



Glenn Thompson
glennt@cvcoupling.com

2 January 2026

Your complaint – reference CMOS-05531734

Dear Glenn

We're writing to you about your complaint to ANZ's Chief Executive Officer (CEO) Nuno Matos. Your complaint has been referred to me for review and response.

You raised an issue about a historical court matter and requested that ANZ provide its response.

Supporting information

To investigate your complaint, we reviewed the details you have provided.

Our findings

Based on the information you have provided, ANZ responded to your concern on 9 October 2015, 16 May 2016 and 3 August 2016.

ANZ's position remains unchanged. The matters raised have been considered before a Court, and we do not consider it appropriate to comment further.

Outcome

We appreciate you raising your concerns with us.

If you haven't already done so, you may wish to seek independent legal advice regarding any options that may be available to you.

If you're not satisfied with our response

If you're not satisfied with our response, you can contact the Australian Financial Complaints Authority (AFCA). Their contact details are included below.

Regards

Arlette Lobo

Customer Resolution

Australian Financial Complaints Authority

If you're not satisfied with our response, you can contact AFCA to lodge or progress a complaint. AFCA offers free, fair, independent, and accessible dispute resolution to customers who are unable to resolve their complaint directly with their financial services provider.

Phone 1800 931 678 Free call
Weekdays 9am-5pm AEST

Email info@afca.org.au

Website www.afca.org.au

Address Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001

For new complaints, AFCA time limits may apply. Please act promptly and consult the AFCA website to understand when the time limit relevant to your circumstances expires.