

News Release

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Evelyn Halls appointed Customer Fairness Advisor

ANZ today announced the appointment of Evelyn Halls as Customer Fairness Advisor, reporting to Chief Executive Officer Shayne Elliott.

In her new role, Ms Halls will help the bank improve the fairness of the bank's products and services for customers in Australia.

With more than 25 years of experience in the legal and financial services industries, Ms Halls has most recently been the Lead Ombudsman at the Australian Financial Complaints Authority and has extensive experience in Banking and Finance, General Insurance as well as Investments and Advice.

Commenting on the appointment, ANZ Chief Executive Officer Shayne Elliott said: "Evelyn's significant experience across the financial services sector will be crucial in helping us deliver fair products and services.

"As ANZ's services become even more digital, we'll be particularly looking to Evelyn to help us use data responsibly and ensure our decision making is fair.

"This is a crucial role for ANZ that we first established in 2016 and I'm confident Evelyn will build on the legacy of Colin Neave who served as ANZ's inaugural Customer Fairness Advisor."

Ms Halls has previously worked as a partner at Herbert Smith Freehills where she advised corporate and government clients on a wide range of governance matters.

Ms Halls is also a two-time Olympian and an Executive member of the Australian Olympic Committee, serving most recently as the Deputy Chef de Mission of the Australian Olympic Team at the Tokyo Olympics. She is also a member of the Ethics & Integrity Committee of Athletics Australia and was previously an Integrity Commissioner for Cricket Victoria.

Ms Halls will be based in Melbourne and commence her role with ANZ in late March.

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