

I am a victim of Bank maladministration by two Banks involved in an Investment Property Loan beginning back in 2007. We were provided a Low Doc Loan by both Banks and it was never suggested that any other type of product was suitable to purchase the Investment Property. In hindsight just the fact that we trusted the Bank and the Bank Manager we had dealt with for around 20 years that we did not question the product they were thrusting upon us and if it was the product that best suited us. Because the trend at the time was to use the borrowers equity in their own property. Put that equity against investment properties that were later found to be overvalued and give buffer loans to take up the gap of the overstated rental values which the Banks were accepting and using as leverage in the assets and affordability.

The entire sting was a cleverly orchestrated asset grab and pocket filled with dollars scam, white collar criminals taking the hard earned dollars of decent Australians and converting it to exorbitant massive bonuses for greedy Bank executives. The sheer fact that the claim by all Banks during this period of thrashing our toxic Low Doc products was, but the customer signed the Income Declaration and the Loan Application Forms. Well, as found in my case alone and I know many others in the same situation that their figures they supplied or as in our case that we signed for had been altered AFTER OUR SIGNATURE WAS GAINED. We also supplied 3 years of tax figures but the Broker involved denies that (we had no reason not to give figures we had 10 years worth of tax returns since starting our business to supply). So my question to the Bank was, on what did you base your affordability assessment and they responded that it was based on our declaration. I told the Bank that the Declaration copy that we received back was not our income figures and they had been altered after our signatures had been attained. The Banks responded by saying that the Broker collected the information and it is nothing to do with them to which I said that it is their job to verify that information and because they had not it is their problem. In responsible lending practices the Lending Institution has an obligation to find out any information collected on behalf of the customer by a third party (for example a Broker) is true and correct. Since the deregulation of the Banking and Finance Industries and the Government Guarantee given to the Banks the quality, standards and accordance to guidelines by these Industries has dropped to appalling.

I personally have had one Bank found guilty of maladministration by FOS and a second Bank is at present fighting to explain why it did not as the first Bank bother to verify the contents of the documentation supplied to them by the Broker. The other scenario of course is that as we now know the loans were not tailored to fit the client but the client tailored to fit the loan. So somewhere one or the other is tampering with the loan figures be it the Bank or the Broker they both have a great deal to answer for. These Industries are dealing not only with the largest purchase most people will ever make but their entire futures and in some sad cases their lives.

I believe it to be high time for stringent regulations to be put back into place on industries dealing in such high stakes. The fact that there has been so many requests for the Banking and Finance Industries to be held accountable for some of the appalling practices and massive profit margining we have witnessed over the past few years, it is the right timing for a far reaching Royal Commission right now. If as these industries keep stating and using as their only defence "WE HAVE NOTHING TO HIDE" then lets put it all on the table and let everybody see the cards. I for one would be thrilled to be proved wrong and find out our Banking and Finance Industries are squeaky clean but we all know that wont be the case. The one thing these industries do have to gain out of a far reaching Royal Commission is that it will clean up their back yard and throw out the crooks that have been raping and pilaging to fill up their own coffers.

I would implore the elected Senators to stand for what is right and just and demand their be a far reaching Royal Commission as the truth must come out and assist decent Aussies the right they deserve to a fair go in law. Thank you for accepting my letter of concern. I feel I speak for so many others affected by the scourge of this ponzi asset grab that has left such a bad scar on our financial system and the gaping holes in our legislation which has allowed our Banks to over profit at the expense of us the consumers.

Yours Sincerely