

## SUBMISSION ON POLICY ISSUES IDENTIFIED IN THE INTERIM REPORT

Submitted By: [REDACTED]

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Submission for: My Self

Name of other person, business or organisation:

Do you agree to your submission being published: Yes

Do you agree to your full name being published: No

Your submission:

Hi

Whilst I would prefer to remain anonymous as I am still employed by a banking institution (for the time being), I cannot fathom how little input from bank staff is requested/considered in this inquiry.

Let me say straight up, any banker should be genuinely interested in leaving a customer in the best possible scenario for the client. I firmly believe this and act accordingly, and I could provide many clients who I have assisted where there has been no personal benefit other than to know I have helped them get in a better place or have more clarity about their future. I pride myself on doing the best I can for every person I meet in my line of work.

I originally emailed the Commission on 18/7/2018 with similar information and have now decided to make a submission due to the process I have had to undertake – hoping it will shed some light for the commission on why bankers stay in their roles and succumb to relentless pressure – sometimes causing themselves and/or others to suffer.

[REDACTED]

You question what position bankers put clients in but not questioning how a bank staffer is caught in between meeting multi pronged targets from 10 levels of bank management, and clients whose main objective is often maximising the amount they can borrow. I have recently refused to write loans for clients who fit banking criteria but, for example, [REDACTED] Because of their [REDACTED]

[REDACTED]

3 similar examples in a month, most months, cause me to not meet targets.

I am a genuinely responsible lender who is paying a price for this. I constantly felt guilty about not performing as, from a bank perspective, performing is all about numbers. Numbers are read out and compared several times a week – ‘weakest’ links appear who may be working harder than anyone else but who refuse to give in to profits as a priority, only for us to end up on stress leave or being pushed out of our jobs and not able to meet our own family commitments.

Banks biggest injustice is to their staff who are bullied and threatened (indirectly of course) into having to meet relentless targets. Ask any bank staffer on the front line and they will tell you what drives this behaviour currently under investigation. Food on the table for their own families. How much profit do you allow banks to make without going unchecked in this area? I feel as though you are all missing the real point. Some staff members might write borderline loans to keep their jobs. Some do it because, as in my example, the client fits the criteria and is considered a good risk for the bank, and meeting targets means they get to keep their job another day regardless of how much interest the client will pay or the real discussion the lender should be having with them.

If there was not insane pressure on bank staff or the corporate wheel of greed was not this far out of control, we might go back to getting real customer service and advice, and not the situation where staff have to choose their family, by doing what it takes to keep their job, over someone else's.

Every appointment in our diary is a statistic – what can come out of it – how many cross sales, how much can we lend them, where else do they have accounts, book them in with a FP, check where else they bank, get them to bring in their insurance papers for proof of ownership and a convenient quote. How many insurance quotes are you converting, what appointments are in for next week? How many are your own leads – how many friends can you refer in. We care about our client? If we genuinely were able to, there should be very few people with home loans and massive credit card or personal loan debts.

I treat every person in my office as a family member – what would I advise them if they were my sibling or child? That's how I approach my work – and I love it as do most of my clients when I am in an appointment that is about them and their genuine best interest - but it has come at a personal cost of feeling as though I am not good enough and cannot achieve the targets, constant guilt even though I worked long and stressful hours, and even abuse by clients who demand that I do not lend responsibly but give them what they want, not to mention undertones by management about performance and allowing borderline loans through to get the numbers. I know clients will probably get loans elsewhere, but I am not happy to contribute to the worsening position of families who cant meet their obligations and unfortunately it now is impacting on my own family with me not in the role due to anxiety since early June, and my income compromised because of my health issues from this.

There are no luncheons for the staff who have most genuinely best assisted our customers – only for the ones who wrote the largest dollar amounts. With this philosophy in all levels of management in the major banks, how can you not expect dodgy practices? Bankers will usually focus more on the bottom line than what is best for the client in front of them, especially when this is at conflict with what is best for the lender and their families. I think there should be a commission into bank hr practices. Bullying, constant threats, micromanaging and happy to throw their staff under the bus at any opportunity. No wonder we need a banking royal commission – you are just missing so much of what should be being reviewed.

In my psych sessions – provided by the bank – I asked my professional helper how many bankers have the same story – they are astounded by the epic proportions of stress leave and burnout in this industry. Do you think targets have dropped because of the commission? No – but criteria has tightened to get a loan so now the lenders will have to work much harder to meet their targets and keep their jobs. There are 2 burning ends to this rod.

I choose to work ethically and responsibly and suffer for it. As much as I love genuinely assisting people, I am now evaluating even returning to work from this point.

So sad only consumers are considered the victims here. Its time this was looked at from all angles.

Fortunately, I am old enough to know sleeping at night is worth far more, but even so, the relentless pressure to meet targets and constant guilt of not being enough when you are working like crazy, has taken its toll on my health and career, and now on my family although they prefer me to be sane than earning an income. The reality is however, we need my income for our life and so I am stuck in not knowing how I got to this point nor how I will move on from it.

**My personal story and why bankers just write loans (In my opinion)**

In order to get the sequence of events correct for you regarding my leave and subsequent claim, I have dot pointed the following:

█ Last of series of incidents that led to me taking leave

█ █ d have some further

█ █

█ █

I am happy to discuss this in person █ but prefer to remain anonymous in any publications and have my personal sequence of events removed.

Thanks