

# Annual General Meeting of Australian Financial Complaints Authority Limited

Minutes of Meeting Held at 9.30am on Friday 13 November 2020 at the offices of AFCA at 66 Goulburn Street Sydney and 130 Lonsdale Street Melbourne and online

## Present

### Directors

The Hon Helen Coonan  
Ms Jennifer Darbyshire  
Mr Andrew Fairley AM  
Ms Carmel Franklin  
Ms Elissa Freeman  
Ms Claire Mackay  
Ms Erin Turner  
Ms Johanna Turner  
Mr Alan Wein

Independent Chair  
Industry Director  
Industry Director  
Consumer Director  
Consumer Director  
Industry Director  
Consumer Director  
Industry Director  
Consumer Director

### In attendance

Mr David Locke  
Mr Adam Buttigieg  
Ms Anna Campbell  
Mr Justin Untersteiner  
Mr Ryan Leemon

Chief Ombudsman and CEO  
Chief Financial Officer  
Company Secretary  
Chief Operating Officer  
External Auditor, Moore Australia

### Apologies

Ms June Smith

Deputy Chief Ombudsman

## 1. Welcome and Comments from the Independent Chair

The Chair of the Board opened the meeting, confirmed the meeting properly convened and confirmed quorum.

## 2. Chair Address

The Chair provided an overview of the strategic objectives met by AFCA in the 2019-20 financial year.

## 3. Chief Ombudsman and CEO Address

The Chief Ombudsman and CEO provided an overview of the activities undertaken in the 2019-20 financial year.

## 4. Special business

There is no special business for the meeting.

## 5. Ordinary business

### 5.1 Appointment of the Auditor

To appoint Moore Australia as AFCA's auditor in accordance with s327B of the Corporations Act.

**Resolution:** The members **resolved** to appoint Moore Australia as AFCA's auditor in accordance with s327B of the Corporations Act 2001.

### 5.2 General Purpose Financial Report 2019

The Members to receive and consider the AFCA General Purpose Financial Report for the year ending 30 June 2020, incorporating the annual financial report, directors' report and auditors' report was tabled. The Auditor responded to a member question.

**Resolution:** The members **received and considered** the AFCA General Purpose Financial Report for the year ending 30 June 2020, incorporating the annual financial report, directors' report and auditors' report.

### 5.3 Questions of the Auditor

There were no questions directed to the Auditor.

### 5.4 General questions

The Chair, the Chief Ombudsman and CEO, the Chief Operating Officer responded to member questions.

## 6. Meeting Close

The Chair of the Board thanked all attendees and closed the formal meeting at 10:30 am.