

I have just noticed the enquiry into unfair bank fees, unfortunately submission times have lapsed, and the enquiry seems to be getting the media exposure now rather than in time for ordinary people to make comment.

I send this e-mail hoping that it might be read by some one who may be able to consider some of the issues, if not already brought to the attention of the committee.

My Issue:-

By definition a fee should represent a service, currently bank dishonour fees are charged based on a computer programme, I have evidence and a written statement from a bank that no one looks at the account before deciding on reversal of transaction. For example I have had direct debits and direct credits on occasion miss on the first day, funds are available second day, transaction still reversed the second day when funds are in ! Whilst I don't object to the fee I object to no service for the fee.

My solution:-

A description of the "actual service" for the fee must be documented. ie: Call client, check in 12 hours etc.

Banks cannot do special deals on dishonour fees , currently they discriminate between Rich and Poor, big business and small business, every customer must get the same treatment for dishonour fees.

Bank ombudsman can hear fee disputes if service is not rendered as described in the description statement.

That's it for me, at least I tried.

Ian