

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 Commissioner,

Over nine years I have now been in difficulty with credit card debts.

LENGTH OF TIME FOR SOLUTIONS

What are the financial institutions so slow to answer my letters or do not answer my correspondence??

There should be a reasonable and practical time limit set for the financial institutions to get back to people. The telecommunications industry have financial penalties.

Commissioner, I too made mistakes, I don't discount my contribution to my problems, but this commission is about the banks.

SOLD MY DEBT TO ARL DEBT COLLECTION

Even though I am an accident insurance customer of [REDACTED] and my contact details were up to date with that policy, [REDACTED] still sold my debt to [REDACTED]. It is a little convenient they did so just before or around the start of the Royal Commission.

SURELY IT IS ILLEGAL TO SELL THE DEBT WHEN THERE IS A LIKELIHOOD OF MISCONDUCT OR POSSIBLE ILLEGAL ACTIONS SURROUNDING MY DEBT

I have outlined recently to [REDACTED] why misconduct is likely. They knocked me back once saying that they do not own the debt anymore but I am expecting an answer from them this time.

PERHAPS AN OMBUDSMAN SHOULD DECIDE IF DEBT CAN BE SOLD OFF??

THREATS AFTER THREATS - I HAVE HAD THEM ALL

Should there not be a code of conduct which states what financial institutions can say when it comes to threats to collect money. The latest one I had this month was a text message saying "this is your last chance" Do they mean last chance before my death or something else??

I've been threatened with possession of my car and then when I paid them the amount they wanted under enormous stress they then said to me it would be three more weeks before I find out if I can keep the car. Three weeks of worry and stress after I paid them what they wanted. They sent a guy to my door for that one.

The tax department have been threatening jail in their letters.

Commissioner, why should not [REDACTED] not appear at the commission and advise if he knew he was hurting people and perhaps contributing to suicides when they made decisions at the bank between 2009 and 2013. Why are the previous CEO's not appearing at the commission so we can find out if the banks actions were intentional. I and my representative would like to question the former CEO's of the top four banks.

Commissioner, at one stage I had 7 credit cards and tens of thousands in debt. If [REDACTED] or their debt purchasers bankrupt me know for the remaining \$10 - \$15K that will be 12 years they have cursed me with their financial policies??

THESE ISSUES COULD HAVE BEEN SORTED OUT IN HALF THAT TIME.

I AM AN ENTERPRISING PERSON WHO WANTS TO CONTRIBUTE TO AUSTRALIA'S FUTURE. I want to run my business and pay taxes and hire people but the banks with their nonchalant attitudes and systems that do not help customers have

prevented me from doing that for 9 years now.

WHEN WILL IT STOP - THEY HAVE THROWN EVERYTHING AT ME AND SOMEHOW IAM STILL ALIVE.

All the while the former CEO's and senior bank management live in retirement with bonuses that came from the mistreatment of customers, from greed, from no care if their customers killed themselves. They led organisations on the dark side of reasonable standards.

I wish to appear at the commission and offer a report on what I have been through but I also have many suggestions on reform. I would be gracious if I can appear.

I have further supplementary information to submit to the commissiion if that is possible in the future.

Regards

