

Addendum 1 Definition of Banking services

The following banking services may continue to operate. To the greatest extent possible, staff providing these functions must be supported to work from home, unless the function cannot be performed without an onsite presence. Any on-site functions must operate under the minimum universal obligations including have a COVID Safe Plan in place.

Financial products or services, credit and payment facilities

- cash supply and currency distribution, including operation of automated teller machines (ATMs);
- payments and banking systems that provide customers with access to funds, including EFTPOS, bill payments, debit cards, telephone banking, internet banking, digital banking, mobile banking, Bank @Post, point of sale and merchant transactions;
- provision of deposit and savings products for consumer, business and institutional customers;
- provision of credit and other facilities, including home loans, credit cards, personal loans, business loans, bill facilities, overdrafts, asset and invoice financing, asset and equipment finance, trade financing, supply chain finance, guarantees and standby letters of credit, documentary credits, corporate lending and other consumer credit and business credit facilities;
- automated direct entry payment processing, including government payments and payroll processing for business customers, as well as payments to suppliers and staff credit functions, including those processing functions necessary for managing retail, corporate and institutional access to credit;
- operation of a branch network, including providing all services ordinarily provided at a bank's branch network;
- services to customers in hardship or vulnerable customers;
- complaints handling and customer assistance;
- payments, clearing, settlement and custodial activities, including interbank settlements, securities settlements and custody, including where these functions are provided to or for other financial institutions;
- operation of financial markets;
- capital markets products and activities (including primary, secondary and ancillary activities and services);
- all trading or financial markets functions and transactions, including in markets operated by exchanges as well as over-the-counter;
- personal and business insurance (including general and life insurance) and processing and payment of insurance claims to existing customers;
- foreign currency exchange and ancillary products and services, including both retail and wholesale services;
- wealth management including funds management and advisory services
- any activity and services relating to derivatives;
- debt markets business, including debt capital markets and securitisations as adviser, issuer, dealer or financier or in any other incidental capacity
- bi-lateral, club and syndicated lending, structured finance, restructuring and workout services;
- provision of superannuation services and processing and payment of superannuation roll-overs, transfers and withdrawals;
- provision of platforms and investment services;
- hedging and permitted proprietary trading;
- communications with new and existing customers individually and collectively;
- the remediation of customers or their accounts; and
- services and activities relating to the exchange (including through electronic means) of security property, including settlement of property transactions.
- operational, treasury, distribution, reporting, communications, monitoring, maintenance, corporate, support and other functions, infrastructure, systems, platforms, channels and processes
- cash distribution and ATM operation and maintenance;
- data and security operations centres;
- security and fraud protection;
- core risk management functions, including market, operational, credit and liquidity risk monitoring and associated regulatory reporting processes and systems, including in relation to financial crime;
- general ledger/finance capabilities to allow monitoring of the overall financial (including capital) position of the bank;
- call centres handling customer transactions and enquiries, telephone banking and customer enquiries and complaints (excluding outgoing sales calls);
- data centres, recovery sites and critical third-party suppliers supporting critical functions;
- custodian services including but not limited to data warehousing and other ancillary services;
- credit and debit cards production
- treasury and finance functions to enable the bank to carry out any activity under or in connection with its funding or liquidity requirements;
- treasury, finance and risk functions to enable the bank to meet its prudential, legislative and policy requirements; and
- custodian, trustee, management and other services performed by the bank or third parties (including without limitation professional trustee companies).
- payment platforms including the NPP;
- channels for machine to machine connectivity including host to host and Application Programming Interfaces;
- investment platforms;
- website, applications, online and mobile banking infrastructure including all related information technology services including applications management, operation and development;
- business continuity operations and management;

- remediation operations and management;
- human resources services including payroll;
- finance, risk, compliance and legal functions;
- all other services required to enable banks to meet their legal, regulatory and contractual obligations, including any laws, by-law, rules, regulations and the like of any government or government agency or a legal entity owned by such bodies or self-regulatory organisation established under statute or a stock exchange;
- engagement with regulators (including stock exchanges) and regulatory reporting;
- credit reporting agencies and related functions providing information for the assessment of credit applications; and
- insolvency, debt management and collections functions.