrument had been received. A copy of the instrument was retained at the branch where it had been lodged. While these instruments have been correctly recorded, no central record of volumes was maintained during this period.

During 2017 this process was centralised. Customers and / or their Attorneys continue to present the instruments to branch staff, who are now required to forward instruments to a specialist team for review and recording. A central record of volumes is now maintained.

For the eight month period October 2017 – May 2018, the central team recorded 579 new Powers of Attorney and Enduring Powers of Attorney for Western Australian customers.

Table Three - Volume of Powers of Attorney and Enduring Powers of Attorney received for customers residing in Western Australia for the period October 2017 – May 2018.

October	November	December	January	February	March	April	May	Total
75	45	44	89	88	78	67	93	579

4. Provide a template or reconciliation table of the different systems in the different states

Please refer to Appendix One, which sets out internal guidelines for the acceptance of Powers of Attorney and Enduring Powers of Attorney for the various states and territories. These guidelines do not constitute legal advice regarding the requirements.

5. What is the regularity and content of training

ANZ defines a vulnerable customer as one who, due to his or her personal circumstances, is especially susceptible to detriment. Within this context, one area of vulnerability that staff are trained to identify and respond to is the potential for older customers to experience financial abuse.

Formal and informal training is conducted throughout the year. The key focus of this training is to:

- raise awareness about risk factors and potential indicators of elder financial abuse
- where appropriate, guide staff in raising concerns respectfully and effectively with the customer
- remind staff of internal escalation channels for assistance
- remind staff of external services which may be able to assist the customer (for example, the relevant state seniors rights service, legal service, state administrative tribunal, guardianship board etc)

- ANZ Intranet – recent front page alerts and articles

'Servicing vulnerable customers' 3 January 2018: Target – all staff

- Overview of a range of circumstances that may contribute to a customer being vulnerable, including elder financial abuse, domestic violence, customers with mental health conditions and customers from CALD communities.
- Overview of risk factors, guiding principles (early identification, ensure all customers are treated with respect, fairness and dignity, be flexible and proactive)
- links to relevant internal and external resources and escalation channels

'ANZ helping to protect vulnerable customers' 20 February 2018: Target – all staff

- Overview and case studies regarding elder abuse, with links to internal and external resources

'Protecting older Australians' 15 June 2018: Target - all staff

- Awareness raising, with links to the relevant internal procedures and the Australian Banking Association website which provides further information on the important role bank staff can play in identifying potential elder financial abuse

- 'Financial Abuse of Vulnerable and Elderly Customers'

Internal Instruction Manual: Target – all branch staff

- Provides examples of financial abuse, potential flags and instructions on the steps to take and internal referral / escalation channels.
- Guidance on assisting customers with cognitive impairment.
- Guidance to staff on engaging with Attorneys who seek to restrict the customer's access to their own accounts.
- Links to additional information, including various state based advocacy bodies and support services. For Western Australia this includes Advocare (www.advocare.org.au/) and the Office of the Public Advocate Telephone Advisory Service (1300 858 455; www.publicadvocate.wa.gov.au)

- Launch of interactive vulnerable customer training August 2018: Target – branch staff

ANZ has partnered with an external service provider to develop a cluster of six modules which will be launched to all customer facing staff in August 2018. These modules cover a range of vulnerable customer scenarios, including elder financial abuse. These modules will form part of mandatory staff training and it will be a requirement that staff complete this training annually.

- ICARE conversations Weekly Target – branch staff

-ICARE sessions are team conversations that are held across the national branch network each week. They cover a range of topics centred on ANZ's core values of integrity, collaboration, accountability, respect and excellence.

- for the week of 25 June 2018 the conversation is about 'Caring for customers who need us most' – the format is open ended, with staff encouraged to share stories about customers who may be particularly vulnerable and require additional support

Appendix One: Internal guidelines for the acceptance of Powers of Attorney and Enduring Powers of Attorney for the various states and territories. These guidelines do not constitute legal advice.

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