

Big 4 Australian bank- Customers facing financial difficulties

The Task

An Australian Big 4 Bank experienced an increased need to engage with clients needing support due to challenging personal financial circumstances.

Our Solution

The Bank engaged Momena to expand the customer facing teams due to our reputation of providing experienced, qualified resources within constrained timeframes.

Client Outcome



Momena has become the Bank's principal supplier of specialist resources within a critical customer-facing function, supporting a program designed to manage sensitive and complex customer circumstances. What began as an urgent request for nine resources quickly evolved into a long-term partnership, underpinned by consistent monthly intakes across multiple states.



This sustained and ongoing demand for resources has been matched by the proven capability and quality of talent supplied by Momena.



The program's scope has progressively expanded into adjacent areas of the Bank, where regulatory scrutiny and customer impact have required tailored, people-centric interventions.



Momena's deployed team engages directly with vulnerable and at-risk customers, navigating complex scenarios that demand both technical acumen and emotional intelligence. The ability of our consultants to demonstrate genuine empathy, while ensuring fair and balanced outcomes for both the customer and the Bank, has been critical to the success of the initiative.



To date, Momena has successfully deployed over 100 high-performing professionals into this program, continuing to scale in line with the Bank's evolving needs. Our flexible delivery model, hands-on account management, and deep understanding of risk, compliance, and the requirements of empathetic customer engagement enable us to remain a trusted partner in achieving both regulatory compliance and improved customer outcomes.