

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Saturday, 22 April 2023 2:19 PM  
**To:** Financial Services Competition  
**Subject:** Bank rates information

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Hello, my name is [REDACTED] and I saw your request for information.

The Commonwealth Bank when the interest rates started coming down, didn't pass the lower rates for certain products.

I was on a 50k personal loan which I got to help pay for [REDACTED] [REDACTED] cancer treatment in [REDACTED] which I got at 18% at the time. As the interest rates started coming down they wouldn't lower it more than 2 points. When they hit the lowest, they were offering new personal loans to clients at 11% and when I applied for a new personal loan to pay off the existing one and have it at a lower rate, they rejected my application just to keep milking me at that higher rate for as long as they could.

Please look into cases like mine too.

[REDACTED]