

29th July 2013-07-29

Dear Senators, Without prejudice

After sending in my submission dated July 15th 2013, I realised I had failed to mention the following vital points and I apologize if this has caused the Committee any inconvenience.

- It is our belief that the lenders used the brokers as pawns in their deliberate plan in setting the victim up to fail. Yes it was a well planned plot leading to entrapment with the ultimate intention of taking our home.
- Fos state that the broker is the agent of the borrower but we strongly disagree as we did not pay the broker any fees. On the other hand the broker was paid trailing commissions by the lender for the entire life of the loan.
- The banks trained the brokers on how to get an unaffordable loan approved. The brokers were ordered by the banks to shred the Loan Application Documents so that no evidence of deception would point to the lender but incriminate the broker. (This is our view)
- Fos are closing cases which merit a thorough investigation into the appalling maladministration of individual cases which then leads to loss of protection against the banks and ultimately loss of homes.
- **Asic is the culprit as it governs the licence held by Fos who say they are forbidden by the banks and Asic to re open a case.**

It is our firm belief that Asic and Fos are ignoring the evidence of deceptive activities on Loan Application Forms supplied to them and taking the side of the bank.

We have had no help at all from Asic and were told to seek our own legal advice about any rights we may have to pursue these matters privately.

Sincerely
Ann Marie Delamere and Errol Opie