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## **MEDIA RELEASE: Consumers have a right to fair, honest and professional financial services**

The culture of the financial services industry must be urgently transformed to ensure organisations put the best interests of consumers at the heart of what they do, the Financial Services Council (FSC) said following the release of the interim report of the Royal Commission into Banking and Financial Services.

FSC CEO Sally Loane said the conduct of financial services providers over many years has been unacceptable.

“For consumers, interacting with banking and financial services is not voluntary. In a compulsory system everyone has a right to be treated with fairness, honesty and utmost professionalism. The industry takes responsibility for the culture that led to some deplorable outcomes for many consumers and a transformation is long overdue.”

The FSC supports Treasurer Josh Frydenberg’s comments that consumers must be put “first, second and third.”

The financial services sector is unquestionably strong, employing some 400,000 people and contributing more to the Australian economy than any other industry, which is why the responsibility to do the right thing is paramount.

Commissioner Hayne’s interim report has raised many significant and important policy questions about whether we need more laws or whether the existing rules and regulations must be better implemented and enforced.

The FSC also supports policy debate over whether our complex regulatory framework could be simplified.

“I thank Commissioner Hayne for a robust and thorough report which deserves time to be properly considered and absorbed,” Ms. Loane said. “The FSC will develop a full response to the questions raised by the Royal Commission and outline a course of action for our members in due course.”

**ENDS**

For further information please contact FSC Media Manager Mark Smith on 0434 566 764 or [msmith@fsc.org.au](mailto:msmith@fsc.org.au).

**About the Financial Services Council**

The Financial Services Council (FSC) is a leading peak body which sets mandatory Standards and develops policy for more than 100 member companies in Australia's largest industry sector, financial services. Our Full Members represent Australia's retail and wholesale funds management businesses, superannuation funds, life insurers, financial advisory networks and licensed trustee companies. Our Supporting Members represent the professional services firms such as ICT, consulting, accounting, legal, recruitment, actuarial and research houses. The financial services industry is responsible for investing almost \$3 trillion on behalf of more than 14.8 million Australians. The pool of funds under management is larger than Australia's GDP and the capitalisation of the Australian Securities Exchange, and is the fourth largest pool of managed funds in the world.