

# Annual General Meeting of Australian Financial Complaints Authority Limited

## Agenda

Held at 8.30am on Friday 15 November 2019 at The Plaza  
Ballroom, Vibe Savoy Hotel, 630 Little Collins Street, Melbourne  
VIC 3000

## Present

### Directors

The Hon Helen Coonan	Independent Chair
Mr Robert Belleville	Industry Director
Ms Jennifer Darbyshire	Industry Director
Mr Andrew Fairley AM	Industry Director
Ms Carmel Franklin	Consumer Director
Ms Elissa Freeman	Consumer Director
Ms Catriona Lowe	Consumer Director
Ms Erin Turner	Consumer Director
Ms Johanna Turner	Industry Director
Mr Alan Wein	Consumer Director

### In attendance

Mr David Locke	Chief Ombudsman and CEO
Mr Adam Buttigieg	Chief Financial Officer
Mr Nicolas Crowhurst	Company Secretary
Mr Michael Ridgway	Executive General Manager – Corporate Strategy and Services
Mr Nicholas Smith	External Auditor, Moore Stephens

### Apologies

Ms Claire Mackay	Industry Director
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## Agenda

### 1. Welcome and Comments from the Independent Chair 8.30am – 8.40am

A welcome from the Chair of the Board, the Honourable Helen Coonan, on the activities of Australian Financial Complaints Authority (AFCA) in the 2018-19 financial year.

#### 1.1 Open the meeting and confirmation of quorum

#### 1.2 Apologies

#### 1.3 Comments from the Chair

### 2. Comments from the Chief Ombudsman and CEO 8.40am – 8.50am

The Chief Ombudsman and CEO, Mr David Locke, to say a few words on the operations of AFCA over its first 12 months.

### 3. Special business

There is no special business for the meeting.

### 4. Ordinary business 8.50am – 9.00am

#### 4.1 Appointment of the Auditor

In the financial year, Deloitte resigned as AFCA's auditor (and ASIC consented to that resignation).

AFCA filled this vacancy in accordance with s.327C of the *Corporations Act 2001* (the Act) and appointed Moore Stephens as the auditor at the Board meeting on 17 May 2019.

In accordance with the Act, an auditor appointed under s327C holds office only until the company's next AGM.

*The meeting to resolve to appoint Moore Stephens as AFCA's auditor in accordance with s327B of the Corporations Act 2001.*

#### 4.2 General Purpose Financial Report 2019

*The meeting to receive and consider the AFCA General Purpose Financial Report for the year ending 30 June 2019, incorporating the annual financial report, directors' report and auditors' report.*

### 4.3 Questions of the Auditor

The Chair to invite questions relating to the General Purpose Financial Report for the year ending 30 June 2019, or of the auditors generally.

### 5. General questions

9.00am – 9.25am

The Chair to enquire if there are any general questions for the directors or management from the members in attendance.

### 6. Closing

9.25am – 9.30am

The Chair of the Board to thank all attendees and close the formal meeting.