

To:

AFCAreview@treasury.com.gov.au

Subject:

Submission

Date:

Sunday, 7 March 2021 5:01:28 PM

My submission to AFCA

1. I do not believe that AFCA are meeting it's objective of resolving complaints in a way that is fair, efficient, or a timely manner.
2. 26th December 2019 I made a complaint to AFCA
3. 2nd January 2020 I received confirmation of my complaint
4. 27th January 2020 Notice of progressing my claim.
5. 2nd March 2020 I emailed AFCA to express my dissatisfaction with the delays and instructed them of my withdrawal.
6. 14 April 2020 I received notice that my file was closed but they would hold my complaint until a clear decision from government about the CSLR. They said that they would keep in regular contact and update should anything change.
7. I have had no further correspondence with AFCA but have been informed by another source that AFCA cannot proceed without a CSLR.
8. Throwing more money at this problem will not help unless it is money that can be used for unsolved complaints.
9. I do not see the need for an assessor unless they have the power to make decisions and pay compensation when companies are in liquidation.
10. 7th March 2021 I still do not have a resolution to my complaint.

Sent from [Mail](#) for Windows 10