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Good Afternoon

Please see below email trail highlighting the difficulties faced in Regional WA to get a simple transaction completed for the Pilbara Inland Chamber of Commerce and Industries.  
The process to have unclaimed money returned started in June 2023.

We are still no closer to having the funds returned. The bank is inflexible with making provisions for us in Regional Australia.

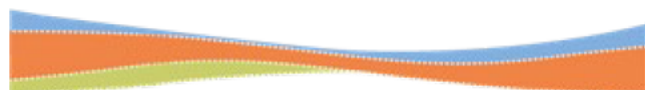
Please submit this as evidence for Rural and Regional Affairs and Transport References Committee - Bank closures in regional Australia - Tom Price Public Hearing.

Regards,

**Carlen Woods**  
Regional Manager

Tom Price WA 6751

[Website](#) →



**Ashburton Aboriginal Corporation**  
ICN 3615

*AAC acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respect to them and their cultures, and to the elders both past and present.*

Hi Sylvia,

Thanks for the email, We would advise you to please get your documents certified by Australian Embassy.

Thanks & Regards

Cash & Transactional Banking Operations  
Group Operations



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**From:** CEO at Nintirri <  
**Sent:** Thursday, April 18, 2024  
**To:** NSW Account Maintenance

**Subject:** RE: Unclaimed Money 2023 - Westpac

Dear xxx,

Kindly advise.

**Save a Tree. Don't hit Print.**

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** CEO at Nintirri  
**Sent:** Wednesday, April 3, 2024  
**To:** NSW Account Maintenance

**Subject:** RE: Unclaimed Money 2023 - Westpac

Hello xxxx,

We are located in the remote Pilbara where options to have documents certified are very limited. Brian and myself have had ID documents certified by authorised persons. Surely, this will suffice??????

We started this process nine months ago and are still no closer to having funds returned.

xxx, can you please advise an escalation process for these instances?

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** NSW Account Maintenance  
**Sent:** Wednesday, April 3, 2024  
**TO:** CEO at Nintirri

**Subject:** RE: ~~Unclaimed Money 2023 - Westpac~~

Hi Sylvia,

Thanks for the email, we have checked the ID documents which you have provided us are still not certified by certifier Stamp.

So request you to please get both member (SYLVIA WINKLER & BRIAN LEE) **2 types of ID proof complete certified with stamp** and provide us as soon as possible.

Thanks & Regards

**Team Member**  
Cash & Transactional Banking Operations  
Group Operations



**Sent:** Wednesday, April 3, 2024  
**To:** NSW Account Maintenance  
**Subject:** RE: [Unclaimed Money 2023 - Westpa](#)

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Dear xxxx,

Please advise when monies will be processed and deposited back into the bank account.

Many thanks, Sylvia

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** CEO at Nintirri  
**Sent:** Monday, March 11, 2024  
**To:** NSW Account Maintenance  
**Subject:** RE: [Unclaimed Money 2023 - Westpac](#)

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Hello ,

Please find last certified ID attached for your processing.

Cheers, Sylvia

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** NSW Account Maintenance  
**Sent:** Wednesday, March 6, 2024  
**To:** CEO at Nintirri

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**Subject:** RE: [Unclaimed Money 2023 - Westpac](#)

Hi Sylvia,

Thanks for the email, we have checked still certifier stamp missing on ID proof, so request you to please get both member (xxx and xxxx) 2 types of ID proof complete certified with stamp and provide us as soon as possible.

Thanks & Regards,

Team Member, Customer Maintenance & Payments  
Account Services, EBO, CTBO

GPO Box 3433  
Sydney NSW 2001  
Australia



Westpac Group acknowledges the traditional owners as the custodians of this land, recognising their connection to land, waters and community. We pay our respects to Australia's first peoples, and to their elders, past, present and future.

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**From:** CEO at Nintirri  
**Sent:** Tuesday, February 27, 2024 8:22 AM  
**To:** NSW Account Maintenance  
**Subject:** RE: [Unclaimed Money 2023 - Westpac](#)

Dear xxx,

Please find certified ID documents attached as requested. I look forward to this being resolved. Please note that I have a new passport now which has been certified.

Many thanks.

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer



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**From:** NSW Account Maintenance  
**Sent:** Wednesday, February 7, 2024  
**To:** CEO at Nintirri



**Subject:** RE: Unclaimed Money 2023 - Westpac

Hi Sylvia,

Thank you for your email and completing the forms and providing the documents required. In order for us to action your request promptly, could you please provide us with the following documents:

Please provide certified ID documents as the ID proofs which you have provided us are not certified, so request you to please get all ID documents certified by gazetted officer.

Thanks & Regards,

Team Member, Customer Maintenance & Payments  
Account Services, EBO, CTBO

GPO Box 3433  
Sydney NSW 2001  
Australia



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**From:** CEO at Nintirri

**Sent:** Wednesday, February 7, 2024

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**Subject:** RE: Unclaimed Money 2023 - Westpac

Good morning all,

It has been two months since my last email.

Please advise update and escalation process and kindly return money taken from the account.

Many thanks.

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** CEO at Nintirri  
**Sent:** Thursday, December 7, 2023  
**To:** NSW Account Maintenance

**Subject:** FW: [Unclaimed Money 2023 - Westpac](#)

Hello xxx,

Please find requested documents attached. Please note that they also include my marriage certificate which shows both names and will hopefully resolve that side of things. Furthermore, scanned drivers license also shows change of address on the back. Please advise turnaround time and if anything further is required.

Thanking you in advance for your time and quick response.

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** NSW Account Maintenance  
**Sent:** Monday, December 4, 2023  
**To:** CEO at Nintirri

**Subject:** RE: [Unclaimed Money 2023 - Westpac](#)

Hi Team,

Thank you for your email and completing the forms and providing the documents required. In order for us to action your request promptly, could you please provide us with the following documents:

1. Please provide both officers/directors correct signature on [Unclaimed Money Claim Form](#) as signatures are not matching with their ID proof.
2. Also please provide two types of identification documents for both the member who has signed the [Unclaimed Money Claim Form](#) (one being a photo ID e.g. driver's licence or passport and the other showing the account owner's signature e.g. credit or debit card).  
**Please note that ID proof must be certified.**
3. Please provide proof of account ownership documents (eg: Statement, Passbook etc.).If

the account holder is unable to provide proof of account ownership we will accept proof of gazetted address being: ----- xxxxxx TOM PRICE WA 6751 AU-----.This will need to be provided on a utility bill (Council Rates, Telephone bill etc.)

Thanks & Regards,

Team Member, Customer Maintenance & Payments  
Account Services, EBO, CTBO

GPO Box 3433  
Sydney NSW 2001  
Australia



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**From:** CEO at Nintirri  
**Sent:** Friday, November 24, 2023 8:57 AM  
**To:** NSW Account [Maintenance](#)

**Subject:** RE: Unclaimed Money 2023 - Westpac [\\_\\_\\_\\_\\_](#)

Hello Account Maintenance Team,

Following on from previous emails, kindly advise status and turnaround time to receive unclaimed monies back into our bank account.

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** CEO at Nintirri  
**Sent:** Monday, November 13, 2023  
**To:** NSW Account Maintenance  
**Subject:** FW: Unclaimed Money 2023 - Westpac

Good morning,



Kindly advise as per below email.

Many thanks Sylvia

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** CEO at Nintirri  
**Sent:** Thursday, November 2, 2023  
**To:**  
**Cc:**  
**Subject:** FW: Unclaimed Money 2023 - Westpac

Hello again xxxx,

Please find attached requested documents for your processing. Kindly advise an approximate turnaround time so I can keep the management committee informed. I would be most appreciative. Many thanks, Sylvia

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** CEO at Nintirri  
**Sent:** Monday, June 12, 2023  
**To:** NSW Account Maintenance  
**Subject:** RE: Unclaimed Money 2023 - Westpac

Hello xxxx,

Please find completed form and supporting documents attached for your processing. Please let me know if anything further is required.

Cheers, Sylvia  
Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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**From:** xxxx **On Behalf Of** NSW Account Maintenance

**Sent:** Friday, June 9, 2023

**To:** CEO at Nintirri

**Subject:** RE: Unclaimed Money 2023 - Westpac

Hi Sylvia,

Thanks for your email,

Please find attached Unclaimed Monies Claim Form.

Team Member, Customer Maintenance & Payments  
Account Services, EBO, CTBO

NSW, Australia



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**From:** CEO at Nintirri

**Sent:** Thursday, June 8, 2023

**To:** NSW Account Maintenance

**Subject:** RE: Unclaimed Money 2023 - Westpac

Hello xxxx,

Many thanks for your email. Could you kindly email me the Unclaimed Monies Claim form that you are referring to for completion?

Many thanks, Sylvia

Best regards,

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**From:** xxx **On Behalf Of** NSW Account Maintenance

**Sent:** Thursday, June 8, 2023

**To:** CEO at Nintirri

**Subject:** RE: Unclaimed Money 2023 - Westpac

Hi Sylvia,

Thanks for your email, In order for us to action the customer's request promptly, could you please provide us with the following documents:

1. Please provide complete filled Unclaimed Monies Claim form.
2. Please provide photocopy of two forms of identification bearing customer's signature and current address if known to Branch, Mgr/CSM can sign in the section "Verifying the Account Holder.
3. Please provide photocopy of documentation relating to the account transferred as unclaimed (eg. passbook, bank statement, encoded cheque or deposit form etc.).
4. OTN No.

**XXX**

Team Member, Customer Maintenance & Payments  
Account Services, EBO, CTBO

NSW, Australia



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**From:** CEO at Nintirri

**Sent:** Wednesday, June 7, 2023

**To:** NSW Account Maintenance **Subject:** Unclaimed Money 2023 - Westpac

Dear Unclaimed Money Support Team,

Your email has been provided by one of the helpful Westpac staff.

I would like to claim back funds for the below bank account:

Tom Price Business Association Incorporated

BSB:

Acc:

Amount to be claimed: \$3,023.53

My customer number is:

OTN:

Please advise what further information is required to process this claim.

Many thanks, Sylvia

Best regards,  
Sylvia Winkler (Kramara)  
Chief Executive Officer

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Confidential communication  
Westpac Banking Corporation (ABN 33 007 457 141, AFSL 233714)  
Westpac Institutional Bank is a division of Westpac Banking Corporation

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