

### **Top Exec from ANZ PNG Wins Finsia Scholarship**

Finsia – the Financial Services Institute of Australasia – is delighted to announce Margaret Mee, Head of Retail Financial Services for ANZ in Papua New Guinea (PNG) as winner of the prestigious 2006 Finsia Hugh D.T. Williamson Scholarship.

As this year's winner, Margaret gains a place at the International Banking Summer School (IBSS) hosted by Finsia in Melbourne 27 August - 6 September and valued at \$15,000. With a strong field of Finsia members nominated, Margaret won the scholarship for her outstanding contributions to the financial services industry and involvement with the wider community.

Since February 2004, Margaret has been creating opportunities for the ANZ's 250 staff in PNG by helping them to develop transferable skills and educating them about how to effectively run a business. Personally, Margaret also has a wonderful community spirit by raising money for those in need. Mr Salter said, "Margaret embodies all the attributes of the Williamson Scholarship. Her sheer passion and determination for reaching her professional goals while helping others is truly inspirational. She has not only enhanced her career but developed a lasting legacy for the local PNG community."

As a member of Finsia, Margaret said, "I see winning the scholarship as a tremendous opportunity to extend my own personal knowledge and networks. But, more importantly, this will empower young professional women within the financial services industry here and in PNG and clearly signals what is achievable for them."

With more than 17 years of industry experience, Margaret is well known for her own extremely hands-on approach to delivering results and engaging those around her. For instance, one of Margaret's first initiatives in PNG was to organise a staff working bee over a weekend to paint the walls of a bank branch. This had such a positive effect on staff pride, and their connection with the workplace and each other, that Margaret followed this up with similar working bees to paint another eight branches around the country.

Another exciting achievement is that all of the branches are meeting a global benchmark for customer service by serving 80 per cent of customers within 10 minutes. This is an amazing achievement since over 1400 customers are served each week, due to a large cash economy and limited Internet banking services.

With the assistance of her local staff, Margaret also designed and developed a more efficient ATM strategy and system for ordering ATM Cards within ANZ's PNG network. But, her main innovation in PNG has been the revamping of the Bonanza Savings account mechanism that encourages people to save rather than borrow to meet the cost of educating their children.

Margaret's involvement with the wider community has also been extensive. She and her husband David support the education of five local children in order for them to have every opportunity to make it in life. She's also walked the Kokoda Trail as part of a fundraising event for Port Moresby Hospital and helped raise money for one of her staff whose husband needed medical treatment in Australia.

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#### **Contact for more information:**

For more information or to obtain a copy of the full interview with Margaret Mee from the June/July issue of Infinsia, please contact Gail Appleby, Finsia, (02) 8248 7657.

## **ABOUT FINZIA**

### **Background**

- Finsia was formed through the merger of Securities Institute of Australia (SIA) and Australasian Institute of Banking and Finance (AIBF). Finsia remains a not-for-profit organisation with 20,000 individual members and 19,000 students with both member and student numbers continuing to grow.
- Hugh D.T. Williamson Scholarship is named in honour of the past president of the Australasian Institute of Banking and Finance (AIBF), now Finsia, and former general manager of the ANZ Bank.
- The Williamson Scholarship is held every year and is open to Australian and New Zealand members of Finsia who have made a significant contribution to the banking profession and have involvement in the wider community.

### **About International Banking Summer School (IBSS)**

- In its 59th year, the International Banking Summer School (IBSS) is a unique annual educational event supported by world-leading banking associations and institutes. The event is also in collaboration with the European Bank Training Network.
- IBSS will be held at the Park Hyatt in Melbourne from 27 August - 6 September 2006.
- The intensive 10-day program draws on the expertise of academics and practitioners involved in leading MBA programs and industry education.
- For more information on IBSS visit Finsia's website: [www.finsia.edu.au](http://www.finsia.edu.au).