

I will not at this time waste time telling the background of our experience with . Suffice it to say with my submission that dealing with FOS was a complete waste of time. Just making me more angry to the point where I was in utter despair.

The FOS should be completely independent of both the Banks and Government. The Government could collect the funding as part of a super profits tax or the banks could fund by each giving an amount to a consolidated fund. This may look like \$? by each of the big banks then another \$? amount for lesser banks / credit unions etc. If a particular Bank has more complaints than others they should be penalised.

Our complaint was over the \$350K/\$500k so we did not get off the ground. The Bank just laughed at us and it seemed they were in control so I am not sure that FOS was independent. That Independence is very important when you are in dispute with a Bank that ignored its own Banking Code of Conduct.

Although I have limited time and would have preferred an extension of time in making this submission the FOS needs urgently to have staff on the ground to liaise when a wrong has been committed by the Banks. Emails and phone calls are lovely however there needs to be bums on seats where I or anyone can talk face to face. I would have travelled to Canberra/Perth anywhere for that customer / citizen one on one. As it was at the time Bruce Bilsen MP sent his chief of staff to meet with us.

The Bank and Receiver told Police and others that we were white collar criminals. This resulted in other matters. We are suing the Qld Police at the moment. We were investigated by the Office of Fair Trading however there has never been a charge laid nor sanction placed on me or and . Too late the damage had already been done.

Finally, I am sure that my points have been covered by more intelligent people. I would still request more time to make my submission. The Banks are running scared at the moment after bullying and unconscionable behaviour has been exposed. They say they are sorry for their actions. However if I was a bank robber and after being caught said I was sorry, should I go unpunished?

Kind regards
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