

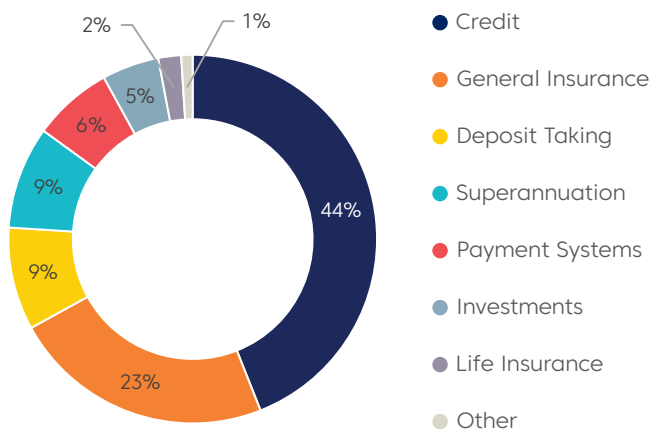
1 Nov 2018 to
31 Aug 2019

60,687 complaints received

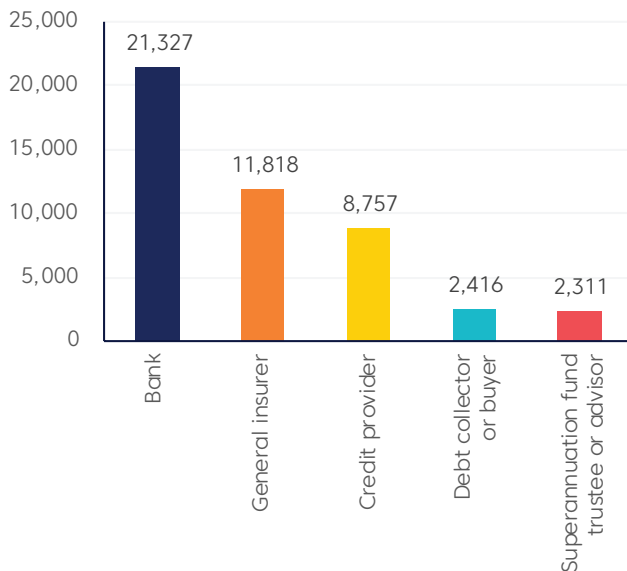
As at 31 August 73% have been closed

\$144.7 million in compensation¹

Complaints received by product line²



Complaints received by top 5 financial firm types



16% of licensee members had a complaint lodged against them in the first 10 months

Small business

We received **3,326** complaints from small businesses.



Most complaints were about misleading product/service information.

Systemic issues

Definite systemic issues currently under investigation **63**

Total potential serious contraventions and other breaches identified since November **27**

Events and meetings held/attended

We attended/held **332** events and meetings.

We visited the ACT, NSW, QLD, SA, VIC and WA



Calls to consumer line

We received more than **127,973** calls so far, with an average of **618** per day.



Visits to our website

We received **1,207,477** visits to our website.

Social media followers

Twitter **1,852** LinkedIn **4,694** Facebook **2,448**

Complaints received by main product issues

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



Credit

Issue	Total
Credit reporting	4,125
Responsible lending	2,566
Financial firm failure to respond to request for assistance	2,126
Incorrect fees/costs	1,564
Misleading product/service information	1,557



General Insurance

Issue	Total
Delay in claim handling	2,539
Claim amount	2,527
Denial of claim - exclusion/ condition	2,060
Denial of claim	1,801
Service quality	855



Deposit Taking

Issue	Total
Unauthorised transactions	1,494
Service quality	505
Mistaken internet payment	332
Failure to follow instructions/agreement	276
Incorrect fees/costs	258



Superannuation

Issue	Total
Incorrect fees/costs	714
Delay in claim handling	615
Account administration error	391
Denial of claim	333
Claim amount	324



Payment Systems

Issue	Total
Unauthorised transactions	718
Denial of claim	609
Mistaken internet payment	416
Service quality	226
Incorrect fees/costs	167



Investments

Issue	Total
Failure to follow instructions/agreement	891
Inappropriate advice	409
Failure to act in client's best interests	292
Incorrect fees/costs	260
Misleading product/service information	159



Life Insurance

Issue	Total
Denial of claim	193
Incorrect premiums	162
Delay in claim handling	126
Claim amount	106
Cancellation of policy	102