

SUBMISSION ON POLICY ISSUES IDENTIFIED IN THE INTERIM REPORT

Submitted By: [REDACTED]

Email: [REDACTED]

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: No

Your submission:

Dear Sir/Madame,

I am disappointed the interim report does not address international transfers of money. I have been issued threats of legal action from [REDACTED] locally trading as [REDACTED] locally as per the response from the Financial Ombudsman of Australia.

In short, I attempting to arrange a transfer of funds to the UK.

1. I was told the transfer of funds of could be arranged and that I needed to transfer x amount of cash to their bank account.

2. I was not wholly satisfied and comfortable with this and did not proceed with the transfer of funds.

3. They claim I was informed I would be charged on this and the amount was \$1800+ dollars. I was never informed about this amount at the time of transaction, nor given a cooling off period./

4. [REDACTED] never actually made any transfer of any sort to anybody during this period.

5. They have since sent me legal threats via email from England with threats to conduct court proceedings in the UK. I have no recourse for these being in Australia.

6. Since December 2017 when I contacted them to inform them I would not be proceeding and complaints made since then, I have not been contacted on my complaints until yesterday through the Ombudsman in the UK.

Other less able people and elderly people are obviously being targeted to extort money like this with the threats of legal action.

Thanks for looking into this matter!

Best Regards,

[REDACTED]