



Commonwealth Bank

Media Release

PREMIER OPENS COMMONWEALTH BANK CALL CENTRE IN NEWCASTLE

NEWCASTLE, 16 MAY 2002: The Premier of NSW, Mr Bob Carr, today officially opened the Commonwealth Bank's new call centre in Newcastle.

The call centre, Newcastle's largest, has created 200 new jobs already and has been constructed at a cost of more than \$2 million.

John Mulcahy, Group Executive Retail Banking Services, said that the Bank chose Newcastle as the call centre site because it had significant advantages.

"The Hunter Region has succeeded in moving forward from the old economy and is now an important economic region with a highly adaptable workforce," Mr Mulcahy said.

"This call centre is a vote of confidence in Newcastle's future and the Bank is very proud to be investing further in the diversification of the region's industry."

The new positions at the centre were in addition to the jobs created during the construction and fit-out phase and added further to the around 400 staff employed by the Bank in the region.

"The Bank has enjoyed a long association with Newcastle and has, by far, the largest representation here of any financial institution. This includes branches, business banking centres, agencies, ATMs and Woolworths Ezybanking centres."

Mr Mulcahy said that call centres have become vital to the Bank's operations because of the rapid growth of customer demand for telephone banking and help-desk services. The Bank's call centres service the Bank's 10 million customers, employ about 2,200 staff nationally and take more than 130 million calls per year.

Customers can use the Bank's telephone banking facilities to undertake transactions, pay bills, seek product and service information, apply for home loans, credit cards, and a range of other financial services and products and seek assistance from qualified operators.

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