

My say on bank closures

Good Morning

I write to register my frustration, anger and dismay at the closure of banks in general and in my local area of Sandy Bay in particular. I have elderly parents who now require my assistance IN EVERY ASPECT of their banking which is not only time consuming but equally as frustrating for me as it is for them.

In addition, I am POA for my brother who has a disability and have recently had to visit the branch in the city twice on his behalf to organise opening of a new Commsec account. My brother is unable to use a computer which suggests the banks' drive towards online banking and closure of branches falls in the area of discrimination.

I'm horrified, dismayed and upset that profit is prioritised over convenience, (face to face) connection and service – and I am a shareholder of all four banks.

Where is their commitment to social responsibility at ground level?

Thanks for the opportunity to have my say.

Kind regards
Caroline

Caroline Cumberbatch