

Contents

Section 1 – Explanatory Notes

Section 1 provides a series of brief explanatory notes for the 2018 Comparative Tables. Information includes details on what is captured in each product table, along with relevant footnotes for each product.

Section 2 – Comparative Product Tables

Section 2 contains the Comparative Tables for 2018. There are 20 tables published for the reporting period 1 July 2017 to 30 June 2018. The tables report on the following statistics:

1. 'Chance of Dispute' coming to FOS, or 'Number of Disputes' received
2. FOS Dispute Process Stage Reached (Average)
3. Outcomes of the Resolution Process.

Introduction

What are the FOS Comparative Tables?

The FOS Comparative Tables present dispute statistics about financial services providers (FSPs) that are members of the Financial Ombudsman Service (FOS) Australia. The tables are produced annually as required under ASIC Regulatory Guide 139, which states that external dispute resolution schemes such as FOS must publish comparative data. The tables provide three types of information about each FSP:

1. 'Chance of Dispute' coming to FOS, or the raw 'Number of Disputes' received¹
2. FOS Dispute Process Stage Reached (Average)
3. Outcomes of the Resolution Process.

What are the benefits of publishing FOS Comparative Tables?

Consumers can find out how likely other consumers were to lodge a dispute with FOS about a particular product from a particular FSP. They can also access outcomes of disputes involving particular FSPs. The data might help consumers deciding which FSP to use.

FSPs can compare their dispute performance to that of other FOS members, which will help them to set targets for their businesses and direct their resources to the right areas. This may help to improve their complaints handling systems and broader customer service programs.

How can I learn more about the tables?

This document provides information on the 2017-18 Comparative Tables and includes a full list of the tables, important product assumptions and footnotes. Additional information is available from the FOS website (www.fos.org.au) including:

- Glossary – definitions of key terms used in the tables
- How to interpret the tables – an example of a table with explanatory notes
- Frequently Asked Questions – answers to some likely questions.

¹ Where an FSP provides a business size, the 'Chance of Dispute' metric is published. Where the business size is not provided, the raw 'Number of Disputes' is published.

Disclaimers

Disclaimer for all tables

FOS has taken every care to create a sound basis for presenting the data in the Comparative Tables. The preparation of the tables was based on business information provided by the relevant FSPs. FOS has not independently verified that information. While we have every confidence in the responses provided by our members, we also note that there is some margin for inconsistency in the ways in which our requests have been interpreted, mainly because of differences in the structure of FSPs' business operations.

When considering these tables, you should not rely on the data as the sole basis for any financial decision-making. Consumers should seek advice before making financial decisions.

To the extent permitted by law, FOS accepts no liability for any losses arising out of improper use, or release, of this information.

Statistical note for all tables

All percentages in the 'Outcomes of the Resolution Process' columns have been rounded to the nearest whole number. Due to this rounding, the sum of percentages for a particular FSP in a particular table might not be exactly 100%.

Full Comparative Tables list

Dispute data is presented in one of 24 product categories. Products are aligned to one of the following segments:

- Banking & Finance (B&F)
- General Insurance (GI)
- Investments & Advice (I&A)

Each table captures only 'qualified members', where a 'qualified member' is one with a minimum of five disputes in a particular product category. Tables with at least five qualified members show a full set of information, while tables with less than five qualified members show only the 'outcomes' statistics. Tables are not published when there are no qualified members.

A summary of the 24 products is provided below. Further information and the footnotes for each table are provided on the following pages.

	<u>Table Name</u>	<u>Group</u>	<u>Status</u>
1	<u>Business Finance</u>	B&F	Published in full
2	<u>Consumer Loans</u>	B&F	Published in full
3	<u>Credit Cards</u>	B&F	Published in full
4	<u>Credit Insurance</u>	GI	Published in full
5	<u>Deposit Taking/Payment Systems</u>	B&F	Published in full
6	<u>Derivatives/Hedging & Securities</u>	I&A	Published in full
7	<u>Extended Warranties</u>	GI	Outcomes data only – one FSP
8	<u>Home Building Insurance</u>	GI	Published in full
9	<u>Home Contents Insurance</u>	GI	Published in full
10	<u>Housing Finance</u>	B&F	Published in full
11	<u>Life Insurance</u>	I&A	Published in full
12	<u>Managed Investments</u>	I&A	Published in full
13	<u>Margin Loans</u>	B&F	Not published – no FSPs
14	<u>Medical Indemnity</u>	GI	Outcomes data only – one FSP
15	<u>Motor Vehicle Insurance</u>	GI	Published in full
16	<u>Personal & Domestic Property Insurance</u>	GI	Published in full
17	<u>Professional Indemnity Insurance</u>	I&A	Not published – no FSPs
18	<u>Real Property</u>	I&A	Not published – no FSPs
19	<u>Sickness and Accident Insurance</u>	GI	Outcomes data only – four FSPs
20	<u>Small Business/Farm Insurance</u>	GI	Published in full
21	<u>Superannuation</u>	I&A	Outcomes data only – four FSPs
22	<u>Timeshare and Strata Title Schemes</u>	I&A	Outcomes data only – three FSPs
23	<u>Traditional Trustee Services</u>	I&A	Not published – no FSPs
24	<u>Travel Insurance</u>	GI	Published in full

1. Business Finance table

We have not published any 'Chance of Dispute' or 'Number of Disputes' data in this table. The FOS Terms of Reference (and the *Corporations Act, 2001*) define a small business as:

- a) A business involved in goods manufacturing that has less than 100 employees; or
- b) All other non-manufacturing businesses that have less than 20 employees.

Lending to small businesses is recorded using a range of measures, including turnover of the business. As a result, not all lenders are able to report on the number of loans made to small businesses that fall within the FOS Terms of Reference definition. This makes comparison of providers of business finance problematic. For this reason, we only publish dispute outcome information in this table.

2. Consumer Loans table

Most FSPs who appear in this table are providers of consumer loans but there are some exceptions. The table may also include debt collectors or buyers, credit reporting agencies, financial advisors / planners and salary packaging administrators who may also have disputes lodged against them in relation to consumer loans.

Complaints about debt collectors or buyers and credit reporting agencies may include complaints that are found to be about the actions of the original credit provider. This possibility should be taken into account when comparing the data for members classified as debt collectors and buyers and credit reporting agencies.

3. Credit Cards table

Most FSPs who appear in this table are providers of credit cards but there are some exceptions. The table also includes debt collectors or buyers and credit reporting agencies who may also have disputes lodged against them in relation to credit cards.

Complaints about debt collectors or buyers and credit reporting agencies may include complaints that are found to be about the actions of the original credit provider. This possibility should be taken into account when comparing the data for members classified as debt collectors and buyers and credit reporting agencies.

4. Credit Insurance table

The Credit Insurance table includes policies that are applicable to a credit product and sold on the basis of supporting that product. The table does not include other insurance policies that might be used to support a credit product, for example 'temporary and permanent disability insurance'.

5. Deposit Taking/Payment Systems table

Business transaction accounts are included in this product category. FOS members use different definitions for identifying 'small business' customers and this may affect their interpretation of the number of accounts they hold and therefore their 'Chance of Dispute' figure.

6. Derivatives/Hedging & Securities table

This table includes FSPs that operate a number of different types of businesses, making calculation of business size for the purpose of comparison difficult. As a result, no 'Chance of Dispute' figures are provided, and we have published the raw 'Number of Disputes' for each FSP instead.

7. Extended Warranties table

Only one FSP met the threshold of having five or more disputes in 2017-18. As a result, we have published only the outcomes information for this table, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

8. Home Building Insurance table

The business size data for the 'Home Building Insurance' table includes policies for home buildings insurance and residential strata titles insurance.

For FSPs who provide master insurance policies for residential strata units and apartments, the number of policies used to calculate 'Chance of Dispute' has been adjusted to reflect the number of units/apartments insured, not the number of policies.

9. Home Contents Insurance table

The business size data captures only the number of policies for home contents insurance. It does not capture insurance for other personal and domestic property, which is provided in a separate table.

10. Housing Finance table

Business size data includes the following products secured by residential property:

- home loans
- investment property loans
- construction loans
- equity release loans

Most FSPs who appear in this table are providers of housing finance, but the table also includes credit reporting agencies and debt collectors or buyers, who may also have disputes lodged against them in relation to credit reporting on housing finance products.

Complaints about credit reporting agencies and debt collectors or buyers may include complaints that are found to be about the actions of the original credit provider. This possibility should be taken into account when comparing the data for members classified as credit reporting agencies and debt collectors or buyers.

11. Life Insurance table

Companies in this table can sell and/or provide advice about life insurance policies. Policies are designed to cover individuals or groups of people. A group policy could cover several people. The business size of FSPs in this product group was measured according to:

- individual policies – the number of policies for individuals, and
- group policies – the number of people covered (not the number of policies).

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year. This is considered to be a better reflection of the number of people who could have brought a dispute to FOS during the year.

As well as life insurance issuers and underwriters, this table may include financial advisors/planners and banks that provide advice about life insurance but do not issue policies. Due to the challenges of accurately calculating the business size, no 'Chance of Dispute' data has been provided for financial advisors/planners or banks.

12. Managed Investments table

Managed investment disputes are lodged against FSPs from several categories, including:

- FSPs that only provide advice about managed investment products
- FSPs that only originate managed investment products
- FSPs that both originate and provide advice about managed investment products.

Because of the difficulty in comparing these different businesses, we have developed special business size categories for this product group. This table summarises the criteria for applying them to FSPs:

Small	FSP has less than 20 representatives, or less than \$100 million funds under management
Medium	FSP has 20 to 199 representatives, or \$100 million or more but less than \$1 billion funds under management

Large	FSP has 200 to 999 representatives, or \$1 billion or more but less than \$20 billion funds under management
Very large	FSP has 1,000 representatives or more, or \$20 billion or more funds under management

If a member has both advisors and funds under management, they will go into the larger category for which they qualify. For example, if a member had \$2 billion funds under management and 1,200 representatives they would be described as 'very large'.

13. Margin Loans table

No FSP met the threshold of having five or more disputes in 2017-2018, so no table is published for Margin Loans.

14. Medical Indemnity table

Only one FSP met the threshold of having five or more disputes in 2017-18. As a result, the table for Medical Indemnity insurance is published with only outcomes information, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

15. Motor Vehicle Insurance table

Insurance companies sell motor vehicle insurance policies that cover individuals and businesses or groups of people – for example, for company fleets. This table includes disputes about domestic policies for individuals. Accordingly, the business size of FSPs in this product group was measured according to the number of domestic policies for individuals. Disputes about commercial motor vehicle policies are included in the 'Small business/Farm insurance' table.

16. Personal and Domestic Property Insurance table

This table excludes disputes brought against Home Contents Insurance policies because these items are captured in the Home Contents Insurance table.

Pet Insurance has been captured under the product category of Personal & Domestic Property Insurance. Personal & Domestic Property Insurance also captures several sub-product insured items including:

- caravan
- horse
- mobile phone
- moveables
- pets
- pleasure craft
- ticket insurance
- trailer
- trust bonds
- valuables

This type of product variation should be taken into account when comparing the performance of FSPs.

17. Professional Indemnity Insurance table

No FSP met the threshold of having five or more disputes in 2017-18, so no table is published for Professional Indemnity Insurance.

18. Real Property table

No FSP met the threshold of having five or more disputes in 2017-2018, so no table is published for Real Property.

19. Sickness and Accident Insurance table

Only four FSPs met the threshold of having five or more disputes in 2017-18. As a result, the table for Sickness and Accident Insurance is published with only outcomes information, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

Insurance companies sell sickness and accident insurance policies that cover individuals and other policies covering groups of people, for example, sports clubs. A group policy could cover several people. The business size of FSPs in this product group was measured according to:

- individual policies – the number of policies for individuals, and
- group policies – the number of people covered (not the number of policies).

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year. This is considered to be a better reflection of the number of people who could have brought a dispute to FOS during the year.

20. Small Business/Farm Insurance table

We have not published any 'chance of a dispute coming to FOS' or 'number of disputes' data in this table. 'Small business' is defined in FOS's Terms of Reference (and the *Corporations Act*) as a business that:

- a) if the business is or includes the manufacture of goods: has less than 100 employees; or
- b) otherwise: has less than 20 employees.

While insurers record details of the type of insurance policies they have issued and can extract and report on this data, they do not record details about the class of customer to whom the policy has been issued. As a result, insurers were unable to report on the number of small business insurance policies and farm insurance policies that had been sold to businesses that come within the definition of 'small business' in our Terms of Reference. This makes comparison of providers of small business/farm insurance problematic. For this reason, we only publish dispute outcome information in this table.

21. Superannuation table

This table may include:

1. FSPs that only provide advice about superannuation
2. FSPs that only provide superannuation products
3. FSPs that provide both advice and products.

Because of the difficulty of comparing these different businesses, we have developed special business size categories for this product group. This table summarises the categories and the criteria for applying them to FSPs:

Small	FSP has less than 20 representatives, or less than \$100 million funds under management
Medium	FSP has 20 to 199 representatives, or \$100 million or more but less than \$1 billion funds under management
Large	FSP has 200 to 999 representatives, or \$1 billion or more but less than \$20 billion funds under management
Very large	FSP has 1,000 reps, or \$20 billion or more funds under management

If a member has both representatives and funds under management, they will go into the larger category for which they qualify. For example, if a member had \$2 billion funds under management and 1,200 representatives, they would be described as 'very large'.

Only four FSPs met the threshold of having five or more disputes in 2017-18. As a result, the table for Superannuation is published with only outcomes information, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

22. Timeshare and Strata Title Schemes table

Only three FSPs met the threshold of having five or more disputes in 2017-18. As a result, the table for Timeshare and Strata Title Schemes is published with only outcomes information, i.e. there are no 'Chance of Dispute' or 'Number of Disputes' metrics.

23. Traditional Trustee Services table

No FSP met the threshold of having five or more disputes in 2017-2018, so no table is published for Traditional Trustee Services.

24. Travel Insurance table

Insurance companies sell travel insurance policies that cover individuals and other policies that cover groups of people. A group policy could cover several people, e.g. a policy sold to a bank that issues credit cards. The business size of FSPs in this product group was measured according to:

- individual policies – the number of policies issued to individuals between 1 July and 30 June, and
- group policies – the number of people covered (not the number of policies) under policies issued between 1 July and 30 June.

Counting the number of people covered rather than the number of policies for group policies gives a more accurate representation of the number of people covered during the whole year. This is considered to be a better reflection of the number of people who could have brought a dispute to FOS during the year.

List of Comparative Tables - 2018

	<u>Table Name</u>	<u>Group</u>	<u>Status</u>
1	Business Finance	Banking & Finance	Published
2	Consumer Loans	Banking & Finance	Published
3	Credit Cards	Banking & Finance	Published
4	Credit Insurance	General Insurance	Published
5	Deposit Taking/Payment Systems	Banking & Finance	Published
6	Derivatives/ Hedging & Securities	Investments & Advice	Published
7	Extended Warranties	General Insurance	Outcomes data only - 1 Qualified FSP
8	Home Building Insurance	General Insurance	Published
9	Home Contents Insurance	General Insurance	Published
10	Housing Finance	Banking & Finance	Published
11	Life Insurance	Investments & Advice	Published
12	Managed Investments	Investments & Advice	Published
13	Margin Loans	Banking & Finance	Not Published - No Qualified FSPs
14	Medical Indemnity	General Insurance	Outcomes data only - 1 Qualified FSP
15	Motor Vehicle Insurance	General Insurance	Published
16	Personal and Domestic Property Insurance	General Insurance	Published
17	Professional Indemnity Insurance	Investments & Advice	Not Published - No Qualified FSPs
18	Real Property	Investments & Advice	Not Published - No Qualified FSPs
19	Sickness and Accident Insurance	General Insurance	Outcomes data only - 4 Qualified FSP
20	Small Business /Farm Insurance	General Insurance	Published
21	Superannuation	Investments & Advice	Outcomes data only - 4 Qualified FSP
22	Timeshare and Strata Title Schemes	Investments & Advice	Outcomes data only - 3 Qualified FSPs
23	Traditional Trustee Services	Investments & Advice	Not Published - No Qualified FSPs
24	Travel Insurance	General Insurance	Published

#1: Business Finance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
American Express Australia Limited	Credit provider			2.2	45%	15%	15%	23%	3%
Australia and New Zealand Banking Group Limited	Bank			2.3	62%	8%	14%	14%	2%
Bank of Queensland Limited	Bank			2.7	60%	25%	10%	5%	0%
Bank of Western Australia Limited	Bank			2.4	75%	0%	13%	0%	13%
Bendigo and Adelaide Bank Limited	Bank			2.4	50%	7%	29%	7%	7%
Capital Finance Australia Ltd	Credit provider			2.7	27%	23%	41%	9%	0%
Citigroup Pty Limited	Bank			2.3	50%	0%	50%	0%	0%
Commonwealth Bank of Australia	Bank			2.4	51%	18%	23%	8%	0%
Macquarie Leasing Pty Limited	Credit provider			2.1	59%	0%	26%	15%	0%
Mercedes-Benz Financial Services Australia Pty Ltd	Credit provider			2.4	58%	8%	33%	0%	0%
Morris Finance Ltd	Credit provider			1.2	60%	0%	0%	40%	0%
Multipli Pty Ltd	Credit provider			2.4	20%	0%	40%	20%	20%
National Australia Bank Limited	Bank			2.5	56%	12%	23%	8%	1%
Prospa Advance Pty Ltd	Credit provider			1.8	69%	0%	12%	19%	0%
St George Bank	Bank			2.4	56%	6%	25%	13%	0%
St George Finance	Credit provider			2.0	50%	17%	0%	33%	0%
Suncorp-Metway Limited	Bank			2.3	83%	0%	17%	0%	0%
Toyota Finance Australia Limited	Credit provider			1.8	75%	11%	4%	11%	0%
Westpac Banking Corporation	Bank			2.6	49%	4%	33%	12%	2%

#2: Consumer Loans

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Ausfinancial Pty. Ltd.	Credit provider		16	1.5	64%	0%	0%	29%	7%
Australia and New Zealand Banking Group Limited	Bank	30.2		2.2	59%	14%	12%	13%	2%
Bank of Melbourne	Bank	35.9		2.0	65%	4%	19%	8%	4%
Bank of Queensland Limited	Bank	33.1		3.1	36%	29%	21%	14%	0%
BankSA (a division of Westpac Banking Corporation)	Bank	49.9		1.8	75%	13%	13%	0%	0%
Bendigo and Adelaide Bank Limited	Bank	31.3		3.0	33%	20%	40%	0%	7%
Capital Finance Australia Ltd	Credit provider	65.8		2.4	56%	7%	22%	9%	7%
Citigroup Pty Limited	Bank	14.6		1.7	63%	2%	12%	17%	6%
Commonwealth Bank of Australia	Bank	16.8		2.2	59%	10%	17%	12%	2%
Credit Union Australia Ltd	Credit union	18.5		2.0	64%	9%	9%	18%	0%
HSBC Bank Australia Limited	Bank	235.7		2.3	30%	0%	40%	30%	0%
Latitude Automotive Financial Services	Credit provider	83.4		2.1	82%	0%	18%	0%	0%
Latitude Finance Australia	Credit provider		9	1.8	75%	0%	25%	0%	0%
Latitude Personal Finance Pty Ltd	Credit provider	108.1		1.9	66%	6%	11%	14%	2%
Macquarie Leasing Pty Limited	Credit provider	24.2		2.0	65%	5%	14%	11%	5%
McMillan Shakespeare Limited	Salary packaging administrator		10	2.3	45%	9%	18%	18%	9%
Members Equity Bank Limited	Bank	42.6		1.8	100%	0%	0%	0%	0%
Mercedes-Benz Financial Services Australia Pty Ltd	Credit provider	54.7		2.5	54%	17%	21%	8%	0%
National Australia Bank Limited	Bank	25.9		1.9	65%	3%	15%	13%	5%
NLC Pty Ltd	Finance broker		5	1.2	83%	0%	0%	17%	0%
Panthera Finance Pty Ltd	Debt collector or buyer		98	1.9	62%	17%	6%	12%	3%
Ratesetter Australia RE Limited	MIS operator / fund manager		8	1.3	43%	0%	0%	57%	0%
Selectus Financial Services Pty Ltd [#]	Administration services provider		11	2.2	55%	9%	18%	18%	0%
Simply Lease Pty Ltd (In Liquidation) ^{##}	Finance broker		11	3.5	0%	83%	0%	17%	0%
Societyone Australia Pty Ltd	FinTech	51.3		2.0	50%	0%	13%	38%	0%
St George Bank	Bank	22.3		2.2	65%	10%	12%	14%	0%
St George Finance	Credit provider	24.5		2.1	54%	11%	18%	18%	0%
St George Motor Finance	Credit provider	84.2		1.7	57%	0%	14%	21%	7%
Suncorp-Metway Limited	Bank	11.4		2.2	58%	25%	0%	17%	0%
Toyota Finance Australia Limited	Credit provider	43.5		2.1	65%	8%	18%	8%	2%
Ultimate Credit Management Pty Ltd	Debt collector or buyer		9	1.9	63%	25%	0%	13%	0%
Westpac Banking Corporation	Bank	21.8		1.8	68%	6%	10%	15%	0%
Yamaha Motor Finance Australia Pty Ltd	Credit provider	13.9		1.5	83%	0%	0%	17%	0%
Zipmoney Payments Pty Limited	FinTech	2.7		1.1	29%	0%	0%	57%	14%

[#]Selectus Financial Services Pty Ltd ceased membership of FOS on 28 June 2018. This means we could not receive disputes about Selectus Financial Services Pty Ltd after this date.

^{##}Simply Lease Pty Ltd ceased membership of FOS on 26 Feb 2018. This means we could not receive disputes about Simply Lease Pty Ltd after this date.

#3: Credit Cards

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
American Express Australia Limited	Credit provider	37.7		1.9	59%	6%	17%	14%	3%
Australia and New Zealand Banking Group Limited	Bank	11.0		2.1	64%	9%	17%	8%	2%
Bank of Melbourne	Bank	18.9		1.9	52%	7%	22%	15%	4%
Bank of Western Australia Limited	Bank	17.6		2.1	51%	6%	22%	16%	5%
BankSA (a division of Westpac Banking Corporation)	Bank	8.0		1.9	67%	33%	0%	0%	0%
Bendigo and Adelaide Bank Limited	Bank	9.1		2.1	63%	0%	19%	19%	0%
Citigroup Pty Limited	Bank	16.4		2.1	52%	7%	22%	16%	3%
Commonwealth Bank of Australia	Bank	9.9		1.7	73%	6%	7%	11%	3%
Heritage Bank Limited	Bank	12.9		1.4	57%	0%	14%	29%	0%
HSBC Bank Australia Limited	Bank	42.3		2.4	39%	11%	32%	17%	1%
Latitude Finance Australia	Credit provider	21.2		1.6	74%	5%	6%	13%	2%
Ledger Acquisitions Australia Pty Ltd	Debt collector or buyer		13	1.9	80%	10%	0%	10%	0%
Macquarie Bank Limited	Bank	12.1		2.2	33%	7%	27%	20%	13%
Members Equity Bank Limited	Bank	10.8		2.6	71%	0%	14%	14%	0%
National Australia Bank Limited	Bank	7.6		2.0	70%	5%	15%	7%	2%
Panthera Finance Pty Ltd	Debt collector or buyer		59	2.1	59%	11%	14%	16%	0%
St George Bank	Bank	11.5		1.8	62%	4%	13%	18%	3%
Wesfarmers Finance Pty Ltd [#]	Credit provider	9.3		1.5	71%	5%	5%	13%	6%
Westpac Banking Corporation	Bank	9.8		2.1	57%	4%	21%	15%	2%

[#]Wesfarmers Finance Pty Ltd ceased membership of FOS on 19 Jun 2018. This means we could not receive disputes about Wesfarmers Finance Pty Ltd after this date.

#4: Credit Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Allianz Australia Insurance Limited	General insurer	8.3		2.6	29%	24%	24%	24%	0%
Australia and New Zealand Banking Group Limited	Bank		6	1.7	100%	0%	0%	0%	0%
Hallmark General Insurance Company Ltd	General insurer	2.0		1.2	100%	0%	0%	0%	0%
MLC Limited	Life insurer	8.7		1.6	20%	0%	20%	60%	0%
OnePath General Insurance Pty Limited	General insurer	3.6		1.9	75%	13%	0%	0%	13%
QBE Insurance (Australia) Limited	General insurer	25.9		2.2	55%	7%	24%	10%	3%
The Colonial Mutual Life Assurance Society Limited	Life insurer	7.2		1.8	71%	7%	11%	7%	4%
Westpac General Insurance Limited	General insurer	9.9		2.1	43%	7%	21%	29%	0%

#5: Deposit Taking - Payment Systems

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
American Express Australia Limited	Credit provider		14	1.6	79%	7%	14%	0%	0%
Australia and New Zealand Banking Group Limited	Bank	2.7		2.1	48%	8%	22%	17%	6%
Australian Military Bank Ltd	Bank	5.4		1.0	0%	0%	0%	100%	0%
Bank of Melbourne	Bank	4.2		2.0	50%	15%	12%	15%	8%
Bank of Queensland Limited	Bank	3.7		2.7	26%	32%	29%	10%	3%
Bank of Western Australia Limited	Bank	3.0		2.3	40%	10%	33%	15%	2%
BankSA (a division of Westpac Banking Corporation)	Bank	1.2		1.9	57%	0%	14%	14%	14%
Bendigo and Adelaide Bank Limited	Bank	3.9		2.2	40%	7%	31%	13%	9%
Citigroup Pty Limited	Bank	2.0		2.0	62%	9%	19%	8%	1%
Commonwealth Bank of Australia	Bank	3.1		1.7	67%	4%	11%	13%	5%
Credit Union Australia Ltd	Credit union	2.4		2.1	47%	21%	11%	16%	5%
Heritage Bank Limited	Bank	5.5		1.6	71%	9%	14%	3%	3%
HSBC Bank Australia Limited	Bank	4.3		2.1	46%	8%	27%	12%	8%
IMB Ltd	Bank	2.9		2.3	57%	0%	14%	29%	0%
ING Bank (Australia) Limited	Bank	3.2		2.4	22%	5%	44%	12%	17%
Instarem Pty Limited	Foreign exchange dealer		5	1.8	60%	20%	20%	0%	0%
Macquarie Bank Limited	Bank	0.8		1.7	33%	17%	17%	17%	17%
MasterCard Prepaid Management Services Australia Pty Ltd	Product distributor		32	1.8	59%	9%	19%	9%	3%
Members Equity Bank Limited	Bank	3.1		2.2	40%	20%	20%	7%	13%
National Australia Bank Limited	Bank	2.4		1.9	61%	10%	12%	11%	6%
P&N Bank	Bank		5	3.0	33%	0%	67%	0%	0%
Panthera Finance Pty Ltd	Debt collector or buyer		7	1.5	100%	0%	0%	0%	0%
PayPal Australia Pty Limited	Non-cash payment system provider	2.4		1.5	66%	2%	13%	13%	5%
Rev Australia	Product issuer	1.2		1.2	80%	10%	0%	10%	0%
St George Bank	Bank	2.2		2.3	43%	11%	26%	17%	4%
Stripe Payments Australia Pty. Ltd.	Non-cash payment system provider		10	2.3	14%	0%	57%	29%	0%
Suncorp-Metway Limited	Bank	2.5		1.9	57%	11%	14%	11%	7%
Transaction Services Holdings Limited	Non-cash payment system provider		6	1.0	100%	0%	0%	0%	0%
Westpac Banking Corporation	Bank	3.0		2.1	45%	6%	25%	13%	10%

#6: Derivatives - Hedging & Securities

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AGM Markets Pty Ltd	Derivatives dealer		63	1.7	92%	0%	0%	8%	0%
AVA CAPITAL MARKETS AUSTRALIA PTY LIMITED	Derivatives dealer		13	1.7	71%	14%	7%	7%	0%
Berndale Group Pty Ltd	Make a market		7	3.6	14%	86%	0%	0%	0%
BTC Markets	Crypto currency exchange		5	1.4	60%	0%	20%	20%	0%
Casey Block Services	FinTech		7	1.7	67%	0%	0%	33%	0%
CMC Markets Asia Pacific Pty Ltd	Derivatives dealer		6	2.2	60%	0%	20%	20%	0%
CMC Markets Stockbroking Limited	Stockbroker		6	2.5	0%	75%	0%	25%	0%
Commonwealth Securities Limited	Stockbroker		22	2.5	32%	5%	32%	16%	16%
Direct FX Trading Pty Ltd	Derivatives dealer		54	2.4	18%	21%	4%	46%	11%
Forex Capital Trading	Make a market		20	2.1	62%	0%	15%	15%	8%
FXCM Australia Pty. Limited	Derivatives dealer		5	3.0	50%	50%	0%	0%	0%
GLOBAL PRIME PTY LIMITED	Stockbroker		5	3.0	50%	50%	0%	0%	0%
IG Markets Limited	Derivatives dealer		13	3.6	0%	14%	71%	0%	14%
Learn to Trade Pty Limited	Financial advisor / planner		5	1.8	100%	0%	0%	0%	0%
Novus Capital Limited	Derivatives dealer		27	2.5	50%	50%	0%	0%	0%
Pepperstone Group Limited	Derivatives dealer		11	2.9	9%	0%	64%	27%	0%
Plus500au Pty Ltd	Derivatives dealer		25	2.9	68%	5%	8%	18%	0%
Share Investing Limited	Stockbroker		15	2.8	17%	0%	33%	50%	0%

#7: Extended Warranties

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Australian Warranty Network	Warranty provider			2.7	33%	17%	50%	0%	0%

#8: Home Building Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	27.0		2.7	33%	17%	38%	8%	3%
ALG Australia Limited	General insurer	6.3		3.4	29%	47%	24%	0%	0%
Allianz Australia Insurance Limited	General insurer	21.9		2.8	41%	8%	42%	8%	2%
Austagencies Pty Ltd	Underwriting agency		17	2.4	42%	25%	17%	17%	0%
Auto & General Insurance Company Limited [#]	Underwriting agency	31.1		3.1	15%	26%	49%	7%	3%
Chubb Insurance Australia Limited	General insurer	10.3		3.0	0%	50%	50%	0%	0%
Commonwealth Insurance Limited	General insurer	35.5		2.6	46%	16%	26%	9%	3%
Defence Service Homes Insurance Scheme	General insurer	17.9		2.4	56%	22%	11%	11%	0%
Guild Insurance Limited	General insurer		6	3.0	22%	11%	56%	11%	0%
Insurance Australia Limited ^{###}	General insurer	31.4		2.9	24%	27%	38%	8%	3%
Insurance Manufacturers of Australia Pty Ltd	General insurer	25.0		2.8	30%	21%	37%	9%	3%
Lloyd's Australia Limited	General insurer	12.2		3.8	25%	25%	50%	0%	0%
QBE Insurance (Australia) Limited	General insurer	37.5		2.8	34%	21%	33%	10%	2%
RAA Insurance Limited	General insurer	16.7		2.4	31%	0%	56%	6%	6%
RAC Insurance Pty Limited	General insurer	9.3		2.8	31%	13%	56%	0%	0%
RACQ Insurance Limited	General insurer	35.6		2.7	32%	17%	42%	8%	2%
RACT Insurance Pty Ltd	General insurer	14.7		3.3	0%	22%	56%	22%	0%
Resilium Pty Ltd	Product distributor	34.3		2.7	44%	19%	31%	6%	0%
Strata Community Insurance Agencies Pty Ltd	Underwriting agency	2.9		2.2	67%	0%	17%	17%	0%
Strata Unit Underwriters	General insurer	11.6		3.0	20%	47%	23%	10%	0%
Terri Scheer Insurance Pty Ltd	General insurer	55.4		2.8	17%	11%	56%	11%	6%
The Hollard Insurance Company Pty Ltd ^{###}	General insurer	41.4		2.9	29%	17%	43%	7%	3%
Westpac General Insurance Limited	General insurer	45.1		2.6	32%	14%	38%	13%	2%
Youi Pty Ltd	General insurer	12.9		2.7	36%	24%	27%	12%	0%

[#]Auto & General Insurance Company Limited data also includes data captured against Auto & General Services Pty Ltd.

^{###}Insurance Australia Limited data also includes data captured against CGU Insurance Limited, HBF Insurance Pty Ltd, Swann Insurance (Aust) Pty Ltd and WFI Insurance Limited.

^{###}Please note in the 2017 Home Building Insurance comparative table we incorrectly reported The Hollard Insurance Company Pty Ltd's chance of dispute as 23.5. The correct chance of dispute for the Hollard Insurance Company Pty Ltd for 2017 was 53.9. We have now updated the 2017 Home Building Insurance comparative table with the correct information.

#9: Home Contents Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	6.5		2.6	32%	13%	39%	11%	5%
Allianz Australia Insurance Limited	General insurer	5.5		2.8	43%	7%	43%	7%	0%
Auto & General Insurance Company Limited [#]	Underwriting agency	7.6		2.8	35%	15%	45%	5%	0%
Commonwealth Insurance Limited	General insurer	4.0		2.7	44%	16%	36%	4%	0%
Insurance Australia Limited ^{##}	General insurer	7.3		2.4	28%	17%	31%	16%	9%
Insurance Manufacturers of Australia Pty Ltd	General insurer	6.2		2.8	30%	13%	39%	9%	9%
QBE Insurance (Australia) Limited	General insurer	5.4		2.2	29%	16%	26%	11%	18%
RAC Insurance Pty Limited	General insurer	3.4		1.8	0%	0%	40%	20%	40%
RACQ Insurance Limited	General insurer	5.1		2.3	40%	13%	27%	20%	0%
The Hollard Insurance Company Pty Ltd	General insurer	8.5		3.0	27%	33%	40%	0%	0%
Westpac General Insurance Limited	General insurer	10.6		2.6	29%	21%	32%	11%	8%
Youi Pty Ltd	General insurer	4.2		2.5	30%	0%	40%	30%	0%

[#]Auto & General Insurance Company Limited data also includes data captured against Auto & General Services Pty Ltd.

^{##}Insurance Australia Limited data also includes data captured against CGU Insurance Limited, HBF Insurance Pty Ltd, Swann Insurance (Aust) Pty Ltd and WFI Insurance Limited.

#10: Housing Finance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AMP Bank Limited	Bank	20.7		2.1	76%	10%	10%	0%	5%
Australia and New Zealand Banking Group Limited	Bank	37.4		2.3	59%	8%	21%	10%	2%
Australian Central Credit Union Ltd [#]	Credit union	27.7		2.0	67%	0%	11%	11%	11%
Bank of Melbourne	Bank	39.8		1.9	67%	5%	14%	12%	2%
Bank of Queensland Limited	Bank	45.3		2.5	44%	19%	26%	9%	2%
Bank of Western Australia Limited	Bank	36.3		2.4	54%	8%	27%	10%	1%
BankSA (a division of Westpac Banking Corporation)	Bank	23.4		1.6	86%	7%	0%	7%	0%
Bendigo and Adelaide Bank Limited	Bank	33.9		2.4	59%	11%	19%	11%	0%
Citigroup Pty Limited	Bank	11.8		2.2	58%	16%	16%	11%	0%
Commonwealth Bank of Australia	Bank	30.8		2.1	67%	8%	14%	9%	2%
Community CPS Australia Limited	Bank	26.9		2.0	33%	33%	0%	33%	0%
Credit Union Australia Ltd	Credit union	26.7		2.3	67%	8%	8%	17%	0%
Heritage Bank Limited	Bank	13.1		1.3	100%	0%	0%	0%	0%
HSBC Bank Australia Limited	Bank	28.6		2.1	71%	0%	12%	12%	6%
ING Bank (Australia) Limited	Bank	27.9		2.2	53%	9%	18%	12%	9%
Macquarie Bank Limited	Bank	16.9		1.9	60%	7%	13%	20%	0%
Members Equity Bank Limited	Bank	21.1		1.9	76%	10%	10%	3%	0%
National Australia Bank Limited	Bank	26.3		2.2	60%	11%	18%	9%	1%
P&N Bank	Bank		11	1.8	78%	0%	11%	11%	0%
Panthera Finance Pty Ltd	Debt collector or buyer		13	2.1	50%	13%	13%	25%	0%
RAMS Financial Group Pty Ltd	Bank	66.0		2.0	56%	4%	16%	19%	5%
St George Bank	Bank	21.5		2.1	63%	10%	15%	10%	3%
Suncorp-Metway Limited	Bank	39.6		2.1	64%	8%	14%	9%	4%
Westpac Banking Corporation	Bank	21.5		2.2	55%	7%	19%	17%	2%

[#]People's Choice Credit Union is the trading name for Australian Central Credit Union.

#11: Life Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AIA Australia Limited	Life insurer	1.3		2.4	27%	14%	32%	25%	2%
AMP Financial Planning Pty Limited	Financial advisor / planner		7	2.5	75%	25%	0%	0%	0%
AMP Life Ltd	Life insurer	4.0		2.2	37%	12%	18%	25%	8%
Australia and New Zealand Banking Group Limited	Bank		10	2.3	63%	0%	25%	13%	0%
Commonwealth Financial Planning Limited	Financial advisor / planner		20	2.3	70%	10%	20%	0%	0%
Greenstone Financial Services Pty Ltd	Product distributor	7.7		1.6	67%	0%	5%	29%	0%
Hannover Life Re of Australasia Limited	Life insurer	0.7		2.0	50%	0%	25%	25%	0%
HCF Life Insurance Company Pty Limited	Life insurer	1.0		2.0	40%	20%	20%	20%	0%
Metlife Insurance Limited	Life insurer	0.3		2.3	0%	25%	0%	50%	25%
MLC Limited	Life insurer	5.4		2.6	45%	14%	18%	20%	2%
OnePath Life Limited	Life insurer	4.3		2.4	27%	18%	20%	29%	6%
Suncorp Life & Superannuation Limited	Life insurer	14.2		2.2	33%	10%	26%	26%	5%
TAL Life Limited	Life insurer	1.9		2.2	46%	17%	13%	22%	3%
The Colonial Mutual Life Assurance Society Limited	Life insurer	2.6		2.2	48%	9%	15%	22%	6%
Westpac Banking Corporation	Bank		16	2.5	60%	20%	13%	7%	0%
Westpac Life Insurance Services Limited	Bank	3.2		2.5	22%	19%	31%	22%	6%
Zurich Australia Limited	Life insurer	4.4		2.5	33%	50%	8%	8%	0%

#12: Managed Investments

Financial Services Provider (FSP)	Primary Business	Business Size	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
						Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AGM Markets Pty Ltd	Derivatives dealer	Small		7	1.0	100%	0%	0%	0%	0%
AMP Financial Planning Pty Limited	Financial advisor / planner	Very Large		6	2.1	71%	14%	14%	0%	0%
Commonwealth Financial Planning Limited	Financial advisor / planner	Large		22	2.4	81%	19%	0%	0%	0%
Count Financial Limited	Financial advisor / planner	Large		31	2.0	0%	0%	0%	0%	100%
Macquarie Equities Limited	Financial advisor / planner	Large		7	3.8	27%	32%	36%	0%	5%
MyPlanner Australia Pty Ltd	Financial advisor / planner	Medium		5	3.0	0%	0%	100%	0%	0%
Westpac Banking Corporation	Bank	Very Large		16	3.1	30%	30%	30%	10%	0%

#14: Medical Indemnity

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Avant Insurance Limited	General insurer			4.0	0%	0%	80%	20%	0%

#15: Motor Vehicle Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	16.2		2.5	30%	14%	38%	12%	6%
AI Insurance Holdings Pty Limited	General insurer	65.1		2.4	52%	24%	21%	3%	0%
Aioi Nissay Dowa Insurance Company Australia Pty Ltd	General insurer	8.5		2.5	31%	12%	42%	12%	4%
Allianz Australia Insurance Limited	General insurer	9.3		2.4	36%	6%	39%	14%	4%
Auto & General Insurance Company Limited [#]	Underwriting agency	19.2		2.7	31%	15%	38%	11%	5%
Commonwealth Insurance Limited	General insurer	12.6		2.4	50%	10%	33%	3%	5%
Eric Insurance Limited	General insurer	24.8		2.0	50%	50%	0%	0%	0%
Great Lakes Insurance SE	Underwriting agency	59.8		1.7	67%	0%	0%	0%	33%
Insurance Australia Limited ^{##}	General insurer	14.4		2.5	36%	13%	36%	10%	6%
Insurance Manufacturers of Australia Pty Ltd	General insurer	12.8		2.6	39%	20%	28%	10%	4%
Ken Tame & Associates Pty Ltd ^{###}	Underwriting agency		6	2.4	57%	14%	29%	0%	0%
Pd Insurance Agency Pty Ltd	General insurer		6	2.4	40%	0%	60%	0%	0%
QBE Insurance (Australia) Limited	General insurer	18.6		2.4	43%	17%	25%	10%	5%
RAA Insurance Limited	General insurer	7.9		2.7	33%	15%	44%	7%	0%
RAC Insurance Pty Limited	General insurer	3.5		2.3	33%	19%	24%	10%	14%
RACQ Insurance Limited	General insurer	6.9		2.9	20%	14%	54%	9%	4%
The Hollard Insurance Company Pty Ltd	General insurer	28.2		3.1	18%	16%	57%	8%	1%
Youi Pty Ltd	General insurer	4.6		2.7	17%	3%	55%	17%	7%

[#]Auto & General Insurance Company Limited data also includes data captured against Auto & General Services Pty Ltd.

^{##}Insurance Australia Limited data also includes data captured against CGU Insurance Limited, HBF Insurance Pty Ltd, Swann Insurance (Aust) Pty Ltd and WFI Insurance Limited.

^{###}The data for Ken Tame & Associates Pty Ltd was incorrect and was updated on 29/10/2018.

#16: Personal & Domestic Property Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	15.4		3.0	15%	10%	58%	10%	6%
Club Marine Limited	Underwriting agency	32.9		3.1	16%	31%	45%	6%	2%
Insurance Australia Limited [#]	General insurer	6.2		2.7	35%	35%	18%	12%	0%
Lloyd's Australia Limited	General insurer	4.0		2.6	25%	50%	13%	13%	0%
NM Insurance Pty Ltd	Cover holder	32.2		2.6	31%	38%	15%	15%	0%
Optus Insurance Services Pty Ltd	General insurer	3.5		1.3	65%	4%	13%	9%	9%
Petplan Australasia Pty Ltd	Underwriting agency		45	2.0	60%	13%	19%	2%	6%
Petsure (Australia) Pty Ltd	General insurer	16.6		2.1	36%	3%	40%	9%	12%
QBE Insurance (Australia) Limited	General insurer	21.3		2.5	71%	0%	29%	0%	0%
RAA Insurance Limited	General insurer	16.5		1.7	33%	0%	33%	0%	33%
RACQ Insurance Limited	General insurer	4.6		3.0	0%	0%	75%	25%	0%
Risk Insure Pty Ltd	General insurance broker	1.6		2.0	25%	25%	25%	0%	25%
Youi Pty Ltd	General insurer	5.5		2.4	80%	0%	20%	0%	0%

[#]Insurance Australia Limited data also includes data captured against CGU Insurance Limited, HBF Insurance Pty Ltd, Swann Insurance (Aust) Pty Ltd and WFI Insurance Limited.

#19: Sickness & Accident Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AFA Pty Ltd	Underwriting agency			3.4	19%	19%	56%	6%	0%
Chubb Insurance Australia Limited	General insurer			2.9	13%	0%	60%	27%	0%
Lloyd's Australia Limited	General insurer			2.8	32%	12%	52%	4%	0%
QBE Insurance (Australia) Limited	General insurer			2.5	53%	16%	21%	11%	0%

#20: Small Business - Farm Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer			3.1	23%	25%	46%	4%	2%
AIG Australia Limited	General insurer			3.3	29%	29%	43%	0%	0%
Allianz Australia Insurance Limited	General insurer			3.0	31%	35%	35%	0%	0%
Aon Risk Services Australia Limited	General insurance broker			2.8	22%	0%	56%	22%	0%
ATL Insurance Group Pty Ltd	Underwriting agency			3.3	0%	50%	50%	0%	0%
Global Transport & Automotive Insurance Solutions Pty Ltd	Underwriting agency			2.3	38%	25%	13%	13%	13%
Great Lakes Insurance SE	Underwriting agency			3.4	21%	21%	53%	5%	0%
Insurance Australia Limited [#]	General insurer			3.3	16%	23%	55%	3%	3%
Insurance Manufacturers of Australia Pty Ltd	General insurer			2.5	50%	25%	0%	25%	0%
Lloyd's Australia Limited	General insurer			3.2	0%	33%	44%	22%	0%
NAS Insurance Brokers	General insurance broker			3.0	50%	0%	50%	0%	0%
NTI Limited	General insurer			2.7	17%	17%	50%	17%	0%
QBE Insurance (Australia) Limited	General insurer			2.8	37%	16%	35%	11%	1%
Resilium Pty Ltd	Product distributor			2.5	36%	14%	43%	0%	7%
The Hollard Insurance Company Pty Ltd	General insurer			3.5	0%	50%	38%	0%	13%
Zurich Australian Insurance Limited	General insurer			3.2	11%	61%	11%	17%	0%

[#]Insurance Australia Limited data also includes data captured against CGU Insurance Limited, HBF Insurance Pty Ltd, Swann Insurance (Aust) Pty Ltd and WFI Insurance Limited.

#21: Superannuation

Financial Services Provider (FSP)	Primary Business	Business Size	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
						Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AMP Financial Planning Pty Limited	Financial advisor / planner	Very Large			2.9	55%	27%	9%	9%	0%
Commonwealth Financial Planning Limited	Financial advisor / planner	Large			2.0	50%	0%	25%	25%	0%
MyPlanner Australia Pty Ltd	Financial advisor / planner	Medium			2.4	20%	20%	20%	40%	0%
Westpac Banking Corporation	Bank	Very Large			2.7	38%	31%	15%	15%	0%

#22: Timeshare & Strata Title Schemes

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
Classic Clubs Limited	Timeshare scheme operators			2.4	33%	33%	0%	8%	25%
Club Holidays Australia Limited	Timeshare scheme operators			2	71%	29%	0%	0%	0%
Ultiqa Lifestyle Promotions Limited	Timeshare scheme operators			2.7	33%	50%	0%	17%	0%

#24: Travel Insurance

Financial Services Provider (FSP)	Primary Business	Chance of Dispute (per 100,000)	Number of Disputes	FOS Dispute Process Stage Reached (Avg)	Outcomes of Resolution Process				
					Resolved by Agreement	Applicant's Favour	FSP's Favour	Discontinued	Assessment
AAI Limited	General insurer	28.7		2.8	29%	0%	59%	6%	6%
ALG Australia Limited	General insurer	4.5		2.2	8%	0%	46%	38%	8%
Auto & General Insurance Company Limited [#]	Underwriting agency	12.3		2.7	29%	0%	71%	0%	0%
AWP Australia Pty Ltd	Underwriting agency	5.4		2.3	46%	10%	34%	3%	6%
Chubb Insurance Australia Limited	General insurer	0.3		2.7	25%	4%	54%	0%	17%
Great Lakes Insurance SE	Underwriting agency	12.9		3.0	17%	14%	58%	5%	6%
Insurance Australia Limited ^{###}	General insurer		14	2.9	10%	30%	40%	10%	10%
Lloyd's Australia Limited	General insurer	8.5		2.8	11%	17%	54%	11%	6%
Mitsui Sumitomo Insurance Company Limited	General insurer	12.0		2.0	40%	3%	35%	15%	8%
QBE Insurance (Australia) Limited	General insurer	25.1		2.0	49%	7%	23%	11%	10%
Southern Cross Benefits Ltd	General insurer	23.6		3.0	17%	30%	48%	4%	0%
The Hollard Insurance Company Pty Ltd	General insurer	11.2		2.5	29%	7%	50%	7%	7%
Tokio Marine & Nichido Fire Insurance Co Ltd	General insurer	22.9		2.2	35%	11%	37%	5%	13%
Zurich Australian Insurance Limited	General insurer	31.1		2.2	13%	13%	36%	22%	16%

[#]Auto & General Insurance Company Limited data also includes data captured against Auto & General Services Pty Ltd.

^{###}Insurance Australia Limited data also includes data captured against CGU Insurance Limited, HBF Insurance Pty Ltd, Swann Insurance (Aust) Pty Ltd and WFI Insurance Limited.