

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS

Bank of Queensland

BAQ17QON: **Mr CRAIG KELLY:** ...Why are those cases in the supreme or federal courts rather than at the Financial Complaints Authority?

Mr Frazis: On those three cases, it's the choice of the customer to take us to court, as opposed to—

Mr CRAIG KELLY: Was it because the amount of the dispute was above the threshold for the Financial Complaints Authority?

Mr Frazis: I will have to take that on notice.

Answer: For customer one, the amount falls within AFCA's jurisdictional limit but the customer chose to commence the proceeding in the District Court in NSW.

For customer two, the customer had existing proceedings on foot in the Victorian Civil and Administrative Tribunal.

For customer three, the customer sought relief against co-borrowers that could not be provided by AFCA. The allegations against BOQ arise out of the same facts.