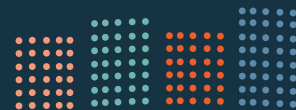


Key findings from ASIC's Better and beyond report



ASIC engaged and collected data from

21 banks



Banks will pay **over \$93 million** in refunds to more than **920,000 customers**



Over **\$33 million**
in fees already refunded to more than
150,000 customers



A further **\$60 million**
to be refunded nationwide to over
770,000 customers

Over one million customers moved into low-fee accounts, saving them an expected
\$50 million in future yearly fees

As a result of our latest review



9

additional banks
removed barriers
to accessing
a low-fee account

7

additional banks
improved processes
for moving customers
to low-fee accounts



6

additional banks are collecting data to **better serve**
their First Nations customers

