

Supplementary submission to Senate Inquiry from David John & Isabel Margaret Dowling.  
Original Submission presented 19/07/2009.

We consider that CBA/Colonial acted with undue haste and without warning when closing down Storm index funds, leaving, clients including us, in no-man's land. Subsequent attempts by the banks to recover outstanding loan monies have been callous since the collapse of Storm. We were harassed by Colonial asking when we would be paying the outstanding Margin which they had allowed to reach 111% and required a payment of \$146,664.44. We even received a call on New Year's eve and, when we informed the agent that we would have to sell our home to repay the money, the response was "Well hope you have a Happy New Year!!"

These demands made on us created enormous anxiety and stress and we had to eventually borrow money from our friends in the short term to meet Colonial's request. We subsequently put our home to auction and lost approximately \$150,000 on the conservative value of the property so that we could repay our friends. At no time did we ever receive any contact from either CBA or Colonial offering any financial advice or assistance. Only after settlement of our mortgage and subsequent closure of our CBA accounts were we informed that we should contact a number for "DISTRESSED STORM CLIENTS". We asked why we were not told of this before we had to sell our home.

We are now in a position where we were once self funded retirees who owned a share portfolio of approx \$100,000.00, had a managed investment of approx \$250,000.00, had a \$500,000 superannuation payout and owned our home (Home value was about \$600,000.00). outright where we can never afford to buy another home and are dependant on Veteran's Affairs pensions.

We consider that, as retirees, we were granted loans far beyond our capacity to repay them.

It is our wish that this submission assists in some way to achieving to assist in finding the culpability of Storm and CBA/Colonial. We hope that many innocent ordinary investors who were simply trying to fund their own retirement can seek and receive compensation for the losses incurred during the last three months of 2008. We do not refer to market losses which we are prepared to accept, but losses caused by systemic failure, lack of resources, relaxation of prudential guidelines, acts of negligence or other issues that this enquiry determines.

We are living daily the emotional despair and psychological stress that this collapse has had on us together with the thousands of other trusting Storm and other loyal, innocent, trusting, decent Storm clients whose lives have been shattered, in many instances, beyond repair.

**Regards,**

**David & Isabel Dowling**

Home value was about \$600,000.00.