

From: [REDACTED]
To: [AFCA Review](#)
Subject: re: Response to Questions about AFCA
Date: Tuesday, 23 March 2021 2:05:10 PM

Q.1 Is AFCA meeting it's statutory obligations of resolving complaints in a way that is fair, efficient, timely and independent

Short answer; NO

With other victims of the Sterling New Life (SNL) theft of our Life Savings with their " Rent for Life" PONZI SCAM we registered for AFCA in October 2019, only to resign en-masse soon after.

Then AFCA went into receivership and announced it had NO Insurance

I did not get a case manager

This became a big problem as most of the SNL SCAM have lost Hundreds of Thousands of Dollars and could see no way of recovering the stolen funds from AFCA, the receivers, KPMG, had announced that we who had deposited funds with SNL had no claim on assets and their so called shares were valueless!

I personally did not have any shares in this SCAM but all my life saving into a Rent for Life and assured it would go into a trust account!!!

It appears redress for this Scam will have to wait for the current government to pass a scheme of Compensation of Last Resort. Which it appears they are in no hurry to do at present. They are now talking about 2025-2026 as a possibility!!

Unfortunately AFCA has become a meaningless agency.

Q1.1 AFCA's dispute resolution and approach and capability producing consistent, predictable and quality outcomes.

Definitely not in my case!

Q1.2 Are AFCA's process for the identification and appropriate response to systemic issues arising from complaints effective?

No

Q1.3 Do AfCA's funding and fee structure that should be considered by AFCA to impact competition? Are there enhancement to the funding model that should be considered by AFCA to alleviate any impacts on competition while balancing the need for a sustainable fee for service model?

No service NO fee!

Q.2 do the monetary limits on claims that maybe made to, and limits that may be determined by AFCA I relation to disputes about credit facilities provided to primary production businesses, Including agriculture , fisheries and forestry businesses remain adequate?

I have NO knowledge of these businesses!

Q.3 AFCA's independent Assessor has the ability to review complaints about the standard

of service provided by AFCA in resolving complaints. The independent assessor does not have the power to review the merits or substance of the AFCA decision.

Unfortunately, internal enquiries are Not suitable to review internal decisions. Honest decisions are made by honest EXTERNAL reviewers.

Q3.1 Is the scope remit and operation of AfCA's Independent Assessor function appropriate and effective?

See answer above Q.3

Q.4 is there any need for AFCA to have an internal Mechanism where the substance of its decision can be reviewed? How should any such mechanism operate to ensure that consumers and small businesses have access to timely decisions of AFCA?

Only if that entity can operate with scrupulous honesty!

Yours sincerely

A solid black rectangular box used to redact the sender's name and signature.

Sent from my Galaxy