

(Mrs) Margaret Smith-Beale

13<sup>th</sup> December 2021

Dear Secretariat,

I have very recently moved into a Retirement Village, here in Park Holme, before moving here, I lived in MT Barker.

In MT Barker, we had access to 3 different Banks, which gave very good service, my Bank was Bendigo Bank.

Last week, I needed to pay an account, at the Commonwealth Bank.

I drove to Glenelg and tried to pay this account. I was told, I could not pay, by Credit Card, I needed to go to withdraw cash - then move over to the teller, who would accept my payment. I left the bank!!

Instead, I drove to Goodwood, found a Bendigo and Adelaide Bank who gave me service and a smile

My point is, Park Holme has a large population of elderly folk, most of which, don't drive, we either have to get to Navion Shopping Centre or Glenelg.

To those of us who have worked all our lives, it seems we are just a burden to all business and society.

to pay an account, if you choose to do so -  
 via the telephone, you must press 1, 2, 3, 4,  
 etc when you do get to where you want -  
 the telephone is, 9 times out of 10, answered  
 by someone, who speaks very quickly and  
 is too busy, to listen to us, because  
 we speak slowly, we also suffer deafness  
 which doesn't help the situation.

It's the same, with Rates, & Electricity etc  
 Councils etc etc  
 we need Banks near our district, most  
 don't drive and many find it difficult  
 to walk distances.

To you I say, enjoy your youth  
 because it's "hell" being aged & aged.

Laura Smith-Beale

P.S I realise you will pass over  
 this letter, in a blink of an eye,  
 it's useless rubbish.