

# COVID-19 complaints

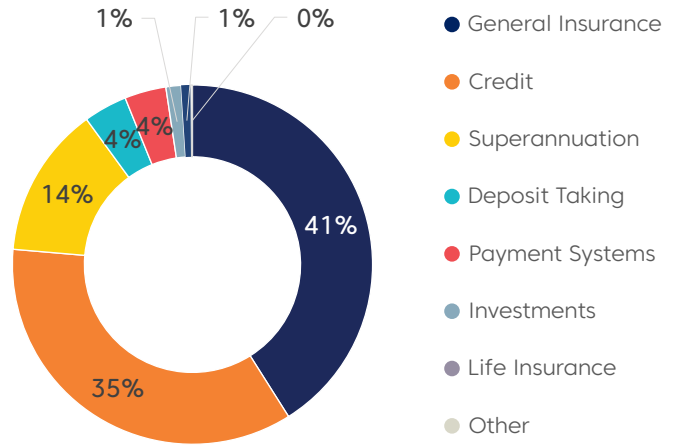
Between 3 March 2020 and 31 August 2020

**7,420** complaints received

**72%** of complaints closed as at 31 August 2020

**1,409** COVID-19 complaints involved financial difficulty

## COVID-19 Complaints received by product line<sup>1</sup>



## Top 10 COVID-19 complaints received by product<sup>1</sup>

Product	Total
Travel insurance	2,610
Credit cards	910
Superannuation account	817
Home loans	674
Personal loans	398
Business loans	172
Personal transaction accounts	164
Investment property loans	115
Merchant facilities	100
Loss of profits/business interruption	65

## Top 10 COVID-19 complaints received by issue<sup>1</sup>

Issue	Total
Delay in claim handling	883
Denial of claim	728
Denial of claim-exclusion/condition	720
Financial firm failure to respond to request for assistance	667
Service quality	462
Incorrect premiums	289
Delay	251
Claim amount	194
Incorrect fees/costs	187
Decline of financial difficulty request	177



**4,270** call to our dedicated COVID-19 support line



**19,338** website visits to our dedicated COVID-19 hub

<sup>1</sup> One complaint can have multiple product lines.

<sup>1</sup> These figures only include those that progressed to case management. One complaint can have multiple products/issues.