

FAIR CONDUCT PROGRAMME SUMMARY

Westpac New Zealand Limited



Introduction.

At Westpac New Zealand Limited, our customers are at the heart of everything we do, and we have developed our Fair Conduct Programme, which is effective from 31 March 2025, to help us achieve our goal of delivering fair customer outcomes in the provision of our financial products and services.

You can find more information about our products and services on our [Products and Services web page](#).

Our Fair Conduct Programme.

Our Fair Conduct Programme sets out our key policies, processes, systems and controls that are central to the delivery of fair customer outcomes.






Our Fair Conduct Programme is governed by our Fair Conduct Framework and is summarised below.

Product management	<p>We design, review, and maintain our products and services to help deliver fair customer outcomes and have policies, processes, systems and controls that support the following objectives:</p> <ul style="list-style-type: none">• Designing products and services with customer fairness in mind• Offering products and services that meet our customers' objectives• Reviewing and monitoring our products and services for fairness• Providing clear information to help our customers make informed decisions• Meeting our responsible lending obligations.
Distribution	<p>We aim to distribute our products and services in a way that delivers fair customer outcomes and have established policies, processes, systems and controls that support the following objectives:</p> <ul style="list-style-type: none">• Prioritising our customers' needs in our distribution practices• Improving our service by reviewing our customer interactions• Providing extra care to customers experiencing vulnerability• Responding to customer complaints promptly and transparently• Overseeing the delivery of products and services by our distributors.
Managing risk	<p>We identify, monitor and manage risks that could impact the delivery of fair customer outcomes with policies, processes, systems and controls covering:</p> <ul style="list-style-type: none">• Identifying and managing our risks appropriately• Identifying and managing incidents and issues when things go wrong• Remediating our customers fairly when we cause loss or harm• Managing our conflicts of interest• Maintaining the resilience of our key systems.
Our people and culture	<p>We support our staff by providing appropriate training and supervision to help them deliver fair customer outcomes, and we have a range of policies, processes, systems and controls covering:</p> <ul style="list-style-type: none">• Training our staff to deliver fair customer outcomes• Checking that our staff complete their required training• Conducting quality assurance checks on staff work• Setting clear expectations for staff to act ethically• Managing staff misconduct and performance issues• Providing confidential channels for staff to raise concerns• Setting staff remuneration in line with regulatory expectations.

Complaint and dispute resolution process.

We know that things don't always go as planned. If you're unhappy with something we've done, or haven't done, we want to hear about it so we can fix it.

Here's how you can get in touch with us.

-  **0800 400 600** weekdays 7am-8pm, weekends 8am-5pm
-  **+64 9 912 8000** from overseas, charges apply
-  Visit us in person at any branch
-  Write to us at **PO Box 934, Shortland Street, Auckland 1140**
-  Submit a complaint through our website westpac.co.nz/contact-us/complaints

If you're still not happy after we've investigated your complaint, you can get help for free from the Banking Ombudsman Scheme. They're an independent service that helps resolve disputes between banks and customers.

You can find more information about the Banking Ombudsman Scheme on our website or contact them directly at **0800 805 950** or bankomb.org.nz