

## **Commonwealth Bank becomes first major bank to open branches on NSW/ ACT Bank Holiday on 1 August**

**Sydney: 13 July 2011** – After many decades of closing on the first Monday in August, Commonwealth Bank branches in NSW and ACT will now open to meet customer needs after the Bank’s application to trade and provide services to its customers on the Bank Holiday Monday was approved by the NSW State Government.

“For our customers who live in NSW and ACT, it will now be a normal, business-as-usual day. Commonwealth Bank customers, particularly those business customers seeking to make larger more complex transactions will not have to wait until Tuesday 2 August to undertake their banking,” Retail Banking Services Group Executive, Ross McEwan said.

“When we made the commitment to be number 1 in customer satisfaction, we acknowledged that continuing to provide service, access and convenience for our customers was critical.”

“We also understood that our customers would like us to be available when the rest of the State and Territory was operating on a normal weekday and as a result we lodged our application with the NSW State Government to trade on this Bank Holiday.”

Mr McEwan said that he was delighted with the response from staff after the Bank called for volunteers to work. He expects that the majority of Sydney metropolitan and regional branches to open.

“Working the Bank holiday is voluntary for staff, who can choose to work on 1 August in exchange for time in lieu or double time penalty rates, depending on their employment arrangements.

Our branch staff have shown tremendous commitment to our customers by volunteering to open on the Bank Holiday in exchange for a day’s leave to be taken at a later time or for increased remuneration.

Supporting flexibility in our working environment is an ongoing Commonwealth Bank commitment to our staff.”

Mr McEwan confirmed the Bank canvassed opinions of staff prior to making the decision to apply to trade on the Bank holiday.

“The Bank is currently confirming which branches will open based on what staff have elected to work and will communicate to customers later this month.”

**ENDS**

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