

victims of fraud perpetrated with the use of their products and/or technology. And victims should not have to jump through hoops and/or wait unreasonable periods to be compensated. There must be a well-resourced body with unilateral powers to order organisations to pay compensation where either they do not agree to do so upon contact by a customer or their representative, or where the products and/or technology of multiple organisations are involved in the victimisation of someone, and they are finger pointing to seek to apportion blame.

Whilst the proposed legislation does not address this particular issue, it is one that is an important element of the prevention of scams and holding scammers (criminals) to account. Thus, I urge the Government to redouble its interactions with other nation states in order to assist with both scam prevention and multi-jurisdictional criminal investigations; and to provide assistance to third-world nations in this context.

Yours sincerely,

Craig Stevens
Adelaide, South Australia