

TANYA PLIBERSEK MP

MEMBER FOR SYDNEY

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

ELGC/643

Dear Mr Cousins

Thank you for taking the time to write to me on this important issue, and my apologies for not responding before the election – as you can imagine, it was a very busy time!

Labor believes firmly in a healthy and profitable financial services sector. We have one of the strongest banking systems in the world and Labor wants to make it even stronger. We need Australians to have confidence in their banks and financial institutions, and to uncover and deal with unethical behaviour which compromises that confidence.

Confidence and trust in Australia's financial services industry has taken a huge hit after series of scandals and high profile consumer rip offs in recent years. Retirees have had their retirement savings gutted. Families have been rorted out of hundreds of thousands of dollars. Small business owners have lost everything. Life insurance policy holders have been denied justice. Whistle blowers have suffered appalling treatment at the hands of their employers and the corporate regulator.

Labor is committed to improving both the industry, and the regulators, and restoring that dented trust on behalf of customers, employees, and shareholders.

A Royal Commission into the financial services industry will examine issues including:

- How widespread instances of illegal and unethical behaviour are within Australia's financial services industry.
- How Australia's financial services institutions treat their duty of care to their customers.
- How the culture, ethical standards and business structures of Australian financial services institutions affect the behaviour of these institutions.
- Whether Australia's regulators are really equipped to identify and prevent illegal and unethical behaviour.

- Comparable international experience with similar financial services industry misconduct and best practice responses to those incidents; and other events that may emerge over the course of investigating the above.

While the behaviour of the banking and financial services industry may be within the limits of our current laws, it could be inappropriate, undesirable, or dubious, but never be properly exposed, and thus used to inform necessary changes to legislation.

There are Members of Parliament in both the Liberal and National Parties who are fed up with hard-working people in their communities getting ripped off. The Turnbull Government should listen to these MPs and the concerns of the Australian community and support Labor's call for a Royal Commission. We are willing to work with the government – or any of their backbenchers – on the terms of reference for a Royal Commission.

Once again, thanks for getting in touch with me on this important issue. I wish the very best to all at Bank Victims Pty Ltd.

Yours sincerely



Tanya Plibersek
Deputy Leader of the Opposition
Shadow Minister for Education
Shadow Minister for Women
Federal Member for Sydney

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