



RP/901453

3 August 2016

Mr Glenn Thompson
14 Coutts Street
BULIMBA QLD 4171

Dear Mr Thompson

Thank you for your letter which was sent to both Mr David Gonski, ANZ Chairman and to Mr Shayne Elliott, ANZ Chief Executive Officer. You also sent a copy of the letter to ANZ Non-Routine Collections. Your correspondence has been referred to me for a courtesy response.

ANZ's position as outlined in my letter dated 16 May 2016 remains unchanged. The matters you raise in your letters have been considered before a Court and ANZ considers it would not be appropriate to have any further involvement.

Your request for a fraud investigation to be undertaken was declined in our response of 16 May 2016. ANZ also again respectfully declines your request for a moratorium on repayments to your ANZ Equity Manager account.

We recommend that you liaise with ANZ Non-Routine Collections in regards to repayments to your ANZ Equity Manager account. This department can assist if you are experiencing financial difficulty and is available on 03 8693 6795, 8.00am to 7.00pm Monday to Thursday and 8.00am to 5.00pm on Fridays.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robyn Pain', with a stylized, cursive script.

Robyn Pain
Specialist Complaints Advisor
Complaint Resolution Centre