



28 December 2016

Mr Christopher Doogan AM
Independent Chair
Code Compliance Monitoring Committee
PO Box 14240
MELBOURNE VIC 8001

Dear Mr Doogan,

Re: 2004 Code of Banking Practice (CX3680)

I refer to the CCMC's letter of 27 October 2016 (attached), in which you state the CCMC "*operates under a Mandate, which sets out its investigative powers*".

We are writing to you, the CCMC's Independent Chair and to Mr Gordon Renouf, its Consumer and Small Business Representative, as we are confused by the statement set out above. Our clients are bound by the 2004 Code of Banking Practice and they alleged the National Australia Bank breached the Code.

In order to clarify your powers under the 2014 Mandate, we require clarification of your jurisdiction to investigate breaches of the 2004 Code.

Your early response to the email address below would be appreciated.

Yours sincerely,

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

Russell Cousins
Director
Bank Victims Pty Ltd
101/15 Albert Avenue
BROADBEACH QLD 4218
Email: office@bankvictims.com.au

www.bankinginaustraliatoday.com

Copy: Mr Gordon Renouf, CCMC; Mr Phil Houry, Managing Director, Cameron Ralph Navigator; Manager, Tasmanian Small Business Council.



**Code Compliance
Monitoring Committee**
PO Box 14240
Melbourne
Vic 8001
Phone: 1800 367 287
Email: info@codecompliance.org.au

27 October 2016

Mr Russell Cousins
Director
Counter Corruption Analysts

By email only: research@countercorruptionanalysts.com

Dear Mr Cousins

**Code of Banking Practice (the Code), breach concern
Code Subscriber: National Australia Bank (NAB)
Your client: Mr and Ms Priestley (the Priestleys)
Our ref: CX 3680**

I refer to our prior correspondence.

For the reasons set out below the CCMC will not be taking any further action in this matter:

- The CCMC operates under a Mandate which sets out its investigative powers. Mandate clause 6.2(a)(iv) states that the CCMC must not commence a compliance investigation if the allegation to the CCMC is based on the same events and facts as a previous allegation to the CCMC by the person making the new allegation, unless there is new information.
- The CCMC has previously considered the issues that the Priestleys have raised in this matter.
- The CCMC has not received new information and accordingly it will take no further action.

The CCMC has now closed its file. Thank you for bringing this matter to our attention.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'R. Haller-Trost', is written over a light blue circular stamp.

Ralph Haller-Trost
Investigations Manager
On behalf of the Code Compliance Monitoring Committee (the CCMC)
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