

Retail Banking Services
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Mr John Lenigas
1B Yalapara Avenue
Rostrevor SA 5073

3 July 2015



Dear Mr Lenigas

RE: Complaint Reference CF-3031348C

Thank you for taking the time to speak with me on 18 May 2015 regarding your Viridian Line of Credit that was not closed at settlement.

I apologise for the length of time this is taking to resolve and I understand this would be frustrating for you.

I'm still reviewing and investigating your complaint. I do hope to have made a complete assessment and reached an outcome shortly.

In the meanwhile if you wish to discuss the progress of my investigation into your complaint, you are welcome to call me on 02 9151 9920.

Yours Sincerely,

A handwritten signature in dark ink, appearing to read 'Fiona Edgumbe'.

Fiona Edgumbe
Customer Experience Specialist