

## Community Support and Services Committee

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**From:** M. Renae Dubois [REDACTED]  
**Sent:** Friday, 12 November 2021 12:27 PM  
**To:** Community Support and Services Committee  
**Subject:** The Public Trustee

To whom it may concern.

My name is Michelle Renae Dubois and I have been with the Public Trustee Qld for most of the last 24 years.

I was awarded \$650,000 in a compensation settlement for a motor vehicle accident. In my first meeting with the PT, my new administrators, I was told that they would be charging me 15% as a once-off fee, and from then on there would be no fees.

I discovered in the annual budgets they sent me, that they were charging me over \$10,000 a year. I was upset about about this, because I had been lied to, but I was told these were merely "bank fees". I tried to find out more on the website but it says No Fees all over the website. I eventually found some information but it is woefully incomplete. I am still in the dark about what fees are being charged, even now that I have no funds aside from my pension. There are supposed to not be charging me fees but I think they still are.

In total, I estimate the Public Trustee has taken upwards of \$270,000 in fees from me. Also, they were unnecessarily cruel in how they managed the money. I had over \$500,000 in my accounts and I asked for a couch. They dropped my living allowance to \$80 per week. I was living alone and going to University at the time. It was not enough and there was no need for it.

My father took over control of my administration in 2016 but has since handed it back due to his age. When the Public Trustee again had control over my accounts they made it so I couldn't use PayId or Merchant Banking which as a businesswoman meant that I lost hundreds of dollars in my business.

I want the fees I paid above the 15% returned. I have been done over. That money was meant to look after me not pay the government.

Michelle Renae Dubois

[REDACTED]