

To: Dr. Shona Batge (Secretary)
Parliamentary Joint Committee on Corporations & Financial Service
Parliament House, Canberra, Act.

Inquiry into Financial Products & Services 27th July 2009

Submission from: Wayne & Carol Styles

Dear Dr. Shona Batge,

I am writing to you after reading some recent statements made by the CEO of the Commonwealth Bank of Australia, Mr. Ralph Norris, regarding the CBA's involvement in lending practices to Storm Financial investors, as detailed in the Gold Coast Bulletin 18th June 2009, under the heading :

COMMONWEALTH BANK'S STUNNING ADMISSION - We made Storm mistakes.

It says : **COMMONWEALTH BANK of AUSTRALIA has acknowledged that some of its lending practices contributed to the hardship** faced by clients of Storm Financial.

Australia's biggest lender will **SUSPEND RE-PAYMENT OBLIGATIONS FOR ALL LOANS** in relation to Storm, the C.B.A. said in a statement yesterday.

Mr Norris stated that : " We are not proud of our involvement and we are working towards a fair and equitable outcome for our affected customers. Our customers can be assured that where we have done wrong, we will put it right. I am committed to the identification and resolution of all issues relating to the Bank's involvement with Storm Financial. "

Last week the corporate regulator said that it was considering proceedings against the CBA to recover damages

ASIC chairman Tony D'Aloisio told a senates committee hearing the regulator was looking at a potential case under its public interest powers of section 50 of the ASIC act.

The act allows for civil proceedings for the recovery of damages for Fraud, negligence, default. breach of duty, or other misconduct committed in connection with matters it is investigating.

" They are not in a position to look after their own interests and they have rights that we feel as a matter of public policy we should pursue for them ," said Mr. D'Aloisio.
He told the hearing that the ASIC investigations were looking at " wrongdoing".

" **Our investigations in relation to compensation are broad** so that we are looking at all the players or participants, " he said.

" **Clearly there may also be other wrongdoings that we might want to take proceedings on. "**

I would like to draw your urgent attention to another situation where the CBA has failed in its lending responsibilities -causing extreme hardship, and action must be taken against them.

I too also borrowed a large amount of money from the CBA to invest in a business venture using our home as equity and we are now in a similar situation to many of the Storm investors - i.e. the fact is that we are now in serious financial hardship due to the loan procedures of the CBA.

In our case we used a Mortgage Broker who advised us to borrow through the CBA, as he put it :
" the CBA are more ' flexible' "

We have since found out **the Mortgage Broker FALSIFIED our Loan Application Documents** (without our knowledge) to obtain funds from the CBA
and the **CBA loaned money -based on those falsified documents- & DID NOT VERIFY the figures!**

A brief outline is stated as below :

Aug. 2005. We first met Mr. Terence M. O'Sullivan, of 'Mortgage Choice' Mortgage Brokers at an exhibition stand at the Home Show Exhibition at the Gold Coast Convention Centre.

Jan. 2005. Mr. O'Sullivan visited us at home to discuss ways we could borrow money for :

- 1st) To invest in a new business venture called POLAR KRUSH
- 2nd) To finish off / complete the building of our home that we had just built.

We pointed out to Mr. O'Sullivan that we had only recently moved to Australia, we had NO credit history with Australian Banks, very little employment history in Australia and more importantly, that we had NO business trading history or trading accounts that banks usually require to assess before any loans are approved. We told Mr. O'Sullivan that we were looking to borrow around \$250,000 to invest in the Polar Krush business and around \$100,000 to finish off our home.

Mr. O'Sullivan recommended the CBA, and said he would prepare the Loan Application Documentation.

Beg. Feb. 2005. Mr O'Sullivan again visited us at our home with the CBA Loan Documents for us to sign. We signed the Application Documents - but Mr O'Sullivan said that He would fill in the income figures & other necessary details at a later date. He recommended the CBA and told us they would approve a Low Doc. loan @ 60% of our home valuation (which was \$650,000 at that time), and that he would set it up as a Line Of Credit.

25th Feb. 2005. We received Consumer Credit Contract Schedule, Colonial, Line Of Credit for \$389,600 limit established (+ fees @ \$ 2,469.60)

9th March 2005. We received confirmation letter of Loan, A/C NUMBER 4175-10148199.

30th Jan. 2009. We met with our local C.B.A. representative at the bank, who confirmed that the figures detailed in the Loan Application were NOT VERIFIED. She also showed us the original Loan Application Documents on computer, which clearly states in big bold letters that the Loan Application figures were : **NOT VERIFIED.**

Today 19th June 2009. We are deep in debt to the tune of around \$ 369,000 and are in serious danger of losing our family home and our business.

The POLAR KRUSH business that we invested in - is a scam -which was the purpose for the majority of the funds borrowed from the C.B.A in the first place - having grossly falsified its earnings information for investors - and is the subject of investigations by the N.F.I.B. - National Federation of Independent Businesses, on our behalf.

Further checking by the NFIB through ASIC into the required financial legal requirements enabling people to act as Financial Brokers, revealed that neither Mr. Terence M. O'Sullivan or the lady who helped process the Loan Application -Mrs. Suzanne O'Sullivan- hold the necessary licences as required by law.

**These facts can be verified by contacting the National Federation of Independent Businesses (N.F.I.B) : Mr. Russell White (Secretary) (07) 5630 4432
Mobile: 0408 981 242 E-mail : russell@nfib.org**

I would like to stress 2 key points:

Firstly that if the correct information had been provided to the bank we would not have received a loan for anything like the amount that we inquired about to purchase the business as we would have not met the banks policies and requirements for that size loan.

PLEASE NOTE that the financiers provided the FALSE INFORMATION -not us- and the bank admitted they did not check it. The second point is that it is clear Colonial (a financial subsidiary of the Commonwealth Bank) approved the loan as a line of credit to then have that passed on as a loan from the Commonwealth Bank. I am saying the use of Colonial is how they managed to get around the normal bank vetting requirements so it is a key point. It does not mean the bank should not check the matters out just as Colonial should have.

I request that you look into this matter as a case of extreme urgency please, with a view to relinquishing us from this debt.

Yours sincerely,

Wayne & Carol Styles

From reading the majority of Submissions and also from our personal (desperate) situation, It is now extremely clear that the main culprits in this Fraud are the COMMONWEALTH BANK of AUSTRALIA / COLONIAL.

A common thread to the majority of these submissions is that the C.B.A. used FALSIFIED / ALTERED DOCUMENTS on many occasions to approve loans which should NEVER have been made, with the strategy of knowing that they could re-possess peoples homes if any thing went wrong !

The C.B.A. and it's staff have also been extremely evasive when we have made requests for information, i.e. by refusing to give us copies of our Loan Application Documents, telling us that : "We could only get copies if it was requested legally by a Lawyer."

Even now they refuse to give us copies of information that we've requested, telling us that : " The Ombudsman can request that information - but NOT you ! " They have constantly tried to ' fob us off "' by giving us false answers to our requests, trying to hide behind the " Freedom of Information Act " and quoting the "Privacy Laws " to try and scare us off.

A C.B.A. Cust. Services employee told us after **refusing** to give us copies of our Loan Application: **" It leaves the Bank open to Legal Action if we give ALL the info to you! You can only get the paperwork if it's Legally requested by your Lawyer! "**

The practices employed by the C.B.A. to maximise profits for themselves, has demonstrated **unconcionable conduct, negligence and arrogant contempt for the regulations and laws** of the sector.

The evidence of financial offers to catastrophically affected clients, in return for indemnity from further legal action strongly suggest the Bank has committed wrongful acts and knows it. Instead of honesty the Bank has orchestrated damage control procedures. The banks executives have been dishonest & negligent. It is a matter for the Financial Regulators to determine if this is corrupt and action to rectify the problem for which they are most certainly accountable and responsible for.

The complete lack of any action by ASIC in failing to recognise, address and prevent the corrupt and unconscionable behavior of individuals within the Commonwealth Bank and other privileged institutions involved in this matter is more than disheartening, it is shameful.

Retail investors and customers who bank with the Commonwealth Bank should now be extremely concerned.

The CBA with their corrupt lending practices have nearly destroyed our family.

The C.B.A / COLONIAL loaned money to us based on FALSIFIED Loan Application documents- FALSIFIED not by us but by the Mortgage Broker working as an agent for the CBA.

I believe an Independant AUDIT should be done of a large percentage of ALL CBA Loan Application documents - I am sure many, many more Loan Applications will be found to have been falsified.

This situation should never have occurred and it wouldn't have if the CBA bank had been more responsible with their lending

The CBA have given us inappropriate loans and they have made gross mistakes in their lending practices.

They need to extinguish these loans and give us back the mortgage for our homes.

What happened to the Code of Banking Practice? The CBA is a signatory to the Australian Bankers Association's Code of Banking Practice.

It states : In addition to your rights under this Code, you retain any rights you may have under Federal laws, especially under the Trade Practices Act 1974, the Australian Securities and Investments Commission Act 2001 and Chapter 7 of the Corporations Act 2001, and under State and Territory laws, especially the Consumer Credit Code and Fair Trading acts.

These rights **MUST** be actively pursued and the Commonwealth Bank forced to be made accountable.

It also states : Before we offer or give you a credit facility (or increase an existing credit facility), we will exercise the care and skill of a diligent and prudent banker in selecting and applying our credit assessment methods and in forming our opinion about your ability to repay it.

Well, we were granted loans far beyond our capacity to repay them. This aspect of the Code was flagrantly breached by the CBA / Colonial.

Clearly, the bank that lends the money to the client has to be the party responsible for that loan, verifying that all the details, amounts contained in the Loan Application are true and correct, and this should be the case from the application process, right through to the eventual repayment of the loan.

The C.B.A / COLONIAL should be prosecuted by the Government (possibly under The Trade Practices Act) **and the banks should be forced to set up a multi- Billion dollar Compensation Fund for ALL the victims.** With this Fund, the Banks should then be ordered to :

- A) Re-fund all their original money lost back to the victims,
- B) Pay interest on that original amount,
- C) Pay compensation & damages for the massive suffering & life-destroying distress they have caused.

The Trade Practices Act -Section 51AC -prohibiting unconscionable conduct
Section 52 - prohibiting misleading or deceptive conduct
Section 53 - prohibiting making false or misleading representations.

I totally agree with Submission 73 as detailed by Mr. John Salmon that the C.B.A / COLONIAL are co-conspirators in a " Sting" type of operation.

I would also like to endorse the submission 54 from Mr Ron Jelich, and it is my opinion that the C.B.A / COLONIAL were active partners in this DELIBERATE FRAUD.

Below is a copy of our detailed complaint made to the Banking & Financial Ombudsman Service.

To: Banking & Financial Services Ombudsman From; Wayne Styles

Dear Bank Ombudsman 22nd July 09

Re : **Case number 108875**

Fri. 30th Jan 2009 3.45 pm

We went to our local C.B.A. Treetops branch at Burleigh Waters, Gold Coast, Qld, and met with Customer Service Specialist Mrs. Chris Wilson, regarding our C.B.A. / COLONIAL Mortgage / Line of Credit. We wanted to speak to the CBA about 2 major concerns.

1) We requested copies of all documentation for our original Loan Application prepared by Terence & Suzanne O'Sullivan of Mortgage Choice (Brokers) Feb. 2005.

Mrs. Wilson entered the Loan number into the computer and the details came up on screen. We wanted to look at the income figures in particular. As she showed us page by page we realised that **a lot of the information had been falsified**. One page in particular - on one of the last pages she showed us - was a hand written note in big bold letters stating :

‘ Thats what he used but NOT VERIFIED ! ‘

I asked her why the Bank would use figures that were NOT VERIFIED- surely they would have to be checked before any loans were approved ? She told me : “That was because the Loan was a Low Doc Loan and Low Doc Loans don't need as much information. The Bank would only lend 60% of your house valuation, which was \$650,000 at that time !”

We asked Mrs. Wilson for copies of what she had shown us on screen and copies of the Loan Application, but **she refused**, stating that : she couldn't give us copies of all the paperwork - she would only give us the 2 x pages that had our signature on. She explained : **“ It leaves the Bank open to Legal Action if we give ALL the info to you! You can only get the paperwork if it's Legally requested by your Lawyer! “** (She only let us have the 2 x pages with our signature on.)

2) We also advised Mrs Wilson that we were in financial difficulties and were looking into ways that would help us to relieve our situation. We asked her if the C.B.A. would :

A) Allow us to have a mortgage ‘ holiday ‘ for 1 month ? (Replies came back on 9th Feb.)

NO

B) Allow us to reduce our weekly payment by \$300 per week for 3 months ?

(we were paying \$522 p.w./ reduce it to \$222 p.w.)

NO - but the CBA would allow us to re-draw our overpaid balance of \$ 6139. The written comment stated:

Approval for one special re-draw from fixed rate loan to help client with cashflow problem. Monthly repayment to remain as is and client should use the released fund to service the loan.

C) Allow us to break the fixed rate mortgage & go onto the lower variable rate ?

Yes - but we will charge you around \$ 20,000 to do so. The actual cost quoted a few days later was \$ 15,500.

(We told them that was out of the question as we just could not afford it.)

D) Could she look into our fixed rate, as we were supposed to be fixed on 7.47%, but we ended up being fixed on 7.65% -mainly due to the fact that the bank or the Mortgage Broker was so slow at preparing the paperwork- we were told that the rate went up on the day our loan was prepared.

NOTE : On the Loan Application Doc. Page 8, it shows the interest rate of 7.07% .

Her reply : “ **NO** - she couldn't do it - it was the responsibility of the Mortgage Broker ! ”
(I had previously asked the Mortgage Broker on 2 occasions if he could look into it - but he told me “ It's the Bank's responsibility to sort it out. “

COMPLAINT LETTERS SENT.

19th June 09. C.B.A. Head Office. c.e.o./ M.D. Mr. Ralph Norris - **NO REPLY**

19th June 09 A.S.I.C. Head Office. Chairman Mr. Tony D'Aloisio - reply received 30th June

19th June 09 Parliamentary Joint Committee on Corporations & Financial Services
Parliament House Dr. Shona Batge Secretary. - Reply received 9th July.

2nd July 09 Banking & Financial Ombudsman Service - Reply received 9th July
Case Number 108875

2nd July 09 C.B.A. Customer Relations Office, Sydney. Reply received by phone on 10th July from C.B.A.'s Mrs. Fay Foster - who said she was going to be the Case Manager, giving me a **Reference Number:390790** and stating that she would be in touch with me in about a week's time. I gave her my e-mail address and asked her to e-mail me with the details & confirmation. **She did not.**

To this date (22nd July 09) I have still **not** had any further correspondence from her. On 21st July I received a call from Fiona Edgecombe C.B.A. Third Party Banking. They are going to send a copy of my complaint to the Brokers Head Office. I asked her to confirm all this in writing.

11th July 09 Letters sent to ALL Qld Senators.

1st July 09 My wife & I went to my local C.B.A. Treetops branch Customer Services counter and asked for copies of ALL of our original Loan Application Documents. The Cust. Services lady said initially that **they could NOT give us copies** (for some reason), so I handed her a letter headed: **FORMAL REQUEST** and asked her to take it to the branch Manager, Mrs. Wendy Ford.

The Cust. Service lady went to speak in private with the manager and came back 5 mins later with a CBA request form to be sent to Sydney, filled it in, and told us there may be a charge of \$ 60 per hour to find & get copies of our Application !

16th July 09. We received copies of the original Loan Application.

On looking through the Documents, we saw that a lot of the information was totally False !

There were also whole pages of missing information, and 1 of the pages in particular that we were looking for, the page that stated 'NOT VERIFIED ' as we had previously seen on the CBA computer (on Fri 30th Jan. 09) was not there !

17th July 09. 1.45pm.

I went back to the C.B.A.Treetops branch to see if I could get the missing information. I met with Customer Services lady Brenda?..... We again looked at Documentation on the computer, but couldn't find that particular page that stated NOT VERIFIED, but looking at other pages of the Loan Application Documents (when we re-financed in 2007), **they showed even MORE FALSIFIED INFORMATION !** Brenda printed out 3 x more pages of info stating this false information :

It stated our Employment details as :

Wayne : Company Manager : Commenced : Feb 03
FALSE : I did not arrive in Australia until March 04

Gross Yearly Income : \$ 135,000
FALSE : Accounts show : 2005 a net LOSS of - \$ 24,904
2006 a net LOSS of - \$ 36,406
2007 a net profit of only \$ 6,018

Carol : Company Manager : Commenced Feb. 03.
FALSE : Carol did not arrive in Australia until Feb 2004. She then worked as a Nurse.
Gross Yearly Income ; \$ 50,000
FALSE : Carols gross income in 2005 was \$ 28,727

2006 was \$ 36,755
2007 was \$ 38,667

Assets are stated as :

Motor Vehicle : Toyota Prado Value : \$ 45,000
FALSE : We have never owned a Toyota Prado -
We have a Toyota Rav 4 worth around \$ 15,000 at that time.

Savings / Investments : C.B.A. A/C 1014 8199 : \$ 2,000
FALSE : Our records show at 22nd May 07 we were overdrawn to the amount of \$ 45,174

Shares : \$ 50,000
FALSE : We have NEVER had any shares.

Sun -Super : \$ 63,000
FALSE : We DO NOT have any Sun -Super !

Total Assets : \$ 965,000.
FALSE : This is just TOTAL FABRICATION !

16th July 09

We examined the copies of the Original Loan Application for other false information as supplied (finally) by the C.B.A. (21 pages.)

ALL filled in by Terence O'Sullivan & dated by him 4th Feb. 2005.
Received by the C.B.A. on 15th Feb. 2005

P/ 1. **'Low Doc ' is handwritten in** after the 'Home Loan Application' heading.
Terry O'Sullivan is Colonial / CBA AGENT number CF 24741

P/ 2. Section 1 : Personal Details.
Company / Trust name & ABN
NOTE : We have no idea what these existing numbers are, or what they relate to.
(We did set up a Styles Family Trust- but not until 25th Feb. 05. ACN 113 057 926)

My date of birth is stated as : 25/12 / 59
INCORRECT : My date of birth is : 25 / 7 / 59

P/ 3. Section 2 : Employment details.
Wayne : It is stated that I am a Project Manager for 5.5 years from June 1999.
FALSE : At that time, I had only worked in Australia for a total of approx. 7 weeks as a part -time printer on \$ 15 per hour !

My employment status : The Self Employed box has been ticked .
FALSE : I was only working part -time.

The form states : If less than 2 yrs at current employer, give previous details.
COMMENT : Nothing is documented from any previous employer.

P/ 4. Section 3 : Financial Details.
My income is stated as being \$125,000 or \$ 10,416 per month.
THIS IS TOTALLY FALSE : As stated prev. I had only worked in Australia for a total of approx. 7 weeks as a part- time printer on \$ 15 per hour !
It also has the handwritten (Low doc documentation) in brackets -handwritten across it.

Carols income is stated as : \$ 35,364 or \$ 2,947 per month - with the figure crossed out / other illegible figures written in underneath it and the words ' Base Salary' written in.
Again - **TOTALLY FALSE** : Carols Income in 2005 was only \$ 28,727.

The form asks : **Have you attached evidence of income ?**

PAYE payslips are required.

Self Employed - Tax returns and Business Financials are required.

It also states to : **Attach Servicing Worksheet -**

To confirm borrowers ability to meet the Banks repayment requirements

COMMENT : Again - None of these important requirements have been met !

P/ 5. Financial details -cont.

Real Estate.

It states our property value : Approx. \$ 800,000

NOTE : We estimated the value at \$ 700,000

(see P/ 7 -customer estimate -which says \$ 750,00 ?

The C.B.A. actual valuation was \$ 650,000. The Mortgage Broker put in the \$ 800,000 figure !

Motor Vehicle : It states: Ford Fairmont Year : 2003 Value : \$ 35,000

FALSE : We have NEVER owned a Ford Fairmont.

Savings / Investments : ANZ \$ 5,000.

FALSE : Our ANZ Hoam Loan a/c statement on 10th Feb 2005, shows we were \$ 99,016 O/D.

Our only other ANZ Access Select statement to 14th Dec. 04 shows we are in credit of \$ 2,130.

Savings / Investments : C.B.A \$ 2,576 ????????????????????

P/ 6. CBA VISA amount owing \$ 1,168 ????????????????????

P/ 6. Section 4a. About your loan.

Total Loan amount : \$ 540,000 ?

Note :

This amount has been crossed out with 2 lines and another amount of \$ 442,500 inserted. WHY ?

P/ 7. About your loan.

Property Valuation details. Value has been changed from \$ 800,000 (on P/ 5) to Property 1 value \$ 750,000 (crossed out) Customer estimate, to Property 2 (no address details) \$ 650,000 to Total : \$ 750,000 - with lots of scribbled out figures / percentages/ workings out etc etc.

NOTE : Total still states \$ 750,000, while the C.B.A.'s actual valuation was \$ 650,000.

P/ 8. The interest rate is stated at 7.07%.

NOTE : We ended up paying 7.65%.

P/ 10. About your loan -cont. Other debts being refinanced/ other costs.

NOTE : 'Other personal Investment' has been written in with 3 x lots of other figures, \$ 440,000 crossed out / altered to \$ 330,000 & Total Loan amount requested altered from \$ 540,000 to \$ 442,500. With Total Cost figure put in @ \$ 431,598.

There is also a badly handwritten comment : ' Surplus ----?---- loan sought '.

COMMENT : This page has many altered figures changed / scribblings / crossings out.

Other costs : The - 'Pay from loan account' box has been ticked - but left vacant !

P/ 20. Section 6.

Limit Requested :

NOTE : It looks like the original amount has been scribbled out and \$ 540,000 inserted in it's place ?

The Declaration, authorities and acknowledgements part specifically states :

My /our application to open an account will be forwarded to the Commonwealth Bank who will check the relevant details and determine whether an account will be established.

COMMENT : It is now evident that NONE of the correct Loan Application procedures were followed in any way. If correct procedures were followed, then we would have never qualified for this loan, as we would NOT have met the criteria for this amount of loan.

18th July 09

I e-mailed Pat Dinaro, Customer Experience Manager, Commonwealth Bank of Australia for more information.

We would like to make a **FORMAL REQUEST** for a COPY of **EVERY & ALL DOCUMENTATION that is associated with our CBA / COLONIAL loan.**

Loan number : 4175 1014 8199, (including the Banks internal documentation relating to this loan), under the **Freedom of Information Act.**

We received this reply :

I am out of the office until Monday 27 July 2009. If you have an urgent message, please call Barbara Kleist, Customer Experience Manager, on 02 9841 6891.

Mon. 20th July 09. 9.45 am.

I phoned Barbara Kleist. I asked her for her e-mail address but she told me that she would deal with it over the phone. She told me she was familiar with my request and was authorised to speak to me about it.

She REFUSED to comply with my request for ALL the information & told me that she CANNOT release the information that I wanted.

She told me : " **We will only release the information if requested by a Lawyer or legal representative. Your request is NOT covered under the Privacy Act or The Freedom of Information Act ! The information that we've already provided to you - the copies of the original Loan Application & Consumer Credit Schedule is all we have to give you ! "**

I explained to her that I had raised a complaint with the Banking & Financial Ombudsman Service and again requested the information. She refused once more, (again referring to the Privacy Act & The Freedom of Information Act), and told me that the Ombudsman could request that information - but NOT me !

SUMMARY :

There is no reasonable doubt, that the C.B.A./ COLONIAL has demonstrated unconscionable conduct, negligence and gross breaches of the Banking Code of Practice, The Finance Laws, The Australian Securities & Investments Commission Act 2001, The Corporations Act 2001, The Consumer Credit Code, The Fair Trading Acts, and especially :

The Trade Practices Act -Section 51AC -prohibiting unconscionable conduct

Section 52 - prohibiting misleading or deceptive conduct

Section 53 - prohibiting making false or misleading representations.

The C.B.A / COLONIAL loaned money to us based on FALSIFIED Loan Application documents- FALSIFIED not by us but by the Mortgage Broker working as an agent for the CBA.

This situation should never have occurred and it wouldn't have if the CBA bank had been more responsible with their lending and had made the required checks.

The CBA have given us inappropriate loans and they have made gross mistakes in their lending practices.

The Code of Banking Practice states :

Before we offer or give you a credit facility (or increase an existing credit facility), we will exercise the care and skill of a diligent and prudent banker in selecting and applying our credit assessment methods and in forming our opinion about your ability to repay it.

NONE OF THESE REQUIRED CHECKS WERE EVER DONE. We were granted loans far beyond our capacity to repay them. This aspect of the Code was flagrantly breached by the CBA / Colonial.

Clearly, the bank that lends the money to the client MUST be responsible for that loan, **verifying that all the details, amounts contained in the Loan Application are true and correct,** and this should be the case from the application process, right through to the eventual repayment of the loan.

We therefore request that the Ombudsman order the C.B.A / COLONIAL to relinquish us from the debt and order them to pay compensation.

Yours sincerely

Wayne & Carol Styles.