

The Secretariat  
Regional Banking Taskforce Financial System Division  
The Treasury  
Langton Crescent  
PARKES ACT 2600  
By email: [regionalbanking@treasury.gov.au](mailto:regionalbanking@treasury.gov.au)

18 December 2021

Dear Secretariat,

**Re: Submission to Regional Banking Taskforce Financial System Division**

I refer to your terms of references which are to bring together banks and other key stakeholders to work together in partnership to share information and identify ways in which banks, in collaboration with Government, assess the impact of bank branch closures in the regions.

In the Context, you said:

*Banks provide a variety of services to their customers. These include enabling customers to open and close accounts, to deposit and withdraw cash and to obtain various types of loans.*

*Over time, however, the provision of banking services has changed. Changes in financial regulation, technological developments like the growing use of electronic banking, shifts in consumer demands and demographic shifts towards larger cities and towns have contributed to the pressure on banks to reduce their branch networks.*

*Other data show that more than 80 per cent of Australians prefer to transfer money, pay bills or check account balances online and less than 20 per cent of Australians say they prefer to do their banking activities in branches, with 72 per cent of Australians reporting that they did not visit the branch of their main bank in the month leading up to September 2021*

This submission will affect million customers of [REDACTED].

**Background**

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From my experiences, I would like to provide the response to the questions of the Regional Banking Taskforce Issues Paper as follow:

**Question 1:** *How are Australians changing the ways they are accessing banking services? What are driving these changes?*

**Answer:**

*Online banking.*

**Question 2:** *What banking facilities, services and products are used in regional bank branches?*

**Answer:**

*Cashing cheques and deposits. Doing the daily average banking.*

**Question 3:** *Are there particular banking products or services that need to be delivered face-to-face or have support provided face-to-face? Are any of these particularly important for regional customers?*

**Answer:**

*Yes, most farmers like to trust the individual banker, talk to people face to face so nothing goes wrong.*

**Question 4:** *What are the impacts of regional bank branch closures on the banking needs of individuals?*

**Answer:**

*Most customers would then need to travel up to a day away to reach their bank.*



**Question 5:** *What are the impacts on the banking needs of businesses, community organisations and communities?*

**Answer:**

*Long travel distances impact their daily businesses.*

**Question 6:** *Are there particular issues in the provision of banking services in regional Australia for specific vulnerable groups?*

**Answer:**

*Disabled people would be impacted greatly without access to a local bank, especially with the lack of public transport.*

**Question 7:** *What more could banks do to help customers transition to alternative banking services that would enable them to do their banking in a timely, efficient and cost-effective way?*

**Answer:**

*To, in person, educate the elderly on how to use internet banking, through the use of field days. As many are not literate in computing, and do not own mobile phones.*

**Question 8:** *Are there facilities, services and products provided in bank branches that are not available through alternatives like ATMs, Bank@Post, phone banking, mobile banking, the telephone and the internet?*

**Answer:**

*No personal interactions, signing contracts. Farming inspections.*

**Question 9:** *What are alternatives to bank branch models that would maintain or improve banking services and accessibility in areas where branches have been closed?*

**Answer:**

*They use the post office, because everyone uses the post office.*

**Question 10:** *Are there any alternative models for the provision of banking services that could be considered for adoption by banks in Australia?*

**Answer:**

*Using the post office, as it is already established.*

**Question 11:** *What are the lessons from Australian and international experiences that can help improve banking services and accessibility in regional communities where bank branches have been closed?*

**Answer:**

*Jail time for banking employees who commit criminal conduct, a requirement that they do not return to corporate life and massive penalties for the banks.*

I believe the Regional Banking Taskforce Financial System Division should use my case to demonstrate how farmers and regional small businesses, cannot deal with misconduct by city-based banks. Therefore, in spite of my comments set out above, my family believes all documents that form part of the loan contracts should be forwarded electronically to customers one week before they are asked to sign the agreement.

Should you require further documents, please contact me.

Yours sincerely,

David Browning

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