

From: [REDACTED]
To: [Ellie Dwyer](#)
Cc: [ANZ Suncorp Merger](#)
Subject: Re: URGENT ANZ Suncorp merger submission [SEC=OFFICIAL] [ACCC-ACCCANDAER.FID3360174]
Date: Friday, 14 July 2023 5:36:02 PM

Dear Ms Dwyer

I certainly appreciate you allowing me this brief submission demonstrating seven reasons why ACCC should block the Suncorp/ANZ merger

1. I have personally attended every live AGM ANZ and all other big banks held in the last 5 years.

I attended CBA, NAB, Westpac, Bendigo, BOQ, Suncorp AGM's where all Directors meet shareholders after every AGM in every year physical meetings were held. ANZ's directors on the other hand failed to meet shareholders after every AGM. (Media reports in Banking Day by George Lekakis and The Age by Charlotte Grieve confirm this)

This also occurred six years ago in Perth that I did not attend.

I have witnessed **security guards preventing all shareholders including myself from even approaching Directors**

Last year only the Chair and a solitary director from the Boards eight Directors (Ilana Atlas) met mum and dad shareholders. ANZ's annual report promising precisely the opposite, that directors would indeed be delighted to meet shareholders after the AGM. ANZ stands alone in avoiding shareholders

2. The Australian Banking Association ABA introduced **Customer Advocates** as part of a six point plan just prior to the Financial Services Royal Commission.

CBA, NAB, Westpac, BOQ, Bendigo, Macquarie and others all have Customer Advocates in continuous operation from implementation

ANZ is the only big bank that closed their Customer Advocate office.

I have access to an ANZ customer who has a letter from *ANZ's Office of the Customer Advocate saying there is no longer an Office of the Customer Advocate.*

3. ANZ along with the other three major banks have been **closing branches** at a rapid pace. This is especially problematic in our rural and regional areas where customers are often older, technology is thinner and travel time to get to remaining branches greater. Queensland has a greater proportion of regional centres than other states

ANZ stands out in the big four banks for refusing to provide banking services through Australia Post's 3,500 outlets, even whilst they are rapidly closing branches

4. One of several recommendations from the Financial Services Royal Commission was a **National Farm Debt Mediation** (FDM) scheme. A FDM scheme is even more important in Queensland given the many regional towns described above

Just as ANZ are making promises now ANZ has long advocated for a national FDM scheme but in practice has done nothing as the current hitch patch scheme favours banks

foreclosures

The rural community was aghast watching ANZ's actions illegally and immorally foreclosing on Queensland's Charlie Phillott (reported on 60 minutes and elsewhere) Commissioner Hayne reinforced the angst when ventilating Landmark customers who were shafted by ANZ. Ben Steinberg admitted ANZ's failures on the stand

5. **Scams** on customers are growing at an escalating rate. ANZ, unlike Westpac and CBA does not match ac names to account numbers. Such a basic risk parameter demonstrate how ANZ is failing thousands of Australians whilst confirming they will rarely refund the customer.

Even where a customer advised ANZ of fraudulent activity (ANZ fraud team confirmed this) ANZ later, 4 days later than they were alerted transferred funds to the scammer (see Simon Poole submission to Parliaments House Economics Committee)
Elderly people in particular prefer to visit a branch as Mr Poole did rather than using technology to report on scamming

6. Im a long term customer of ANZ (46 years) I've had 42 loans. ANZ repossessed our property for being in default by around \$9,000. A few years later, under direction of ACCC ANZ write to us refunding \$15,990. Too late as they had repossessed the property. The refund being greater than the default
ANZ went on to sell this under dubious circumstances netting \$86,000 even though their inis
Till valuation was \$400,000. ANZ ultimately lost their shareholders in excess of \$330,000 for a property they should never have repossessed
Mr Elliott in an agreed recorded conversation agreed to provide a fulsome mediation. Eight months on he has ignored us breaching multiple Code ASIC and BEAR requirements

7. I am a long term holder of ANZ Superannuation.
ANZ sold their Super business to One Path. Aside from **One Path being rated the worst Super fund** all contact with me was lost. The CEO Mr Elliott assured he would contact One Path and find it. To date six months later and even with the efforts of The ANZ Company Secretary Mr Pordage it **remains missing with no communication** to me.
Again breaching a raft of regulatory and legal rules

I have a deep and intimate knowledge of the increasing customer failures occurring repetitively at ANZ. If the CEO is unable to sort these out a lot of **Suncorp Customers are in for a rough trot** should the ANZ takeover occur

I advocate that the ANZ takeover of Suncorp bank should be blocked in the strongest possible terms

I am happy to appear in person or provide further input and for this submission to bappear on the public record

Sincerely

Craig Caulfield

