

## Corporate Affairs

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For Release: 19 March 2002

## ANZ appoints Customer Advocate

ANZ today announced the appointment of Mr Bill Robinson as Customer Advocate, a new independent and senior position designed to ensure satisfactory resolution of customer issues and complaints.

The appointment of the Customer Advocate was foreshadowed in the 2001 ANZ Customer Charter, which made a series of promises to provide customers with better service including an improved complaint resolution process. Mr Robinson will be responsible for providing an independent and impartial approach to negotiating resolution of personal customer complaints and disputes where a complaint has not been resolved to a customer's satisfaction by ANZ's internal complaint resolution procedures.

Mr Robinson is presently Chief Executive Officer of the Legal Practice Board of Victoria and Chairman of the External Audit Committee of the State Revenue Office of Victoria. For six years prior to his present position, he was a Commission Member of the Australian Securities Commission. He has legal training and extensive legal management experience in senior State and Federal Government positions, including negotiation and resolution of disputes and litigation.

ANZ Chief Executive Officer Mr John McFarlane said Mr Robinson's appointment was a signal of the bank's commitment to addressing protracted customer service issues and ensuring prompt and fair problem resolution.

"Bill's appointment will also help promote the importance of quality management and service recovery issues within ANZ and manage adherence to the existing Customer Charter and future improvements. ANZ is serious about this role making a difference and I am pleased we have attracted someone of his seniority and experience to the role," Mr McFarlane said.

Mr Robinson's appointment is a further step in improving ANZ's relationship with customers and the community. It follows the introduction of the ANZ Customer Charter and fee-free transaction banking for over 60s and Commonwealth Health Card Holders in 2001, and lower cost personal banking accounts in 2002.

The Customer Advocate will complement, not substitute, the Australian Banking Industry Ombudsman to whom customers will continue to have access. Mr Robinson will take up his position on 6 May 2002.

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