

SUBMISSION ON POLICY ISSUES IDENTIFIED IN THE INTERIM REPORT

Submitted By: eric wells

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: Yes

Your submission:

Today, the 25th of October 2018, from 5.00 pm to 5.30 pm, in just attempting to closing an [REDACTED] credit card account, which we do not , nor have ever used, my wife was put through the "wringer" by two successive employees, for a very small amount of money, WHICH IS NOT owed, and never was.

Despite having been shown up as being not at all attuned to customers needs, this bank, and I would think others, simply go on their merry way, ignoring the needs of customers.

I have JUST, and I mean just come home from hospital today, having been there for 10 days recovering from life threatening surgery.

To hear my wife subjected to this barrage of questions did nothing for my recovery.

Should you need further information, or wish to speak to me, my mobile number is [REDACTED]

Sincerely,

Eric Wells