INQUIRY INTO INQUIRY INTO ELDER ABUSE IN NEW SOUTH WALES

Name:Name suppressedDate received:20/11/2015

Raitally

I just saw an article on the 7.30 pm on Chanel 2 tonight.

My Dad passed away on the 2015.

We are now discovering the financial scams that he had been suckered into, and how the Commonwealth Bank was complicit in this.

Unlike most in this TV article, my Dad was very private and did not disclose his financial affairs with family members.

Since his passing we have discovered his average monthly spend on his credit card was \$8,000 to \$10,000, yet his monthly income from superannuation was \$3,100 per month.

He had 7 credit cards (same card but replaced 6 times) in 12 months, which was a result of reporting credit card fraud, yet the bank has not really reversed the fraudulent transactions, and the Bank continued to provide him credit.

The Bank showed no duty of care and continued to allow international merchants hit his credit card. A copy of his credit card statement is attached.

We believe he died worrying about his financial position, and not wanting to go to a doctor due to his financial capacity. He has passed with negative equity in his Commonwealth Bank accounts.

Upon reflection, myself and my sister should have sought to intervene earlier, but when contacted the Bank in April 2014 they refused to consider it and relied on the Privacy Act to prevent discussion on the matter.

My Dad was also subject to scams from solar electricity retailers, roof repair companies and suffered theft from the helpers employed by the local Council. He refused to report or acknowledge it, as he feared that raising the issue would result in him being moved out of his house.

Considering the other stories expressed in the 7.30 report, maybe the solution is having a Government appointed 3rd party having trustee powers. in our case that potential trustee would have had powers to intervene in the credit card fraud and cut through the nonsense where the bank sought to hide behind the privacy act. On a similar basis such a potential trustee/ombudsman could step in and act as a trustees for the elderly person when their family had a myopic focus not he inheritance.

It could be argued that the State Public Trustee could perform these actions, however from my experience with the Queensland and South Australian Public Trustees, they are amateurs, and do not act in the family's best interest.

having recently gone throughout hess events it is clear to me what should have been available, but didn't happen.

I am happy to provide more feedback if you require it.

Regards