

Dear sir/Madam

Thank you for an opportunity to express my displeasure at limited bank hours.

I have asked several people regarding the shift to limiting banking hours for the Esperance Branch of the CommonwealthBank, receiving all sorts of excuses but no satisfactory response.

The most unbelievable response so far has been a suggestion to go to the nearest branch to us!! In Esperance? That's only 400kilometres away which I pointed out to them. In cities the next branch would only be about 5 kilometres away which would be acceptable. However after I pointed this out to the person on the end of the phone, they could see the distance could possibly be a factor in this case. These decisions are made in Sydney and cities with absolutely no regard for country clients.

Other excuses were that the staff were being used in the afternoons as call centres because of lockdowns in the cities for clients who couldn't attend bank branches.

We aren't in and weren't in lockdown and need access to bank branches in more time than just mornings. My own manager complained that she was inconvenienced weekly because the bank was closed at 1pm.

My personal experience was to help several customers outside the bank because they work all morning and can only attend to their banking needs after lunch. In the 15 plus minutes I was at the ATM I put aside what I was there for, to help someone withdraw from her account to deposit into her sons account which she had no idea how to accomplish. I worked through her issue with her and after several attempts was able to resolve her problem. There are many IT illiterate people who just need to be guided but I don't feel that I should be the one to do that. That is what banks are for and always have been. Whilst helping this person I also spoke to more than half a dozen people who were unable to attend the bank in mornings. Eventually I was able to complete my ATM business. I shouldn't have to be doing the work they are paid for. At the very least the bank should be open all day on Thursdays and Fridays.

I hope someone will listen to customers.

Regards

Faye Mackenzie