

ACCC Probe

Thursday, 18 May 2023

The Chair.

The Australian Competition and Consumer Commission.

I see that you are seeking information on retail deposit products and I would like to offer my information.

I have found that each bank that I know of, issues a Fixed Term Deposit Certificate, when a fixed term deposit is lodged, and they all cover the same information, and they all leave out one item.

The missing item is to state how the interest is to be paid to the depositor.

In my own case, when I was speaking to a bank official making a deposit, I always asked for the interest to be deposited into my 'pocket money account' meaning that the deposit amount would remain the same, but the 'pocket money account' size would fluctuate.

It is alarming to me to find, after the officials told me, face to face, that this would be done, that in 12 months it was not done many times.

I know why it is not done. It is because arranging the treatment of interest is a second separate operation, so being only human, they skip it, knowing that their lack of the promised action would not be discovered for a year. I know that interest on a deposit is automatically added to the principal, in one operation.

In my case the officials who did this to me were men who were in the [REDACTED] Branch for only a day. None of the regular staff who know me did this.

One day I went into the Branch after three interest payments were wrongly handled, to ask for the three payments, which were only a few days old, to be reversed, as was my original requirement. The girl could not decide, so she went into the office and came back to say they would reverse the entries for \$1.00 per entry.

I declined that and emailed the Head Office asking this to be done. This was agreed to, but I found later that it would apply only next year. I think he was laughing at me.

This is IMB and it goes back years.

I have 6 deposit accounts of an odd value that started life as a round sum of money in thousands. There is a seventh deposit still on the round sum of thousands as the day it was first lodged.

I have a similar arrangement with Horizon in [REDACTED] but all transactions are carried out by them perfectly.

I write this today because I think this should be examined.

A Fixed Term Deposit Certificate should state how the interest is to be paid.

Philip Smith-Hill

[REDACTED]

[REDACTED]

[REDACTED]