

Committee Secretary

Parliamentary Joint Committee on Corporations and Financial Services  
P.O. Box 6100  
Parliament House  
Canberra ACT 2600  
Australia.



Dear Sirs,                    **Inquiry into financial products and services in Australia**

In late 2006, my wife and I did some property investing with the help and recommendation of our broker/planner. We were given a financial plan for our up coming retirements by taking out an equity loan on our home, which our broker/planner organized.

We are now facing serious financial hardship and the stress of losing our family home for which we have worked hard over 36 years to raise a family of four children and always met our commitments.

On the recommendation of our consumer advocate we made several requests to our bank to obtain a copy of the original "Loan Application form", which up until this time we did not know of its existence. We were not informed by our broker/planner or the bank that we should already have a copy of the above document but by the consumer advocate. To our total shock details on the form had been changed without our knowledge or consent.

The banks were lending money to people on low incomes and pensioners. There seems to be some agreement between the bank and the broker/planner, because of the ready acceptance of documents, eg (LAF) with no checking in place to confirm the details on the form. ONE phone call would have prevented a lot of suffering.

Our broker/planner was a certified authorized rep and held a state based broker licence. We understand now that she was paid commission by the lender (or aggregator) as the AFS licence.

**In conclusion:**

**We would like a full inquiry into the banks who created the LOW DOC LOAN AND NO DOC FINANCIAL PRODUCTS and paid broker/planners under the AFS licence to sell such a monstrous product to people on low incomes and pensioners. We would ask the Parliament to force all banks and lenders to forgive these fraudulent loans. We believe that the banks should not profit from broker/planner/banking fraud such as this.**

We sincerely thank those responsible for bringing this inquiry to notice.

Regards

Raymond & Lorna Winkworth