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Westpac Loan Account # 037141127725
Westpac Amount of Loan: \$210325.15
Westpac Loan Account # 037150416975
Westpac Amount of Loan: \$164591.46

Submission to the Murray Report

To whom It may Concern

I am writing to you to submit my personal information in regards to the practises of the banking sector specifically my own dealings with my own loans.

I currently have 2 mortgages with the Westpac bank which I am unable to pay due to a multitude of reasons including that I am currently unemployed and dealing with cancer and other related illnesses also including severe anxiety major depression etc some of which have been caused partially by the stresses put on me by the Westpac bank

Both my loans were issued to me without any checking into whether I had the income to support these loans such as no checking of financial statements, tax returns etc by the bank and also no checking of other outstanding loans. This is a maladministration of these loans

I made several attempts to the bank to gain copies of my loan application forms and other information the bank used in calculating whether the loans met credit acceptability.

After several attempts I received the copies of the loan forms but nothing else as I was told that there was nothing else.

Listed below are some of the serious anomalies in the LAF documentation.

- Parts of the application forms filled in with someone else's handwriting
- Actual income is listed as gross income from the business not personal income
- Other loans and credit cards not listed or checked
- Broker on first loan arranged Westpac credit card as additional no signatures or application forms
- Broker on second loan arranged a second credit card no application forms or signatures
- The income from the business on both loans as per the tax assessment showed a negative amount and parts of both loans were used to prop up each other payments

These facts would seem to highlight a case of imprudent lending on the part of Westpac, as a result of non-affordability and deliberate Maladministration in lending. *Had my financial details been checked and verified by your credit assessors, you, as a prudent lender, would have rejected our loan as being unaffordable.*

These are both Low doc loans that were handled by Westpac brokers or staff on the phone and fax.

These loans have placed me in a position of having to deal with bank to stop them from taking my house from me and my family, whereas if the bank had taken correct and proper procedures and not a quick fix and loan the money outside of correct lending practices this would not be the situation. If I had conducted myself in business this way the government would be after me for maladministration.

My loans were taken out in 2005 and 2008 respectively. I have lodged a complaint with the financial ombudsman service in regards to this but feel that the external dispute process is biased towards the bank. When these loans are exposed it must be insisted that a moratorium on the loans be in place whilst the bank is forced to review and dismiss the loans as not payable and that the property be returned to the person who the loan was to and no court action is to be taken and that the loans are abolished and the deeds be returned to the purchaser.

At the very least no court action, writs or attempts to foreclose should be suspended nil the royal commission is finalised and at the conclusion of the royal commission in o the bank practices of maladministration the loans should be waived and discharged as no further amount owing as the banks should not be deemed to be able to make profit from their own maladministration and stresses placed upon customers.

It is imperative that a royal commission Is established ad the matters and facts and outcomes occur for the community as a whole to be able to move forward with trust and confidence in the banking sector.

I thank you for your time in receiving this submission and look forward to your support in my particular case as well as the numerous other people who are facing similar situations.

Yours sincerely,

A handwritten signature in black ink that reads "P.H. Flory". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

Paul Howard Flory