

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

Submitted By: Samuel Lackey

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:

I had a super account number [REDACTED] with [REDACTED] from 5/6/03 to 4/4/12. During that time I deposited \$162,000.00 into account but only received \$156,204.98 on closing the account. During that time I was charged a monthly Adviser Fee of \$12.13 per month for a total of \$1601.16. During that time I never received nor requested any financial advice. I contacted [REDACTED] Case Manager – Customer Experience Complaints Team | [REDACTED] and requested refund of these fees of \$1601.16 as no service was provided. I exchanged many emails requesting a refund between 20/8/18 and 19/9/18. [REDACTED] has rejected my request for any refund advising me [REDACTED] would not refund adviser fees. Can the Royal Commission help me in obtaining a refund on these fees for which no service was provided?