

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: Charles Richard Campbell

Email: [REDACTED] u

Phone Number: [REDACTED]

Submission for: My Self

Name of other person, business or organisation:

Do you agree to your submission being published: Yes

Do you agree to your full name being published: Yes

Your submission:

Recently my credit card was compromised. Online transactions were made by others without my knowledge.

The [REDACTED] fraud division responded promptly to this by freezing my card. They also repaid the illegal transactions. They were not able to contact me as I was not in an area serviced by mobile connections. The staff member at the [REDACTED] [REDACTED] who found out why my card wouldn't work was very, very helpful.

When I returned home there were multiple letters from [REDACTED] and a new card with a new number.

One of these letters informed me that automatic payments would be stopped on the old card and that I would need to advise the recipients of these payments if I wished to continue these payments.

Most of the payments were stopped and I advised the recipients of the new card details.

Of interest was a long term accident insurance policy which I had been meaning to cancel since my retirement and thought the change of card number would save me the trouble. This policy was with [REDACTED] - an associate (somehow) of [REDACTED]

This payment continues to be deducted.

I have approached my local [REDACTED] branch at [REDACTED]. They were less than helpful, claiming they cannot stop payments from my account - I would have to contact [REDACTED] and cancel my policy.

I then phoned the fraud line for [REDACTED]. They advised that all payments had been stopped and couldn't explain why this payment continued. They also couldn't say how [REDACTED] had obtained the new details. The following quote is taken from my [REDACTED]

[REDACTED] INSURANCE MELBOURNE

WE'VE TEMPORARILY REDIRECTED THIS DIRECT

DEBIT FROM YOUR OLD CARD - PLEASE UPDATE

YOUR PROVIDER WITH YOUR NEW CARD DETAILS

At least the fraud line tried to be helpful.

It appears that the insurance industry and banking industry, or at least [REDACTED] work hand in hand in their attempts to make money for no or improper services.