

Hello Madam or Mr,

I am here to talk and voice my opinion about the 'Apple Pay' debacle or reference '*Bendigo and Adelaide Bank & Ors – Authorisation A91546 & A91547.*'

Please ACCC, do what is right and deny the banks. What do the banks want really, is it to actually offer choice between mobile wallets or to make more money off our pockets?

We need to move onto the future and imposing fees that the provider charges to the bank won't allow us to do that. People will just keep being "wary" of new technology and will either swipe their eftpos card, which opens the door to skimming. Dip the chip, which is a highly inconvenient way to purchase a cup of coffee or contactless purchases via card such as PayWave, PayPass, QuickPass or ExpressPay, which is a highly vulnerable for thieves to steal money and cause stress to consumers. Also if there is a security breach with the bank or merchant, my credit card and personal details will also be out there such as my name and what I have purchased.

At least with Apple Pay (which I currently use for both my iPhone or Apple Watch) I can be assured that if I lose my phone, no one has access to my funds. Apple Pay achieves that by using the secure element chip to emulate my card in order to make purchases. Apple Pay also uses tokenisation that creates a new card number every time someone purchases something and to pay, Apple Pay either needs my fingerprint or my phone passcode. If I lose my iPhone, I can be assured to disable the Apple Pay functionality-using Find my iPhone. If you authorise the three banks to get hold of the secure element chip, many people that are currently using Apple Pay will be scared to see the system get compromised and potentially all of our money stolen by thieves or hackers.

If we endorse Apple Pay like with American Express and ANZ instead of backing away of it, Apple can innovate and potentially add more to Apple Pay such as NFC-reward systems (shown in the United States of America at Walgreen's) and train tickets (shown in Japan with the introduction to FeliCa technology in the upcoming iPhone 7 and iPhone 7+). As a country, we don't want to be left behind technology-wise.

Again, many banks around many countries use Apple Pay. In the United States the major banks such as Bank of America, Chase, Citi and Wells Fargo have already supported Apple Pay with a bunch of minor banks and credit unions. Canadian banks like RBC, Scotiabank and Tangerine have supported

Apple Pay. United Kingdom banks such as HSBC, Lloyds, Santander and Tesco Bank has supported Apple Pay and in Japan, Apple Pay is coming to banks and train cards such as Suica, AEON, au, SoftBank and much more. So why are we the only country where our bank are unsupportive of the system?

I am concerned if the authorisation passes through, allowing banks to gain hold of the secure element chip that Apple has. If the FBI can't control breaches, banks can't as well. I strongly encourage the ACCC to not pass this authorisation through.

Thanks  
- Brian Tran