

Dana Fleming of VIC 3056 writes:

Dear Senators,

I support action to ensure fairer bank fees for consumers on bank transaction and credit card accounts. The banks and other financial institutions have failed to fix this problem.

We need an independent regulator with the power to keep fees in check.

Dana Fleming says:

The practice of debiting an overdrawn charge of \$30 when it's the monthly account fee that has put you overdrawn is simply a revenue raising technique for the bank. If an account is going to be overdrawn through charging a monthly account fee, similar to small account protection in the super industry, the account should simply be automatically frozen at zero until the customer can reactivate and deposit funds into the account. If the account is dormant - how can it be costing the bank anything as they argue the monthly fees are to cover transaction processing costs.

This should also apply to other bank transactions such as the charging of the annual credit card fee putting a credit card over limit and then the bank imposing an overlimit fee of \$50. The banks should be prevented from collecting additional revenue from customers through charges they impose (obviously excluding interest which customers should be aware they need to cover).

This practice is an unfair punishment on customers.