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From: John L Curnow <[REDACTED]>

Sent: Thursday, April 13, 2023 6:10:03 AM (UTC+00:00) Monrovia, Reykjavik

To: ANZ Suncorp Merger

Subject: John Curnow : MA1000023-Submission ..... Response to Statement of Preliminary Views

ACCC , thank you for the opportunity to respond to the Statement of Preliminary Views .....Accordingly I would reinforce my previous statements and add the following ....

ANZ justifies , in part , an acquisition benefit as being able to “better compete in digital age “ , when this really translates to moving their retail banking focus from existing customer focus to one of cost saving benefits as evidenced by , since the application for acquisition was made ,reduction of basic banking services ....towit

: More and ongoing Branch Closures

: Existing branches in some instances removing cash handling options and facilities

: The withdrawal from processing or supplying foreign currency cash changing and purchase opportunities

: Staff reductions in existing branches leaving basic banking customers waiting multiple , multiple , multiple minutes for teller service

These are but a few of the ANZ shortfalls in both customer , and indeed staff , levels of service and satisfaction . An ANZ acquisition would ultimately result in a staff reduction ( look at existing ANZ business ) and consequent level of customer service , which benefits no-one or nothing save for ANZ bottom line . Whilst I accept and indeed agree on the necessity for profitability within the Banking business , indeed all business , it should not occur at the expense of dumbing down customers , staff , and the levels of service expectation in our banking involvements .

ANZ is endeavouring to change its direction from Retail Friendly Banking to that of Merchant Banking . That is clear and is clearly to the detriment of customers , staff , ANZ shareholders and ultimately all Australians as another banks would follow suit . I sincerely trust you dismiss the rationale provided by ANZ for the takeover , and refuse to allow it to occur .

Sincerely .....John Curnow , [REDACTED]

