



8 April 2014

Mr David Murray AO  
Chairman  
Financial System Inquiry  
The Treasury  
Langton Crescent  
Parkes ACT 2600

By email: [fsi@fsi.gov.au](mailto:fsi@fsi.gov.au)

**Attention:** Head of Secretariat

Dear Mr Murray,

The submission of the Financial Ombudsman Service to the inquiry is attached.

If you have any questions about the submission, please contact our Policy Manager, Carolyn Bruns, on (03) 9613 7389 or at [cbruns@fos.org.au](mailto:cbruns@fos.org.au).

Yours sincerely

**Shane Tregillis**  
Chief Ombudsman