



Patricia M Godwin & John King

14th April 2009.

Senior Clerk

Subject: The enquiry

We hope this letter can help the enquiry and help us as well. My partner and myself, in June 2006 joined Strom Financial, we went into it with \$261,000.00 cash with a mortgage, (our home) which later total to \$368,000.00 (this home had been paid off for many years earlier) and another loan was taken out in July 2008 for \$172,000.00, we didn't know that this was going to be a loan at the time but later we found out it was.

We were given a marginal loan of \$99,000.00 which later grew, by December 2008 it had grown to \$1,129,000.00 which was paid in January 2009 leaving us with a debt of \$540,000.00 and a loss of \$261,000.00 cash of my partners super. We also lost \$74,000.00 which we paid to Storm for fees for the next several years, they stated it was the best way to go for us, we didn't have to worry about payments, but they still took fees out.

Money was deposited each week/fortnight from the rental property which we owned. Which kept the Macquarie Bank Trust (CMT) topped up so that the interest for the loans (which was paid to Bank of Queensland) were paid each month, Storm would also take out fees, which I asked about but no answer was given.

In May/June 2008 we had an appointment, at this time we asked for \$80,000.00 so we would be able to do repairs to our home but were only able to get \$40,000.00, as it was not a good time at this point. Not to worry that we were alright and not to read the paper or watch what was on the TV. . . But they ask us to sign two forms to have our share revert to cash at the right time, which was done 29th October and the other 7th November 2008,

At this time I started to ring them for an appointment but was not able to get one, was told each time that they were busy and not to worry, this didn't help I got mad and rang them in December and was given

appointment which later was cancelled this didn't make us happy, then every thing went to hell. We found out from the News on TV. What had happened, I rang the company (Storm) again but didn't get any satisfaction, was later able to get a little info from the office staff which sent to us information by mail (a letter and a spreadsheet).

We rang the banks (Bank of Queensland and Macquarie Bank Trust and Macquarie Margin Lending) to get information, so we could get thing done as soon as possible, in January we got thing going, we had to pay 13,000.00 to the Bank of Queensland which I didn't understand why as the loan was with them and the interest was being pay to them each month from our account at Macquarie bank for all our loans which also consist of \$172,000.00 for the rental duplex units , \$92,000.00 for our rental house, our owned house of \$368,000.00 and the extra loan of \$172,000.00 which total to \$804,000.00.

We then paid Macquarie Marginal 1,129,006.00 plus fee's which didn't leave much. We cancelled Macquarie Bank Trust (CMT) Account which left was with a little, it has left us with a debt of \$804,000.00.

We found that the fee's that were charged throughout the two and a half years, we were with Storm Financial, Macquarie Marginal, and Challenger was excessive. My partner is upset about the amount of fees that was paid by us (to Strom Financial, Macquarie Margin Lenders and challenger and Bank of Queensland) they add up to thousands of dollars.

We have been able to get info from Macquarie Margin Lenders, Macquarie Bank (CMT) and Challenger, about the two and half years, but not a thing from Storm even though we have try to get this information, we have letters and receipts and contracts that were given or sent to us through out the years.

Yours truly,

Patricia M Godwin &
John king