

BANKING ROYAL COMMISSION

Complaint about [REDACTED] in Melbourne

I own and operate a small sole trading business Gawler Screen Printers at 136 Calton Road Kalbeeba SA 5118. [REDACTED] has always been the bank in which I have conducted all my banking with during my life time. I am now the age of 62 years.

I had a very good working relationship with [REDACTED] [REDACTED]. I regularly arranged appointments to meet with [REDACTED] at the [REDACTED] Branch.

I regularly conversed with my [REDACTED] options for the business and future investment in property.

In November 2013 through [REDACTED] I was to purchase a property should I secure a mortgage loan from [REDACTED] for, Unit 99 "North Lakes Views", 1757 Anzac Avenue Mango Hill QLD Purchase cost \$320,000

On my behalf [REDACTED] applied to [REDACTED] for a Mortgage Loan. [REDACTED] refused this Mortgage Loan. The contract was ended from [REDACTED] losing my \$1,000 deposit.

Against my permission my [REDACTED] was taken out of the control of the [REDACTED] [REDACTED] and sent to the control [REDACTED] section at Melbourne.

I received several phone calls from [REDACTED] now offering Investment Mortgage Loan to purchase an investment property

In my reply I stated "I am confused you recently refused my application for a Mortgage Loan to purchase property in Mango Hill for \$320,000. This person strongly recommended I reapply for an investment mortgage loan.

A short time later I submitted an application to submit an offer on a property at 704 Harris Road Wasleys SA. The clause condition of this offer was only if I could get finance approval from the [REDACTED] [REDACTED]. If the [REDACTED] loan was refused then I did not have to follow through with the purchase of this property.

I received an email from the Melbourne Lending Division that they would finance not only the whole purchase price \$432,000 but also the costs involved to purchase the primary production property at Wasleys that consisted of 45 acres the amount being \$455,000.

My freehold property at 136 Calton Road Kalbeeba was to be security on the Wasleys property

I had secured a tenant that would commence renting from date of settlement. I would property manage myself. The tenant had agreed to pay rent of \$644 per week and due to keeping horses would pay maintenance on any damages their horses did and a 3rd Party Insurance.

I would earn an income from share farming the 30 acre paddock. I had calculated that this property would be positively geared. That rent would cover the interest amount and the share farming would cover other expenses. I had Farming Insurance to cover house, shedding, fencing etc. along with Landlord Insurance.

If this [REDACTED] was to be approved I would be required to reduce my personal [REDACTED] limit which was \$33,000 and my second Visa Credit Card used for business purchases limit which was \$7,000

When I proceeded with the Mortgage Loan for [REDACTED] not only did they not reduce both credit Card limits, but they provided an addition [REDACTED] Credit Card with a \$10,000 limit.

During the month of May 2014 before the settlement date and during the purchase process of Wasleys, [REDACTED] Melbourne provided regular and easy phone contact and responded to emails.

After the settlement date of 27th June 2014 it became extremely difficult to make phone contact with [REDACTED]

The initial set up of the mortgage loan was incorrectly set up. This took some time to rectify this major problem with the mortgage loan accounts.

Following is the accounts set up for the purchase of Wasleys

[REDACTED]

Debt amount commenced with \$455,000
 Opening Interest rate on borrowings 7.36%
 Account Descriptor – [REDACTED]
 Interest only term expires 27/6/2019

[REDACTED]

Account Name Margaret Pearce
 Opening Zero balance
 Account Descriptor – Investment Property

[REDACTED]

Opening Balance \$150.00 (annual card fee)
 Facility Limit \$10,000

Shortly after the settlement date of Wasleys property [REDACTED] went on maternity leave and my account was on forwarded to another person in the [REDACTED] [REDACTED] Melbourne

leave a message for either to call me back. It would take some days if at all for either to return a call.

So to provide a review, the service I received and my financial position was all in good and stable order whilst my account remained in the [REDACTED]. Once my account was sent to [REDACTED] Melbourne without my permission, [REDACTED] service became non-existent. I was made to feel complete abandonment by the [REDACTED]. Why was I refused a loan for \$320,000 for Mango Hill Investment and several months later [REDACTED] were contacting me offering investment loan for much high amount? Why after a few years of disgruntlement with my account being sent to [REDACTED] Melbourne, it took just a half day to return my account to [REDACTED] and appointed a [REDACTED] [REDACTED]. Extremely obvious that my [REDACTED] was only returned to [REDACTED] Branch due to the embarrassment [REDACTED] received at the Business Breakfast and the interim outcome from the Banking Royal Commission. It would appear that the [REDACTED] sector have gone into panic mode, to quickly fix known customer service long standing problems and issues.