



THE SENATE

**ECONOMICS REFERENCES COMMITTEE**

**Consumer protection in the banking, insurance and financial sector**

**PUBLIC HEARING  
Wednesday 26 April 2017**

**The Portside Centre  
207 Kent Street, Sydney**

| <b>Time</b>     | <b>Witness</b>  |
|-----------------|---|
| 9.30 am         | <b>Australian Securities and Investments Commission (ASIC)</b> ( <i>Submission 36</i> )                                     |
| <b>11.00 am</b> | <b>Break</b>  |
| 11.15 am        | <b>CHOICE</b> ( <i>Submission 19</i> )  |
| 12.00 pm        | <b>Financial Ombudsman Service Australia</b> ( <i>Submission 51</i> )   |
| <b>12.45 pm</b> | <b>Lunch</b>  |
| 1.45 pm         | <b>Consumer Action Law Centre</b> ( <i>Submission 46</i> )<br><b>Financial Rights Legal Centre</b> ( <i>Submission 52</i> ) |
| 2.30 pm         | <b>Financial Services Council (FSC)</b> ( <i>Submission 12</i> )  |
| <b>3.15 pm</b>  | <b>Break</b>  |
| 3.30 pm         | <b>Finance Brokers Association of Australia</b>   |
| <b>4.15 pm</b>  | <b>Adjournment</b>  |

Committee Chair: Senator Chris Ketter

Committee Secretary: Mark Fitt

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