

The Treasury Department and their UNSATISFACTORY EDR's!

Up until a few months ago, we had gone through more than 2 years of our case of misery by the bank, placed in the hands of the Ombudsman with FOS. For us, it was the HUGEST waste of time! FOS, only acts in the interests of the Bank, and lining their own pockets – absolutely precious little toward the bank customers they were supposed to be representing!

Our case was a revealing account of Bank Fraud, of figures put on the original home loan application by a Broker – not seen by us, until we applied for a copy of the original application form for the home loan. The bank advised that some of the information would be hidden because of privacy issues (not showing earnings put down for the other 2 title Holder's on the home loan) – left stunned when the copy of the Application form arrived, to see 2 lines of income amounting to just on \$300,000.00 annually!! The lies unfolded on the original form the Broker never showed us after filling it out so readily accepted by the bank. We realised the bank never checked to see if the figures were correct, nor question why we would be wanting an amount for a home loan equalling the earnings stated on the form.

FOS', determination was made, with reimbursement of a few thousand dollars, on a top-up of the loan (to repay the loan) and considered a credit card we had been granted, reimbursing most of that (which we never expected or asked to be considered) – but the largest amount for the loan, they refused to consider, despite they had requested full proof of earnings on my part at the time. I was told by the Lawyer acting on our behalf (from) the Ombudsman knew the earnings I produced from the ATO, and the figures written on the form were not correct, claiming it was not their responsibility but ours – claiming we had 'hired' the Broker? We were advised to accept the Ombudsman's, decision as we wouldn't do any better in a court of law. We were given 30 days to make up our mind whether we accepted it or not. The Lawyer told us to make up our minds and quickly, left with no choice but to accept it. We were in financial hardship as it was trying to meet crippling payments.

Later, the Bank as a so called gesture of 'good-will' made an offer to us to make reduced payments to help us in some way. After this offer was made by , we were contacted months later by a Customer Satisfaction Officer, with the banks offer – 3 months of reduced payments, but the shortfall all had to be repaid in full. We were also asked if we accepted their terms for financial hardship, we were to NEVER again to bring a complaint against the bank or any of its Employee's. I wrote back after discussion with the other 2 Title Deed Holder's, and all agreed it was just outright 'BLACKMAIL' by the bank!! I responded to the Banks offer that it was nothing less than blackmail, and we would NOT accept it.

This example is just one of thousands of other Australians are going through – our recommendation is to have an independent body outside of ASIC, FOS, CIO, CAL, or any other doomed to fail organisation for an independent and fair review of consumers cases.

Secondly, there be a ROYAL COMMISSION into the Banks, to bring them in to account.

We are completely dissatisfied with the way our case has been handled, leaving us in crippling debt and anger at being passed off as a 'number' the bank would rather see go away.

Thomas & Philippa Goddard