

Senate Economics Committee  
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**Senate enquiry into the “Australian Securities and Investments Commission (Fair Bank and Credit Card Fees) Amendment Bill”**

I am writing to you with what I hope will be a short and succinct submission to this enquiry.

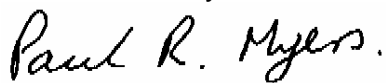
Basically, I would like to see the system of “Bank Penalty Fees”:

- “Bank Penalty Fees” must be made more transparent so that the customer knows upfront how the fee is being applied and under what situation
- In the case of an overdrawn account (among others), in the first instance the bank should be required to notify the customer of the situation and allow them a fixed but reasonable time period in which to cover the funds before applying any penalty, etc
- Require that any fee charged by a bank only covers the real costs involved in processing that specific transaction
- Where possible, any fee payable should not be stock standard but based on the particular situation at hand
- If the transaction is being processed entirely electronically, without any “human” intervention at all, then the magnitude of the fee must be required to represent the lower cost of processing such a transaction
- Any penalty fees (in line with a comment made above, this should be a minimum and maximum fee) that may be applied to an account should be clearly indicated on the bank’s website and in any relevant booklets that the bank may publish and distribute either via mail or through their branch network along with all other fees and charges that the bank may already publicise in any or all of these formats
- Perhaps a system of “reverse” penalties should apply such that if a customer is disadvantaged by the action of a bank, then that bank should be required to compensate the customer accordingly
- A bank should be required to correct any errors made by the bank with respect to a customer’s account at its own expense and to do so in a timely manner

I look forward to a positive outcome from this enquiry and also to Senator Fielding’s Bill being passed into law.

Thank you.

Yours sincerely



Paul Myers