Case Summary

CBA's treatment of Craig Caulfield is shocking. Craig has all the proof needed to show the bank's misconduct, fraud, forgery and collusion with valuers. Despite all this, the bank denies wrongdoing and Craig's nine-year battle for Justice has had a devastating impact on his life.

Craig is not alone, about 50% of bank victims report high rates of Mental Health issues, including severe depression and suicidal thoughts. The Australian banking and finance system must be held accountable by an extended Royal Commission.

Story Details**Story Of:** Craig Caulfield
Bank Involved: CBA
Bank Malpractice Type: Predatory Lending
Incompetent Business Practices
Corruption
Unconscionable Conduct

Video - Extend Banking Royal Commission:

Bank Victim Story Craig Caulfield (CBA)

Video of Bank Victim Story Craig Caulfield (CBA)

Overview Of Bank Victim's Case

Bank Story Overview:

Fraudulent Documents, forged signatures and incorrect details

Craig Caulfield QLD Cane farmer – CBA

Case Summary

What's wrong with the fraudulent documents

- Wrong loan type organised
- Signatures cut and pasted (fraud)
- Incomes inflated by over 100%
- Wrong assets listed
- Drivers license number 123456 (fraud)

- Bank pressured Craig to be sold up but would not meet for 7 years to renegotiate.
- Bank will not reveal crucial page 12 of loan document and does not admit wrongdoing.
- All avenues of appeal exhausted (FOS, ASIC, APRA, ACCC)
- No affordable options for justice (where banks can be held accountable)

Wants Royal Commission to investigate

- How far up Fraud and forgeries were known and approved
- How far up in banks that cover-ups have occurred
- Recommend a tribunal with Equality of Arms (Bank funded Legal Aid)

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- Recommends the mental health consequences are taken into account

[Transcript - Video Q&A Interview]

Leon Ashby (LA) Asks...:

Fraudulent Documents, forged signatures and incorrect details

Extract From Video - Craig Caulfield (CC) – Commonwealth Bank (CBA)

Interview with Leon Ashby (LA) 18th August 2018 - Extending The Bank Royal Commission, recorded at Parliament House, Canberra ACT Australia.

LA: Craig, did you have a decline in your income causing you to try to renegotiate your loan?
CC: Yes

LA: How many times would you have approached the bank to try to get a meeting?
CC: Many times

LA: How many years did that take?
CC: Six years - 2010 to 2016

LA: Has the bank admitted any wrongdoing with your documents?
CC: No, even though the documents have 27 fraudulent or incorrect entries, my signature is cut & paste, and my driver's license number is not correct

LA: Can you afford justice?
CC: No

LA: Were you so frustrated that your mental health deteriorated and you attempted suicide?
CC: Yes

LA: Lets try a survey – who is a bank victim?
Bank Victims: raise hands
LA: Of those who put their hand up – who had severe depression and had suicidal thoughts due to their banking issue?
Bank Victims: majority remain with raised hands
LA: That indicates about 50% of bank victims potentially become suicidal.

LA: Has the royal commission looked at that aspect of the impact of bad banking practices
CC: No

LA: What would you like to say to commissioner Hayne regarding the importance of extending the royal commission.
CC: When you have been battling to be heard for many years, we need the commission to deal with every issue and obstacle that banks have put in our way.

The Royal Commission into institutional sexual abuse of children took five years with seven commissioners to hear several thousand victims. We believe we deserve the same respect.



Other Notes & Commentry

Notes:

Devastating Mental Health Impacts For Victims Of Bank Crime

Half the Bank Victims attending the meeting at Parliament House on the 14th of August 2018 indicated they had experienced severe depression and suicidal thoughts after becoming victims of bank misconduct.

"It was incredibly frustrating over nine years, and depressing, that there is no redress out there," said Craig Caulfield from Queensland's Sunshine Coast. The lack of resolution to his drawn-out issues with the Commonwealth Bank led to two points where Mr Caulfield contemplated taking his life.

"I think the mental health consequence is one area to be investigated," he said when asked what an extended Bank Royal Commission needed to do.

Too many families broken - too many businesses destroyed - too many lives lost. It's time for proper compensation and restitution for bank victims.

Do you or someone you know need help?

If the situation is an emergency, please call 000

If you wish to speak to someone immediately who can help call:
Lifeline Australia
13 11 14
www.lifeline.org.au

For self-help, managing depression and further resources see Dr Brandson's page:
>> Depression Help

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More Information:

Bank Victims Horror Stories - Extend RC Series

Related Links:

Depression Help
Sheril Morris - Victim of La Trobe Financial
Lewis Tomcsanyi - Victim of NAB
What's Missing From Banking RC ?

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