

Scott Gregson  
Executive General Manager  
ACCC Consumer Enforcement  
GPO Box 3131  
CANBERRA ACT 2601

11 July 2016

Dear Mr Gregson,

**Re: Banking in Australia**

Thank you for your letter of 25 May 2016.

We note that the ACCC is responsible for promoting compliance with competition and consumer protection provisions of the Competition and Consumer Act, inclusive of unconscionable conduct provided for under the Australian Consumer Law.

The "Banking in Australia" papers sent to ACCC suggest banks may have breached this legislation and avoided prosecution. What matters does ACCC have jurisdiction over under its legislation if regulation of banks is not included?

We note ACCC legislation excludes consumer protection of financial services, which includes banking services. We understand ASIC has jurisdiction of these matters. In this case, what processes are available to bank customers to ensure that complaints are investigated by ASIC, if banking regulation is not included?

Your response in relation to these concerns would be appreciated.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Russell Cousins', with a long, sweeping horizontal stroke extending to the right.

Russell Cousins  
Director, Bank Victims Pty Ltd  
101/15 Albert Avenue  
BROADBEACH QLD 4218

*Email: Office@bankvictims.com.au*