



Dr Alex Douglas MP
State Member for Gaven
4/12 Ferry Street
Nerang QLD 4211

26 March 2013

Dear Doctor Douglas,

RE: MARIO GIRARDO.

I refer to your letter dated 7 March 2013 to Mr Lindsay Maxted. Mr Maxted has asked that I respond on his behalf.

Westpac

John Murphy

Senior Manager Loans
Management

07 3227 2679

Your letter has raised a number of queries regarding a former Bank customer. As you will appreciate, the Bank's duties of confidence to its customers together with customers' rights to privacy mean that the Bank is not able to address in detail certain allegations contained in your letter.

There are, however, a number of statements the Bank is able to make (as set out below) which are either in the public domain or not subject to duties of confidence or privacy.

The Bank did advance monies to a company associated with Mr Mario Girardo in 2006 and 2007. That company defaulted on that loan and the property held by the Bank as security was sold in early 2009 at a shortfall.

The Bank issued proceedings against Mr Girardo for its debt, obtained judgment against him and then successfully petitioned for Mr Girardo's bankruptcy.

Mr Girardo is, to the Bank's knowledge, already incarcerated on a criminal conviction.

In late 2011, the Queensland Police advised that they were already investigating matters similar to those raised in your correspondence on the complaint of a Mr Rod Lambert. In 2011 the Bank offered to the Queensland Police any assistance the Bank was legally able to give, but was advised by the Queensland Police that no assistance was required at that stage. The Bank advised the Queensland Police that it was willing to assist in the future. That remains the Bank's position.

The Bank has also provided voluminous material to the Office of Fair Trading in respect of Mr Girardo and his company but is not aware of any prosecution resulting from that investigation.

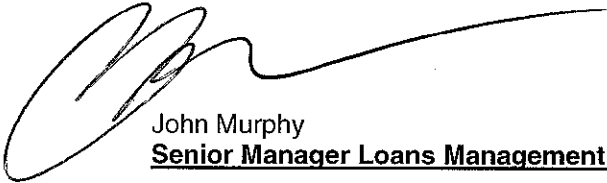
I note that you have indicated that "the victim's reasonable requests to the Bank have been completely ignored". In the absence of any detail of the "victim" we are unable to make any

comment on how a particular commercial lending transaction may have impacted the individual or company in question.

Finally, in answer to your query regarding searches, the Bank is not aware of any public searches which are able to be undertaken to ascertain if any individual has been charged with or convicted of a criminal offence. I am sure that you would agree that to be influenced by unsubstantiated rumour, newspaper reports, public comments, allegations or the like when considering transactions with customers would be entirely inappropriate.

The Bank appreciates your letter and acknowledges that you are concerned to ensure that any inappropriate or unlawful conduct is appropriately addressed. In this instance the Bank is satisfied that its officers have acted both lawfully and appropriately.

Yours sincerely

A handwritten signature in black ink, appearing to be 'John Murphy', with a long horizontal flourish extending to the right.

John Murphy
Senior Manager Loans Management Unit

Australian Banking Risk