



Speech by

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MEMBER FOR LOGAN

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SUNCORP-METWAY AUTOMATIC TELLER MACHINES

Mr MICKEL (Logan—ALP) (7.08 p.m.): Honourable members will recall my ongoing calls to upgrade the automatic teller machines outside the Marsden Park shopping centre. The ATM machines are situated near the access/exit roadways at the shopping centre. As such, they are beacons for criminals looking for soft targets. Within the past few months the only bank at the shopping centre has been robbed, as have some of the nearby chain stores.

I have repeatedly called for enclosures so that people can get access to their accounts in privacy and security. Suncorp-Metway recently provided me with the latest information about its merger. That is all very nice, but I am more concerned about the safety of people using Suncorp-Metway ATM machines than about its new uniforms. What I want is Suncorp-Metway to worry about its customers, not the colour of its customers' money. So I wrote to the bank and the manager of electronic operations expressing my concerns. What I received as a reply was a slap in the face for all Suncorp-Metway customers. The electronic operations manager wrote—

"If there is a concern with people making deposits at this device, we could consider de-activation of this facility and offer cash withdrawals only."

What an insult! What an arrogance! Rather than upgrade the safety of its customer facilities, Suncorp-Metway would prefer to take a service away from the people of Marsden. What about the battler who wants to make a deposit after hours? In the Marsden area there would be no choice at all. He or she would have to travel about 10 kilometres to do that. Suncorp-Metway appears more concerned about the bottom line than the safety of its customers. If that is its arrogant attitude, it is no wonder people are taking their money out of that bank and others with a similar high-handed approach.

I do not know how Suncorp-Metway can use the slogan "more for you". Maybe it should be "more for us and nothing for you". It is time it improved the safety of its ATM machines for its customers in Marsden. It is not a hard request to meet. The Police Service down that way agrees with it. I know that the former member for—

Time expired.
