



David Littleproud MP

Federal Member for Maranoa

Media Statement

February 5, 2018

ANZ to abandon Stanthorpe and Maranoa MP demands to know why

TAKE your business elsewhere: That's Maranoa MP David Littleproud's message to customers as ANZ shocks the Stanthorpe community with its decision to pull services from the rural community.

"This lack of transparency is disgusting. Customers should move their business elsewhere because big banks are not supporting us and our rural communities anymore," Mr Littleproud said.

Mr Littleproud's call came after ANZ was outed on social media by angry customers who received a letter to say the Stanthorpe branch was to close its doors in April.

"I call on ANZ to reconsider its decision because it's pulled services without warning," he said.

"I believe rural communities are entitled to know the trigger point that kicked off this blanket closure or – at least – be given the opportunity to support an underutilised service."

ANZ is not alone in its bush abandonment as Suncorp, Bank of Queensland and Heritage Bank have all recently shut services in bush communities.

"These four banks are blaming declining customer numbers and the rise of internet banking for the closure decision but when I challenged them to release customer usage data, all but ANZ refused. What are they hiding?" Mr Littleproud said.

"When ANZ shut its Jandowae branch last year, it was the first bank to come clean and revealed it was shutting a branch that was well supported as the usage rate at Jandowae was 30% – that's six-times higher than the 5% national average.

"I've requested to see the customer usage rates for ANZ's Stanthorpe and Chinchilla (which the bank announced it would turn into a 'business centre') branches in my electorate and I'm waiting to hear back.

"There was no warning the branches were in danger of closing, these banks just sent a letter with little consultation with the community or its customers.

"This inability to be open, honest and transparent means these banks have something to hide and are choosing profits over people by abandoning rural communities in my electorate."

FACT BOX: Banks abandoning the bush – recent closure announcements in Maranoa

Closure history:

- **ANZ:** Will shut its Stanthorpe branch on April 24, 2018 and will turn the Chinchilla branch into a 'business centre' from April 27. Announced it would shut the Jandowae branch last year, even though its patronage was six-times higher than the national average.
- **Suncorp Bank:** Branches in St George, Kingaroy, Miles, Goondiwindi and Stanthorpe last year. Refused to reveal customer usage rates.
- **Bank of Queensland:** Closed its Miles branch last year. Refused to reveal customer usage rates.
- **Heritage Bank:** Last year closed 26 mini branches, would not reveal all locations to Mr Littleproud. Refused to reveal customer usage rates.

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