

From: [REDACTED]
To: [AFCA Review](#)
Subject: Review of the Australian Financial Complaints Authority
Date: Friday, 26 March 2021 8:05:48 PM

Name: Scott Pearce

This email functions as my submission to the Review of the Australian Financial Complaints Authority.

My complaint is made up of several parts. Firstly, AFCA funding and independence. An organisation funded by the institutions it claims to hold accountable is a clear conflict of interest. In much the same way that a political party accepting significant donations from an interest group that could be seen as a conflict of interest.

More significantly, AFCA's incompetence, inability, or unwillingness, to demonstrate an understanding of submissions, it's lack of communication, emails go unanswered, timelines are not adhered to, and it's never ending delay in reviewing cases, make AFCA a liability to those who desperately need its help.

AFCA heard my case after the Financial Ombudsman's Service failed on three occasions to hold the Bank of Melbourne accountable for violations of agreed contracts regarding a home loan, which included BOM failing to fully disclose available hardship options, and for making misleading and untrue statements about my financial position. AFCA's initial findings consisted of fully agreeing with BOM narratives. My demand for a review was premised on BOM claims I had not submitted crucial documents required for hardship consideration with regards to the home loan. I had email records showing such forms had been submitted. Thus began the review, initially stated by AFCA as like taking a few months. More than a year later I am still waiting.

I charge that AFCA wilfully and enthusiastically enables the banking industry to exploit its customers. I charge that AFCA masquerades as third-party arbitrators, but demonstrate in action a shambling bureaucratic indifference that is beholden to the nefarious banking robber-barons. What say you? This malpractice has gone unanswered and unaddressed. What of this review? Who is reading this? What will change? If the recent Banking Royal Commission gives any indication, then the answer is clear that nothing will change. The consumer, myself, has good reason to be suspicious and frustrated. This is clearly a rigged game

Without any respect or regard for you or your office,

Scott Pearce

Sent from my iPhone