

11 July 2017

Mr Russell Cousins
Director
Bank Victims Pty Ltd



Code Compliance
Monitoring Committee
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Melbourne
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By email only: Office@bankvictims.com.au

Dear Mr Cousins,

Code of Banking Practice (the Code)
Our ref: CX4117

Thank you for your letters dated 2 June 2017 and addressed to me and Mr Doogan.

The CCMC's role

The Code is a voluntary code of conduct which sets standards of good banking practice in Australia. Banks that have adopted the Code have formally agreed to be bound by those standards.

The CCMC is the independent body that monitors compliance with the Code. Part of its role is to investigate allegations that a bank may have breached its Code obligations. If the CCMC finds a breach, it will work with the bank to reduce the likelihood of that breach occurring again. Importantly, the CCMC cannot:

- mediate or resolve individual disputes
- review or change decisions by other forums, including the Financial Ombudsman Service (FOS) Australia;
- decide rights and entitlements between consumers and their providers, even if it finds a breach;
- provide compensation, redress or issue fines; or
- provide advice.

More information about the Code and the CCMC can be found at www.ccmc.org.au.

Your letters of 2 June 2017

As stated above, the CCMC cannot order Code subscribing banks to pay compensation, nor can it mediate or decide disputes between consumers and their banks. The CCMC is therefore unable to address the issues you raise in your letter.

In any event, the CCMC has previously considered the material enclosed with your letter.



If we receive any further correspondence on these matters it will be filed but may not be responded to.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sally Davis', written in a cursive style.

Sally Davis
Chief Executive Officer
On behalf of the Code Compliance Monitoring Committee