

3 February 2022

Mr Mark Fitt
Committee Secretary
Economics Legislation Committee
PO Box 6100, Parliament House Canberra
ACT 2600

By email: Economics.Sen@aph.gov.au

Dear Mr Fitt,

Please see attached AFCA's response to the Committee's Questions on Notice, arising out of AFCA's appearance before the Economics Legislation Committee on 27 January 2022.

Correction of Hansard Record (page 62)

Senator PRATT: I understand that, but the royal commission recommended a compensation scheme of last resort. I need to judge the extent to which this bill before us is effective in implementing a solution to the problem.

Mr Locke: What I would say is that, out of the 180, 128 relate to Union Standard, which Mr Untersteiner has talked about. That is the very high-risk trading activity.

I have inadvertently quoted that out of the 180 closed complaints with unpaid determinations, 128 relate to Union Standard. That is not correct. My intention was to say that out of the 1,863 open and paused complaints (due to insolvency) 1,161 complaints related to Union Standard. My apologies for the confusion. The attached data provides further detail.

Please do not hesitate to contact me if you have any queries.

Yours sincerely



David Locke
CEO and Chief Ombudsman
Australian Financial Complaints Authority