

Dear Treasury Team,

For what my opinion is worth, I wholeheartedly support keeping the two Complaints resolution schemes currently in operation.

I am a small privately run Finance Broking Business, dealing with our larger banks on a daily basis.

I have been a member of CIO for a period of 15 years and to date have had no need to utilise the services of CIO (no complaints against me) and I would like to keep it that way.

I can't say the same for Australia's large banks some have a very cavalier attitude to resolving complaints.

As most of the major Banks are members of FOS I do not wish to be bundled in with them, our membership fees will probably skyrocket (as most of the complaints are against the Banks not brokers) and we will achieve a lower level of service than is currently provided by CIO.

And don't forget we need to keep a bit of competition between these suppliers, if there is only, then we will have no alternative.

Regards

Ross

Ross Brown
Finance Broking Manager
Capital Finance Brokers Pty Ltd

Private Bag 10 Deakin ACT 2600
Mobile 0401 051 660
Office 02 6282 7666
Fax 02 6282 7744

<http://www.capitalinsurancebrokers.com.au/cib/default.asp>