

Submission to the Regional Banking Taskforce

I would like to make a submission to the regional banking taskforce, Firstly, I am concerned that Banks in all forms are moving from small towns and the small towns inhabitants are then forced to bank in the larger town, this has flow on effects for all business as the towns folk then shop in the larger town , groceries, and other items. This causes small business to falter then close meaning less services for small towns until those people who live in those towns need to move closer to the larger town for convenience. We are aware that most the Bank customers don't need to go to the banks regularly, however in the town I live in there is no way to bank coin after the bank closes at 1:30pm as the ATM doesn't accept coin, many businesses in Oberon now must carry over cash as they are unable to get to the bank in the afternoon which causes security issues for businesses.

Individuals who need to bank cheques also need to attend a branch in most cases, this means a trip of about 100kms in our case.

When organisations require signatory changes, they also need to have all signatories attend the bank which means in towns such as Blayney and Molong they would need to travel to the larger towns to a bank.

I complained to the CBA when they reduced their hours in Oberon , their response was contradictory and patronising, if the reason they are closing early is to give those customers who want to call, a better experience and so they can train their staff? Then why not just hire more call centre staff and train their staff fully in the first place, they blame the corona virus pandemic, so will the branch reopen when that settles down?

I would question the motives of branch closures not for customer or staff issues but purely for profit and in some circumstances, bonus increases for executives.

And yes, we can use Australia post , for deposits under\$6000 and withdrawals under \$2000 however any signatory changes etc. would still mean an almost 100km round trip to conduct business.

- From Monday 13 September 2021, Oberon Branch will remain open for face-to-face enquiries between 9:30am and 1:00pm, after which time they would close to allow our staff to focus on supporting our customers over the phone and online.
- Over the course of the coronavirus pandemic, we have seen a sustained increase in demand from our customers preferring to complete their banking over the phone and online building on trends we have seen over the past few years.
- This change would use the capabilities of staff at our regional branches to help meet the increased demand from customers across the country who are choosing to use our phone or online channels. It would also give our regional team members an opportunity to build new skills and career pathways while continuing to offer face-to-face service to their local communities.
- The Australia Post outlet located at Oberon - 128 Oberon St, Oberon will be available for customers to conduct personal and business banking transactions such as withdrawals, deposits and bill payments including passbooks during normal business hours.
- The CommBank Customer Service line 13 2221 is available from 6am - 10pm, 365 days a year for general enquiries. Some services are available 24x7, see

commbank.com.au/contactus for details. Enquiries about Commonwealth Bank Home Loans can be made on 13 2224.

Glen, I very much appreciate the time and effort you have put into providing this level of feedback to us because it is the best way for us to develop better service. I hope that my response has been helpful and that our services advised will continue to meet your banking needs.

Your options

There is nothing further you need to do if you are satisfied with the outcome.

Glen Stewart