

## MARK HAND

### GROUP EXECUTIVE RETAIL AND COMMERCIAL BANKING



#### SKILLS, EXPERIENCE AND EXPERTISE

Mark Hand is Group Executive Australia Retail and Commercial Banking with responsibility for Retail and Business and Private Banking customers.

Mark is responsible for ANZ's retail and commercial customers across Australia; ANZ's largest market which serves approximately six million customers through a network of branches, business centres, ATMs and leading online and mobile banking applications.

With more than 30 years of experience at ANZ, Mark has developed a deep knowledge of retail and commercial banking and is known for his strong customer focus.

Mark has held senior roles across business and retail banking, as well as credit management, internal audit and international risk in Australia and South Asia. His experience spans consumer banking, transformation, operations, audit, operational risk and governance.

Mark is Chair of the ABA Strategy Committee and ABA Consumer Outcomes Group. He is also Chair of ANZ's Diversity Council in Australia and was a director of the Diversity Council of Australia until 2015. He served as a director of ANZ Bank Taiwan Limited and ANZ Trustees prior to its sale. Mark holds a Bachelor of Business and a Masters of Business Administration from Deakin University.

#### KEY DATES

- 2019** Appointed Group Executive, Australia Retail and Commercial Banking
- 2018** Appointed Group Executive Australia (Acting)
- 2017** Appointed Managing Director, Business & Private Banking
- 2015** Appointed Managing Director, Corporate and Commercial Banking
- 2010** Appointed Managing Director, Retail Distribution, Australia
- 2008** General Manager, Regional Commercial Banking
- 2006** General Manager, Business Banking Manager segment
- 2005** State Manager, Business Banking Victoria & Tasmania
- 2002** District Manager, Business Banking, Melbourne CBD
- 2002** Head of Credit and Operating Risk, SME Banking
- 1996** Head of Audit, Middle East & South Asia
- 1988** Joined ANZ - Group Audit

**Age:** 55 years. **Residence:** Melbourne, Australia. **Nationality:** Australian.