



Final Report

Royal Commission into
Misconduct in the Banking,
Superannuation and
Financial Services Industry

VOLUME 3:
APPENDICES

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Appendix 1: Letters Patent



ENTERED ON RECORD by me in Register of Patents No. 52 page 67 on 14 December 2017

Secretary to the Federal Executive Council

Wendy Sear

ELIZABETH THE SECOND, by the Grace of God Queen of Australia and Her other Realms and Territories, Head of the Commonwealth:

TO

The Honourable Kenneth Madison Hayne AC QC

GREETING

WHEREAS Australia has one of the strongest and most stable banking, superannuation and financial services industries in the world, which performs a critical role in underpinning the Australian economy.

AND Australia's banking system is systemically strong with internationally recognised and world's best prudential regulation and oversight.

AND most Australians are consumers of banking, superannuation and other financial services. The superannuation system alone in Australia has created more than a \$2 trillion retirement savings pool, which continues to grow rapidly and which compels all working Australians to defer income today for their retirement.

AND all Australians have the right to be treated honestly and fairly in their dealings with banking, superannuation and financial services providers. The highest standards of conduct are critical to the good governance and corporate culture of those providers.

AND these standards should continue to be complemented by strong regulatory and supervisory frameworks that ensure that all Australian consumers, including business, have confidence and trust in the financial system.

NOW THEREFORE We do, by Our Letters Patent issued in Our name by Our Governor-General of the Commonwealth of Australia on the advice of the Federal Executive Council and under the Constitution of the Commonwealth of Australia, the *Royal Commissions Act 1902* and every other enabling power, appoint you to be a Commission of inquiry, and require and authorise you, to inquire into the following matters:

- (a) whether any conduct by financial services entities (including by directors, officers or employees of, or by anyone acting on behalf of, those entities) might have amounted to misconduct and, if so, whether the question of criminal or other legal proceedings should be referred to the relevant Commonwealth, State or Territory agency;
- (b) whether any conduct, practices, behaviour or business activities by financial services entities fall below community standards and expectations;
- (c) whether the use by financial services entities of superannuation members' retirement savings, for any purpose, does not meet community standards and expectations or is otherwise not in the best interests of those members;
- (d) whether any findings in respect of the matters mentioned in paragraphs (a), (b) and (c):
 - (i) are attributable to the particular culture and governance practices of a financial services entity or broader cultural or governance practices in the relevant industry or relevant subsector; or
 - (ii) result from other practices, including risk management, recruitment and remuneration practices, of a financial services entity, or in the relevant industry or relevant subsector;
- (e) the effectiveness of mechanisms for redress for consumers of financial services who suffer detriment as a result of misconduct by financial services entities;
- (f) the adequacy of:
 - (i) existing laws and policies of the Commonwealth (taking into account law reforms announced by the Commonwealth Government) relating to the provision of banking, superannuation and financial services; and
 - (ii) the internal systems of financial services entities; and
 - (iii) forms of industry self-regulation, including industry codes of conduct;

to identify, regulate and address misconduct in the relevant industry, to meet community standards and expectations and to provide appropriate redress to consumers;

- (g) the effectiveness and ability of regulators of financial services entities to identify and address misconduct by those entities;
- (h) whether any further changes to any of the following are necessary to minimise the likelihood of misconduct by financial services entities in future (taking into account any law reforms announced by the Commonwealth Government):
 - (i) the legal framework;
 - (ii) practices within financial services entities;
 - (iii) the financial regulators;
- (i) any matter that has occurred or is occurring overseas, to the extent the matter is relevant to a matter mentioned in paragraphs (a) to (h);
- (j) any matter reasonably incidental to a matter mentioned in paragraphs (a) to (i).

AND, without limiting the scope of your inquiry or the scope of any recommendations arising out of your inquiry that you may consider appropriate, for the purpose of your inquiry and recommendations in relation to the matter mentioned in paragraph (f):

- (k) We direct you to have regard to the implications of any changes to laws, that you propose to recommend, for the economy generally, for access to and the cost of financial services for consumers, for competition in the financial sector and for financial system stability; and
- (l) We authorise you to have regard to comparable international experience, practices and reforms.

AND We further declare that you are not required by these Our Letters Patent to inquire, or to continue to inquire, into a particular matter to the extent that you are satisfied that the matter has been, is being, or will be, sufficiently and appropriately dealt with by another inquiry or investigation or a criminal or civil proceeding.

AND We further declare that you are not required by these Our Letters Patent to inquire, or to continue to inquire, into a particular matter to the extent that the matter relates to macro-prudential policy and regulation.

AND We direct you to give priority to matters that in your opinion, have greater potential for harm if not addressed expeditiously.

AND We further declare that you may decide not to inquire into a particular matter falling within the scope of paragraphs (a) to (j), but any such decision is yours alone.

AND We further declare that you may inquire into any matter mentioned in paragraphs (a) to (j) to the extent that the matter relates to or is connected with the peace, order and good government of the Commonwealth and any public purpose or any power of the Commonwealth.

AND We direct you to make any recommendations arising out of your inquiry that you consider appropriate.

AND We declare that you are a relevant Commission for the purposes of sections 4 and 5 of the *Royal Commissions Act 1902*.

AND We declare that, in exercising your powers under Part 2 of the *Royal Commissions Act 1902*, you are to inquire into the matters falling within the scope of paragraphs (a) to (j) only to the extent that Commonwealth constitutional power extends to those subjects of inquiry.

AND We declare that you are a Royal Commission to which item 5 of the table in subsection 355-70(1) in Schedule 1 to the *Taxation Administration Act 1953* applies.

AND We declare that in these Our Letters Patent:

financial services entity means:

- (a) an ADI (authorised deposit-taking institution) within the meaning of the *Banking Act 1959*; or
- (b) an entity that carries on a business of undertaking liability, by way of insurance (including reinsurance), in respect of any loss or damage, including liability to pay damages or compensation, contingent upon the happening of a specified event, including:

- (i) a general insurer (within the meaning of the *Insurance Act 1973*); and
- (ii) an entity that carries on life insurance business (within the meaning of the *Life Insurance Act 1995*);
or
- (c) a person or entity required by section 911A of the *Corporations Act 2001* to hold an Australian financial services licence, or who is exempt from the requirement to hold such a licence by virtue of being an authorised representative; or
- (d) a person or entity that:
 - (i) is an RSE licensee of a registrable superannuation entity (within the meaning of the *Superannuation Industry (Supervision) Act 1993*); or
 - (ii) has any connection (other than an incidental connection) to such an RSE licensee; or
- (e) a person or entity that acts or holds itself out as acting as an intermediary between borrowers and lenders;

but does not include an entity that is a Commonwealth company or Commonwealth entity (both within the meaning of the *Public Governance, Performance and Accountability Act 2013*).

macro-prudential policy and regulation means policy and regulation, including as to the structure, role and purpose of financial regulators, that is concerned with containing systemic risk, which can have widespread implications for the financial system as a whole.

misconduct includes conduct that:

- (a) constitutes an offence against a Commonwealth, State or Territory law, as in force at the time of the alleged misconduct; or
- (b) is misleading, deceptive, or both; or
- (c) is a breach of trust, breach of duty or unconscionable conduct; or
- (d) breaches a professional standard or a recognised and widely adopted benchmark for conduct.

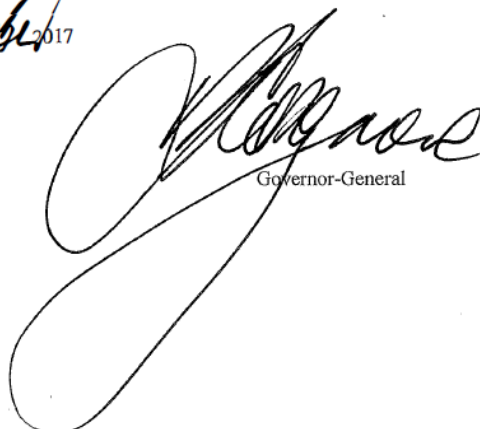
AND We:

- (m) require you to begin your inquiry as soon as practicable; and
- (n) require you to make your inquiry as expeditiously as possible; and
- (o) authorise you to submit to Our Governor-General an interim report, that you consider appropriate, not later than 30 September 2018; and
- (p) require you to submit to Our Governor-General a final report of the results of your inquiry, and your recommendations, not later than 1 February 2019.

IN WITNESS, We have caused these Our Letters to be made Patent

WITNESS General the Honourable Sir Peter Cosgrove AK MC
(Ret'd), Governor-General of the Commonwealth of Australia.

Dated *14th December* 2017



Governor-General

By His Excellency's Command



Prime Minister

Appendix 2: Hearing dates

Round	Dates	Location
Consumer lending	13-Mar-2018 – 23-Mar-2018	Commonwealth Law Courts Building, 305 William St, Melbourne VIC 3000
Financial advice	16-Apr-2018 – 27-Apr-2018	Commonwealth Law Courts Building, 305 William St, Melbourne VIC 3000
Small and medium enterprises	21-May-2018 – 01-Jun-2018	Commonwealth Law Courts Building, 305 William St, Melbourne VIC 3000
Regional and remote communities	25-Jun-2018 – 29-Jun-2018	Brisbane Magistrates Court, 363 George St, Brisbane QLD 4000
	02-Jul-2018 – 06-Jul-2018	Supreme Court Building, State Square, Darwin NT 0800
Superannuation	06-Aug-2018 – 17-Aug-2018	Commonwealth Law Courts Building, 305 William St, Melbourne VIC 3000
Insurance	10-Sep-2018 – 21-Sep-2018	Commonwealth Law Courts Building, 305 William St, Melbourne VIC 3000
Policy questions	19-Nov-2018 – 23-Nov-2018	Lionel Bowen Building, 97–99 Goulburn St, Sydney NSW 2000
	26-Nov-2018 – 30-Nov-2018	Commonwealth Law Courts Building, 305 William St, Melbourne VIC 3000

Appendix 3: Public engagement

Introduction

The Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry was established on 14 December 2017.

From the outset, the Commission was committed to ensuring the public had easy access to information about the Commission and its work through a dedicated information line (phone and email), a website and email distribution services.

The Commission encouraged members of the public to contribute to its work by inviting submissions in relation to past conduct by financial services entities. The Commission received over 10,000 submissions from members of the public. These submissions played an important role in informing the Commission about the nature, magnitude and prevalence of misconduct and conduct falling below community standards in the financial services industry.

Following the closure of submissions on past conduct in late September, the Commission shifted its attention from past experiences to proposals on what should be done in response to the issues raised or conduct uncovered within the banking, superannuation and financial services industry.

To that end, the Commission invited submissions from the public in response to policy issues identified by Counsel Assisting during its fifth round of hearings on superannuation, its sixth round of hearings on insurance, and subsequently in response to issues identified in the *Interim Report*.

The Commission received almost 2,000 submissions in relation to policy issues, including 621 in relation to superannuation, 222 relating to insurance, and 1,114 in response to the *Interim Report*. Individuals making a submission were asked if the Commission could publish their submission. Where permission was given, these submissions have been published on the Commission's website except where matters were subject to a non-publication order or where there were concerns about privacy or fairness.

Information line and enquiries

The Commission operated an information line throughout the terms of its inquiry. The phone line was available during business hours, five days a week, while the email address for enquiries was available 24 hours a day, seven days a week.

The information line provided a range of services to support those with questions about the Commission, those needing assistance with making a submission, and those wishing to talk further about their concerns or share their stories of past conduct, and its impact.

As at 30 November 2018, the Commission's information line had taken over 4,600 phone calls and responded to over 8,200 emails. Throughout the year, the Commission received many calls and emails which provided additional information or raised concerns about conduct, including real-time responses from the public about issues being examined in the public hearings. These ongoing contributions assisted the Commission in its inquiry.

Website

For the period 18 December 2017 to 30 November 2018, the Financial Services Royal Commission website had over 4,373,000 page views.

With the exception of the home page, the top five pages based on number of page views were:

- 1 Public hearings
- 2 Webcast
- 3 Transcripts
- 4 Public Submissions/Submissions
- 5 Publications

The website provided easy access to a range of materials including over 20,500 exhibits, 30 background papers and over 1,600 submissions.

Public submissions – Past conduct

On 22 January 2018 the Commission invited submissions from the public in relation to past conduct by financial services entities. This invitation remained open until 28 September 2018.

The Commission's online web form asked people to complete a series of questions about the nature of their dealings with a financial services entity, the entity involved, and the nature and timing of the conduct.

The Commission received 10,323 submissions from individual consumers and business owners, former employees within the financial services industry, academics, and industry and consumer advocacy bodies. In addition to submissions received through the online form, the Commission also received submissions either by email or in hard copy where the submitter was not able to use the online form.

Each submission was analysed by the Commission and information was collected on the nature of the conduct identified, how the financial services entity or any other relevant body responded to reports of misconduct, and what the outcome had been for the submitter. This information and the submissions were provided to Counsel and Solicitors Assisting the Commission for further review and analysis alongside other information and consultations that were undertaken.

Information received in public submissions assisted the Commission with lines of inquiry in each of the rounds of public hearings, as well as informing the Commission's understanding of the extent of misconduct or conduct falling below community standards within the banking, superannuation and financial services industry.

The Commission continued to receive submissions in relation to the topics explored in its public hearings after those hearings had concluded. For example, issues in relation to consumer lending and personal finance continued to be the most frequent topics raised in submissions on past misconduct. The Commission continued to review and analyse those submissions, and used them to inform its understanding of issues throughout the year.

The following summaries provide detailed analysis of the issues and types of misconduct that were commonly raised in the public submissions. Discrepancies between totals and sums of components are due to rounding.

The Commission acknowledges that submissions on past conduct provided by members of the public often took significant time and effort to prepare, and in many cases involved revisiting difficult experiences. These submissions also often contained highly sensitive personal information, including financial and medical information. For that reason, the Commission has not published submissions on past conduct on its website.

Submissions by state/territory

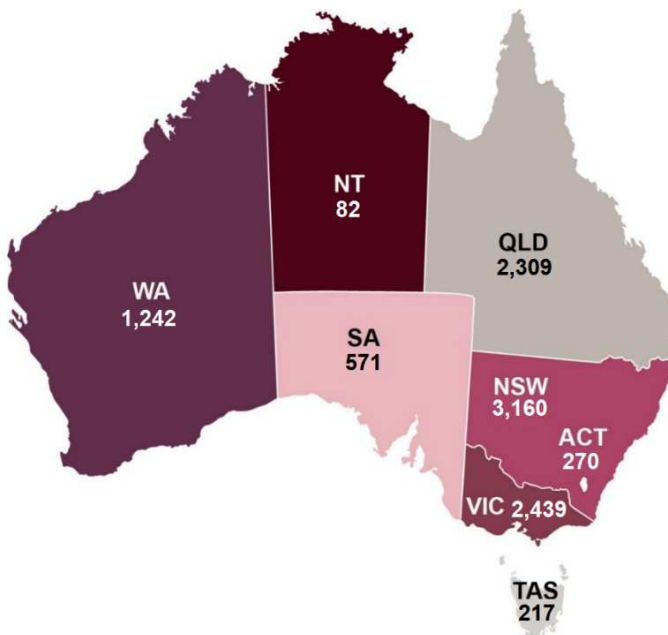


Figure 1: Number of submissions received from each state/territory

Submissions were received from all states and territories of Australia. The largest proportion of submissions came from New South Wales (31%), followed by Victoria (24%), Queensland (23%) and Western Australia (12%). A small number of submissions did not identify the State or Territory.

Submissions by industry

As part of the public submission process, people were asked to indicate the part of the financial services industry to which their matter related. Of all the submissions received, the largest proportion were received in relation to banking (61%), superannuation (12%) and financial advice (9%).

- Banking 61%
- Financial advice 9%
- General insurance 7%
- Intermediaries between borrowers and lenders 5%
- Life insurance 6%
- Superannuation 12%

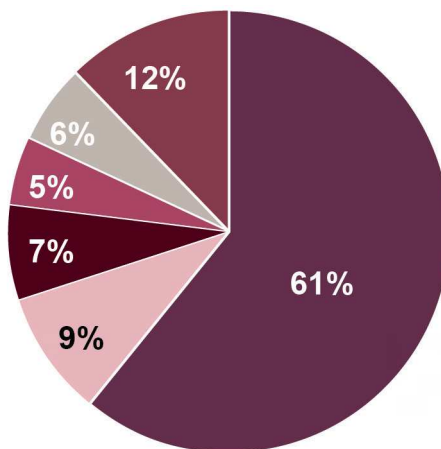


Figure 2: Submissions by industry

Submissions by nature of dealing

People were also asked to indicate in their submissions the nature of their dealings with an entity. The majority of people making submissions selected 'personal financial' as the relevant dealing (35%).

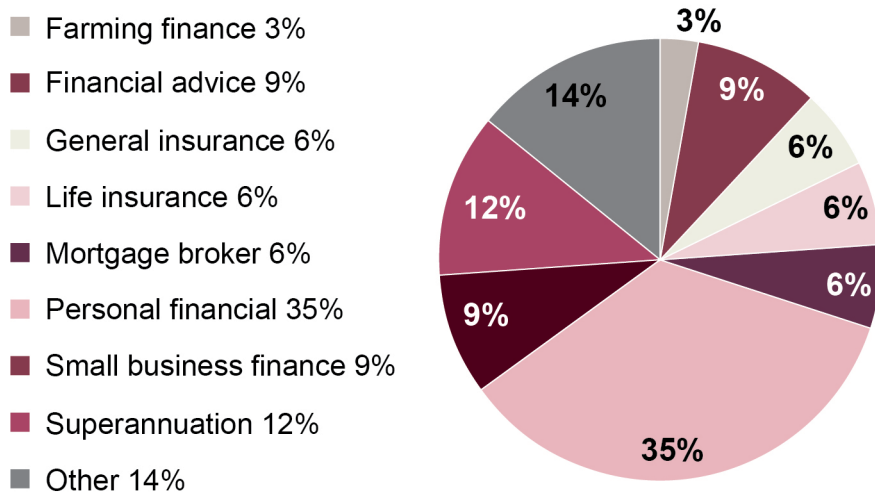


Figure 3: Submissions by nature of dealing

Submissions by complaint type

The Commission also invited information about experiences in dealing with complaints and dispute resolution mechanisms, including satisfaction with the outcome of any complaint they had made. Of the 10,323 submissions received from the public:

- 7,552 (73%) indicated that they had made a complaint in relation to their concerns; and
- Of those, 6,564 (87%) indicated that they were not satisfied with the outcome of the complaint.

Consumer lending and personal finance

Issues relating to consumer lending were examined in the Commission's first round of its public hearings, held in Melbourne from 13 March–23 March 2018.

The Commission inquired into aspects of the treatment of consumers by banking and financial services providers in connection with a number of credit products, including residential mortgages, car finance and credit cards. It also considered insurance sold in conjunction with a credit product and the arrangements and practices of banking and financial services providers and their intermediaries.

Total submissions

The Commission received a total of 5,099 submissions that identified consumer lending and personal finance as a relevant issue in their dealings with a financial services entity. This made up approximately 50% of the total of 10,323 submissions received by the Commission.

Submissions by state/territory

Submissions identifying consumer lending and personal finance as a relevant issue were received from all states and territories. The largest proportion of submissions relating to consumer lending and personal finance came from New South Wales (1,498 submissions), then Victoria (1,189 submissions), Queensland (1,131 submissions) and Western Australia (710 submissions).

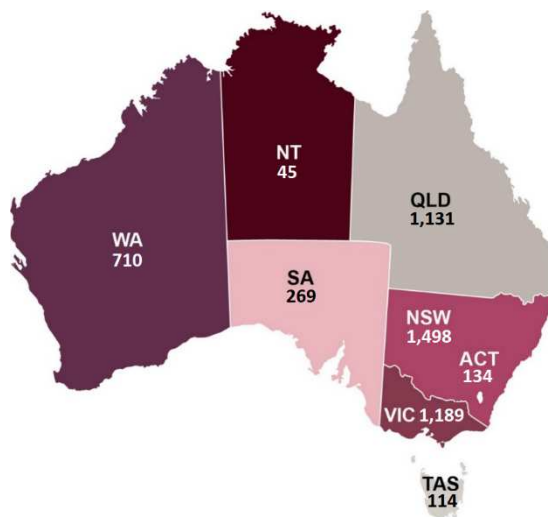


Figure 4: Number of submissions received from each state/territory: Consumer lending and personal finance

Overview

From the outset, consumer-related lending was a focus of concerns raised with the Commission about potential misconduct or conduct falling below community standards. This was reflected in the information received from members of the public, regulators, external dispute resolution bodies, consumer advocacy groups (notably CHOICE, the Consumer Action Law Centre and Financial Rights Legal Centre) and by the financial services entities.

These concerns were reflected in the Commission's decision to make consumer lending the subject of the first round of public hearings, with particular focus on:

- home loans;
- car loans;
- credit cards;
- offers of pre-approved overdrafts and credit cards;
- processing and administrative errors; and
- add-on insurance products.

In addition to these products, the Commission received many submissions relating to other personal finance issues, including transaction and savings accounts and associated fees, ATM fees and availability, and other general personal banking and finance services.

Many of the submissions that related to consumer lending and personal finance involved dealings with the big four banks. However, a wide range of smaller authorised deposit-taking institutions (ADIs), brokers and intermediaries were also mentioned.

These submissions ranged from people's experiences with making an application for a first home loan or a large personal loan through to experiences relating to everyday banking. The submissions included concerns about fees and charges, and the terms and conditions for consumer products, including changes made to these after a person had signed up to a product. The volume of submissions received highlighted not only the frequency of consumer engagement with financial services entities but also the impact of dealings where a consumer felt they had not been treated honestly or fairly.

The submissions included stories of the significant emotional toll of disputes with financial services entities where people had loans approved for which they were ultimately not able to meet the repayments. This often resulted in the loss of a family home, breakdowns in relationships, and ongoing debts arising from penalty interest rates, legal processes and other costs associated with pursuing redress. Some consumers reflected that they had been offered additional credit without asking for those funds, and regretted taking on larger loans than they could afford. Others spoke of being loyal customers for many years, and that such trust and loyalty was not reciprocated in their dealings with their bank.

Submission themes

The following summaries provide further analysis of the key themes or conduct that was raised in public submissions received by the Commission.

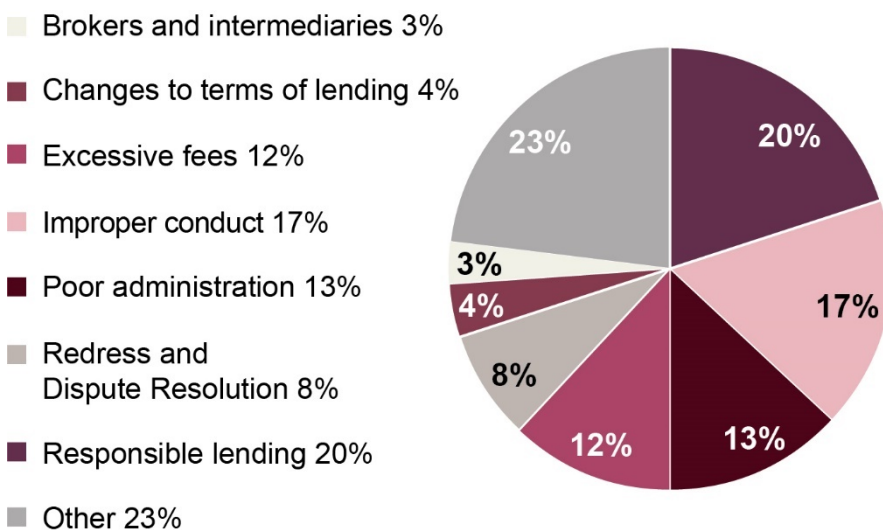


Figure 5: Consumer lending and personal finance submissions: Key themes

Responsible lending

The Commission received over 990 submissions relating to consumer lending issues which identified unfair or irresponsible lending practices by lenders. The primary concerns raised included:

- failure by lenders to take into account the financial or other circumstances of a borrower when approving a home or car loan, particularly where the borrower was a low income earner, on an aged or disability pension, or otherwise unlikely to be able to service the loan;
- failure by lenders to apply any criteria for suitability when offering credit products or increases to credit limits, including offering high-limit products to individuals who had disclosed gambling problems, or to students or other low income earners who had not demonstrated capacity that they would be able to meet repayments;
- recommending the sale of products to consumers that were not suitable for their needs and attracted additional fees, charges or risks, including offers of overdrafts, personal loans or credit products when applying for a home loan; and
- targeted marketing by lenders to vulnerable markets, including advertising reverse mortgages to elderly consumers.

Improper conduct

More than 870 submissions relating to consumer lending and personal finance primarily raised concerns about improper conduct by a financial services entity. Common types of improper conduct identified in public submissions included:

- falsification of loan application documents by bank employees, including inflation of income or asset values, forgery of signatures, and backdating of documents;
- intimidating or inappropriate behaviour by bank employees, often following the default of a loan, including consumers being harassed about repayments, or being coerced into signing a settlement agreement;

- unauthorised disclosure of a consumer's personal information to a third party, including disclosure to abusive parties in the context of family violence; and
- facilitation of unauthorised transactions by staff members, or failure to respond to reports of unauthorised or fraudulent transactions.

Poor administration

Over 650 submissions referred to poor administration or processing errors by financial services entities in relation to consumer lending and personal finance functions. Issues included:

- lenders setting up incorrect facilities for consumers, including approving a business loan when a consumer has sought to take out a domestic mortgage, or approval of a credit facility instead of a personal loan;
- incorrect calculation of interest or fees charged;
- loss of documents or records relating to a consumer's banking arrangements;
- closure of accounts without instruction from the account-holder, and in many cases this was said to have occurred without notification;
- general concerns about the training and expertise of staff involved in sales and approval of loans and credit products; and
- delays in responses from a financial services entity to address the consumer's concerns.

Excessive fees

The Commission received over 590 submissions that primarily related to excessive fees charged for consumer products. Issues related to fees and charges that often featured in submissions included:

- unreasonable discharge or break fees charged by lenders that submissions suggested had been used to dissuade the consumer from refinancing their loan;
- excessive fees charged for routine transactions, including foreign currency and international transaction fees;

- high interest rates being charged on loans or credit products despite lower interest rates being available to new customers or when requested;
- difficulties with finding information about fees and charges for a financial product within the product disclosure statement or the financial services entity's website;
- application of default interest rates, overdraft fees or other penalty charges without notification to the consumer; and
- failure by lenders to disclose adequately fees, charges and interest during the sale of a credit product or approval of a loan.

Redress and dispute resolution

Over 410 submissions were primarily about the experience of consumers with redress and dispute resolution processes. The issues raised included:

- difficulties arising from the jurisdiction of external dispute resolution bodies, including monetary limits or time limitations;
- lack of enforcement of determinations made by external dispute resolution bodies, including the Financial Ombudsman Service (FOS), often resulting in lenders failing to take any action in relation to redress;
- lenders failing to consider a complaint properly unless legal proceedings had been commenced;
- the ongoing costs for a consumer of pursuing legal action against a lender, and the disparity in legal resources available to consumers when compared to financial services entities; and
- lenders continuing to charge default or penalty rates while a matter was under consideration by an external dispute resolution body.

Changes to terms of lending

The Commission received more than 205 submissions that related to a lender making unilateral changes to the terms of a loan.

Key themes included:

- withdrawal of pre-approval or in-principle approval of a loan without explanation, often causing the loss of deposits or other financial hardship;

- substantial reductions in timeframes for repayment of a loan where there had been no breach of terms, in some cases requiring consumers to repay large amounts in under a month;
- lenders giving assurances about the rollover or continuation of loans that were then called in; and
- banks defaulting loans without giving any prior notification to the borrower, and subsequent concerns about the sale of property and enforcement of guarantees following default.

Brokers and intermediaries

In addition to submissions relating to conduct by ADIs, the Commission received over 130 submissions that focused specifically on conduct by intermediaries such as mortgage brokers, aggregators, and introducers. Many of these issues reflected concerns raised about conduct by lenders, but emphasised that the consumer had thought the broker or intermediary was acting on their behalf and in their best interests. Issues raised included:

- brokers encouraging consumers to take out loans they were not able to service;
- falsification of loan application information by mortgage brokers, including inflated income and asset valuations and forgery of signatures;
- conflicts of interest involving brokers only offering products from specific lenders, often seen to be related to commissions received; and
- the sale of credit products or loans by third party vendors such as car sales staff or staff of retail outlets.

Financial advice

The Commission explored issues relating to the financial advice industry in Round 2 of its public hearings, held in Melbourne from 16 April–27 April 2018.

The Commission’s consideration of the financial advice industry focused on the conduct of financial services entities that provide financial advice to consumers, including the treatment of consumers, compliance with the law and community standards and expectations, and the sufficiency of the current legal and regulatory structure.

Total submissions

The Commission received a total of 1,139 submissions that identified financial advice as a relevant issue in the consumer’s dealings with a financial services entity. This equated to approximately 11% of the total of 10,323 submissions received.

Submissions by state/territory

Submissions identifying financial advice as a relevant issue were received from all states and territories. The largest proportion of submissions relating to Financial Advice came from New South Wales (360 submissions), followed by Queensland (284 submissions), Victoria (266 submissions) and Western Australia (115 submissions).

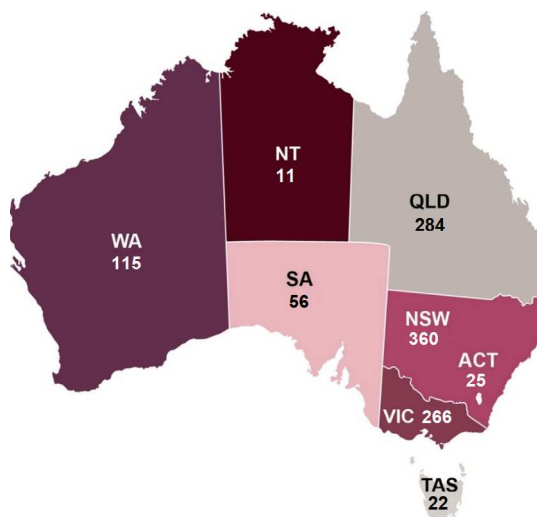


Figure 6: Number of submissions received from each state/territory: Financial advice

Overview

Submissions highlighted a range of concerns about the conduct of major banks or other large financial services entities as well as conduct by smaller financial planning or advice services. Over 300 different financial services entities were mentioned in the 1,139 submissions received.

Prior to the public hearings in relation to financial advice, the Commission received information from regulators and external dispute resolution bodies in relation to their experiences in dealing with the financial advice industry.

Submissions received by the Commission raised concerns about the type and extent of fees charged for financial advice. Many were charged fees despite never having met or spoken with a financial adviser, or were unable to identify what service was provided for the fee. Many wrote in frustration and shock that they discovered they had been charged 'fees for no service' for many years.

Of particular note were submissions recording the impact of poor financial advice on individuals, especially for older Australians relying on advice to support retirement plans. Many wrote about the financial hardship they experienced and a sense that they had misplaced trust in advisers who claimed to be experts and said they would act in the client's best interest.

Others spoke about the lack of transparency around the role of financial advisers and their remuneration, as well as concerns that advisers recommended in-house or commissioned products without proper consideration of a client's personal circumstances.

Submission themes

The following summaries provide further analysis of the key themes or conduct that was raised in public submissions received by the Commission.

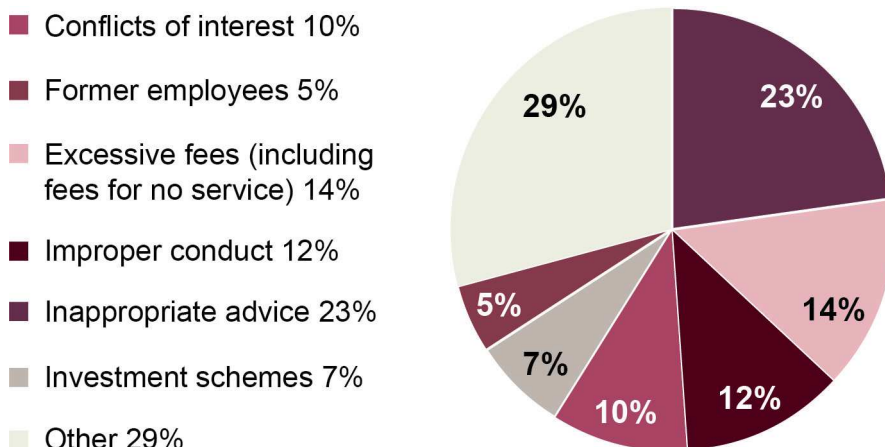


Figure 7: Financial advice submissions: Key themes

Inappropriate financial advice

Over 250 submissions related to financial losses or poor performance of investments that had been made based on financial advice that was not appropriate in the circumstances. Issues raised included:

- financial advice given without any reasonable basis and which resulted in poor outcomes
- failure by financial advisers to consider appropriately a person's financial or other personal circumstances when providing advice or structuring investments; and
- complex or high risk advice given to low-income earners, elderly people or people with a disability.

Excessive fees including fees for no service

The Commission received over 150 submissions where the key focus was unreasonably high fees for ongoing advice or management of investments.

Key themes raised in submissions about excessive fees, including fees for no service, mentioned:

- unreasonably high fees for ongoing advice or management of investments;

- fees being charged where no service was provided and consumers were unaware that fees were being charged at all;
- meeting with a financial adviser at the commencement or purchase of a new product, but never receiving any further statements, advice or contact from the adviser despite annual review charges; and
- consumers deciding they no longer needed financial advice and then being charged fees for exiting or rolling over into a new product.

Improper conduct

Improper conduct by financial services entities was raised in over 130 submissions. Within these submissions, there were claims that:

- financial advisers had engaged in falsification of documents or fraudulent conduct;
- financial advisers had acted without the consumer's authority in investing or handling money, or failed to act on clear instructions of the consumer;
- financial advisers being involved in using a consumer's assets as part of fraudulent activity;
- financial advisers targeting vulnerable members of the community, including low-income individuals receiving government benefits, elderly individuals or couples, or people with a disability; and
- consumers being signed up to high-risk investments that they were unable to understand or afford.

Conflicts of interest

The Commission received over 110 submissions detailing conflicts of interest involving financial advisers as a concern. These submissions detailed:

- conflicts of interest arising between financial advisers and the manufacturers of investment products they sell;
- financial advisers failing to act in the best interests of the consumer due to conflicted remuneration practices or due to relationships between providers and manufacturers of investment products;

- consumers being sold investment products that performed poorly or did not meet their needs; and
- consumers being unaware of commissions being paid to financial advisers who are integrated with the manufacturer of the product.

Managed investment schemes

The Commission received over 70 submissions specifically referring to financial advice relating to managed investment schemes which later failed. These submissions raised concerns about the:

- lack of information or communication provided in advance, or before the scheme collapsed; and
- limited redress options for investors in failed managed investments schemes.

Submissions from current and former financial advisers

Over 50 submissions were received from current or former financial advisers about practices and behaviour within the sector. These submissions referred to:

- a culture within the financial advice industry that is focused on sales targets and products that deliver higher commissions, without consideration for the best interests of the consumer;
- financial advisers being encouraged to transition consumers to products that generate higher commissions;
- restrictions being placed on advisers to ensure that they only recommend products on an approved product list which is limited to in-house or vertically integrated products; and
- financial advisers being forced to resign or being terminated if they refused to engage in certain practices.

General advice given by financial services entities

General advice given by financial services entities, as opposed to formal financial (or personal) advice, was the primary concern raised in over 120 submissions received. Of those, 80 related to mortgages and 40 to business loans. Key themes included:

- consumers suffering a loss following advice given by a person other than a licensed financial adviser or authorised representative (such as a bank manager or a broker);
- failure to explain properly the risks associated with certain products; and
- inadequate explanations given about the operation and costs associated with certain products.

Small and medium enterprises (SMEs)

The Commission explored issues relating to small and medium enterprises (SMEs) during Round 3 of its public hearings, held in Melbourne from 21 May–1 June 2018.

Round 3 focused on issues relating to the provision of loans and whether the legal frameworks governing SMEs were sufficient to protect small business owners, and in particular, whether any lending to SMEs should have similar protections to those afforded to individual consumers.

Total submissions

The Commission has received a total of 1,211 submissions that identified small business finance as a relevant nature of dealing, making up approximately 12% of the total 10,323 submissions received.

Submissions by state/territory

Submissions identifying small business finance as a relevant issue were received from all states and territories. The largest proportion of submissions relating to small business finance came from New South Wales (357 submissions), followed by Victoria (281 submissions), Queensland (272 submissions) and Western Australia (169 submissions).

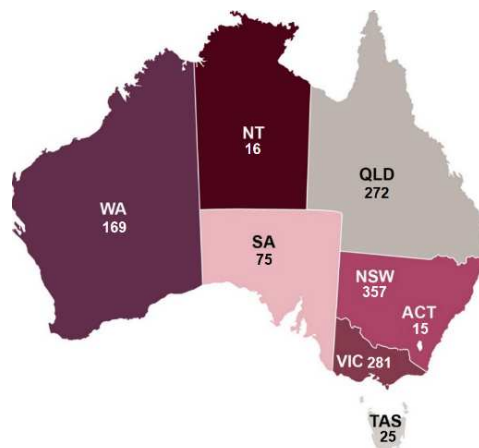


Figure 8: Number of submissions received from each state/territory: SMEs

Overview

The Commission received 1,211 public submissions identifying small business finance as part of their dealings with financial services. These submissions also included issues with larger lenders, smaller ADIs and intermediaries.

Issues raised in submissions were similar in nature to issues raised in relation to consumer lending and personal finance (including the issues examined in Round 1). This included concerns about the failure of banks (or other entities) to consider properly the borrower's circumstances or longer-term viability of a loan, inflating valuations and income to secure approval of a business loan, and the over-reliance on personal properties as security for lending.

Submissions were varied and included stories from individuals who ran, or had been seeking to start up a small family-owned business involving modest financial dealings through to businesses with multi-million dollar loans and other financial dealings and investments. While these stories emphasised the variation in both the size and scale of those who considered their businesses to be SMEs, submissions consistently highlighted concerns regarding dealings with banks and the impact of these dealings on the viability of a business, as well as the subsequent emotional stress on personal and professional relationships.

Many submissions detailed the financial and emotional impact of pursuing redress, either through external dispute resolution channels or taking legal action. Submissions referred to SME owners abandoning their efforts to seek redress as they could not afford to commence legal proceedings or could no longer afford ongoing legal action, which often compounded existing financial hardship and highlighted an imbalance in resources between the business and the financial services entity.

Prior to Round 3 of public hearings, the Commission engaged with a wide range of interested stakeholders, including the Financial Ombudsman Service, Phil Khoury, who had undertaken the Independent Review of the Code of Banking Practice during 2016 and 2017, the Council of Small Business Organisations Australia; Financial Counselling Australia; the Legal Advice for Small Business Clinic, which is a joint initiative of the University of Canberra and ACT Legal Aid; Legal Aid New South Wales; Legal Aid Queensland; and the Consumer Action Law Centre.

In addition, the Commission spoke to a range of statutory and government bodies about policy and regulation in relation to small business lending, including the Australian Securities and Investments Commission (ASIC), the Australian Competition and Consumer Commission (ACCC), the Australian Prudential Regulation Authority (APRA), the Australian Small Business and Family Enterprise Ombudsman, and Treasury. These consultations informed the lines of inquiry taken during the public hearings.

Submission themes

The following summaries provide further analysis of the key themes or conduct that was raised in public submissions received by the Commission.

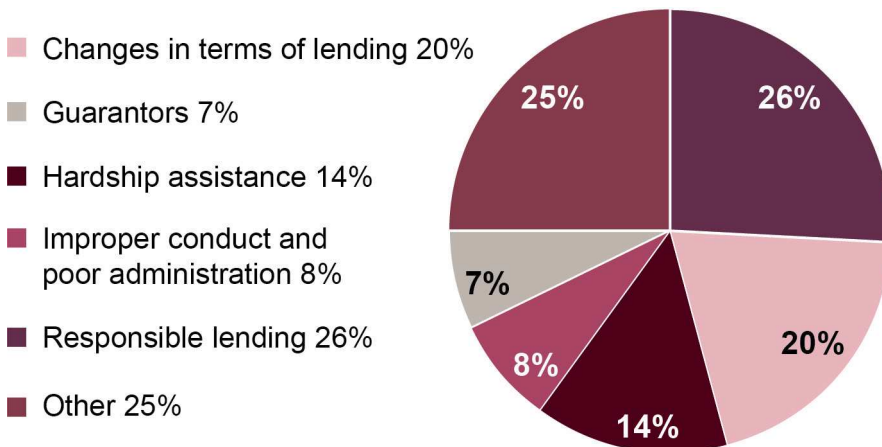


Figure 9: SMEs submissions: Key themes

Responsible lending

The Commission received over 315 submissions that focused on unfair or irresponsible small business lending practices. While these submissions raised similar concerns regarding responsible lending to those raised by individual consumers, there were some distinct themes. These included:

- the lender proceeding with approval of a small business loan where it should have been clear that the business would not succeed, either due to limited profitability or the borrower's capacity to manage a business;

- the lender or broker inflating figures relating to the borrower's financial circumstances in order to secure lending; and
- the lender offering extensions to existing small business loans where there was no evidence the business was able to service the loan.

Changes in terms of lending

The Commission received more than 230 submissions referring to lenders changing the terms of SME loans unilaterally or without giving adequate notification to the borrower. These submissions often referred to a power imbalance between SME borrowers and lenders, with lenders able to decide the terms on which a loan may continue or should be terminated.

Issues in relation to changes in terms of lending included:

- lenders giving verbal approval for a loan and subsequently rejecting a formal loan application, in some circumstances after the borrower had already entered into contracts with service providers;
- lenders altering repayment or review timeframes, often involving unreasonable timeframes for repayment of a loan;
- false assurances made to borrowers about the rollover or renewal of their loans; and
- substantial increases to interest rates, merchant fees or other fees and charges without notice to the small business owner.

The Commission also received 68 submissions from former customers of Bankwest, which substantially related to decisions to call in loans following the acquisition of Bankwest by CBA. These, along with other submissions and information received by the Commission, informed the lines of inquiry considered and undertaken by the Commission in relation to changed terms of lending. At the commencement of the fourth round of hearings, Bankwest complainants were invited to lodge further submissions.

Hardship assistance and enforcement of defaults

The Commission received over 160 submissions in relation to SME lending that related to the lack of available assistance for SMEs experiencing financial difficulties, and the approach taken by banks to taking enforcement action on defaulted loans. The following issues arose in relation to hardship assistance and default:

- lenders failing to respond to early requests for assistance from small business lenders experiencing financial difficulties prior to default;
- lack of notice prior to enforcement action being taken to appoint receivers or to require the sale of a business;
- refusal of offers to refinance or pay down debt once a loan had been defaulted; and
- sale of property by lenders or receivers at substantially below perceived market value, sometimes involving refusal to accept offers from a borrower to refinance with another lender.

Improper conduct and poor administration

The Commission received more than 90 submissions which identified concerns about improper conduct or poor administrative practices that arose in relation to SME lending. Issues raised in relation to improper conduct and poor administration included:

- falsification of documents, including loan application information, valuations, or other documents required to secure approval of a business loan;
- failure by lenders to obtain appropriate authority from all business owners in relation to significant transactions, particularly in the context of failing businesses;
- alleged breaches of the borrower's privacy by lenders, including disclosure of personal information to joint account holders; and
- errors or delays in processing of deposits, payments and settlements, in many cases affecting relationships with contractors and service providers of SMEs.

Guarantors

Over 80 submissions about SME lending primarily raised concerns about third party guarantees. Submissions often referred to SME loans that were guaranteed by family members of the small business owner using their primary residence. Key issues raised included:

- defects with the guarantor's consent, such as where guarantor agreements were signed without the guarantor fully understanding the effect of the agreement or where there was pressure placed on the guarantor to sign;
- falsification of guarantor documents or failure to provide complete documents to a guarantor for consideration before signing; and
- the consequences of enforcement of a guarantee over a primary residence of a third party, particularly where they were elderly or a low income earner and the financial and personal impact on guarantors and their families.

Experiences with financial services entities in regional and remote communities

Round 4 of the Commission's public hearings explored issues affecting Australians living in remote and regional communities, including agricultural lending and issues affecting Aboriginal and Torres Strait Islander people. The hearings were held in Brisbane (25–29 June 2018) and Darwin (2–6 July 2018).

These topics were selected on the basis that they are significant issues within regional and remote communities with the potential to affect the financial wellbeing of Australians who live in those communities disproportionately.

Issues relating to natural disaster insurance, originally proposed for Round 4, were moved to Round 6 of the hearings, which focused on the insurance industry.

Agricultural lending

Total submissions

The Commission received a total of 410 submissions that identified agricultural lending as a relevant nature of dealing, making up 4% of the total of 10,323 submissions received.

Submissions by state/territory

Submissions identifying agricultural lending as a relevant issue were received from all states and territories. The largest proportion of submissions relating to agricultural lending came from Queensland (125 submissions), followed by New South Wales (107 submissions) and Western Australia (75 submissions).

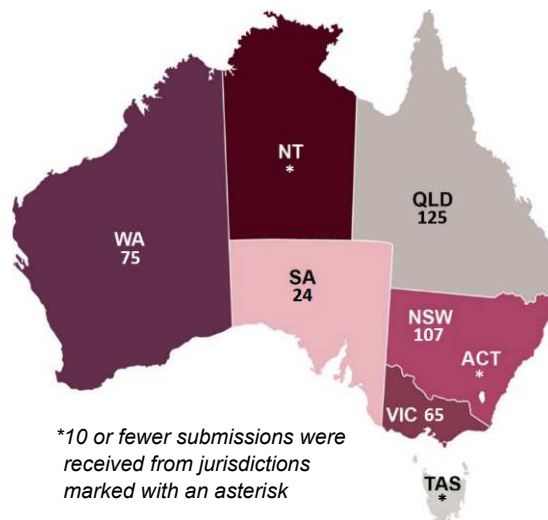


Figure 10: Number of submissions received from each state/territory: Agricultural lending

Overview

In addition to submissions received by the Commission, the Commission also consulted broadly with a number of industry participants, rural financial counsellors, legal aid commissions, regulators and affected consumers to inform its lines of inquiry. Based on this information, the Commission identified significant concerns about the conduct of the major banks and medium-sized financial services entities that specialised in agricultural lending.

In reviewing the public submissions, the Commission noted that a number of submissions raised issues that were relevant to other hearing rounds including issues already explored about responsible lending and poor administration of loans and accounts in earlier rounds (consumer lending, Round 1, and small and medium enterprises, Round 3).

Many public submissions highlighted the emotional and reputational impact of the financial difficulties faced by farmers, and in the worst case scenarios, the impact of losing the family farm.

Submission themes

The following summaries provide further analysis of the key themes or conduct that was raised in public submissions received by the Commission.

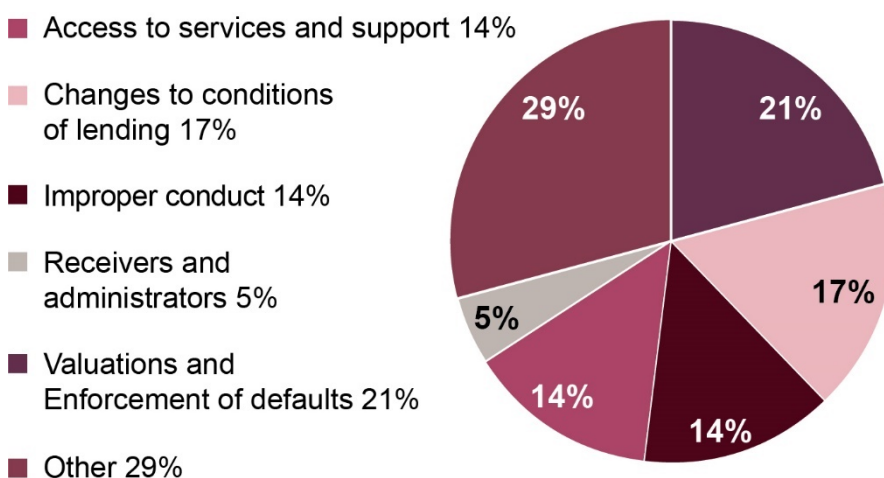


Figure 11: Agricultural lending submissions: Key themes

Valuations and enforcement of defaults

Over 85 submissions raised concerns about practices involving the valuation of properties, including primary residences and security properties associated with loans, and enforcement action taken following default of loans. Key themes raised in submissions referring to valuations included:

- banks inflating the value of security properties to facilitate the approval of loans, sometimes where properties were subsequently revalued at substantially lower values following loan approval;
- borrowers being encouraged to take out additional loans or overdrafts to fund expansion, equipment or stock only to be defaulted shortly after doing so;
- banks revaluing security properties at substantially lower values, resulting in a breach of loan-to-value ratio (LVR) terms of a loan;

- in-house valuations performed by bank staff who did not have sufficient expertise about the agricultural industry;
- failure to discuss alternative options with borrowers who were unable to service agricultural loans leading up to default, and refusal to negotiate once the bank had ordered that assets be sold; and
- sale of assets or properties at values below what the farmer considered to be the market value of the property, often supported by independent valuations obtained by the farmer.

Changes to conditions of lending

Over 65 submissions received in relation to agricultural finance claimed lenders unilaterally made changes to the terms on which a loan was offered. Key concerns raised included:

- changes to the expiry period for loans, the amount of the loan and the types of facilities offered (such as overdrafts, trading facilities and lines of credit) which were seen as unfair, or meant the borrower was unable to meet the repayments required;
- significant changes to guarantees of finance for new or existing agricultural businesses, or refusing to renew or allow such guarantees to the detriment of the borrower; and
- withdrawal of verbal offers of finance after the borrower had entered into funding agreements with suppliers or buyers.

Improper conduct

At least 60 submissions claimed that actions by a financial services entity were misleading, fraudulent or otherwise inappropriate. Key themes raised in submissions referring to improper conduct included:

- allegations that financial services entities falsified documents, including loan application information, valuations, and documents relating to the disposal or sale of properties following default;
- allegations of intimidating or threatening behaviour once a loan had been placed in default; and
- financial services entities requiring borrowers to sign documentation while they were seriously ill or receiving medical treatment which impaired the borrower's ability to understand any risks involved.

Difficulty in obtaining access to banking services and appropriate support

Over 55 submissions referred to issues with obtaining appropriate access to banking services, failure to respond to requests for hardship assistance, or inadequate support from lenders following default. These issues included:

- failure to respond to contact from borrowers in a timely manner, including requests for assistance, provision of documents, or delays in settling finance;
- claims that financial services entities lacked understanding of the seasonal nature of farming operations, and the impact of drought on cashflows;
- enforcement of default where borrowers considered they would be able to trade out of debt had the bank supported their operation over the short-term, based on projected income;
- failure by lenders to give any advance notification that a loan was considered to be impaired; and
- banks enforcing unreasonable timeframes for repayment of loans or sale of assets following default, and in some cases requiring repayment of several million dollars in less than 30 days.

Receivers and administrators

Individuals also raised issues about receivers and administrators. As noted in the *Interim Report*, receivers and administrators are not financial services entities as defined in the Letters Patent and so their conduct does not fall directly within the scope of the Commission's inquiries. However, issues relating to the appointment of receivers by banks were considered by the Commission in its Round 4 public hearings on the basis that they concerned the conduct of financial services entities and so fell within the Terms of Reference.

While a number of people included comments about the conduct of an administrator or receiver as part of their submission, there were 20 submissions that primarily focused on the appointment and subsequent conduct of receivers and administrators. Many of these submissions raised concerns about the conduct of receivers and administrators both in their dealings with borrowers, as well as their management of properties and stock.

Farm debt mediation

In addition to the themes above, over 45 submissions referred to the farmer's participation in farm debt mediation. These submissions generally raised concerns about the process, suggesting that the process favoured the financial services entity or did not lead to satisfactory outcomes from the farmer involved, or that the financial services entity had not agreed to participate in voluntary farm debt mediation processes when requested.

Aboriginal and Torres Strait Islander people

Overview

While the Commission received a relatively small number of submissions from individuals identifying as Aboriginal or Torres Strait Islander, the Commission consulted widely in order to identify and understand the issues that arise for Aboriginal and Torres Strait Islander people in their dealings with financial services entities.

These consultations included financial counsellors and lawyers from organisations across Australia who work closely with this group including staff from various regional offices of the North Australian Aboriginal Justice Agency (NAAJA); Financial Counselling Australia; representatives of Save The Children in Katherine; the Indigenous Consumer Assistance Network (ICAN), including with financial counsellors who work with consumers on Palm Island; the First Nations Foundation; the Consumer Action Law Centre; the Financial Rights Legal Centre and NSW Legal Aid.

The Commission also sought information from ASIC's Indigenous Outreach Program about what it considered to be issues of particular concern affecting Aboriginal and Torres Strait Islander people in their dealings with financial services entities.

The concerns that were consistently raised included aggressive sales tactics, complexity of product disclosure statements and cancellation of policies or products and excessive fees for services in rural and regional areas.

As Senior Counsel Assisting noted in her opening address, the Aboriginal and Torres Strait Islander population is as diverse as the broader Australian population, and not all Aboriginal and Torres Strait Islander people living in these communities will experience the same obstacles as outlined in the case studies.

Consumer themes

Concerns were consistently raised in relation to funeral insurance products, access to superannuation benefits and entitlements, consumer lending and banking fees and practices. Another primary issue of concern was access to financial products and services for Aboriginal and Torres Strait Islander people, including the complexity and language barriers associated with product design and disclosure statements.

Issues about superannuation products for Aboriginal and Torres Strait Islander people were explored during Round 5 of the Commission's hearings.

Redress

Language and cultural barriers, including increased difficulty in navigating complaints and dispute resolution processes, are some of the issues that were identified by submissions as arising from remoteness. Of the small number of submissions received by the Commission in relation to Aboriginal and Torres Strait Islander consumers, very few indicated that they had made a complaint about the conduct or that any action was taken in response to the matter.

During the Commission's public hearings, Senior Counsel Assisting referred to complaints received by ASIC in relation to issues affecting Aboriginal and Torres Strait Islander people, with many made by stakeholder networks of indigenous consumer advocates, financial counsellors, community legal centres, and other government agencies. Primary areas of concern raised in complaints referred to by ASIC included:

- inappropriate sale of funeral insurance policies;
- difficulty accessing superannuation;
- access to ADIs; and
- excessive bank fees and charges, including ATM fees.

Superannuation

The Commission explored issues relating to the superannuation industry in Round 5 of its public hearings, held in Melbourne from 6 August–17 August 2018.

The Commission’s consideration of the superannuation industry focused on how registerable superannuation entity (RSE) licensees fulfil their duties to members of regulated superannuation funds, structural and governance issues, sales practices, the relationship between trustees and financial advisers, the current legal regime and the effectiveness of regulators.

Total submissions

The Commission received a total of 1,626 submissions that identified superannuation as a relevant issue in their dealings with a financial services entity, which equated to approximately 16% of the total of 10,323 submissions received.

Submissions by state/territory

Submissions identifying superannuation as a relevant issue were received from all states and territories. The largest proportion of submissions relating to superannuation came from New South Wales (536 submissions), followed by Victoria (380 submissions), Queensland (357 submissions) and Western Australia (159 submissions).

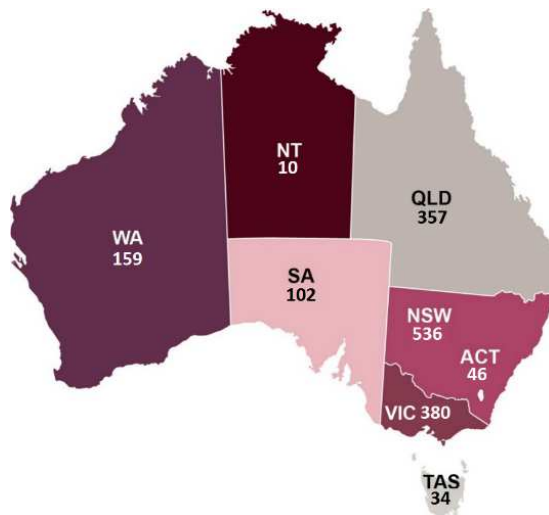


Figure 12: Number of submissions received from each state/territory: Superannuation

Overview

Submissions highlighted a range of concerns about the conduct of RSEs, banks, and financial advisers with which they had dealings relating to their superannuation. Over 150 different financial services entities were mentioned in the 1,626 submissions that were received.

Notably, a number of public submissions on superannuation also indicated other related dealings with the financial services entity. Of the 1,626 submissions on superannuation, over 340 also related to financial advice, and over 270 related to life insurance associated with a superannuation account.

In addition to individual submissions, the Commission also received submissions from interested groups such as the Association of Superannuation Funds of Australia; the Australian Council of Superannuation Investors; the Australian Institute of Superannuation Trustees; the Financial Services Council; the Financial Services Institute of Australasia; and the Responsible Investment Association of Australia. The Commission also received information from consumer bodies which assist consumers in relation to their dealings with superannuation entities, including the Consumer Action Law Centre and CHOICE. The Commission also consulted with officers from ASIC, APRA and the Productivity Commission.

Submissions raised concerns about the impact of fees for add-on financial services such as life insurance or financial advice, which had reduced the balance of their superannuation, or in some cases left the person with a zero balance in their account. A number of submissions mentioned the fund member's frustration with contacting their superannuation fund (and delays which often followed) if they sought to switch funds; tried to obtain additional information; or queried fees associated with their fund.

Fund members often raised concerns about the complexity of their superannuation accounts, and in many cases, indicated that they were unaware they were subject to additional fees or were being charged fees without receiving any service in return. Many submissions received were from individuals who had retired, or were close to retirement and who were concerned about their financial security. Others felt embarrassed that they lacked the financial literacy skills and/or had misplaced their trust in a particular superannuation fund.

A number of submissions also raised concerns about conduct by Commonwealth, state or territory superannuation entities. These entities either did not fall within the definition of a financial services entity under the Commission's Terms of Reference, or were not entities of focus for the Commission.

Submission themes

The following summaries provide further analysis of the key themes or conduct that was raised in public submissions received by the Commission.

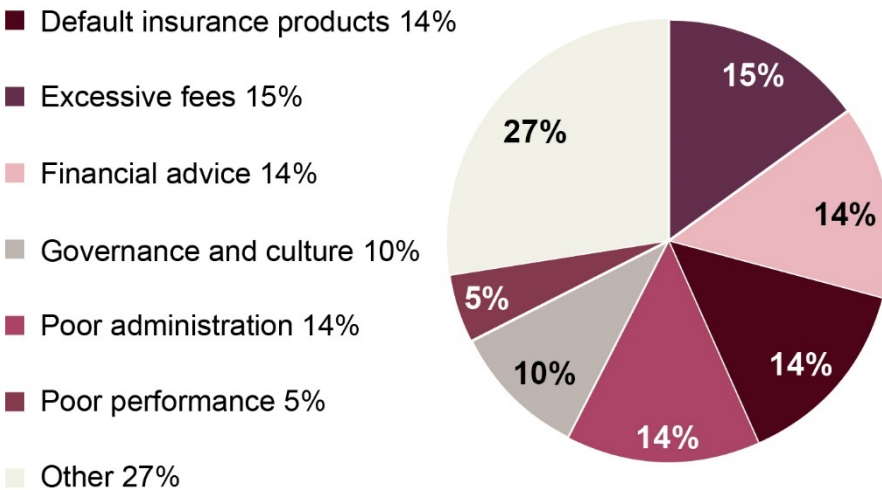


Figure 13: Superannuation submissions: Key themes

Excessive fees

The Commission received over 250 submissions focused on unreasonably high fees being charged for financial products or services associated with a superannuation account. Key themes included:

- excessive fees being charged (when compared to the balance of a superannuation account) for:
 - contributions into the fund
 - roll-over into another fund
 - termination or exit of an account;
- management, administration, or advice fees being charged without the knowledge of the consumer, or any ongoing service having been provided; and
- failure to disclose fee structures to fund members, or disclosure of fee structures through complex product disclosure statements.

Inappropriate financial advice

Over 235 of the submissions on superannuation received by the Commission related to conduct by a financial adviser in relation to investment of superannuation. Issues raised in these submissions included:

- failure by financial advisers to explain risk or fees associated with investment of superannuation;
- provision of poor or misleading advice, including advice about investment of superannuation in vertically integrated products;
- failure by financial advisers to follow instructions of the account holder on how to invest superannuation; and
- investing superannuation of consumers with low income or a relatively low superannuation balance in high risk investments.

Default insurance products

More than 220 submissions related to superannuation funds providing life insurance products to members on a default or opt-out basis. These submissions detailed:

- fees for life insurance products substantially or entirely depleting the balance of superannuation accounts, in some cases without the knowledge of the account holder;
- duplication of life insurance products for individuals who hold accounts with multiple superannuation funds, including duplicate income protection insurance; and
- inclusion of life insurance products that the account holder was not eligible to claim under.

Poor administration

Poor administration of superannuation was raised in at least 220 submissions. These submissions detailed:

- delays in processing disbursements, transfer of pensions from other jurisdictions, or release of balances on roll-over into another fund;
- delays by superannuation funds in processing claims against life insurance policies;
- failure by superannuation funds to respond to requests to cancel life insurance products or financial advice options; and
- delays and administrative errors involved in release of superannuation as part of deceased estate dealings.

Governance and culture

Over 150 submissions referred to issues with governance and regulatory frameworks relating to the superannuation sector, or the sales culture within superannuation funds. Issues raised in these submissions included:

- general submissions highlighting a lack of regulation or enforcement of breaches in the superannuation industry by ASIC and APRA;
- lack of transparency about how member funds are used by superannuation trustees, including using funding for corporate entertainment and advertising; and
- submissions from former staff in the financial services industry highlighting sales focus in relation to advice and insurance products within superannuation accounts.

Poor performance

Over 85 submissions were received in relation to the poor financial performance of superannuation accounts. These submissions referred to:

- consumers being encouraged to invest superannuation in products that achieved very low or nil returns across long periods of time, despite assurances of high percentage returns;
- returns for 'premium' products being less than the fees paid for management and advice; and
- failure by superannuation funds to explain adequately poor performance or losses on specific products.

Insurance

The Commission explored issues relating to the insurance industry in Round 6 of its public hearings, held in Melbourne from 10 September–21 September 2018.

In particular, this round of hearings focused on issues associated with the sale and design of life insurance and general insurance products, the handling of claims under life insurance and general insurance policies, the administration of life insurance by superannuation trustees, and the appropriateness of the current regulatory regime for the insurance industry.

The issue of natural disaster insurance, which was initially scheduled to be considered as part of the Commission’s hearings into regional and remote consumer issues, was also considered during Round 6.

Total submissions

The Commission received a total of 1,527 submissions that identified insurance as a relevant issue in their dealings with a financial services entity, which equated to approximately 15% of the total of 10,323 submissions received. Of those, over 840 submissions indicated that they were concerned with life insurance, and over 820 submissions identified that they were concerned with general insurance (with some identifying both).

Submissions by state/territory

Submissions identifying insurance as a relevant issue were received from all states and territories. The largest proportion of submissions relating to insurance came from New South Wales (442 submissions), followed by Queensland (385 submissions), Victoria (369 submissions) and Western Australia (141 submissions).

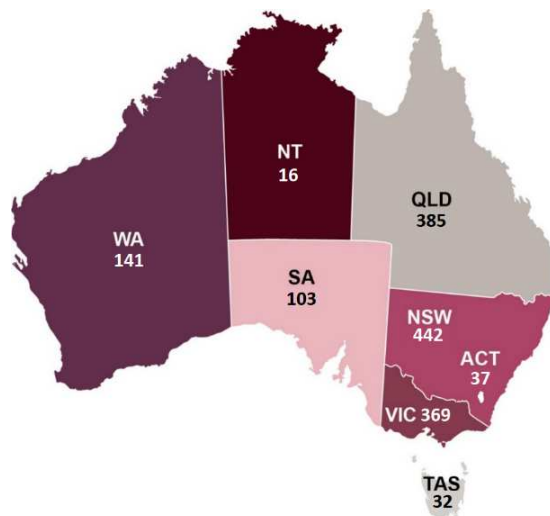


Figure 14: Number of submissions received from each state/territory: Insurance

Overview

The Commission received 1,527 submissions identifying insurance as part of their dealings with financial services. Submissions referred to insurance products offered by insurers ranging from small to very large companies, products sold by the big four banks and other ADIs, and financial advisers and superannuation funds that acted as sales channels for life insurance.

The submissions received were varied and raised concerns across a spectrum of insurance products, including income protection, total and permanent disability (TPD) insurance, trauma and accident insurance, home and contents insurance, travel insurance, and comprehensive and compulsory third party motor vehicle insurance.

The Commission also received a number of submissions in relation to claims under state and territory workers compensation schemes. Issues relating to these schemes were not an area of focus for the Commission.

Submissions emphasised the impact of insurance claims being rejected, or of ongoing disputes with insurance companies, at times when the consumer was already vulnerable due to illness, injury, the death of a family member, or, in the context of general insurance, when a home was uninhabitable. Submissions also spoke about being unable to afford mounting costs for life insurance, particularly for older Australians reliant on their superannuation to support them.

Prior to the Round 6 public hearings, the Commission consulted with a number of community organisations, financial services entities, regulators and dispute resolution bodies in relation to consumer experiences with the life insurance and general insurance industry. This included consultations with, or information provided by ASIC; the Financial Ombudsman Service; the General Insurance Code Compliance Committee; Legal Aid NSW; Legal Aid QLD; the Financial Rights Legal Centre; the Consumer Law Action Centre; the Public Interest Advocacy Centre; beyondblue; and CHOICE. Information provided by these bodies assisted the Commission in identifying key issues and lines of inquiry.

Submission themes

The following summaries provide further analysis of the key themes or conduct that was raised in public submissions received by the Commission.

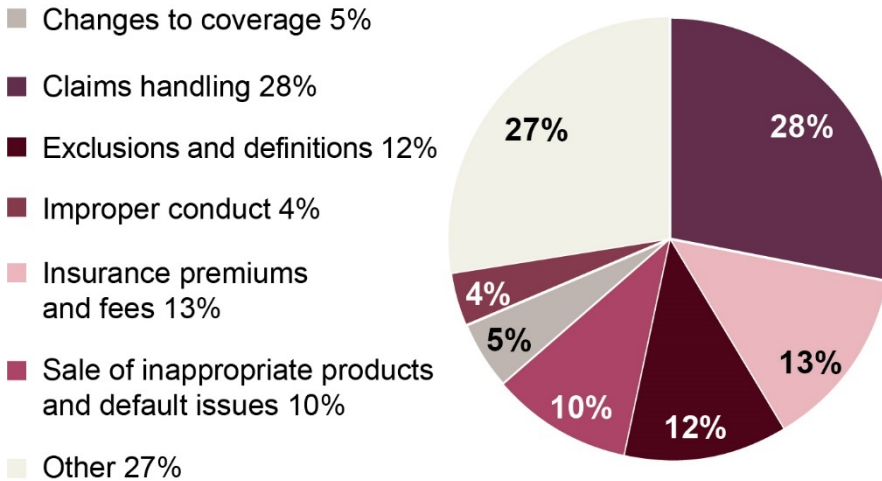


Figure 15: Insurance submissions: Key themes

Claims handling

The Commission received over 430 submissions that primarily focused on issues relating to claims handling and administration in relation to a number of insurance product types. Key themes raised in these submissions included:

- substantial delays to processing and payment of claims under life policies, resulting in significant financial hardship for consumers whose incomes were affected by illness or injury;
- delays in arranging critical repairs under home and contents insurance policies, often leaving consumers without a safe or secure place to live and the stress of finding and maintaining temporary accommodation;
- reliance by an insurer on evidence that was unfavourable to the consumer's claim, particularly where the independent expert evidence supported the claim. This included medical evidence in relation to life insurance claims, and evidence from engineers and builders in relation to general insurance claims; and
- failure by insurers to provide adequate explanation of why a claim had been rejected. A number of stories raised concerns that consumers had felt intimidated by the process, with a number saying that they were left to feel that they were responsible for the damage.

Insurance premiums and fees

More than 190 submissions related primarily to issues around insurance premiums, fees and charges. Concerns raised in these submissions included:

- default life insurance products depleting the balance of superannuation accounts, often without the consumer knowing they were paying for life insurance;
- sharp increases in premiums for life insurance policies without notice or explanation to consumers, particularly for elderly consumers on stepped premium life insurance policies. A particular concern related to consumers who were unable to change provider due to pre-existing conditions; and
- concerns about lack of transparency in relation to the calculation of premium increases on motor vehicle and home and contents policies, including the application of no-claim bonuses.

Exclusions and definitions

Over 185 submissions dealt primarily with issues relating to exclusions or definitions in insurance policies. While these largely related to life insurance policies, issues with definitions also arose in relation to home and contents policies. Some of these issues included:

- concerns about automatic exclusions in life insurance policies for mental health issues such as anxiety, depression and fatigue where those conditions are being successfully managed by the consumer or occurred a long time ago;
- cessation of coverage or denial of insurance claims on the basis that the insured had a pre-existing mental health condition where there has been no previous diagnosis of that condition;
- rejection of claims against life insurance policies based on medically inaccurate or outdated definitions around medical conditions, including cardiac arrest; and
- rejection of general insurance claims following natural disasters due to disputes about definitions and causes of damage, particularly in relation to water damage and flooding.

Sale of inappropriate products

The Commission received over 160 submissions which identified concerns about the sale of insurance products that were not appropriate for the needs of the consumer, including issues with default insurance products under superannuation funds. This made up 10% of submissions received relating to insurance. Issues highlighted in these submissions included:

- sale of income protection insurance to students, casual workers and retirees who would be ineligible to claim under those policies;
- inclusion of default life insurance products in superannuation accounts of low income earners or those with low superannuation balances, causing depletion of superannuation balances; and
- sale of high premium products that offered unsuitable coverage by financial advisers, raising concerns about conflicts of interest.

Changes to coverage

The Commission received over 75 submissions that focused on changes to a consumer's insurance coverage without their authority or knowledge. The following issues arose in these submissions:

- cancellation of general and life insurance policies without notification to the consumer until they sought to make a claim;
- insurers unilaterally altering coverage on general and life insurance policies, often without notification to the customer, including removal of specific types of damage from home and contents insurance, or changes in type of life insurance policy;
- insurers or superannuation funds reinstating cancelled insurance policies without authorisation from the consumer; and
- changes to the extent of coverage offered when an insurance company was acquired by another financial services entity.

Improper conduct

Over 65 submissions identified inappropriate or improper conduct by insurers or other financial services entities involved in handling insurance issues. Types of conduct that were raised included:

- disclosure of personal information including medical records and financial information to third parties without authorisation;
- falsification of documents by insurers, including insurance contracts and independent expert reports; and
- intimidating behaviour or harassment by investigators contracted to conduct surveillance on insurance claimants, particularly where the claim related to a mental health condition.

Appendix 4: The Commission team

The following provided assistance during some or all of the term of the inquiry.

Counsel Assisting the Royal Commission

Rowena Orr QC
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Albert Dinelli
Eloise Dias
Mark Costello

Other Counsel

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Claire Schneider
Sarah Zeleznikow
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Special Advisor to Commissioner

David Borthwick AO

Office of the Royal Commission

Toni Pirani
Elizabeth Brayshaw
Eva Logan
Jamie Collins
Owen Lodge
Janice Nand
Tara Philip
Alicia Da Costa
Daniel Weight
Angus Chan
Sophie Vasenszky
Tracey Grobbelaar
Anatoli Shapiro
Rhiannon Scully

Alexandra Ashcroft
Alana Brennan
Corinne Adams
Jennifer Garbode
Erica Weatherly
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Cecilia Barber
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Zoe Kent
Anya Poukchanski
Sarah Dickins
Jacqui Fumberger
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Samuel Nitschke

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Appendix 5: Witnesses

Consumer lending

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
1. Karen Cox	1.2	Statement of Karen Cox – 10-Mar-2018	13-Mar-2018	P-49
2. Anthony Waldron	1.4	Statement of Anthony Waldron – 02-Mar-2018	13, 14-Mar-2018	P-63
	1.18	Exhibits to the statement of Anthony Waldron – 02-Mar-2018		
3. Angus Gilfillan	1.20	Statement of Angus Gilfillan – 05-Mar-2018	14-Mar-2018	P-196
4. Mark Harris	1.24	Statement of Mark Harris – 07-Mar-2018	14-Mar-2018	P-215
	1.25	Supplementary statement of Mark Harris – 12-Mar-2018		
5. Daniel Huggins	1.27	Statement of Daniel Huggins – 02-Mar-2018	15-Mar-2018	P-228
	1.28	Supplementary statement of Daniel Huggins – 07-Mar-2018		
6. Lynda Harris	1.41	Statement of Lynda Harris – 07-Mar-2018	15, 16-Mar-2018	P-309
7. Giles Boddy	1.73	Statement of Giles Boddy – 05-Mar-2018	16-Mar-2018	P-390
8. David Smith	1.78	Statement of David Smith – 06-Mar-2018	N/A	
9. Robert Regan	1.82	Statement of Robert Regan – 08-Mar-2018	16-Mar-2018	P-434
10. William Ranken	1.86	Statement of William Ranken – 04-Mar-2018	19-Mar-2018	P-453

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
11. Irene Savidis	1.92	Statement of Irene Savidis – 09-Mar-2018	19-Mar-2018	P-491
12. Clive van Horen	1.95	Statement of Clive van Horen – 09-Mar-2018	19, 20, 22-Mar-2018	P-499
	1.96	Statement of Clive van Horen – 09-Mar-2018		
	1.97	Supplementary statement of Clive van Horen – 05-Mar-2018		
	1.113	Statement of Clive van Horen – 09-Mar-2018		
	1.161	Statement of Clive van Horen – 22-Mar-2018		
13. Heang Forbes	1.122	Statement of Heang Forbes – 01-Mar-2018	20-Mar-2018	P-623
14. Sarah Stubbings	1.126	Statement of Sarah Stubbings – 05-Mar-2018	20, 21-Mar-2018	P-647
15. Nalini Thiruvangadam	1.138	Statement of Nalini Thiruvangadam – 15-Mar-2018	21-Mar-2018	P-716
16. Phillip Godkin	1.141	Statement of Phillip Godkin – 05-Mar-2018	21-Mar-2018	P-731
	1.142	Statement of Phillip Godkin – 05-Mar-2018		
17. Guy Mendelson	1.149	Statement of Guy Mendelson – 04-Mar-2018	22-Mar-2018	P-795
18. Michael Saadat	1.158	Statement of Michael Saadat – 05-Mar-2018	01-Jun-2018	P-2965
19. David Harris	1.160	Statement of David Harris – 18-Mar-2018	22-Mar-2018	P-861

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
20. William Malcolm	1.164	Statement of William Malcolm – 19-Mar-2018	23-Mar-2018	P-904
	1.165	Further statement of William Malcolm – 21-Mar-2018		
21. Carol Separovich	1.178	Statement of Carol Separovich – 12-Mar-2018	23-May-2018	P-2264
	1.179	Further statement of Carol Separovich – 22-Mar-2018		
22. Gareth Russell	1.181	Statement of Gareth Russell – 22-Mar-2018	N/A	
23. Alan Machet	1.183	Witness statement of Alan Machet – 28-Feb-2018	N/A	
	1.184	Further statement of Alan Machet – 22-Mar-2018	N/A	

Financial advice

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
24. Peter Kell	2.1	Statement of Peter Kell – 12-Apr-2018	16-Apr-2018	P-1029
25. Donald Sillar	2.3	Statement of Donald Sillar – 11-Apr-2018	N/A	
26. Bradley Green	2.4	Statement of Bradley Green – 12-Apr-2018	N/A	
27. Hugh Humphrey	2.5	Statement of Hugh Humphrey – 13-Apr-2018	N/A	
28. Mark Ballantyne	2.6	Statement of Mark Ballantyne – 13-Apr-2018	N/A	
29. Linda Elkins	2.7	Statement of Linda Elkins – 13-Apr-2018	18-Apr-2018	P-1240
	2.71	Witness statement of Linda Elkins – 05-Apr-2018		
30. Ross Barnwell	2.8	Statement of Ross Barnwell – 13-Apr-2018	N/A	
31. Matthew Lawrance	2.9	Statement of Matthew Lawrance – 15-Apr-2018	N/A	
32. Michael Wright	2.10	Statement of Michael Wright – 16-Apr-2018	19, 20-Apr-2018	P-1375
	2.101	Statement of Michael Wright – 05-Apr-2018		
	2.102	Second statement of Michael Wright – 05-Apr-2018		
33. Constandina Kotsopoulos	2.11	Statement of Constandina Kotsopoulos – 16-Apr-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
34. Anthony Regan	2.13	Statement of Anthony Regan – 11-Apr-2018	16, 17-Apr-2018	P-1103
	2.171	Statement of Anthony Regan – 11-Apr-2018		
35. John Keating	2.69	Statement of John Keating – 09-Apr-2018	18-Apr-2018	P-1209
36. Marianne Perkovic	2.73	Statement of Marianne Perkovic – 03-Apr-2018	18, 19-Apr-2018	P-1264
	2.74	Supplementary statement of Marianne Perkovic – 04-Apr-2018		
	2.75	Further statement of Marianne Perkovic – 03-Apr-2018		
	2.76	Further statement of Marianne Perkovic – 04-Apr-2018		
	2.77	Further statement of Marianne Perkovic – 03-Apr-2018		
	2.78	Further statement of Marianne Perkovic – 09-Apr-2018		
	2.79	Further statement of Marianne Perkovic – 05-Apr-2018		
	2.172	Statement of Marianne Perkovic – 13-Apr-2018		
	2.196	Statement of Marianne Perkovic – 13-Apr-2018		
37. Darren Williams	2.92	Statement of Darren Williams – 13-Apr-2018	N/A	
38. Adrian Kwa	2.93	Statement of Adrian Kwa – 10-Apr-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
39. Sarah Britt	2.94	Statement of Sarah Britt – 10-Apr-2018	23-Apr-2018	P-1591
	2.161	Statement of Sarah Britt – 10-Apr-2018		
40. Mark Pankhurst	2.95	Statement of Mark Pankhurst – 13-Apr-2018	N/A	
41. Cameron Garrett	2.96	Statement of Cameron Garrett – 14-Apr-2018	N/A	
42. Michelle Weber	2.97	Statement of Michelle Weber – 16-Apr-2018	N/A	
	2.174	Statement of Michelle Weber – 13-Apr-2018		
	2.175	Second statement of Michelle Weber – 13-Apr-2018		
43. Jacqueline McDowall	2.98	Statement of Jacqueline McDowall – 04-Apr-2018	19-Apr-2018	P-1353
45. Darren Whereat	2.129	Statement of Darren Whereat – 05-Apr-2018	20-Apr-2018	P-1484
46. Kylie Rixon	2.152	Statement of Kylie Rixon – 05-Apr-2018	23-Apr-2018	P-1555
	2.153	Supplementary statement of Kylie Rixon – 18-Apr-2018		
47. Renato Mota	2.173	Statement of Renato Mota – 12-Apr-2018	N/A	
49. Marti Crane	2.176	Statement of Marti Carne – 13-Apr-2018	N/A	P-1651
50. Andrew Hagger	2.178	Statement of Andrew Hagger – 05-Apr-2018	23, 24-Apr-2018	P-1652
	2.179	Statement of Andrew Hagger – 13-Apr-2018		P-1654

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
51. Kieran Forde	2.194	Statement of Kieran Forde – 12-Apr-2018	24-Apr-2018	P-1709
	2.195	Supplementary statement of Kieran Forde – 23-Apr-2018		
52. Donna McKenna	2.197	Statement of Donna McKenna – 16-Apr-2018	24-Apr-2018	P-1725
53. Sam Henderson	2.200	Statement of Sam Henderson – 29-Mar-2018	24-Apr-2018	P-1743
	2.201	Second statement of Sam Henderson – 05-Apr-2018		
	2.202	Corrections to statements of Sam Henderson (Exhibits 2.200 and 2.201) – 29-Mar-2018		
54. Dante De Gori	2.219	Statement of Dante De Gori – 20-Apr-2018	26-Apr-2018	P-1787
55. Philip Kewin	2.230	Statement of Philip Kewin – 04-Apr-2018	26-Apr-2018	P-1825
56. Terrence McMaster	2.236	Statement of Terrence McMaster – 10-Apr-2018	26-Apr-2018	P-1843
57. Louise Macaulay	2.247	Statement of Louise Macaulay – 25-Apr-2018	27-Apr-2018	P-1902

Small and medium enterprises

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
58. Philip Khoury	3.4	Statement of Philip Khoury – 18-May-2018	21-May-2018	P-2020
59. Carolyn Flanagan	3.6	Statement of Carolyn Flanagan – 14-May-2018	21-May-2018	P-2041
60. Dana Beiglari	3.8	Statement of Dana Beiglari – 16-May-2018	21-May-2018	P-2050
61. Alastair Welsh	3.10	Statement of Alastair Welsh (Rubric 3-12) – 15-May-2018	21, 22-May-2018	P-2059
	3.22	Statement of Alastair Welsh (Rubric 3-11) – 19-May-2018		
	3.59	Statement of Alastair Welsh (Rubric 3-10) – 17-May-2018		
	3.132	Statement of Alastair Welsh (Rubric 3-3) – 08-May-2018		
62. Kate Gibson	3.15	Statement of Kate Gibson (Rubric 3-7) – 17-May-2018	22, 23-May-2018	P-2146
	3.148	Statement of Kate Gibson (Rubric 3-2) – 17-May-2018		
63. Marion Messih	3.17	Statement of Marion Messih – 16-May-2018	22-May-2018	P-2173
64. Carol Separovich	3.27	Statement of Carol Separovich (Rubric 3-10) – 21-May-2018	23-May-2018	P-2264
	3.28	Statement of Carol Separovich (Rubric 3-11) – 21-May-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
65. Suzanne Riches	3.30	Statement of Suzanne Riches – 18-May-2018	23-May-2018	P-2275
66. Douglas Snell	3.34	Statement of Douglas Snell (Rubric 3-8) – 15-May-2018	24-May-2018	P-2302
	3.133	Statement of Douglas Snell (Rubric 3-6) – 08-May-2018		
67. Clive van Horen	3.42	Statement of Clive van Horen (Rubric 3-15) – 15-May-2018	24-May-2018	P-2356
	3.43	Statement of Clive van Horen (Rubric 3-16) – 14-May-2018		
68. Bradley Wallis	3.54	Statement of Bradley Wallis – 22-May-2018	24-May-2018	P-2398
69. Rien Low	3.73	Statement of Rien Low – 23-May-2018	25-May-2018	P-2469
70. David Carter	3.75	Statement of David Carter (Rubric 3-21) – 21-May-2018	25-May-2018	P-2493
71. Philip Field	3.84	Witness statement of Philip Field (Part A) – 18-May-2018	28-May-2018	P-2538
	3.85	Witness statement of Philip Field (Part B) – 18-May-2018		
72. Michael Kelly	3.88	Statement of Michael Kelly – 24-May-2018	28-May-2018	P-2554
73. Brett Perry	3.93	Statement of Brett Perry (Rubric 3-26) – 18-May-2018	28-May-2018	P-2584
74. Stephen Weller	3.97	Statement of Stephen Weller – 21-May-2018	28-May-2018	P-2617
75. Michael Doherty	3.99	Statement of Michael Doherty – 24-May-2018	28, 29-May-2018	P-2631

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
76. Peter Clark	3.101	Statement of Peter Clark (Rubric 3-24) – 27-May-2018	29-May-2018	P-2664
	3.102	Statement of Peter Clark (Rubric 3-25) – 27-May-2018		
77. Sinead Taylor	3.104	Statement of Sinead Taylor (Rubric 3-13) – 17-May-2018	28, 29-May-2018	P-2699
	3.134	Statement of Sinead Taylor (Rubric 3-1) – 08-May-2018		
78. Brendan Stanford	3.106	Statement of Brendan Stanford – 24-May-2018	29-May-2018	P-2701
79. David Cohen	3.111	Statement of David Cohen (Rubric 3-13) – 17-May-2018	29-May-2018	P-2723
	3.112	Statement of David Cohen (Rubric 3-13) – 17-May-2018		
80. Issac Rankin	3.129	Statement of Isaac Rankin (Rubric 3-2) – 08-May-2018	N/A	
81. Joanna White	3.130	Statement of Joanna White (Rubric 3-1) – 08-May-2018	N/A	
82. Howard Silby	3.131	Statement of Howard Silby (Rubric 3-4) – 23-May-2018	N/A	
	3.184	Statement of Howard Silby (Rubric 3-19) – 22-May-2018		
83. Ross Dillion	3.136	Statement of Ross Dillon – 28-May-2018	30, 31-May-2018	P-2826
84. Shaun Bassett	3.137	Statutory declaration of Shaun Bassett – 18-May-2018	31-May-2018	P-2878
85. Ross McNaughton	3.140	Statement of Ross McNaughton – 22-May-2018	31-May-2018	P-2885

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
86. Anna Bligh	3.144	Statement of Anna Bligh – 17-May-2018	31-May-2018	P-2910
87. Brian Zacharias	3.145	Statement of Brian Zacharias (Rubric 3-6) – 15-May-2018	N/A	
88. Sean Cash	3.146	Statement of Sean Cash (Rubric 3-4) – 16-May-2018	N/A	
89. Chris Williams	3.147	Statement of Chris Williams (Rubric 3-1) – 16-May-2018	N/A	
90. Ivan Mardjetko	3.149	Statement of Ivan Mardjetko (Rubric 3-4) – 16-May-2018	N/A	
91. Kirsten O'Donoghue	3.151	Statement of Kirsten O'Donoghue – 18-May-2018	31-May-2018	P-2930
92. Steven Kluss	3.157	Statement of Steven Kluss – 28-May-2018	31-May-2018	P-2935
93. Scott Gregson	3.160	Statement of Scott Gregson – 23-May-2018	31-May-2018	P-2948
94. Michael Saadat	3.162	Statement of Michael Saadat – 18-May-2018	01-Jun-2018	P-2965
	3.163	Further statement of Michael Saadat – 24-May-2018		
95. Timothy Mullaly	3.171	Statement of Timothy Mullaly – 30-May-2018	01-Jun-2018	P-3008

Regional and remote communities

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
96. Dennis McMahon	4.2	Statement of Dennis McMahon – 19-Jun-2018	25-Jun-2018	P-3086
97. Chris Wheatcroft	4.4	Statement of Chris Wheatcroft – 15-Jun-2018	25-Jun-2018	P-3086
98. Warren Day	4.6	Statement of Warren Day – 08-Jun-2018	25-Jun-2018	P-3087
99. Benjamin Steinberg	4.8	Statement of Benjamin Steinberg (Rubric 4-1) – 18-Jun-2018	25, 26, 27-Jun-2018	P-3123
	4.9	Statement of Benjamin Steinberg (Rubric 4-20) – 20-Jun-2018		
	4.9A	Benjamin Steinberg Annexure A – 20-Jun-2018		
	4.9B	Benjamin Steinberg Annexure B – 20-Jun-2018		
	4.9C	Benjamin Steinberg Annexure C – 20-Jun-2018		
	4.9D	Benjamin Steinberg Annexure D – 20-Jun-2018		
	4.9E	Benjamin Steinberg Annexure E – 20-Jun-2018		
	4.10	Statement of Benjamin Steinberg (Rubric 4-38) – 21-Jun-2018		
4.10F	Benjamin Steinberg Annexure F – 21-Jun-2018			
4.10G	Benjamin Steinberg Annexure G – 21-Jun-2018			

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
	4.11	Supplementary statement of Benjamin Steinberg (Rubric 4-38) – 22-Jun-2018		
	4.20	Statement of Benjamin Steinberg (Rubric 4-17) – 18-Jun-2018		
100. Michael Hirst	N/A	N/A	27-Jun-2018	P-3314
101. Wendy Brauer	4.31	Statement of Wendy Brauer – 21-Jun-2018	27-Jun-2018	P-3319
102. Bradley James	4.33	Statement of Bradley James (Rubric 4-16) – 15-Jun-2018	27, 28-Jun-2018	P-3399
	4.34	Supplementary statement of Bradley James (Rubric 4-16) – 22-Jun-2018		
103. Melville Ruddy	4.90	Statement of Melville Ruddy – 21-Jun-2018	28-Jun-2018	P-3429
104. Sinead Taylor	4.92	Statement of Sinead Taylor – 24-Jun-2018	28, 29-May-2018	P-3452
105. Deborah Smith	4.110	Statement of Deborah Smith – 22-Jun-2018	29-Jun-2018	P-3537
106. Ross McNaughton	4.112	Statement of Ross McNaughton – 18-Jun-2018	29-Jun-2018	P-3566
	4.113	Supplementary statement of Ross McNaughton – 25-Jun-2018		
107. Alexandra Gartmann	4.121	Statement of Alexandra Gartmann (Rubric 4-36) – 20-Jun-2018	02-Jul-2018	P-3611
108. Grant Cairns	4.133	Statement of Grant Cairns – 16-Jun-2018	N/A	
109. Mark Wlossak	4.134	Statement of Mark Wlossak – 19-Jun-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
110. Johanna White	4.135	Statement of Johanna White – 21-Jun-2018	N/A	
	4.136	Statement of Johanna White – 29-Jun-2018		
111. Nathan Boyle	4.138	Statement of Nathan Boyle – 25-Jun-2018	03-Jul-2018	P-3712
112. Lynda Edwards	4.140	Statement of Lynda Edwards – 22-Jun-2018	03-Jul-2018	P-3712
113. Tracey Walsh	4.144	Statement of Tracey Walsh – 26-Jun-2018	03-Jul-2018	P-3764
114. Bryn Jones	4.146	Statement of Bryn Jones – 13-Jun-2018	03, 04-Jul-2018	P-3784
	4.147	Statement of Bryn Jones – 11-Jun-2018		
115. Kathy Marika	4.171	Statement of Kathy Marika – 19-Jun-2018	04-Jul-2018	P-3879
116. Russell Howden	4.173	Statement of Russell Howden (Rubric 4-23) – 13-Jun-2018	04, 05-Jul-2018	P-3893
	4.174	Statement of Russell Howden (Rubric 4-31) – 13-Jun-2018		
	4.175	Statement of Russell Howden (Rubric 4-42) – 28-Jun-2018		
117. Thy Do	4.198	Statement of Thy Do – 30-Jun-2018	05-Jul-2018	P-3986
118. Philip Bowden	4.200	Statement of Phillip Bowden – 04-Jul-2018	05-Jul-2018	P-4012
119. Tony Tapsall	4.202	Statement of Tony Tapsall (Rubric 4-13) – 21-Jun-2018	05, 06-Jul-2018	P-4021

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
	4.204	Statement of Tony Tapsall (Rubric 4-41) – 25-Jun-2018		
	4.205	Supplementary statement of Tony Tapsall – 04-Jul-2018		
120. Sian Lewis	4.220	Statement of Sian Lewis – 28-Jun-2018	N/A	
121. Robert Musgrove	4.221	Statement of Robert Musgrove – 15-Jun-2018	N/A	
122. Anthony Hampton	4.222	Statement of Anthony Hampton – 19-Jun-2018	N/A	
123. Gavin Teichner	4.223	Statement of Gavin Teichner – 22-Jun-2018	N/A	

Superannuation

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
124. Paul Carter	5.2	Statement of Paul Carter – 30-Jul-2018	06, 07-Aug-2018	P-4178
125. Nicole Smith	5.43	Statement of Nicole Smith – 01-Aug-2018	07, 08, 09-Aug-2018	P-4308
		Statement of Nicole Smith – 03-Aug-2018		
126. Jason Peasley	5.62	Statement of Jason Peasley – 01-Aug-2018	08-Aug-2018	P-4432
127. Peggy O'Neal	5.84	Statement of Peggy O'Neal – 19-Jul-2018	N/A	
	5.85	Statement of Peggy O'Neal – 23-Jul-2018		
	5.86	Statement of Peggy O'Neal – 03-Aug-2018		
128. Ian Silk	5.88	Statement of Ian Silk – 30-Jul-2018	09-Aug-2018	P-4520
	5.89	Further statement of Ian Silk – 31-Jul-2018		
129. Paul Schroder	5.90	Statement of Paul Schroder – 01-Aug-2018	N/A	
130. Mark Oliver	5.99	Statement of Mark Oliver – 26-Jul-2018	09,10-Aug-2018	P-4557
131. Christopher Kelaher	5.115	Statement of Christopher Kelaher – 26-Jul-2018	10-Aug-2018	P-4601
	5.116	Statement of Christopher Kelaher – 26-Jul-2018		
132. Scott Wilson	5.131	Statement of Scott Wilson – 26-Jul-2018	10-Aug-2018	P-4663

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
	5.132	Statement of Scott Wilson – 26-Jul-2018		
133. Andrew Hagger	N/A	N/A	13-Aug-2018	P-4730
134. Lynette Melcer	5.139	Statement of Lynette Melcer – 30-Jul-2018	13-Aug-2018	P-4710
135. Maurizio Pinto	5.164	Statement of Maurizio Pinto – 05-Aug-2018	13,14-Aug-2018	P-4804
	5.165	Statement of Maurizio Pinto – 06-Aug-2018		
136. David Elia	5.172	Statement of David Elia – 01-Aug-2018	14-Aug-2018	P-4842
137. Linda Elkins	5.179	Statement of Linda Elkins – 26-Jul-2018	14,15-Aug-2018	P-4876
	5.180	Statement of Linda Elkins – 26-Jul-2018		
	5.181	Statement of Linda Elkins – 30-Jul-2018		
	5.182	Statement of Linda Elkins – 07-Aug-2018		
138. Peter Chun	5.232	Statement of Peter Chun – 31-Jul-2018	15-Aug-2018	P-4978
	5.233	Statement of Peter Chun – 07-Aug-2018		
	5.234	Statement of Peter Chun – 12-Aug-2018		
139. Peter Haysey	5.237	Statement of Peter Haysey – 24-Jul-2018	N/A	P-4995
	5.238	Second statement of Peter Haysey – 03-Aug-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
140. David Hartley	5.248	Statement of David Hartley – 13-Aug-2018	N/A	
141. Greg Cantor	5.249	Statement of Greg Cantor – 06-Aug-2018	N/A	
142. Victoria Weekes	5.251	Statement of Victoria Weekes – 14-Aug-2018	15-Aug-2018	P-5024
143. Mark Pankhurst	5.256	Statement of Mark Pankhurst – 01-Aug-2018	15,16-Aug-2018	P-5036
	5.257	Statement of Mark Pankhurst – 14-Aug-2018		
144. Richard Allert	5.265	Statement of Richard Allert – 25-Jul-2018	16-Aug-2018	P-5068
	5.266	Supplementary statement of Richard Allert – 15-Aug-2018		
	5.267	Statement of Richard Allert – 25-Jul-2018		
	5.268	Statement of Richard Allert – 01-Aug-2018		
145. Rachel Sansom	5.277	Statement of Rachel Sansom – 09-Aug-2018	16-Aug-2018	P-5107
146. Helen Rowell	5.298	Statement of Helen Rowell – 14-Aug-2018	17-Aug-2018	P-5161
147. Stephen Glenfield	5.302	Statement of Stephen Glenfield – 14-Aug-2018	17-Aug-2018	P-5199
148. Timothy Mullaly	5.310	Statement of Timothy Mullaly – 03-Aug-2018	17-Aug-2018	P-5222
149. Peter Kell	5.318	Statement of Peter Kell – 13-Aug-2018	17-Aug-2018	P-5246
150. Edward Cooley	5.320	Statement of Edward Cooley – 25-Jul-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
151. David Elmslie	5.321	Statement of David Elmslie – 26-Jul-2018	N/A	
152. Umberto Mecchi	5.322	Statement of Umberto Mecchi – 31-Jul-2018	N/A	
153. Sam Sicillia	5.323	Statement of Sam Sicillia – 01-Aug-2018	N/A	
154. Scott Tully	5.324	Statement of Scott Tully – 26-Jul-2018	N/A	
155. Gareth Russell	5.325	Statement of Gareth Russell – 26-Jul-2018	N/A	
156. Hugh Humphrey	5.326	Statement of Hugh Humphrey – 26-Jul-2018	N/A	
157. Dr Lisa Butler Beatty	5.327	Statement of Lisa Beatty – 26-Jul-2018	N/A	
158. Tara Steyn	5.328	Statement of Tara Steyn – 26-Jul-2018	N/A	
159. Peter Mullin	5.329	Statement of Peter Mullin (Rubric 5-28) – 25-Jul-2018	N/A	
	5.330	Statement of Peter Mullin (Rubric 5-29) – 25-Jul-2018		
160. Andrew Fraser	5.331	Statement of Andrew Fraser – 30-Jul-2018	N/A	
	5.332	Statement of Andrew Fraser – 04-Aug-2018		
161. Benjamin Walsh	5.333	Statement of Benjamin Walsh – 25-Jul-2018	N/A	
		Statement of Benjamin Walsh – 30-Jul-2018		
		Statement of Benjamin Walsh – 03-Aug-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
162. Stephen Bracks AC	5.336	Statement of Stephen Bracks AC – 25-Jul-2018	N/A	
	5.337	Statement of Stephen Bracks AC – 03-Aug-2018		
163. Jarrod Coysh	5.338	Statement of Jarrod Coysh – 31-Jul-2018	N/A	
164. Kristian Fok	5.339	Statement of Kristian Fok – 31-Jul-2018	N/A	
165. Robbie Campo	5.340	Statement of Robbie Campo – 03-Aug-2018	N/A	
166. David Gallbally AM QC	5.341	Statement of David Gallbally AM QC – 25-Jul-2018	N/A	
167. Geoff Lake	5.342	Statement of Geoff Lake – 24-Jul-2018	N/A	
168. Melinda Howes	5.343	Statement of Melinda Howes – 18-Jul-2018	N/A	
	5.414	Statement of Melinda Howes – 22-Aug-2018		
169. Mark Lennon	5.344	Statement of Mark Lennon – 17-Aug-2018	N/A	
170. Jayson Walker	5.345	Statement of Jayson Walker – 26-Jul-2018	N/A	
171. Adrian Rees	5.346	Statement of Adrian Rees – 15-Aug-2018	N/A	
172. Jennifer Dean	5.392	Statement of Jennifer Dean – 03-Aug-2018	N/A	

Insurance

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
173. Timothy Thorne	6.7	Statement of Timothy Thorne – 22-Aug-2018	N/A	
	6.8	Supplementary statement of Timothy Thorne – 07-Sep-2018		
	6.10	Further statement of Timothy Thorne – 07-Sep-2018		
174. Jennifer Oliver	6.9	Statement of Jennifer Oliver – 23-Aug-2018	N/A	
175. Michael Thornton	6.11	Statement of Michael Thornton – 21-Aug-2018	N/A	
	6.12	Supplementary statement of Michael Thornton – 06-Sep-2018		
	6.124	Statement of Michael Thornton – 27-Aug-2018		
176. Sean McCormack	6.13	Statement of Sean McCormack – 21-Aug-2018	N/A	
	6.105	Statement of Sean McCormack – 03-Sep-2018		
	6.125	Statement of Sean McCormack – 27-Aug-2018		
177. Ross Barnwell	6.14	Statement of Ross Barnwell – 03-Sep-2018	N/A	
178. Geoffrey Rogers	6.15	Statement of Geoffrey Rogers – 03-Sep-2018	N/A	
179. Susan Houghton	6.16	Statement of Susan Houghton – 07-Sep-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
	6.109	Statement of Susan Houghton – 30-Aug-2018		
	6.128	Statement of Susan Houghton – 28-Aug-2018		
	6.260	Statement of Susan Houghton – 30-Aug-2018		
	6.326	Statement of Susan Houghton – 22-June-2018		
	6.411	Supplementary statement of Susan Houghton – 19-Sep-2018		
	6.420	Statement of Susan Houghton – 19-Sep-2018		
180. Michael Wright	6.17	Statement of Michael Wright – 23-Aug-2018	N/A	
	6.410	Supplementary statement of Michael Wright – 21-Sep-2018		
181. Tim Bailey	6.18	Statement of Tim Bailey – 21-Aug-2018	N/A	
182. Chesne Stafford	6.19	Statement of Chesne Stafford – 21-Aug-2018	N/A	
183. Helen Troup	6.20	Statement of Helen Troup – 21-Aug-2018	12, 13-Sep-2018	P-5545
	6.103	Statement of Helen Troup – 27-Aug-2018		
	6.137	Statement of Helen Troup – 07-Sep-2018		
	6.138	Statement of Helen Troup – 28-Aug-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
	6.139	Statement of Helen Troup – 11-Sep-2018		
	6.322	Statement of Helen Troup – 12-Jun-2018		
	6.323	Second statement of Helen Troup – 12-Jun-2018		
	6.324	Supplementary statement of Helen Troup – 22-Jun-2018		
184. Maria Lykouras	6.21	Statement of Maria Lykouras – 21-Aug-2018	N/A	
185. Mark Ballantyne	6.22	Statement of Mark Ballantyne – 21-Aug-2018	N/A	
186. Hugh Humphrey	6.23	Statement of Hugh Humphrey – 21-Aug-2018	N/A	
187. Gavin Pearce	6.24	Statement of Gavin Pearce – 21-Aug-2018	N/A	
	6.107	Statement of Gavin Pearce – 27-Aug-2018	N/A	
188. Christopher McHugh	6.25	Statement of Christopher McHugh – 27-Aug-2018	N/A	
	6.108	Statement of Christopher McHugh – 04-Sep-2018		
	6.134	Statement of Christopher McHugh – 27-Aug-2018		
189. Gregory Johnson	6.26	Statement of Gregory Johnson – 10-Sep-2018	N/A	
190. Gregory Martin	6.28	Statement of Gregory Martin – 21-Aug-2018	10, 11-Sep-2018	P-5304
	6.29	Statement of Gregory Martin – 27-Aug-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
191. Allison Smith	6.62	Statement of Allison Smith – 27-Aug-2018	N/A	
192. Bruce Stewart	6.64	Statement of Bruce Stewart – 04-Sep-2018	11-Sep-2018	P-5405
193. Craig Orton	6.66	Statement of Craig Orton – 24-Aug-2018	11, 12-Sep-2018	P-5418
	6.67	Statement of Craig Orton – 27-Aug-2018		
194. Warren McAlpine	6.102	Statement of Warren McAlpine – 27-Aug-2018	N/A	
195. Brenard Grobler	6.104	Statement of Brenard Grobler – 27-Aug-2018	N/A	
196. Natalie Cameron	6.106	Statement of Natalie Cameron – 03-Sep-2018	N/A	
	6.126	Statement of Natalie Cameron – 28-Aug-2018		
197. Timothy Howell	6.110	Statement of Timothy Howell – 03-Sep-2018	N/A	
	6.129	Statement of Timothy Howell – 23-Aug-2018		
198. Luke Hyde	6.115	Statement of Luke Hyde – 28-Aug-2018	N/A	
199. Malcolm Weir	6.118	Statement of Malcolm Weir – 28-Aug-2018	N/A	
200. Justin Delaney	6.123	Statement of Justin Delaney – 27-Aug-2018	N/A	
201. Russell Jansen	6.127	Statement of Russell Jansen – 06-Sep-2018	N/A	
202. Sheriff Hamza	6.130	Statement of Sheriff Hamza – 23-Aug-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
203. Gary Bailison	6.131	Statement of Gary Bailison – 23-Aug-2018	N/A	
204. Mark Raberger	6.132	Statement of Mark Raberger – 23-Aug-2018	N/A	
	6.209	Further statement of Mark Raberger – 28-Aug-2018		
205. Gerard Kerr	6.133	Statement of Gerard Kerr – 23-Aug-2018	N/A	
206. Megan Beer	6.135	Statement of Megan Beer – 31-Aug-2018	N/A	
207. Sally Phillips	6.177	Statement of Sally Phillips – 06-Sep-2018	N/A	
208. Loraine van Eeden	6.179	Statement of Loraine van Eeden – 31-Aug-2018	13, 14-Sep-2018	P-5658
	6.180	Statement of Loraine van Eeden – 05-Sep-2018		
209. Andrew Morrison	6.210	Statement of Andrew Morrison – 03-Sep-2018	N/A	
210. Melinda Howes	6.211	Statement of Melinda Howes – 31-Aug-2018	N/A	
211. Peter Chun	6.212	Statement of Peter Chun – 31-Aug-2018	N/A	
	6.213	Statement of Peter Chun – 31-Aug-2018		
212. Dr Lisa Butler Beatty	6.214	Statement of Dr Lisa Beatty – 21-Aug-2018	N/A	
213. Thomas Garde	6.125	Statement of Thomas Garde – 31-Aug-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
214. Caroline James	6.216	Statement of Caroline James – 31-Aug-2018	N/A	
215. Paul Schroder	6.217	Statement of Paul Schroder – 30-Aug-2018	N/A	
216. Jason Sommer	6.218	Statement of Jason Sommer – 12-Sep-2018	N/A	
	6.219	Statement of Jason Sommer – 31-Aug-2018		
217. Noel Lacey	6.220	Statement of Noel Lacey – 12-Sep-2018	N/A	
	6.221	Statement of Noel Lacey – 31-Aug-2018		
218. Colin Cassidy	6.222	Statement of Colin Cassidy – 31-Aug-2018	N/A	
219. Lachlan Ross	6.224	Statement of Lachlan Ross – 31-Aug-2018	N/A	
	6.225	Statement of Lachlan Ross – 07-Sep-2018		
220. Natalie Binns	6.229	Statement of Natalie Binns – 31-Aug-2018	N/A	
221. Paul Howard	6.230	Statement of Paul Howard – 07-Sep-2018	N/A	
	6.422	Statement of Paul Howard – 20-Sep-2018		
222. Joseph De Bruyn	6.231	Statement of Joseph De Bruyn – 12-Sep-2018	N/A	
223. Paul Sainsbury	6.233	Statement of Paul Sainsbury – 10-Sep-2018	17-Sep-2018	P-5859
	6.234	Statement of Paul Sainsbury – 05-Sep-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
224. Gary Dransfield	6.251	Statement of Gary Dransfield – 11-Sep-2018	N/A	P-6277
	6.325	Statement of Gary Dransfield – 13-Jun-2018		
	6.368	Statement of Gary Dransfield – 13-Jun-2018		
	6.369	Statement of Gary Dransfield – 24-Jun-2018		
	6.370	Statement of Gary Dransfield – 29-Aug-2018		
225. Michael Winter	6.252	Statement of Michael Winter – 30-Aug-2018	17, 18-Sep-2018	P-5909
	6.263	Statement of Michael Winter – 24-Aug-2018		
	6.282	Further statement of Michael Winter – 17-Sep-2018		
	6.414	Statement of Michael Winter – 19-Sep-2018		
226. David Krawitz	6.253	Statement of David Krawitz – 30-Aug-2018	N/A	
	6.319	Statement of David Krawitz – 13-Jun-2018		
	6.320	Further statement of David Krawitz – 25-Jun-2018		
	6.412	Supplementary statement of David Krawitz – 20-Sep-2018		
227. Mark Milliner	6.254	Statement of Mark Milliner – 30-Aug-2018	N/A	

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
	6.315	Supplementary statement of Mark Milliner – 14-Sep-2018		
	6.415	Statement of Mark Milliner – 19-Sep-2018		
228. Miles Sowden	6.255	Statement of Miles Sowden – 30-Aug-2018	N/A	
	6.416	Statement of Miles Sowden – 19-Sep-2018		
229. Sinead Taylor	6.256	Statement of Sinead Taylor – 30-Aug-2018	N/A	
230. Gareth Russell	6.257	Statement of Gareth Russell – 30-Aug-2018	N/A	
	6.417	Statement of Gareth Russell – 20-Sep-2018		
231. Christopher Killourhy	6.258	Statement of Christopher Killourhy – 30-Aug-2018	N/A	
	6.418	Statement of Christopher Killourhy – 19-Sep-2018		
232. David Roberts	6.259	Statement of David Roberts – 30-Aug-2018	N/A	
	6.419	Statement of David Roberts – 19-Sep-2018		
233. Bert Bakker	6.261	Statement of Bert Bakker – 30-Aug-2018	N/A	
	6.327	Statement of Bert Bakker – 08-Jun-2018		
	6.328	Supplementary statement of Bert Bakker – 21-Jun-2018		
	6.421	Statement of Bert Bakker – 19-Sep-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
234. Lori Callahan	6.284	Statement of Lori Callahan – 24-Aug-2018	18-Sep-2018	P-5986
	6.321	Statement of Lori Callahan – 13-Jun-2018		
235. Benjamin Bessell	6.304	Statement of Benjamin Bessell – 27-Aug-2018	18, 19-Sep-2018	P-6080
236. Declan Moore	6.316	Statement of Declan Moore – 30-Aug-2018	N/A	
237. Paul Holmes	6.317	Statement of Paul Holmes – 11-Jun-2018	N/A	
238. Brenda Staggs	6.318	Statement of Brenda Staggs – 11-Sep-2018	N/A	
239. Sacha Murphy	6.330	Statement of Sacha Murphy – 20-Jun-2018	19-Sep-2018	P-6154
240. Glen Sutton	6.332	Statement of Glen Sutton – 20-Jun-2018	19-Sep-2018	P-6171
241. Jason Storey	6.334	Statement of Jason Storey – 17-Sep-2018	19, 20-Sep-2018	P-6185
	6.335	Statement of Jason Storey – 17-Sep-2018		
242. Bernadette Heald	6.382	Statement of Bernadette Heald – 30-Aug-2018	20-Sep-2018	P-6328
243. Lynelle Briggs	6.401	Statement of Lynelle Briggs – 14-Sep-2018	N/A	
244. Anne Brown	6.402	Statement of Anne Brown – 28-Aug-2018	N/A	
245. Robert Whelan	6.404	Statement of Robert Whelan – 27-Aug-2018	21-Sep-2018	P-6391
246. Sally Loane	6.409	Statement of Sally Loane – 30-Aug-2018	21-Sep-2018	P-6432
247. Andrew Mair	6.413	Statement of Andrew Mair – 19-Sep-2018	N/A	

Policy questions

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
248. Matthew Comyn	7.2	Statement of Matthew Comyn – 11-Nov-2018	19, 20-Nov-2018	P-6514
249. Catherine Livingston	N/A	N/A	20, 21-Nov-2018	P-6687
250. David Abusah	7.47	Statement of David Abusah – 02-Nov-2018	N/A	
251. Brett Tollman	7.48	Statement of Brett Tollman – 06-Nov-2018	N/A	
252. Brian Hartzler	7.50	Statement of Brian Hartzler – 16-Nov-2018	21, 22-Nov-2018	P-6790
253. Nicholas Moore	7.60	Statement of Nicholas Moore (Rubric 7-06) – 19-Nov-2018	22-Nov-2018	P-6882
	7.61	Statement of Nicholas Moore (Rubric 7-16) – 19-Nov-2018		
254. James Shipton	7.63	Statement of James Shipton – 07-Nov-2018	22, 23-Nov-2018	P-6901
	7.64	Supplementary statement of James Shipton – 12-Nov-2018		
255. Andrew Thorburn	7.80	Statement of Andrew Thorburn – 19-Nov-2018	26-Nov-2018	P-7029
	7.81	Supplementary statement of Andrew Thorburn – 24-Nov-2018		

Witness	Exhibit no.	Statement	Oral evidence given	Transcript reference
256. Dr Kenneth Henry	N/A	N/A	26, 27-Nov-2018	P-7098
257. Lynda Dean	7.108	Statement of Lynda Dean – 02-Nov-2018	N/A	
	7.109	Second statement of Lynda Dean – 16-Nov-2018		
258. Fiona Wardlaw	7.110	Statement of Fiona Wardlaw – 02-Nov-2018	N/A	
259. Michael Wilkins	7.112	Statement of Michael Wilkins – 21-Nov-2018	27, 28-Nov-2018	P-7187
260. Shayne Elliott	7.120	Statement of Shayne Elliott – 08-Nov-2018	28, 29-Nov-2018	P-7247
	7.121	Statement of Shayne Elliott – 16-Nov-2018		
261. Robert Johanson	7.141	Statement of Robert Johanson – 07-Nov-2018	29-Nov-2018	P-7358
262. Wayne Byres	7.145	Statement of Wayne Byres – 12-Nov-2018	29, 30-Nov-2018	P-7384

Some witnesses gave evidence in more than one round of hearings.

Appendix 6: Submissions

Consumer lending

Received from	Date
ASIC	03-Apr-2018
Aussie Home Loans – Part A	03-Apr-2018
Aussie Home Loans – Part B	03-Apr-2018
Australia and New Zealand Banking Group Limited	Not dated
Australian Prudential Regulation Authority (APRA)	Not dated
Choice	03-Apr-2018
Citi International	03-Apr-2018
Commonwealth Bank of Australia	03-Apr-2018
Consumer Action Law Centre	03-Apr-2018
Finance Sector Union	Not dated
Legal Aid NSW	Not dated
National Australia Bank	03-Apr-2018
National Australian Bank – Introducer case study	Not dated
Smartline Home Loans Pty Ltd	03-Apr-2018
Westpac	03-Apr-2018
Westpac – Auto Finance	03-Apr-2018
Westpac – Credit Card Credit Limit Increases	03-Apr-2018

Financial advice

Received from	Date
AMP – Submission – General Questions	07-May-2018
AMP – Case Study 1 – Fees for no service	04-May-2018
AMP – Case Study 2 – Investment platform fees	04-May-2018
AMP – Case Study 3 – Inappropriate Financial Advice	04-May-2018
Andrew Smith - Submission	Not dated
APRA	Not dated
ASIC	07-May-2018
Association of Financial Advisers (AFA)	07-May-2018
Australia and New Zealand Banking Group Limited (ANZ)	07-May-2018
Choice	07-May-2018
Commonwealth Bank of Australia (CBA) – Part A Wealth Management	04-May-2018
Commonwealth Bank of Australia (CBA) – Part B	07-May-2018
Dover Financial Advisers	Not dated
Finance Sector Union (FSU)	Not dated
Financial Planners Association of Australia (FPA) – Part A	Not dated
Financial Planners Association of Australia (FPA) – Part B	04-May-2018
Henderson Maxwell Entities	04-May-2018
M3 and RI – Case Study Submissions	Not dated
M3 and RI – Supplementary Case Study Submission	09-May-2018
Mr John Doyle – Submission	04-May-2018
National Australia Bank – General Questions	07-May-2018
National Australia Bank – Case Study Submissions	04-May-2018
National Australia Bank – Case Study Supplementary Submissions	09-May-2018
Treasury	Not dated
Westpac Banking Corporation – General Submission	04-May-2018
Westpac Banking Corporation – Financial Advice Case Study	07-May-2018

Small and medium enterprises

Received from	Date
ABA written submission	08-Jun-2018
ANZ written submission	12-Jun-2018
ANZ case study submission	08-Jun-2018
APRA written submission	Not dated
ASIC written submission	12-Jun-2018
BOQ written submission	12-Jun-2018
BOQ case study submission	08-Jun-2018
CBA written submission	Not dated
CBA case study submission	Not dated
CBA written response to Doherty submission	19-Jun-2018
Consumer Action Law Centre written submission	12-Jun-2018
Doherty written submission	19-Jun-2018
Finance Sector Union written submission	Not dated
FOS case study submission	08-Jun-2018
Legal Aid NSW case study submission	Not dated
Mr Dillon case study submission	08-Jun-2018
NAB written submission	12-Jun-2018
NAB case study submission	08-Jun-2018
Suncorp case study submission	08-Jun-2018
Treasury written submission	Not dated
Westpac written submission	12-Jun-2018
Westpac case study submission – Flanagan	08-Jun-2018
Westpac case study submission – Marjo	08-Jun-2018
Westpac case study submission – Thir	08-Jun-2018

Regional and remote communities

Received from	Date
ACBF case study submission	13-Jul-2018
ANZ written submission	16-Jul-2018
ANZ case study submission	13-Jul-2018
APRA written submission	Not dated
ASIC written submission	16-Jul-2018
Bendigo Bank (Rural Bank) written submission	16-Jul-2018
Bendigo Bank (Rural Bank) case study submission	13-Jul-2018
CBA written submission	Not dated
CBA case study submission	Not dated
Consumer Action Law Centre written submission	16-Jul-2018
Consumer Action Law Centre case study submission	13-Jul-2018
Financial Counselling Australia written submission	16-Jul-2018
Financial Counselling Australia written submission	16-Jul-2018
Finance Sector Union written submission	Not dated
Legal Aid NSW written submission	Not dated
Legal Aid NSW case study submission	Not dated
NAB written submission	16-Jul-2018
NAB case study submission	13-Jul-2018
Rabobank Australia Limited written submission	16-Jul-2018
Rabobank Australia Limited case study submission	13-Jul-2018
St Andrews Life Insurance (AFSL) case study submission	13-Jul-2018
Westpac written submission	16-Jul-2018

Superannuation

No.	Received from
1	Geoffrey Alexander Adams
2	Thomas Ronald Adams
3	William Adams
4	Alan
5	Max Aleckson
6	John Alexander
7	All Members of Energy Industries Superannuation Scheme Pool B
8	Anthony Allison
9	Derek Vincent Amos
10	AMP Limited
11	Lesley Jeannette Anderson
12	Elizabeth Andrews
13	Anthony
14	Tom Anthony Arnold
15	Anthony Asher
16	Association of Financial Advisers Limited
17	Association of Independent Retirees
18	Australia And New Zealand Banking Group Limited and Its Associated Entities (ANZ)
19	Australian Greens
20	Australian Institute of Company Directors
21	Australian Institute of Superannuation Trustees
22	Australian Prudential Regulation Authority (APRA)
23	Australian Securities and Investments Commission

No.	Received from
24	Australian Super
25	Michael Ayling
26	Dr Kim Backhouse
27	Dr Kim Backhouse
28	Darryl E Bacon
29	Paul Badcock
30	Debbie Maree Bahr
31	Carol Bailey
32	Margaret Baltatzidis
33	Bank Reform Now
34	Andrew Banks
35	Sharon Baragry
36	Richard Bardon
37	Graeme Barnes
38	Elisa Barwick
39	William Beatts-Ratray
40	James De Beaux
41	Jeremy Beck
42	Peter Beck
43	William Charles Best
44	Mark Best
45	Paul Best
46	Steven Bird
47	David Michael Blackwell
48	Milton Block
49	William Boeder

No.	Received from
50	Eldon John Bottcher
51	Carlos Boughton
52	David John Bowden
53	Malcolm Boxall
54	Janis Christine Boyd
55	John HC Boyd
56	Ian Leslie Brander
57	Nathan Bray
58	Michael Peter Brennan
59	Brenden Briese
60	Richard Gary Brown
61	Brad Brown
62	Leanne Bull
63	Shane Burgess
64	Nadia Burgess
65	Michael Patrick Burns
66	Noel Gregory Butland
67	Sandra Ann Campbell
68	Trudy Ann Campbell
69	Graham Cann
70	David De Carlo
71	Steven Carr
72	Denham Wilson Carter
73	Ann Cash
74	Martin Cash
75	Trenton Caust
76	Ronald Chandler
77	Graeme Harry Chapman
78	Shane Osmond Chellis

No.	Received from
79	Shane Chellis
80	Philip Chetcuti
81	CHOICE and Superannuation Consumers' Centre
82	Mrs Kay Christensen
83	Civil Liberties, Consumer Rights, No-Tolls Political Party
84	Rita St Clair
85	Klaus Gerhard Clapinski
86	Henry Layland Clarke
87	Thomas Clarke
88	Michael J Clayton
89	The Investment Collective
90	Adrian Collier
91	Colonial First State Investments Limited and Avanteos Investments Limited
92	Connecting Every Dot Pty Ltd
93	Connecting Every Dot Pty Ltd
94	Andrew Coogan
95	Peter Charles Cook
96	Peter Cooper
97	John Cosstick
98	Lane Cove Council
99	Janet Thomasina Cowden
100	Graham Crowther
101	Nicholas Culling
102	William Arthur Dagger
103	Brian Davies
104	Granada Day
105	Robert M Dealtry

No.	Received from
106	Debra
107	Jay Dellavanzo
108	Department of The Prime Minister and Cabinet (Commonwealth of Australia)
109	Sean Dewling
110	Victor Diduk
111	Craig Allan Dillon
112	Kiro Dimeski
113	Dr Scott Donald
114	David John Donkin
115	Terence Douglas
116	Robert Drake
117	Hugh Drum
118	Bernard Duffy
119	Paul Aubrey Dwyer
120	Peter Dyki
121	Neil Richard Eastway
122	Colin Edwards
123	Peter Eggers
124	John Allison Elliott
125	Energy Industries Superannuation Scheme Pool B Members
126	Vanessa Sally Errol
127	Clement Francis Fader
128	Family Financial Services Business
129	Finance Sector Union of Australia
130	Financial Planning Association of Australia
131	Financial Services Council

No.	Received from
132	Diane Marie Finlay
133	Rod Force
134	Valerie Frame
135	Terry Fraser
136	Saul Benedict Freedman
137	Richard French
138	Ray Gala
139	Paul Gallagher
140	Dominic Gannon
141	Ashish Garg
142	Elise Geritz
143	Garth John Gilbert
144	Ian Gill
145	Kylie Gillespie
146	Michael Gilligan
147	Dennis Peter Glynn
148	Brad Golding
149	Aileen Joyce Goldthorpe
150	Leigh Goodchild
151	Robert Gordon
152	Robert Gordon
153	Kenneth Gosney
154	Max Goulter
155	Larry Green
156	Peter Greening
157	Antonio Gullace
158	Bradley Halfacre
159	Simon Joseph Hall
160	Roger Hall

No.	Received from
161	Tony Halpin
162	Eli Everett Hammond
163	John Hanna
164	Sam Hansen
165	Nathan Hansford
166	Francis William Hardbottle
167	Ronald Hardie
168	Stephen Harding
169	Arie Hartland
170	David Hartley
171	Peter Harwood
172	James Frederick Haw
173	Paul Hayes
174	James Edward Hazzard
175	Anne Hern
176	Walter Hess
177	Jean-Francois Hirschy
178	Patrick Howard
179	Peter Albert Howells
180	Steve Hunter
181	Kenton Bruce Huxtable
182	William Robert Ifield
183	Industry Super Australia Pty Ltd
184	William Ingrey
185	Aaron Isherwood
186	Craig Isherwood
187	George Jacklyn
188	Bevan James

No.	Received from
189	Mwrvyn James
190	Perry Jasper
191	Perry Jasper
192	Ron Jean
193	Peter John Johnston
194	William Paul Jones
195	Gail Jones
196	Darryl Joy
197	Kamal
198	Lidia Laura Kardos
199	Stephen Kardos
200	Brian Anthony Kehl
201	Keira
202	Mary Kellett
203	Glynn D Kelly
204	Keith Kerr
205	Peter Kirk
206	Scott Kirwan
207	Gary Knock
208	Noelene Knopke
209	Steve Kordatos
210	Kathleen Merle Koschel
211	Alexander Kozlow
212	Nigel Lacey
213	Samuel Lackey
214	Robert Samuel Laing
215	John Henry Lauridsen
216	Tom Lawler Transport Pty Limited

No.	Received from
217	Barbara Lawler
218	Barbara Lawler
219	Geoff Leach
220	Neil Bayden Lehmann
221	Cheryl Leijer
222	Rod Lewis
223	John Loiterton
224	Paul Loiterton
225	Cliff Longshaw
226	Rick Louder
227	Michael Lozo
228	Alan Lutherborough
229	Geoffrey Graeme Manifold
230	Anthony Mantella
231	Robert Marotta
232	Win Martin
233	& E Martino Super Fund
234	Sergio Mason
235	Vincent Maxwell
236	Bernadine McCullagh
237	Chris McDonald
238	Laura McDonough
239	Scott William McEwan
240	Patricia McInnes
241	Jocelyn Constance McKenzie
242	Gary McMahon
243	Glen Anthony McNamara
244	Cathleen Meggitt
245	Sandra Mel

No.	Received from
246	Heather Mildred
247	David Mills
248	Roy Moosa
249	John Mountney
250	Kirsten Muir
251	Teodora Nagy
252	National Australia Bank (NAB)
253	Elizabeth Needham
254	Thomas Joseph Nelson
255	James Graham Niccol
256	Richard Bruce Nicholls
257	Adam Richard Nichols
258	Doug Noble
259	Alfred Obrien
260	Rodney Bruce Ofarrell
261	Patrick Ohare
262	Deb Oliver
263	Michael James O'shannessy
264	Eddie Ozols
265	Colin Parkhurst
266	Samuel James Parr
267	Brian Parris
268	John Pathinathan
269	Reea Pawley
270	Benjamin Joel Pearce
271	Harry Rex Pearsall
272	Peter James Pendlebury
273	Ian Pendleton
274	Matthew Peos

No.	Received from
275	Francesco Pettinato
276	Airan Pevcic
277	Colin Horace Phillips
278	Jennifer Pickard
279	Leonia Picone
280	Emma Pimblett
281	Margaret Pinder
282	David Pinzone
283	Anna Piskunov
284	Platinum Investment Management Limited
285	Linda Polic
286	Linda Polic
287	Robert Poppi Poppi Superannuation Fund
288	Robert Poppi
289	Louis Poulter
290	Barry Powell
291	Peter Pronczak
292	Dennis Shane Pukallus
293	Alan Francis Quirk
294	Carol Ralston-Bryce
295	Carol Ralston-Bryce
296	David Ralston-Bryce
297	Jason Anthony Rapp
298	Dan Reinhold
299	Rice Warner Actuaries
300	Alan Francis Rider
301	Robert
302	Jean Helen Robinson

No.	Received from
303	Peter Robert Rolliston
304	Jorge Roshkov
305	Barbara Roy
306	Brett Sanders
307	Ron Sandilands
308	Reinhard Schemmann
309	Errol Schmetzer
310	Arthur Richard Schulz
311	Eric John Scroop
312	Graham Setterberg
313	Naveen Sharma
314	David Philip Sheedy
315	Annette Shields
316	Geoffrey Shields
317	Andrew Shine
318	Rachel Skelton
319	Garrick Small
320	Mark Smith
321	Nick Smith
322	Andrew Soulos
323	Karen Spencer
324	Andja Srzich
325	Andja Srzich
326	Charles Stanger
327	Dianne Stebbing
328	SteveH
329	Dr David Stevens
330	Shannon Stevens
331	Stockspot

No.	Received from	No.	Received from
332	Shaun Stoddart	358	Victims of Financial Fraud
333	Michael John Stone	359	Roula Vlassis
334	David Stow	360	April Waldron
335	Noel Stratford	361	Alexander Joseph Walsh
336	Frank Student	362	Ernst Van Walsum
337	Judith Sudholz	363	Trevor Ward
338	Wilson Sy	364	Sam Warne
339	Harry Tan	365	Shawna Warne
340	David Taylor	366	Clive Waterman
341	The Association of Superannuation Funds of Australia (ASFA)	367	Graeme Stewart Waugh
342	The Australian Banking Association	368	John Weber
343	David Thomas	369	Ray Weeks
344	Don Thomas	370	Michael Weigang
345	Margaret [Meg] Thornton	371	Westpac Banking Corporation
346	Lars Thystrup	372	Robert Whalley
347	Anton Tjioe	373	Bruce Whitehead
348	Anthony Tomlinson	374	Andrew Whyte
349	Treasury	375	Desmond Whyte
350	Stephen Trounson	376	David Williams
351	Rosemary Trudeau	377	Michael Wolf
352	Grahame Turner	378	Morgwn Wood
353	Anthony Tweedie.	379	Monty Woodbridge
354	TWU Nominees ATF Twusuper	380	David Woodhouse
355	Suzanne Vasanji	381	Loretta Woolston
356	Sonya Vering	382	Sleiman Yohanna
357	Victims of Financial Fraud	383	Alison Zerk

This includes all policy submissions in response to Round 5 (Superannuation) that have been published on the Royal Commission's website. The Commission reserved the right not to publish submissions where matters are subject to a non-publication order, or where there were privacy concerns about the information included. The Commission received 124 submissions in response to Round 5 (Superannuation) where the individual asked that their name be withheld.

Insurance

No.	Received from
1	AAI Limited
2	AMP
3	Daniel Archibald
4	ASFA
5	Anthony Asher
6	Association of Financial Advisers (AFA)
7	Australia and New Zealand Banking Group Limited
8	Australian Institute of Company Directors
9	Australian Institute of Superannuation Trustees
10	Australian Lawyers Alliance
11	Australian Prudential Regulation Authority (APRA)
12	Australian Securities and Investments Commission (ASIC)
13	Maurice Barry
14	Dennis Bass
15	Clifford Berenger
16	Berril & Watson Lawyers
17	Beyond Blue
18	Mark Glendon Bird
19	Margaret Blade
20	Paul Thomas Bourne
21	Deborah Brown
22	Dr Irfan Cakan
23	Charles Richard Campbell

No.	Received from
24	Charmaine Casey
25	Ronald George Cassar
26	Peter Chia
27	CHOICE and the Superannuation Consumers' Centre
28	ClearView
29	Commonwealth Bank of Australia
30	Consumer Action Law Centre
31	Consumer Credit Legal Service WA Inc
32	Tim Cull
33	Matthew Darragh
34	Department of Treasury
35	Serge Diklitch
36	Tony Di Donato
37	Timothy Dowling
38	Mohamed El-Ansary
39	Eric Insurance Limited
40	Phillip Everett
41	Prof Alan Fels AO and Prof David Cousins AM
42	Finance Sector Union of Australia
43	Financial Planning Association of Australia
44	Financial Rights Legal Centre
45	Financial Rights Legal Centre
46	Financial Services Council

No.	Received from
47	Grant James Forbes
48	Carolyn Forsberg
49	Russell Francis
50	Robert Franklin
51	Anthony Gliding
52	Dallas Graham
53	Innes Cowie Grant
54	GRC Institute
55	Andrew George Halliday
56	Christopher Nicholas Haslet
57	Health Professionals Australia Reform Association
58	Stephen Hitchcock
59	Bruce Holloway
60	Peter Horwath
61	Peter Horwath
62	Gary Roderick Howard
63	Industry Super Australia Pty Ltd
64	Insurance Council of Australia
65	David Johnson
66	Paul Jones
67	Holly Kelsall
68	Gillian Kirby
69	Selwyn Krepp
70	Terry Lai
71	Legal Aid NSW
72	Legal Aid Queensland
73	Wendy Lewthwaite
74	Local Government NSW
75	Peter Bowden Lockhart
76	Peter Lockhart
77	Steven Anthony Mark AM

No.	Received from
78	Ian McIntosh
79	Mental Health Australia
80	Robert Milne
81	Colin Minson
82	Leigh Selby Morgan
83	NAB
84	National Insurance Brokers Association
85	National Mental Health Commission
86	Lee Nicolle ta LDN Wholesale
87	Adrian Nixon
88	Patrick Joseph O'Connor
89	Diane Ohlmann
90	Anthony O'Leary
91	Shane Palmer
92	Joseph Panthradil
93	David Pham
94	Gavin Polmans
95	Jeff Pope
96	Kylie Prince
97	Public Interest Advocacy Centre
98	Lea Pustetto
99	The QSuper Board
100	Marion Rae
101	Peter Razos
102	Rudolf Rensburg
103	Rest
104	Ian Rischmueller
105	Anthony Russell
106	Heather Ryan
107	Helen Kristina Ryan
108	Ian Satill

No.	Received from
109	Ben Saunders
110	Kathy Savvidis
111	Steven Sinfield
112	Slater and Gordon Lawyers
113	John Paul Sterndale
114	Terry Stokes
115	Michael John Stone
116	Dirk Swagerman
117	Penelope Tastula
118	Chris Thomas
119	Tom

No.	Received from
120	James Edward Troy
121	TWUSUPER
122	Gerasimos Nicholas Vallianos
123	Stuart Bruce Venn
124	Victorian Equal Opportunity and Human Rights Commission
125	Roula Vlassis
126	Rebecca Welsh
127	Westpac Banking Corporation
128	Christopher Sam Whitworth
129	Youi Pty Ltd

This includes all policy submissions in response to Round 6 (Insurance) that have been published on the Royal Commission's website. The Commission reserved the right not to publish submissions where matters are subject to a non-publication order, or where there were privacy concerns about the information included. The Commission received 43 submissions in response to Round 6 (Insurance) where the individual asked that their name be withheld.

Interim Report

No.	Received from
1	ACBF Group Holdings PTY LTD
2	Mario Andres Munoz Acosta
3	Thomas W Adams
4	Adaptive Cultures Pty Ltd
5	Ahmed Ahmetagic
6	Aidin
7	Patricia Ainsworth
8	Max Aleckson
9	Robert Alexander
10	Margaret Mary Alford
11	Anthony Allison
12	Amanda
13	Edwin Amery
14	AMP Limited
15	Amstelveen
16	Donna Anderson
17	Donna Anderson
18	Donna Anderson
19	Michael Anderson
20	Jacob Andrews
21	Lara Angell
22	Bundy Apostolou
23	ARCA
24	Daniel Archibald
25	Arenburg Consulting
26	Heather Armitage

No.	Received from
27	James Tom Anthony Arnold
28	Anthony Asher
29	Association of Financial Advisers Ltd
30	Association of Superannuation Funds of Australia (ASFA)
31	Stephen Atkin
32	Steve Atkin
33	Merrill Austin
34	Tony Austin
35	Australia and New Zealand Banking Group Limited (ANZ)
36	Australian Small Business and Family Enterprise Ombudsman
37	Australian Securities and Investments Commission (ASIC)
38	Australian Prudential Regulation Authority (APRA)
39	Australian Labor Party
40	Australian Institute of Company Directors
41	Australian Institute of Performance Sciences
42	Australian Institute of Superannuation Trustees
43	Australian Greens
44	Australian Financial Complaints Authority
45	Australian Finance Group Ltd
46	Australian Finance Industry Association

No.	Received from
47	Australian Banking Association
48	Michael Ayling
49	Christie Bader
50	Peter Baker
51	Henk Ballast
52	Bank of Queensland Limited
53	Banking Standards Board
54	Prof Elise Bant
55	Richard Bardon
56	Scotty Barr
57	Raylee Barrett
58	Dominic Barry
59	Ian Barry
60	Irene Barry
61	Michael Barry
62	Barry
63	Elisa Barwick
64	Benjamin Susan Bath
65	Gordon Batt
66	Dr Colin Beardsley
67	Kenneth Gerard Bebb
68	Jeremy Beck
69	Marjet Bedi
70	Theresa Beecroft
71	Adam Bell
72	Desmond Bell
73	Jennifer Bell
74	Bendigo and Adelaide Bank Limited

No.	Received from
75	David Alexandria Bennett
76	Peter Bennett
77	Ernest Frank Berlic
78	Mark Best
79	Paul Best
80	Neil Bidder
81	Farhad B Billimoria
82	Steven Maxwelln Bird
83	Anthony Barry Blackman
84	Kelvin Blair
85	Roger Blakeway
86	Leigh John Boileau
87	Bob Bone
88	Bernie Bourke
89	Rory Bowler
90	Rory Bowler
91	Martin Andrew Boyd
92	Nolene Bradshaw
93	Ian Leslie Brander
94	Ivan Brbot
95	Bredan Briese
96	Brisbane Residents United Inc
97	Henry Neil Gribble Broadbent
98	Steven Henderson Brown
99	Adrian Bryant
100	Mr B A Bucktin
101	Roger Bugg
102	Margo Bunt
103	Allan Burke

No.	Received from
104	Gerald Burns
105	Burrell Stockbroking & Superannuation
106	Jessica Buxton
107	Brian Byrne
108	Wendy Cain
109	Joshua Lawrence Camm
110	Joshua Camm
111	Tony Cammarano
112	Meredith Melinda Campbell
113	Professor Liz Campbell
114	Meredith Campbell
115	Trudy Campbell
116	Thomas Canning
117	Martin Carey
118	Leslie J Carnegie
119	Steven Carr
120	Genevieve Carrier
121	Brett Robert Cash
122	Troy Michael Cash
123	John Sommers Casley
124	Caux Round Table
125	William John Cebula
126	Centre for Future Work at the Australia Institute
127	Centre for Law Markets and Regulation, UNSW
128	Centre for Research in Religion and Social Policy, University of Divinity
129	Andrew Jack Chalkley

No.	Received from
130	Ronald Chandler
131	Chartered Accountants Australia and New Zealand
132	Lorena Chater
133	Neil Chater
134	Chai Yee Cheng
135	CHOICE
136	Mrs Kay Christensen
137	Citizens Electoral Council of Australia
138	Fanita Clark
139	Nathan Clark
140	Peter Clark
141	Martin Claxton
142	Peter Clements
143	JOST & Co
144	Julian Cochran
145	David Collett
146	Adrian Collier
147	Combined Pensioners and Superannuants Association (CPSA)
148	Combined Industry Forum
149	Dr Vicky Comino
150	Commercial & Asset Finance Brokers Association of Australia
151	Commonwealth Bank of Australia and its associated entities
152	Community and Public Sector Union (PSU Group)
153	Brian Concannon

No.	Received from
154	Barry Conde
155	Connective Broker Services Pty Ltd
156	Thomas Moore Connelly
157	Maxwell John Connor
158	Constituents of the Burdekin Electorate (Queensland)
159	Consumer Credit Law Centre SA
160	Consumer Credit Legal Service WA Inc
161	Consumer Action Law Centre
162	Consumer Policy Research Centre
163	Nick Contarino
164	Colin Evan Cook
165	Geoffrey Cornell
166	Lindsay D Cosgrove
167	John Cosstick
168	Robert Couper
169	Mark Coutts
170	Janet Thomasina Cowden
171	Stephen Cox
172	CPA Australia
173	Timothy Cragg
174	Caulfield Craig
175	Glenn Crichton
176	David John Cridland
177	Anne Crocker
178	Mr Rik Crockford
179	Phillip Randall Cross
180	Tina Gayle Crossley

No.	Received from
181	John Crothers
182	Geoffrey Crowther
183	Graham Crowther
184	Graham Crowther
185	Ngaire Crowther
186	Nicholas Culling
187	John Charles Culverwell
188	Stephen Donald Currie
189	Customer Owned Banking Association
190	Mark Dalrymple
191	Andrew Dalton
192	Victor Damos
193	Andrew Lloyd Davey
194	George Davies
195	Peter James Davis
196	Ian Davis
197	Anne Marie Dawborn
198	Timothy J de Beaux
199	Robert Melvyn Dealtry
200	Geoffrey Youle Dean
201	Department of the Prime Minister and Cabinet
202	DFS Group
203	Stephen Dobson
204	Rodney Doel
205	John Douglass
206	Mr Ronald J Doyle
207	Joshua Anthony Doyle
208	Peter Doyle

No.	Received from
209	Philip Edward Drew
210	Robert Dring
211	Peter Drury
212	Magdalene DSilva
213	Christine Dudley
214	Martin Duffield
215	Benard William Duffy
216	Robert Bruce Duncan
217	Alexander Duncan
218	Andrew Dunlop
219	Paul Durling
220	John Dwyer
221	William Edgar
222	Rosemarie Edler
223	Karl Randall Edson
224	Robertus van Egdom
225	Dr Liz Elliott
226	Dr Elizabeth Elliott
227	Shane Ellis
228	Tooraj Enayati
229	Clive Ettia
230	Mikayla Lee Evans
231	Christopher Evers-Swindell
232	Elmore Family
233	David Farmer
234	Thomas Michael Farrell
235	Charles Faulkner
236	Sergii Fedotov
237	Linda Fencaros

No.	Received from
238	Simon Fenton
239	James Ferguson
240	Andrew Fernbach
241	Finance Sector Union of Australia
242	Finance Brokers Association of Australia Limited
243	Financial Services Council
244	Financial Services Institute of Australasia (FINSIA)
245	Financial Rights Legal Centre
246	Financial Planning Association of Australia
247	Financial Counselling Australia
248	Financial Counselling Australia
249	Financial Counselling Australia
250	Andre Fink
251	Diane Marie Finlay
252	First Impressions Image Training
253	Jared Fletcher
254	Rhonda Fletcher
255	Peter Maurice Flynn
256	Russell Folland
257	John Ford
258	Luke Ford
259	Stephen Foster
260	John Fowler
261	Finley Francois
262	Richard French

No.	Received from
263	Trevor John Frost
264	Daniel Frydrych
265	Bonita Louise Fulham
266	Jutta Maria Galbory
267	David R Gallagher
268	Mitchell Gamble
269	Scott Gandy
270	Anthony Garner
271	John Garrick
272	Tim Gaspar
273	Dennis Gentilin
274	Kylie Gillespie
275	Steve Gillham
276	Associate Professor George Gilligan
277	Gary Glancy
278	Brad Golding
279	Donald George Goldsmith
280	William Edward Gollan
281	Lewis Bramley Goodridge
282	Jen Goods
283	Richard Gorman
284	Michael John Gough
285	Suzanne Gould
286	Theresa Ann Goulson
287	Governance Institute of Australia
288	Rosamund Clare Grady
289	Natasha GraebnerBraun
290	Anthoy Irving Graham

No.	Received from
291	Laurie Gransden
292	Karin Grant
293	GRC Institute
294	Mary Green
295	Gregory
296	Mark Greville
297	Kenneth Walter Grundy
298	Guerdon Associates Pty Limited
299	Anthony Gunn
300	Peter Hagen
301	Mark P Haikonen
302	Roger Hall
303	Elizabeth Handley
304	Brian Hankinson
305	Keith Harper
306	Douglas Harrison
307	Douglas Harrison
308	Ian Harrison
309	Edward Hartman
310	Carol Harvey
311	Simon Haselgrove
312	Mike Haydon
313	Trevor Haydon
314	Bruce Thomas Haynes
315	James Edward Hazzard
316	Greg Healey
317	Peter Hedley
318	Ian Heggulun

No.	Received from
319	Richard Heidtmann
320	Anthony Stephen Herbert
321	Neil Hermes
322	Dean Herron
323	Charles Higby
324	David Hodgen
325	Ivan Holko
326	Brendan Holland
327	Home Loan Experts
328	Paul Homolka
329	Peter Horwitz
330	Stuart Howe
331	Ray Huang
332	Carole Hubbard
333	Anthony Joseph Hudson
334	Steven Hughes
335	Douglas Humphries
336	Johanna Hunneman
337	Warwick William Alfred Hunt
338	Gordon Hunter
339	Steve Hunter
340	Kenton Huxtable
341	Liudmyla Iakovets
342	Kingsley Iddon
343	William Ifield
344	William Ifield
345	Industry Super Australia Pty Ltd
346	Graeme Inglis

No.	Received from
347	William Robert Ingrey
348	Institute of Managed Account Professionals
349	Insurance Council of Australia
350	Noelene Isherwood
351	Raymond N Jans
352	Ronald Ernest Jean
353	Heike Jindra
354	John
355	M. Johnston, A. Lofts, I. Peel, B. Cobb, N. Watson, M. Newman, W. McDonald
356	Evan Jones
357	William Jones
358	Thomas James Jordan
359	Simon Joseph Hall
360	Kathleen
361	Mr John Kearney
362	David Kecek
363	Cynthia Kardell
364	Leslie Thomas Kelly
365	Keith Derek Kerr
366	Michelle Kiamil
367	Don Kim
368	Anthony King
369	Phillip King
370	Norma Kirkland
371	Joerg Steven Kiss
372	Werner Klose
373	Marcel Knuffel

No.	Received from
374	John Kohl
375	John Kohl
376	John Kohl
377	Tully Kops
378	Laurence Krass
379	Selwyn Krepp
380	John Krylyszyn
381	Hans Kuehn
382	Carl Kuen
383	Nigel Lacey
384	Anton Lagerway
385	Alan Lane
386	Kieren Lane
387	Larry
388	Law Council of Australia
389	Ann Lawler
390	Anthony Lawless
391	Michael Lawrance
392	Christopher Lee
393	Peter Lee
394	Legal Aid NSW
395	Legal Aid Queensland
396	Christopher John Lewis
397	Nerida Lewis
398	Rod Lewis
399	Life. Be in it.
400	Geoffrey Links
401	Loan Market Group
402	Adrian Lobo

No.	Received from
403	Louise Locke
404	Warren Loone
405	Barrett Loraine
406	Ricky Luder
407	Neil Francis Lyon
408	Macquarie Group Limited
409	Reynaldo Maestre
410	Reynaldo Maestre
411	Michael Clinton Maher
412	Irene Maher
413	Peter Mair
414	Nakisa Malakooti
415	Nakisa Malakooti
416	Philip Henry Mancy
417	John Mandalios
418	Geoffrey Graeme Manifold
419	John Henry Mann
420	Anthony Mantella
421	Robert Marotta
422	John D Marsh
423	James Keith Marshall
424	Martin North Digital Finance Analytics
425	Colin W Martin
426	Kenneth Arthur Martin FCPA
427	Cv & E Martino Super Fund
428	Thomas Marwick
429	Rainer Mora Mathews
430	Richard Matthews

No.	Received from
431	Stephen Lewis Matthews
432	Coral May Tait
433	Robyn Mayne
434	Joanne McAndrews
435	Daniel James McCabe
436	Shaun McCarthy
437	Mark McDonald
438	William McDonough
439	McGing Advisory & Actuarial
440	John McGowan
441	Patricia McInnes
442	Joan McIntyre
443	Jocelyn Constance McKenzie
444	Christopher McMahon
445	Alexander Craig McMorrison
446	Dale Andrew McNally
447	Dale Andrew McNally
448	Barry McTaggart
449	Jerry Allen Meham
450	Graeme John Medhurst
451	William (Bill) Meeke
452	Dan Meiers
453	Melis Developments P/L
454	Mario Menso
455	Gordon Menzies
456	Daniel Meyerowitz-Katz
457	Michael
458	Graham Miller
459	Thomas George Millerd

No.	Received from
460	Jon Minney
461	Douglas Mitchell
462	Aidin Mohajeri
463	Michael Molesworth
464	Lindsay Morris
465	Wayne Morrison
466	Mortgage Choice
467	Mortgage & Finance Association of Australia (MFAA)
468	Jackie Morton
469	Kirsten Muir
470	Kerryn Lee Munday
471	Tony Murphy
472	Eric Michael Murray
473	Mike Musgrave
474	Di Myers
475	Teodora Nagy
476	Max Najar
477	National Australia Bank (NAB)
478	National Association of Community Legal Centres and Financial Counselling Australia
479	Sandra Elizabeth Neal
480	Roland Nelson
481	George Neofitou
482	Assoc Prof Ben Neville and Prof Dirk Matton
483	Khoa Nguyen
484	Carl Nickson
485	Don Nicol

No.	Received from
486	Jennifer Oakley
487	Kevin Edward OBrien
488	Paul O'Carrigan
489	Michael Offe
490	Danny O'Mahony
491	Michael Ooms
492	Mark Opie
493	Stephen ORourke
494	Stephen John O'Rourke
495	Andreas Ortmann
496	Peter Ousby
497	John Howan Owens
498	Eerik Owerhall
499	Cris Parker
500	Cris Parker
501	Jeremy Parker
502	Graham Paterson
503	Robert Paterson
504	Julie Suzanne Hamblin Patullo
505	Nichalus Thomas Payne
506	Gregory Payne
507	Benjamin Pearce
508	Graeme Pearce
509	Daniel Pearson
510	Stuart Penhall
511	Paul Gregory Penny
512	Nicholas Perna
513	Peter
514	John Geoffrey Philp

No.	Received from
515	Jennifer Pickard
516	Howard Pierce
517	A Lois Pinnell
518	Platinum Investment Manahement Limited
519	Greg Poett
520	Jennifer Poett
521	Rodney John Polkinghorne
522	Diane Poppi
523	Robert Poppi
524	Robert Poppi
525	Adrian Power
526	Bruce Preston
527	Claire Priestley
528	Marie Pringalle
529	Property Council of Australia
530	Janet E Pukallus
531	Dennis Pukallus
532	Qld Whistleblowers Action Group
533	Queensland Whistleblowers Action Group
534	Alan Quirk
535	Adviser Ratings
536	Kim Rees
537	Regional Banks – AMP Bank, Bendigo and Adelaide Bank, Bank of Queensland, ME
538	Dennis Reincastle
539	Shane Reynolds
540	John P Richards

No.	Received from
541	John Richardson
542	Alan Francis Rider
543	Garry Richard Bligh Ridge
544	Maria Marcia Rigoni
545	Benjamin Glyn Roberts
546	Anthony James Robey
547	Jane Robinson
548	Jean Robinson
549	William Stewart Roddick
550	Graham Rodwell
551	Brendan Rolfe
552	Paul Ross
553	Ronald Rowlands
554	Barbara Roy
555	Ross Russell
556	Mario Russo
557	Joshua Saik
558	Daniel Francis Salisbuy
559	Marcus Oliver Saltmarsh
560	Michael Sanderson
561	Ron Sandilands
562	Reg Sandy
563	Heidi van Schaik
564	Reinhard Schemmann
565	Errol Schmetzer
566	Errol Schmetzer
567	Frank Scott
568	Keallie Scott
569	Mark Sell

No.	Received from
570	Gregory Semfel
571	Dennis Sgarretta
572	Geoff Shannon
573	Geoff Shannon
574	Kevin John Sharp
575	Dr Kym Sheehan
576	Dr Kym Sheehan and Professor David Kinley
577	Graham Shepherd
578	Nathan John Shoesmith
579	Leeann Short
580	Sr MaryJane Singleton OPI
581	Michael Sita
582	Alan George Skyring, BE MIE Aust.
583	Smartline Home Loans Pty Ltd (trading as Smartline Personal Mortgage Advisers)
584	Colin Smartt
585	Jim Smith
586	Michelle Smith
587	Veronica Smith
588	SMSF Association
589	Mark Sneddon
590	Edward Raymond Snyder
591	Joan Sohl
592	Ray Somlai
593	Christopher Sorbello
594	Christopher Soren Shann Turnbull
595	Andreas Soulos

No.	Received from
596	Ursula Frances Soulsby
597	Paul Spajic
598	Karen Spencer
599	SR Group
600	Jeanette A Staehr
601	Geoffrey Stafford
602	Stand Fast Finance
603	John A Stanford
604	Charles Frederick Stanger
605	Mile Stankovic
606	Adam Steen
607	Bruce L Stephens
608	Nigel Stevenson
609	John Leslie Stewart
610	Andrew James Stewart
611	Tim Stewart
612	Pauline Joy Stow
613	David Stow
614	David Stubberfield
615	Frank Student
616	Bruce Styles
617	Pratap Subramanian
618	Suncorp Group Limited
619	Michael Swain
620	Wilson Sy
621	Zoltan Szentmihaly
622	Colin Tabell
623	Murad Talukdar
624	Sherryn Tanti

No.	Received from
625	Tasmanian Small Business Council
626	John Terenzini
627	The QSuper Board
628	The Ethics Centre
629	The Australia Institute
630	Andrew Thompson
631	Carolyn Thomson
632	Margaret Thornton
633	Lars Thystrup
634	Bronwyn Tillman
635	Bronwyn Tillman
636	Stavroula Tirekidis
637	Anthony Tomlinson
638	William Tonge
639	Ruth Lorraine Tonsbeek
640	Johan Tonsbeek
641	Norm Townsend
642	Janette Townshend
643	Treasury
644	Stephen Trounson
645	Neal Beirne Tully
646	Neal Beirne Tully
647	TWU Nominees aff TWU Superannuation ("TWUSUPER")
648	Brian Tyler
649	Urban Development Institute of Australia
650	Gerrit Frederick van der Tang
651	Joshua Van Der Neut

No.	Received from	No.	Received from
652	Sandra van der Laan	674	Desmond Whyte
653	George Vella	675	Leslie Robert Williams
654	Stuart Bruce Venn	676	Chris Williams
655	Jacob Vermeulen	677	J Wilmott
656	Victims of Financial Fraud	678	Brett Wilson
657	Petrus Vlaar	679	Simo Wilson
658	Peter Wakeman	680	Kenneth Graham Winton
659	Russell Wallace	681	David Wishart
660	Alexander Joseph Walsh	682	Harold Ashley Witham
661	Sir John Walsh of Brannagh	683	Wayne Wood
662	Robyn Wanicek	684	Montague Woodbridge
663	Vivienne Ward	685	Monty Woodbridge
664	Patricia Warren	686	Monty Woodbridge
665	Brian Lloyd Weekes	687	Linda Delores Woodward
666	Ray Weeks	688	Lenard Rhys Yarrow
667	Stephen Weller	689	Carlos Yohanna
668	Eric Wells	690	Sleiman Yohanna
669	David Wenk	691	Zainah Yohanna
670	Reginald Trevor Went	692	Michael Frank Zabel
671	Westpac Banking Corporation	693	Anthony Zarro
672	Barbara Whatham	694	Mr Anton Zwickl
673	Rodney Langford Kay Wheeler		

This includes all policy submissions in response to the *Interim Report* that have been published on the Royal Commission's website. The Commission reserved the right not to publish submissions where matters are subject to a non-publication order, or where there were privacy concerns about the information included. The Commission received 196 submissions in response to the *Interim Report* where the individual asked that their name be withheld.

Appendix 7: Background Papers and Research Paper

Appendix 7 includes copies of the Background Papers and Research Paper, as listed in the following table.

Each of these Background Papers and Research Paper can be found on the [Publications page of the Commission’s website](#).

Title of Background Paper	Date of publication
Background Paper 14: General Insurance	12-Jun-2018
Background Paper 15: Catastrophes and Natural Disasters Insurance	12-Jun-2018
Background Paper 20: Natural Disaster Insurance	21-Jun-2018
Background Paper 22: Superannuation	24-Jul-2018
Background Paper 23: Overview of Key Regulatory Reforms in Superannuation	24-Jul-2018
Background Paper 25: Legal Framework Governing Aspects of the Australian Superannuation System	26-Jul-2018
Background Paper 26: Some Features of the General and Life Insurance Industries	28-Aug-2018
Background Paper 27: Reforms to General and Life Insurance	28-Aug-2018
Background Paper 28: Group Life Insurance	28-Aug-2018
Background Paper 29: Life Insurance	28-Aug-2018
Background Paper 30: Information about Selected Aspects of Foreign Financial Services Regulation	14-Nov-2018
Research Paper: Conflicts of Interest and Disclosure	07-Nov-2018