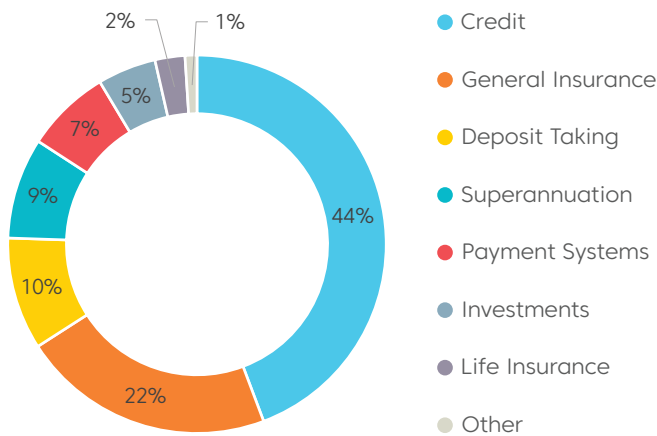


AFCA snapshot

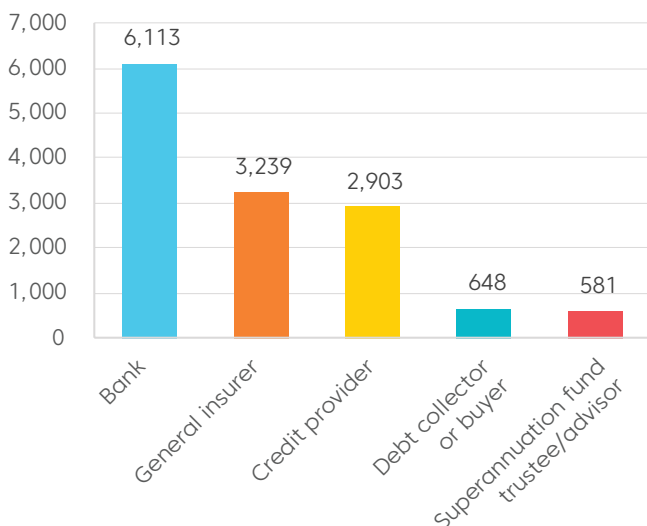
Complaints received

We received **17,576** complaints.

Complaints received by product line*



Complaints received by provider type*



8.8% of licensee members had a complaint lodged against them in the first three months

Small business

We received **1,273** complaints from small businesses.



Most complaints were about misleading product/service information.

Systemic issues

Definite systemic issues currently under investigation **78**

Total potential serious contraventions and other breaches identified since November **5**

Events and meetings held/attended

We attended/held **55** events and meetings.

We visited Adelaide, Bega, Brisbane, Camperdown, Canberra, Port Douglas, Seymour and Sydney



Calls to consumer line

We received more than **34,787** calls so far, with an average of 570 per day.



Visits to our website

We received **376,721** visits to our website.

Social media followers

Twitter **1,174**
 LinkedIn **1,731**
 Facebook **1,446**

Complaints received by main product issues

The following tables show all complaints received by the top 5 issue types.



Credit

Issue	Total
Credit reporting	1,073
Misleading product/service information	753
Responsible lending	663
Incorrect fees/ costs	438
Unauthorised transactions	433



General Insurance

Issue	Total
Delay in claim handling	643
Denial of claim - Exclusion/condition	620
Claim amount	591
Denial of claim	509
Service quality	180



Deposit taking

Issue	Total
Unauthorised transactions	421
Service quality	136
Mistaken Internet Payment	103
Incorrect fees/ costs	80
Failure to follow instructions/agreement	64



Superannuation

Issue	Total
Incorrect fees/ costs	193
Delay in claim handling	134
Account administration error	111
Death benefit distribution	105
Denial of claim	94



Payment systems

Issue	Total
Unauthorised transactions	211
Denial of claim	188
Mistaken Internet Payment	142
Service quality	76
Incorrect fees/costs	47



Investments

Issue	Total
Failure to follow instructions/agreement	186
Inappropriate advice	93
Failure to act in client's best interests	63
Incorrect fees/ costs	58
Service quality	52



Life insurance

Issue	Total
Denial of claim	67
Incorrect premiums	35
Delay in claim handling	34
Claim amount	33
Cancellation of policy	27