

1 Nov 2018 to
30 Jun 2019

47,223 complaints received

As at 30 June 67% have been closed

\$112 million in compensation¹

Small business

We received **2,688** complaints from small businesses.



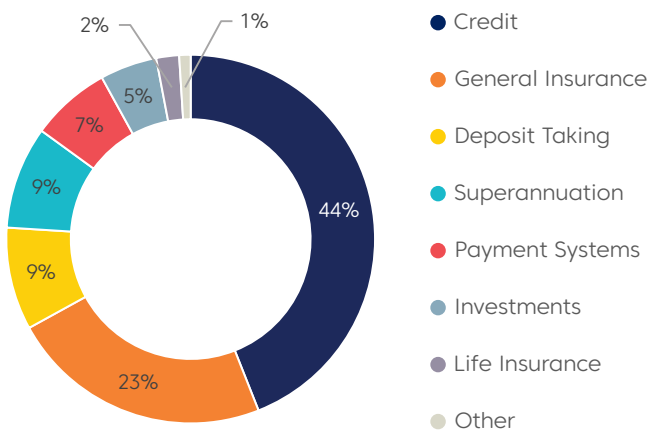
Most complaints were about misleading product/service information.

Systemic issues

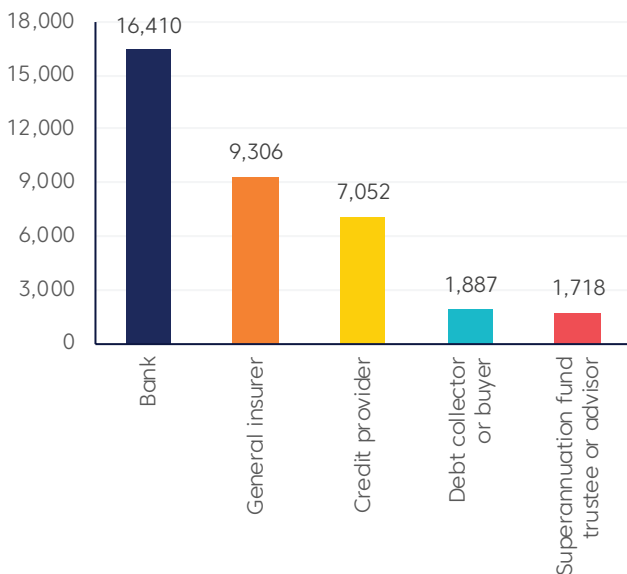
Definite systemic issues currently under investigation **68**

Total potential serious contraventions and other breaches identified since November **24**

Complaints received by product line²



Complaints received by top 5 financial firm types



14% of licensee members had a complaint lodged against them in the first eight months

Events and meetings held/attended

We attended/held **255** events and meetings.
We visited the ACT, NSW, QLD, SA, VIC and WA



Calls to consumer line

We received more than **99,403** calls so far, with an average of **602** per day.



Visits to our website

We received **762,522** visits to our website.

Social media followers

Twitter **1,761** LinkedIn **3,712** Facebook **2,398**

Statistics correct as at 30 June 2019

¹ This includes matters previously received by AFCA's predecessor, Financial Ombudsman Service, and resolved by AFCA since 1 November 2018.

² One complaint can have multiple product lines.

Complaints received by main product issues

The following tables show all complaints received by the top five issues.



Credit

Issue	Total
Credit reporting	3,106
Responsible lending	1,965
Financial firm failure to respond to request for assistance	1,569
Misleading product/service information	1,360
Incorrect fees/costs	1,178



General Insurance

Issue	Total
Delay in claim handling	2,031
Claim amount	1,927
Denial of claim - exclusion/condition	1,655
Denial of claim	1,328
Service quality	613



Deposit Taking

Issue	Total
Unauthorised transactions	1,137
Service quality	362
Mistaken Internet Payment	254
Failure to follow instructions/agreement	191
Incorrect fees/costs	190



Superannuation

Issue	Total
Incorrect fees/costs	556
Delay in claim handling	455
Account administration error	295
Claim amount	250
Denial of claim	243



Payment Systems

Issue	Total
Unauthorised transactions	535
Denial of claim	499
Mistaken Internet Payment	333
Service quality	175
Incorrect fees/costs	125



Investments

Issue	Total
Failure to follow instructions/agreement	661
Inappropriate advice	317
Failure to act in client's best interests	188
Incorrect fees/costs	180
Misleading product/service information	136



Life Insurance

Issue	Total
Denial of claim	139
Incorrect premiums	135
Delay in claim handling	100
Claim amount	84
Cancellation of policy	81