



RP/901453
16 May 2016

Mr Glenn Thompson
14 Coutts Street
BULIMBA QLD 4171

Dear Mr Thompson

Thank you for your letter addressed to Mr David Gonski, ANZ Chairman. You also sent a copy of the letter to The Manager, ANZ High Risk Mortgage Collections. Your correspondence has been referred to me for review and response.

You are requesting that ANZ investigate your allegation of fraudulent circumstances in relation to the mortgagee sale of your land in 1989 by MCL Finance Pty Ltd. You consider that as a consequence you are in default with repayment of your ANZ Equity Manager account 2512-53942. You state that you require a moratorium for the account debt until the alleged fraud is resolved.

ANZ's Response

As the matters that you refer to in your correspondence have previously been considered before a Court it would not be appropriate for ANZ to have further involvement. ANZ respectfully declines your request for a fraud investigation to be undertaken.

ANZ declines your request for a moratorium on repayments to your ANZ Equity Manager account. We recommend that you work with ANZ Non-Routine Collections in regards to the account. If you are experiencing financial difficulty with the repayments ANZ Non-Routine Collections will be able to assist. This department can be contacted on 03 8693 6795. Their hours of operation are 8.00am to 7.00pm Monday to Thursday and 8.00am to 5.00pm on Fridays.

We note your statement that no response was provided to your letter of 20 August 2015. Although there was a delay in providing a written response, on 9 October 2015 a letter was mailed to you (Reference RP/862720). This response declined to support any action taken against the judicial system. I have enclosed a copy of the letter dated 9 October 2015 for your reference.

ANZ is committed to resolving complaints in a fair and equitable way. If your complaint has not been resolved to your satisfaction, you may request that ANZ's Customer Advocate conduct an independent and impartial review.

Alternatively, if you are not satisfied with the outcome, you may refer your complaint to the Financial Ombudsman Service (FOS), which is a dispute resolution scheme external to ANZ. The enclosed Complaint Resolution brochure provides contact details and explains how to access the external dispute resolution scheme.

Yours sincerely

Robyn Pain
Specialist Complaints Advisor
Complaint Resolution Centre
Encl.