



Roy Featherstonee



9 January 2023

ACCC  
GPO Box 3131  
Canberra ACT 2601

### **Proposed ANZ – Suncorp Bank Merger ACCC MA100023-1**

I am against the proposed merger of the ANZ and Suncorp Bank banking entities. This is because of ANZ's poor social licence record. I believe that the merger will only accelerate ANZ's disregard for those outside the larger major Australian cities.

I live in Woodgate Beach QLD which is a small coastal village with a population of 1521 and a median age of 64 at the last census.

I received a letter from ANZ in December 2018 (copy attached) advising me that as of 14 January 2019 that I would no longer be able to use my local Australia Post Office for any ANZ banking. Woodgate Beach has four commercial ATM machines but none by a bank. None of the businesses in town allow cash out with a purchase or otherwise. The only way to obtain cash from your own bank account is to pay a fee of \$2.90 to withdraw \$20 or \$50, etc. That becomes an expensive way of obtaining your own money particularly as a large portion of the population is on a full or part pension.

I wrote to ANZ expressing my disappointment at their decision and received a reply (copy attached) stating "that ANZ was unable to reach an agreement with Australia Post and made a commercial decision to end its contract". Their alternatives are fine if one lives in a large city but regional Australia is being duded by a bank which continues to demonstrate a good commercial instinct (gross cash profit in 2018 was \$6.5 billion) but a poor or non-existent social conscience.

The nearest bank ATM's are in Childers which is 40km away. ANZ had a branch in Childers but that has been closed as has a branch in Bundaberg, This leaves one branch only in Bundaberg just under 60km away or alternatively a branch 100km away in Maryborough.

Late December last year I attempted to deposit cash at the ANZ ATM in Childers which had a sign on it indicating deposits among other services. After accessing the ATM there was no menu item to deposit cash. The nearest ANZ branch and ATM from Childers is 60km away in Bundaberg. I was in Tweed Heads a week or more later and had the same experience at the ATM inside the Tweed City branch. I had to use a teller to make the deposit.

The loss of ANZ access through the Australia Post network of over 3000 branches (according to Australia Post website) makes it very difficult for customers and particularly businesses who need to deposit cash or get change, etc to function efficiently without changing to another bank. 1800 of these Australia Post branches are in regional Australia and handle 80 financial institutions without any apparent issues.

The proposed merger is also very likely to remove the current Suncorp Bank customer access to their accounts through the Australia Post network to the detriment of the many account holders (particularly businesses) in regional areas.

I believe that it is time that all banks had a community service obligation to provide at least a basic banking service of deposit, withdrawal and balance. It appears that most banking institutions are doing so voluntarily. The only one of the "4 major banks" not using the Australia Post network is ANZ.

It is time ANZ stopped playing tennis and provided Australia wide services to all Australians through the Australia Post network as well as their own branches.

The ANZ takeover of Suncorp Bank should not be allowed to proceed unless ANZ undertakes to provide at least basic banking services through the Australia Post network whilst Australia Post continues to offer this service to financial institutions.

My only relationship to ANZ and Australia Post is as an ongoing customer. I have also never worked for either organisation.



Roy Featherstone

Attachments:

ANZ letter "Bank at Post" from ANZ dated 7 December 2018

ANZ letter dated 3 January 2019



**General Manager Transaction  
Banking & Asset Finance**

Level 17, 111 Eagle Street  
Brisbane QLD 4000

[www.anz.com](http://www.anz.com)

3 January 2019

Mr R Featherstone



Dear Mr Featherstone

Thank you for your letter addressed to Mark Hand dated 18 December 2018. Your correspondence was referred to me for review and response.

Your letter outlines your concerns regarding ANZ's decision to end its contract with Australia Post (Bank@Post). Please be assured this decision was made after careful consideration and review of a number of factors. ANZ has been committed to fair and proportionate compensation for the service to Australia Post since 2015. However, ANZ was unable to reach to an agreement with Australia Post and made a commercial decision to end its contract in 2019.

We are disappointed that we were unable to reach a fair and proportionate agreement with Australia Post given we were prepared to pay a substantial increase to access Bank@Post in regional Australia. We don't think it's fair that ANZ should pay the same flat access fee as our largest competitor, given our significantly lower volumes. The result of this would have been that ANZ would effectively be paying around three to four times more than our biggest competitor.

We are aware that the above decisions impacts and inconveniences a number of our customers. We will continue to work with our customers to ensure they understand the different options available as well as continuing to develop further options for customers in Regional Australia.

Yours sincerely,



Cosi De Angelis

**General Manager Transaction Banking & Asset Finance**

7 December 2018



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Mr Roy Featherstone



## Bank@Post service is being discontinued for ANZ customers from Monday 14 January 2019

Dear Mr Featherstone

We're writing to let you know that ANZ customers will no longer be able to use the Bank@Post service for their ANZ banking needs from Monday 14 January 2019.

We understand this may affect the way you currently do your banking and we apologise for the inconvenience. There are many other ways you can continue to do your banking with ANZ which we've outlined in this letter. You can also call us on 1800 801 485 and we'll be happy to help.

### Other ways to do your banking



#### Find an ANZ branch or ATM near you

To find the closest ANZ branch or ATM to you, visit [anz.com/find-ANZ](http://anz.com/find-ANZ), or using the ANZ App, select 'Support', then 'Find ANZ'.

If there's no ANZ ATM in your area, some other financial institutions offer fee-free ATM withdrawals when using your ANZ card. Please see our enclosed flyer for details of which other financial institutions offer fee-free ATM withdrawals for ANZ cardholders.

Some branches also have ANZ Smart ATMs which can be used to deposit cash and cheques 24/7. Cheques clear as quickly as in-branch deposits and cash deposits appear in your account instantly.



#### ANZ Internet Banking

ANZ Internet Banking lets you manage your eligible accounts and pay bills from your compatible devices. Wherever you log in, your online banking is protected by ANZ security.

If you're not registered for ANZ Internet Banking and you would like to use this service, visit [anz.com](http://anz.com) and search for "internet banking".



#### The ANZ App<sup>1</sup>

The ANZ App allows you to transfer money, check your account balances and make payments from your mobile device. You can download the ANZ App from the App Store or Google Play™ and register using your Internet Banking logon details (Customer Registration Number and password).



#### Phone Banking

To use this service, call 13 13 14 for self-service phone banking 24/7. To speak to a customer service consultant, call us between 7.00am and 10.00pm (AEDT). With Phone Banking you can transfer funds between your linked accounts; pay bills using BPAY® and check your account balance and recent transactions.



BAPCB-1812-358 / \*S000358\* /



#### **Taking your customers' payments**

ANZ provides a number of payment solutions, including EFTPOS and BPAY<sup>®</sup>. These solutions enable your customers to make cashless payments either in person or online. Call the Merchant Specialist team on 1300 366 988, Monday to Friday, 8.30am to 7.00pm (AEDT) or visit [anz.com/business](http://anz.com/business) and search "take customer payments" to learn more.



#### **Pay your bills with BPAY<sup>®</sup>**

BPAY<sup>®</sup> lets you pay anytime and anywhere you have internet or mobile banking and is accepted by 45,000 billers. You can pay one-off bills or schedule regular payments. Bills can be paid from your own bank and some billers allow credit card payments.<sup>ii</sup>



#### **Paying your credit card with CardPay Direct**

Take care of your credit card payments with an automatic credit card payment each month. You can set up a minimum monthly amount, a set monthly amount or pay the full closing balance each month.



#### **Paying your credit card by mail**

You can also pay your business credit card by simply completing and detaching the payment advice slip at the bottom of your statement of account and mailing it with your cheque (please do not send cash) to the ANZ Commercial Card Service Centre, PO Box 607D, Melbourne VIC 3001.

Please ensure you allow enough time for your cheque to reach ANZ and be processed by the last day of the agreed interest-free period.

#### **We're here to help**

If you have any questions or need help with your business banking needs, please call our Business Servicing team on 1800 801 485, Monday to Friday, 8.00am to 8.00pm (AEDT). The team can provide you with more information about how you can continue to bank with ANZ.

We appreciate your patience while we make this change.

Kind regards,



**Mark Hand**

ANZ Group Executive, Australia Business and Private Banking

i The ANZ App is provided by Australia and New Zealand Banking Group Limited (ANZ) ABN 11 005 357 522. Super, Shares and Insurance (if available) are not provided by ANZ but entities which are not banks. ANZ does not guarantee them. ANZ recommends that you read the ANZ App Terms and Conditions available on [anz.com](http://anz.com) and consider if this service is appropriate to you prior to making a decision to acquire or use the ANZ App. ANZ App for Android is only available on Google Play™. ANZ App for iPhone is only available from the App Store.

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ii Cash advance fees may apply to some billers.