

Member data validation guide

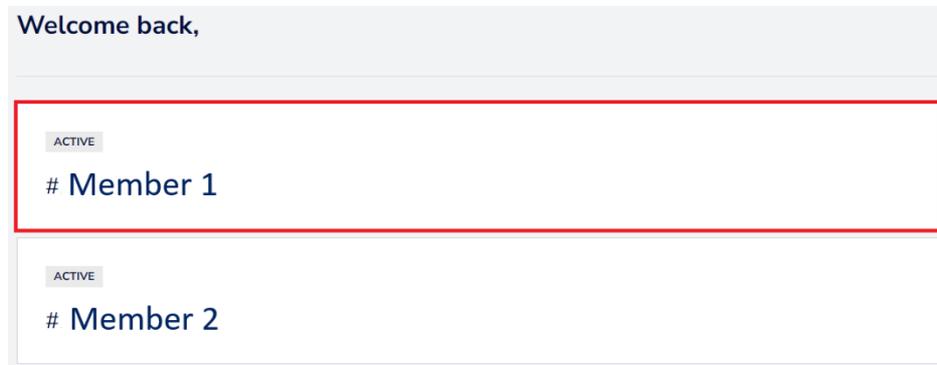
2024

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How to download reports

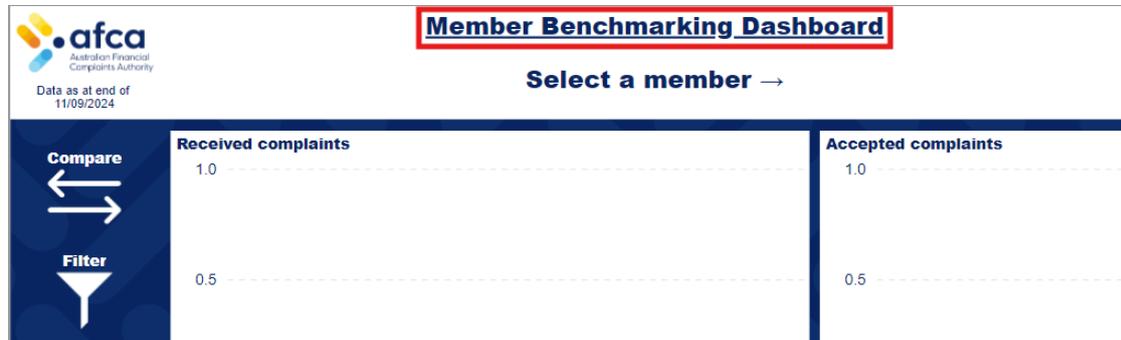
1. Log into the [Member Portal](#).
2. Click into your **Membership**.



3. Click on **Benchmark reporting**.



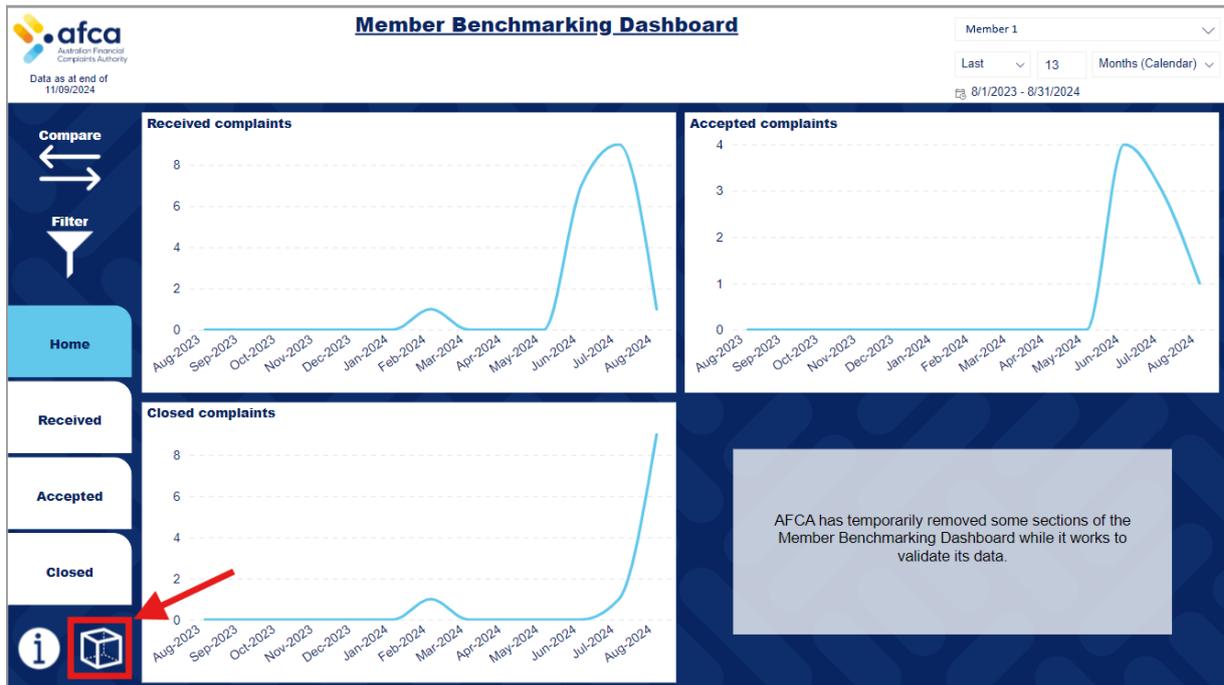
4. You should now see the **Member Benchmarking Dashboard**.



5. Select **your membership** using the drop-down menu on the top right-hand side of the dashboard. Select the membership you want to view the data for.



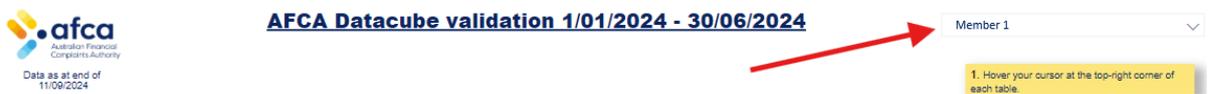
6. Click on the **cube icon** to access the data for Datacube.



7. You should now see the data for the reporting period for **AFCA Datacube validation**.

Complaint number	Complainant	Member reference	Member contact	Received date	Accepted date	Closed date	Case age	Stream	Status	Stage	Produ
				8/02/2024		8/02/2024	0	Not streamed	Closed	Case Management	Gene

8. Select the membership that you want to validate the data for.



If you are responsible for multiple financial firms which received four or more complaints in this reporting period, please check the complaint data for each firm by using the drop-down menu to select the applicable firm.



9. Click on the applicable category. Please see our category definitions below.



AFCA Datacube validation 1/01/2024 - 30/06/2024



Category	Definition
Received	<ul style="list-style-type: none"> The total number and full listing of complaints received at our Registration & Referral stage.
Accepted	<ul style="list-style-type: none"> The total number and full listing of complaints accepted in our Case Management stage The total number of complaints that will appear for each product-based table The product categorisation of each complaint progressed which determines the comparative product group.
Closed	<ul style="list-style-type: none"> The total number and full listing of complaints closed in our Case Management stage The total number of complaints by outcome that will appear for each product-based table The product categorisation of each complaint progressed which determines the comparative product group.
Non-response	<ul style="list-style-type: none"> The total number and full listing of complaints which were automatically progressed from registration because there was no response and there was no error in the progression.

10. Hover your cursor at the **top-right corner** of the table and click the **ellipsis (... icon)**.

The screenshot shows the AFCA Datacube validation interface. A tooltip is displayed over the ellipsis icon in the top-right corner of the table, with the following instructions:

1. Hover your cursor at the top-right corner of each table.
2. Click the ellipsis (...).
3. Click 'Export data'.
4. Select 'Summarized data' and click 'Export'.
5. Provide feedback to AFCA.

The table below the tooltip has the following columns: Complaint number, Complainant, Member reference, Member contact, Received date, Accepted date, Closed date, Case age, Stream, Status, Stage, and Product. The first row of data shows: 16/06/2024, 16/06/2024, 88, Standard, Open, Decision, Credit.

11. Click **Export data**.

The screenshot shows the AFCA Datacube validation interface for the period 1/01/2024 - 30/06/2024. The 'Accepted' category is selected. A table of complaints is displayed with columns for Complaint number, Complainant, Member reference, Member contact, Received date, Accepted date, Closed date, Case age, and Status. A dropdown menu is open, showing options: Export data, Show as a table, Spotlight, Sort descending, Sort ascending, and Sort by. A yellow callout box in the top right corner provides instructions: 1. Hover your cursor at the top-right corner of each Table. 2. Click the ellipsis (...). 3. Click 'Export data'. 4. Select 'Summarized data' and click 'Export'. 5. Provide feedback to AFCA.

Complaint number	Complainant	Member reference	Member contact	Received date	Accepted date	Closed date	Case age	Status
				16/06/2024	16/06/2024		88	Str
				16/06/2024	16/06/2024		88	Co
				16/06/2024	16/06/2024		88	Co
				17/06/2024	17/06/2024	18/07/2024	31	Fa

Note: You will need to export the data individually for each category (E.g. if you want data for Received, Accepted, Closed and Non-response, you will need to export a total of four reports).

12. Select **Summarized data** and click **Export**.

Which data do you want to export?

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more about exporting data](#)

The dialog box shows three options: 'Data with current layout', 'Summarized data', and 'Underlying data'. The 'Summarized data' option is selected and highlighted with a red box. Below the options, the file format is set to '.xlsx (Excel 150,000-row max)'. The 'Export' button is also highlighted with a red box.

File format:

13. You can now find the report in your **Downloads** folder.



Note: If you are responsible for multiple financial firms which received four or more complaints in this reporting period, please repeat steps 8-13 to validate your data.

How to provide validation feedback to AFCA

We encourage and expect all members to raise issues about complaint classifications while a complaint is open.

While we have completed internal data reviews, if you would like to share feedback on your data, please follow these steps:

1. Email us at datacube@afca.org.au
2. Provide us with the exact case number
3. Clearly state what the data should be changed to
4. Explain the reason for the change with reference to specific dates or email correspondence.

Example member response

We have shared an example member response for your reference.

AFCA Case No. 12-00-99999

Upon review, we wish to dispute the non-response. Response was provided to AFCA via email on 02/02/24. See attachments confirming. *

**Member would attach all relevant documentation to support their request.*

About the data

- Some complaints may involve multiple products and/or have multiple issues. We provide an entry for each one of these.
- Some complaints may have the stream 'Not streamed' and the product(s)/issue(s) 'Unknown'.
 - > 'Not streamed' means that the complaint did not progress to a case stream (e.g Fast Track).
 - > 'Unknown' means there is no known data for the field.

Complaints received 1/01/2024 - 30/06/2024								
Stream	Status	Stage	Product line(s)	Product category(s)	Product(s)	Issue type(s)	Issue(s)	Outcome type(s)
Not streamed	Closed	Case Management	General Insurance	Domestic Insurance	Home Contents	Privacy & Confidentiality	Failure/ refusal to provide access	Outside Rules
Standard	Open	Decision	Credit	Business Finance	Business Credit Card	Financial Difficulty	Decline of Financial Difficulty Request	Decision in Favour of FF
Not streamed	Closed	Referral	Credit	Consumer Credit	Credit Cards	Privacy & Confidentiality	Credit reporting	Discontinued; Resolved by FF
Complex	Open	Case Management	Deposit Taking	Unknown	Unknown	Transactions	Scam - phishing/ spoofing	Discontinued
Complex	Open	Decision						Decision in Favour of FF
Fast Track	Closed	Case Management	Payment Systems	Unknown	Unknown	Transactions	Chargebacks - merchant	Resolved by FF
Rules	Open	Case Management	Deposit Taking	Unknown	Unknown	Transactions	Unauthorised transactions	Resolved by FF
Not streamed	Closed	Referral	Investments	Securities	Unknown	Credit Reporting	Unknown	Discontinued; Resolved by FF

- Please see our [product glossary](#) and [issues glossary](#) for all definitions.
- The Datacube report is updated every night. If we make a change to your data, you will be able to see this the next day.
- If you create a new portal contact to access the Datacube report, you will not have access until the next day as the system updates overnight.