



Delegates please ensure that all workers on your site or branch get a copy of this update
ANZ Retail
20 February 2009

How is your branch at the moment? We need your feedback

KEY POINTS:

- Your Finsec Union Council has been invited to meet with Wayne Besant and Craig Bruce of ANZ Retail on the 24 February in Auckland to discuss issues in ANZ branches following the bank's decision to not proceed with the branch review.
- This is your opportunity to advise us of issues you would like to be raised with ANZ management.

ACTION:

Delegates:

1. Circulate this Update to members in your site.
2. Identify with members, the issues of importance to you.
3. Fill in the response sheet below and fax it back to Finsec on (04) 385 2214 by Monday 23 February 2009.

Your chance to have issues raised

There has been significant change in ANZ retail, with the voluntary redundancies, and the retail review being put on hold.

Some issues that we think need to be raised with the bank include:

- Staffing levels in branches
- Branches that have been moved to one queue (merging of the CSO1 and CSO2 roles)
- Pressure to achieve targets in light of the economy
- Increase in workloads

We would like to know how you feel about these issues and if there are any others you wish us to raise with the bank.

We need your feedback as soon as possible.

Fax the completed survey sheet back to

Finsec on (04) 385 2214 by 5pm Monday 23 February.

Report back and the potential for ongoing meetings

We will report to members on our discussions with the bank.

It is our view this type of forum with senior management of the bank will be constructive and beneficial, and we will be proposing that it is ongoing after this initial meeting.

Be sure to keep in touch with your local Union Councillor with any significant issues you believe need to be raised. Please also continue talking to non-members at your site about joining Finsec. To be part of the winning team that resolves our issues, non-members need to get on board.

From the ANZ National Union Council

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ANZ Retail Feedback Sheet

All Finsec members in ANZ branches are asked to discuss the questions below and provide feedback to your Union Council so that we can raise your issues with the bank when we meet with them on the 24th of February. (If you do not work in a branch, please don't complete this survey. Thanks)

Branch Name: _____

What are the top 3 issue(s) that your worksite would like discussed with the bank?
(Please list):

1.....

2.....

3.....

Describe the impact of these issues in your work site on customers, staff, and the overall branch?

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**Please fax back to Finsec on 04 385 2214
By 5pm Monday 23 February**