

**From:** [REDACTED]

**Sent:** Thursday, August 10, 2023 1:48 PM

**To:** Commerce Commission Enquiries <[contact@comcom.govt.nz](mailto:contact@comcom.govt.nz)>

**Subject:** NZ Banking review

Please forward onto the review team :

As someone who has attempted to open a new bank account with TSB and Cooperative banks recently I can report the process to do so is a barrier to competition in itself as switching to a new bank is a time consuming, intrusive and arduous process. So much so that one is easily resigned to staying with the current banking provider. No wonder that banks in NZ are so profitable.

