



**Australian
Competition &
Consumer
Commission**

Our Ref: 62862
Contact Officer: Jaime Martin
Contact Number: (03) 9290 1477

GPO Box 3131
Canberra ACT 2601

5 September 2017

23 Marcus Clarke Street
Canberra ACT 2601

Chanura Jayasinghe
Customer Propositions Manager
ANZ General Insurance

tel: (02) 6243 1111
fax: (02) 6243 1199

www.accc.gov.au

By email: Chanura.Jayasinghe@anz.com

Dear Mr Jayasinghe

Third line forcing notification N99861 lodged by Australia and New Zealand Banking Group Limited

I refer to the above third line forcing notification lodged by Australia and New Zealand Banking Group Limited (ANZ) with the Australian Competition and Consumer Commission (the ACCC) on 29 August 2017. The notification has been placed on the ACCC's public register.

Legal protection conferred by the notification commences on 12 September 2017.

On the basis of the information that you have provided, it is not intended that further action be taken in this matter at this stage.

As with any notification, please note that the ACCC may act to remove the legal protection provided by the notification at a later stage if it is satisfied that the likely benefit to the public from the conduct will not outweigh the likely detriment to the public from the conduct.

This assessment has been made on the basis that the notifying parties will disclose all relevant terms and conditions to prospective ANZ customers.

The notification describes the conduct as ANZ offering a \$250 rebate on ANZ Home Insurance or ANZ Landlord Insurance to customers on condition that they have acquired an ANZ home loan from ANZ branch staff, ANZ contact centre staff, or third party lenders (namely, an ANZ accredited broker or independent ANZ mobile lender) and hold an eligible ANZ transaction account.

As discussed with you on 5 September 2017, ANZ has confirmed that it is only seeking to notify the third line forcing conduct which involves customers acquiring a home loan through third party lenders. ANZ is not seeking to notify, and the ACCC's decision does not provide immunity for, those elements of the promotion that involve customers submitting loan applications with ANZ's own branch or contact centre staff. ANZ also confirmed that it, and not QBE Insurance (Australia) Limited, is the business offering the rebate on the relevant insurance products.

A copy of this letter has been placed on the ACCC's public register. If you wish to discuss any aspect of this matter, please contact Jaime Martin on (03) 9290 1477.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'D Jones', written in a cursive style.

David Jones
General Manager
Adjudication